

# RESILIENT MINDS™

## Managing Pressure



SUSTAINING

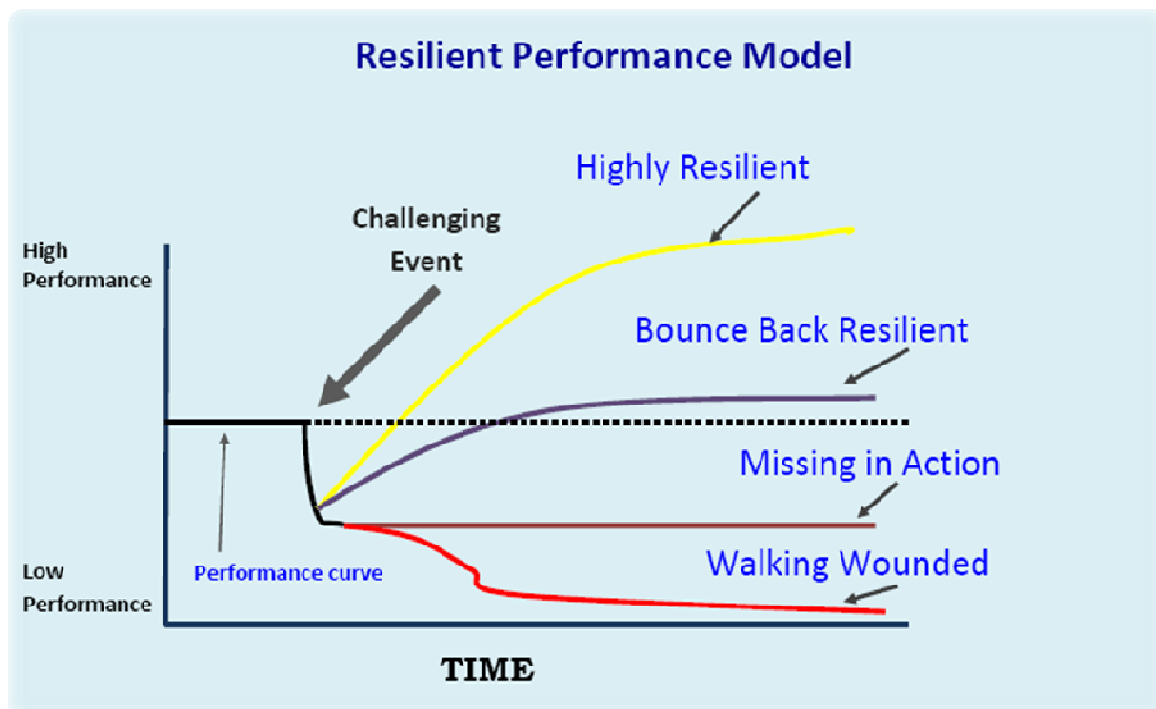
Performance

## The Why

The current economic environment highlights the need for organisational adaptability at an unprecedented level. The rate of change in the marketplace is accelerating, whilst management struggles to deal with current demands. New systems within organisations can be challenged by obsolescence before they are fully functioning. Products now have to be process orientated, undergoing constant evaluation and development.

The contemporary organisation is faced with the challenge of adapting to change while undergoing constant reorganisation. The resilient organisation is in a state of constant development where employees learn the skills to flourish in a rapidly changing environment. The skills required to manage constant change involve building an evolving capacity within each individual to deal with the increasingly dynamic environment of a high performing organisation. This evolving capacity to adapt to a changing environment while sustaining performance is called resilience.

Research shows that resiliency is a capacity to adapt, improvise and respond to challenge effectively, on a continuous basis. This capacity is a function of the available internal resources of each individual that can be called upon when required. Therefore the response of an individual to a particular challenge will be different depending on their capacity at a given point in time. See Fig 1



## The Why cont'd

People respond in different ways when a challenging event is experienced.

**Highly Resilient** individuals who respond to the challenging event by performing at a significantly higher level. They are the potential leaders who inspire those around them to continuously improve.

**Characteristics:** Self reliance, flexibility, creativity, interdependent, strong internal locus of control, high levels of emotional intelligence

**Bounce Back Resilient** people use the challenge to up their performance to deal with the challenge effectively and learn from the experience.

**Characteristics:** Reliable, adaptable, competent, dependable, internal locus of control, emotionally competent

**Missing in Action** individuals are somewhat disengaged from work and the extra challenge causes them to withdraw further from the workplace. Although they are physically present, they are poorly motivated and have a negative impact on those around them. This behaviour is often referred to as presenteeism.

**Characteristics:** Resistant to change, apathetic, weak internal locus of control, poor emotional intelligence,

**Walking Wounded** are already overwhelmed often experiencing anxiety. They are usually vulnerable to illness and are prone to absenteeism.

**Characteristics:** Over extended, pessimistic, external locus of control, poor emotional intelligence

A highly resilient person may find their capacity for resilience reduced by challenging life events such as a family bereavement or change of immediate boss. The key skill for **sustaining resilience** is the ability to know how to replenish the internal resources that help the individual recover a high level of resilience even when dealing with multiple challenges. This leads us to

### **The How**

*“Everyone has a plan - until they’re hit”*

*Mike Tyson as quoted by*

*Doug Hofmeister, Managing  
Director of Business Resilience  
Services at Accenture*

## The How

Resilience training develops flexibility, durability, an ability to organise and manage ambiguity, to be proactive rather than reactive, have an attitude of optimism and a mindset that is open to learning. The resilient person is positive and views life as challenging, but filled with opportunity.

**Commitment, control, challenge** and **compassion** are significant factors in resilient behaviour. The practice of certain **key skills**, addressing these factors, allows the Individual to thrive in a high performance environment.



# Key Competencies for Managing Pressure

## Skills Training

All our training programmes are designed using the latest evidence based research in neuroscience, physiology, and psychology. Our programmes are designed to give participants the skills required to build resilience.

This increased resilience gives greater ability to

- Manage pressure effectively
- Enhance performance key performance indicators
- Build/maintain relationships
- Develop emotional intelligence
- Develop social intelligence
- Communicate effectively
- Manage conflict constructively
- Manage negative thoughts
- Increase vitality
- Improve key health indicators

To find out about our skills training please send an enquiry by email to [info@stressmanagement.ie](mailto:info@stressmanagement.ie) and mention the Sales Institute

## Outcome

↑ Creativity  
↑ Sustainable performance  
↑ Strategic Thinking  
↑ Internal locus of control  
↑ Emotional Competency

↑ Complex Reasoning  
↑ Executive Functioning  
↑ Self Reliance  
Critical Vs Negative thinking  
Skilled communication

Less Fatigue  
Improved Sleep  
Less Absenteeism  
Increased Vitality  
Constructive Conflict Management

*Key Competencies are the complex set of skills, knowledge, and resources that span the organization; yield a sustainable competitive advantage in the marketplace; and, permeate the organization's culture, evolve over time, and are based on specific "know-how."*

Webster's Dictionary

## The Who

Programme to be offered corporate wide

## Trainer

Ray McKiernan M.A is a director, specialist skills trainer, lecturer, and training consultant with the Stress Management Institute of Ireland. He is a certified Stress & Wellness consultant with the internationally renowned Hans Selye Foundation in Canada and has completed his clinical training in Mind-Body Medicine at the Harvard Medical School in Boston. He is a fellow of the American Institute of Stress.

He provides resiliency based training to the health care, pharmaceutical, financial, engineering and software industries. He lectures on stress and managing pressure to psychotherapy students at postgraduate level. He also designs and delivers specialist instructor training to the Irish Defence Forces in building resiliency and managing high pressure environments. He recently designed and delivered a specialist training programme for medical professionals working in a leading centre of excellence in cancer care

In addition he provides specialist seminars and training to many different professional organizations including the Institute of Bankers, the Law Society, the Actuarial Profession, the Migraine Association, the Employee Assistance Professionals Association and the Irish Business and Employers Confederation I.B.E.C.

Creativity does not happen in the past or the future  
it happens in moments of ingenuity-  
a spark or flash of insight-

***That flash upon the inward eye that is the bliss of solitude***

- Wordsworth



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## TRAINING

- Customised training Interventions
- Key Competencies for Managing Pressure
- Short Medium and Long Term solutions
- Executive Support Service
- Online support materials

## CONSULTANCY

- Needs Analysis/Assessment/Evaluation
- Design of specialist intervention strategies
- Crisis Interventions
- Organisation/Departmental feedback

## COUNSELLING

- Executive Support services (key talent)
- Employee Assistance Services (EAP Counselling)
- Counselling and Psychotherapy
- Critical Incident and trauma counseling
- All services available at our Centre in Harcourt St D.2
- Fully Confidential