The Keywords

SELF – AWARENESS
SELF-EFFICACY
RESILIENCE
SELF – REGULATION
ADAPTABILITY
EMOTIONAL AWARENESS
ENERGY MANAGEMENT

BEHAVIOURS

GOAL SETTING
MANAGING STRESS
PRIORITISING
ENGAGING OTHERS
DECISION MAKING
CONTINGENCY PLANNING

SKILLS

WHAT is MENTAL TOUGHNESS?

Of all the competencies sought after by today's business leaders - critical thinking, emotional intelligence, the ability to influence and inspire a team, to name a few - perhaps the most valuable is one that isn't learned in a boardroom, Mental Toughness!
Mental toughness has been described as the "ability to work hard and respond resiliently to failure and adversity - the inner quality that enables individuals to work hard and stick to their long-term passions and goals."

Our current working environments are more challenging than ever! VUCA (Volatility, Uncertainty, Complexity and Ambiguity) is a leadership concept well known to many organisations and has almost become the "new normal" given the constant change that often surrounds many businesses. Global business leaders, facing the complexity of an uncertain working environment, need to have psychological readiness. It is not just a matter of leaders' knowledge, ability or skill that sets them up for success, but also an ability to deal with the pressure and stress of competition, fatigue and failure.

WHY is it important?

Mental toughness has implications for the ability of organisations to perform under pressure and develop a positive approach to change and challenge. Mental toughness explains in a large part how individuals respond differently to the same or similar stressors, pressures, opportunities or challenges, irrespective of the prevailing circumstances.
The mentally tough tend to see challenge as an opportunity. They learn from setbacks in order to develop and improve. They will set goals and do what it takes to achieve them using a 'can do' attitude and self-belief. By understanding and modelling the traits of the mentally tough you can learn to adapt your approach in order to be more effective.

Solution Description

HOW do we build a MENTALLY TOUGH workforce?

Is yours a growth mind-set organisation? Are you currently able to look around at your team and recognise those who have higher levels of mental toughness and those who are more mentally sensitive? Do you have team members who always volunteer for new projects, manage their emotions and commit to dedicated action? Or do you have a team who struggles with change, let their emotions get the better of them and lose focus easily?
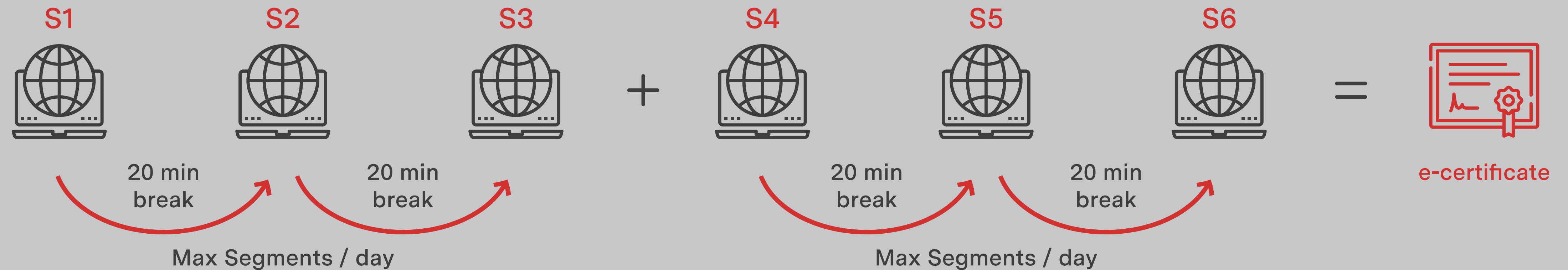
Mental toughness is a basic mind-set that a person adopts in everything they do and determines how they perform under stress and pressure irrespective of the prevailing circumstances.

Individuals within a team need to demonstrate emotional control. They need to feel they can shape what happens to them, be able to manage their own emotions as well as understand and recognise other people's emotions and how to manage these. They are not difficult to provoke or annoy and do not get anxious or angry easily. They stay calm in a crisis and are able to keep a much broader perspective on things.

As business leaders, there is a significant opportunity to enhance workplace engagement and build a workforce that is accountable, solution focused, growth focused and see challenges and change as opportunities. Implementing potential for the development of a growth mind-set and mental toughness can lead to significant increases in productivity, staff retention and engagement.

How We Do It?

Duration and Schedule - a total of 6-12 Interactive Digital Segments of 90 min each

S1   S2   S3   +   S4   S5   S6   =   **e-certificate**

20 min break   20 min break   20 min break   20 min break

Max Segments / day   Max Segments / day

Learning Process

Macro Learning Intervention Options

1:1 &/Or Group Coaching

Self Driven Intense Reading

Social Learning
(Digital Passports and Learning Partner Agreements)

Digital Practicum-Assignments – ALP's

Micro Learning Intervention Options

LMS – Mobile App. Access to Micro Content
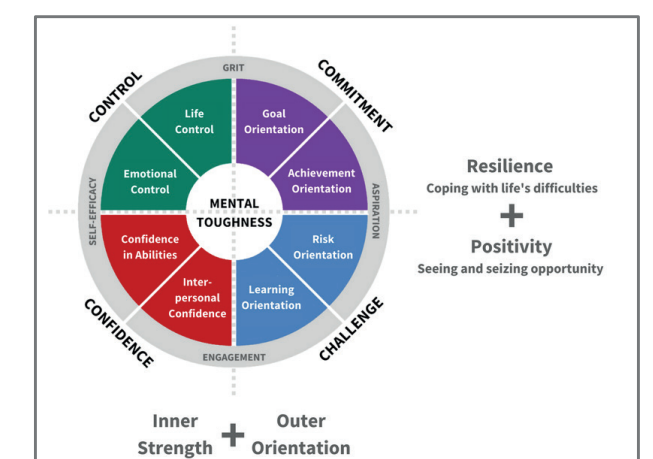
Videos – Audio Learning Shots

Gamification and A.I. Based Learning

Articles, Tips, Do's / Don'ts Digital Cards

Recommended Assessment

AQR Mental Toughness Assessment

Module 1: Understanding Mental Toughness in an Organisational Context

Why do professionals need to be mentally tough during a time of crisis / severe pressure?

What are the challenges which professionals face in achieving performance goals during crisis / severe pressure, in a standard and digital environment?

How do these challenges impact your motivation and engagement?

What is mental toughness? The behaviours of mentally tough professionals during crisis / severe pressure.

Module 2: Preparedness - Planning for Pressure

Setting goals and priorities.

Aligning personal goals with organisational goals.

How severe pressure impacts your priorities?

Managing time / resources to increase productivity under pressure.

Effectiveness vs. efficiency.

For Delegates

This programme is designed for front-line delegates and professional staff / supervisors. Throughout this programme, they will be introduced to the concept of mental toughness during crisis. They will also learn and practice how to demonstrate the behaviours required to be a mentally tough professional during a time of crisis or severe pressure.

Participants will realise the positive impact of mental toughness on achieving their organisational objectives as well as their personal goals. They will learn to increase self-awareness during crisis / severe pressure considering and managing their emotional responses. Participants will practice and build the skills which enable them to demonstrate the below behaviours:

- Understanding mental toughness in an organisational context.
- Setting goals and priorities.
- Staying focused on your goals and priorities during severe pressure.
- Managing time / resources to increase productivity during a time of crisis or severe pressure.
- Understanding emotional responses during crisis / severe pressure.
- Maintaining mental wellbeing and keeping a positive mind-set.

Module 3: Preparedness – The Emotional Factor

Increasing awareness of your own feelings as they occur.
Understanding your emotional response during crisis / pressure.
Understanding how the brain works and how emotions impact your performance.
Understanding the different preferences and how they shape your feelings and behaviours.

Module 4: Personal Resilience

What derails you when put under severe pressure? How this impacts your performance?
Understanding how the brain responds to pressure and anxiety.
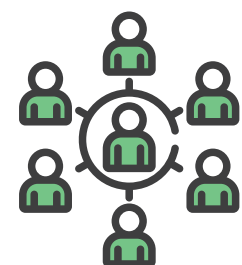Learning how to use mental control strategies to thrive under the pressure.
Staying focused on your goals and priorities during severe pressure.

Module 5: People Energy

Maintaining your mental wellbeing; keeping a positive mind-set.
Focusing your energy on outcomes not events.
Your work-life balance.

For Managers

This powerful programme will be of benefit to managers who find themselves responsible for leading, or implementing crisis management, emergency response and business continuity / recovery mechanisms in their organisations. This interactive programme will demonstrate that it is possible for managers to demonstrate mental toughness in response to the 'unexpected challenges'.

This programme will constructively help participants to develop the behaviours needed to develop a mentally tough mind-set during times of crisis / severe pressure. Managers will reveal how to effectively use advanced techniques that will improve leadership performance at that critical time. People managers will benefit from attending this programme in being able to:

- Identify the behaviours and skills which will enable them to develop a mentally tough leader mind-set.
- How to apply mental toughness behaviours throughout the crisis management phases.
- Identify the 3P's model; Preparedness, personal resilience, and people energy.
- Understand the process of effective crisis management.
- Understand and manage the emotional factor in crisis management.
- Manage team performance during times of severe pressure.
- Consider the wellbeing and energy of yourself and others.

Module 1: Become a Mentally Tough Leader in Today's Business World

The key challenges of businesses today.

What is mental toughness?

Why a leader's success depends on mental toughness?

How mentally tough leaders respond to challenges.

Your toolkit for effectively leading your team with mental toughness.

Identify the 3p's Model of mental toughness during crisis.

Module 2: Preparedness - Planning for Crisis

Effective crisis management - why?

Effective crisis management process and behaviours - the what and the how.

The leaders' role in the crisis management process.

How ready are you?

Real-life industry crisis cases.

Module 3: Preparedness – The Emotional Factor

Understanding the emotional factor of crisis management.
Understanding how the brain works and the impact of fear on behaviour.
Helping your team to understand their emotional behaviour and its impact on the business.
Supporting your team to control the fear created from crisis / change.

Module 4: Personal Resilience

What derails you when put under pressure?
How differently people react to pressure / crisis?
How this impacts the climate you create for your people?
Managing the team performance under sever pressure in a changing environment.

Module 5: People Energy

The wellbeing of employees; the importance of their health and mental fitness.
How can leaders discover the symptoms of burnout in themselves and others.

Supporting your team to give their best to the company, the team, and the society.

Module 1: Become a Mentally Tough Executive During Crisis

The challenges executives face in leading organisations during crisis.

Why is mental toughness important for effective leadership during crisis?

What are the skills and behaviours of a mentally tough executive?

How to develop an organisational culture with mental toughness?

The importance of setting a clear strategic direction for driving business during crisis.

Module 2: Preparedness - Planning for Crisis

Effective crisis management process.

Incidents vs. resource planning.

Incidents vs. people development.

Risk analysis and contingency planning.

Developing plan a & b.

Real-life industry crisis cases.

Module 3: Preparedness – The Emotional Factor

Understanding the emotional factor during crisis management.
Making the balance between business and people during crisis.
Managing group emotions during crisis / change.
Cultivating an emotionally supportive organisational culture.

Module 4: Personal Resilience

What derails you when put under severe pressure?
How differently people respond to pressure / crisis.
Demonstrating accountability in your response.
Developing accountable teams to effectively manage the organisation under sever pressure.

Module 5: People Energy

The wellbeing and engagement of employees during crisis.
How to discover the symptoms of burnout in yourself and your teams.
Strengthening your employee value proposition from an experiential and emotional side.
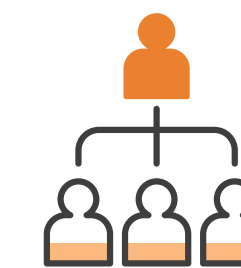
For Executives

This programme is designed for senior leaders and executives who are responsible for setting and implementing the strategic direction of their organisation and is designed to focus on their role in developing and nurturing a mentally tough organisational culture.

This programme will develop the executives' ability to develop a culture of mental toughness which will enable them to drive faster decision-making, accelerate crisis management processes, and manage difficult challenges successfully. It will provide executives with a set of concepts and tools enabling them to lead the organisation with impact and efficiency – maximising its performance in crisis/challenging times. They will practice skills to help them develop these behaviours in themselves and their organisation as follows:

- Understand the key challenges senior leaders / executives face in leading organisations' through crisis or changing times.
- Learn practical tools to help their teams make critical decisions.
- Improve the ability to take the organisation through the crisis management process effectively.
- Cultivating an emotionally supportive organisational culture.
- Strengthening your employee value proposition from an experiential and emotional side.

References

Mental Toughness

ttm.
Digital experience. Humanised

HBDI® Certified
Herrmann Brain Dominance Instrument®

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