

## Leadership Resilience

*Build Resilience Capacity to Strengthen Individuals, Teams and Organizations*

Leadership resilience represents one of the keys to organizational sustainability. It prepares people to respond quickly to change, make good decisions, and maintain stamina for ongoing productivity. But despite its importance, it is an area that is all too often overlooked.

This program examines resilience on three levels: individual, team and organizational. In the first segment, you will explore practical applications for protecting your personal health, energy and productivity as a leader. In the second part, you will learn how to support the adaptability and agility of your team. The last part deals with ways to facilitate organizational resilience and health.

### Takeaways

- Identify how your mindset and lifestyle may be affecting your ability to bounce back from demands and stress
- Increase your strength by implementing proven resilience-building and protecting actions for yourself
- Set boundaries, to prevent yourself from becoming overwhelmed
- Expedite agility and good decision making: in yourself, and in others
- Boost team performance by enlarging your contribution to team resilience
- Help people respond to threats, opportunities and change
- Foster a psychologically safe work setting that allows people to take risks
- Create and implement action plans that promote organizational resilience and sustainability

### Audience

This program is for new or more seasoned leaders who want to build resilience in themselves, their teams and their organizations. Participants range from front-line or back-office leaders to executives working in either the public or private sector.

## Program Content

### Resilience Fundamentals

- Definition and misconceptions—resilience is something you can build, not something you're born with
- Interconnections between resilient leaders, teams and organizations
- Organizational impacts of resilience and the costs of its absence

### The Resilient Leader

- The mindset of a resilient leader: thoughts, emotional states, beliefs and behaviours
- Warning signs of low resilience in yourself and others
- Protective factors and recovery actions: lifestyle improvements, cognitive adjustments, setting boundaries
- Resilience and communication

### Building Resilient Teams

- The impact of resilience on team adaptability and performance
- Strategies for increasing team agility: knowledge sharing, decision making and adapting to change
- Performance triangle: the impact of culture, leadership and systems on people, and how to align them to foster greater team resilience
- Leadership actions to increase team resilience: behaviours that promote group resilience, intervening in difficult situations, giving feedback in a way that supports resilience

### The Resilient Organization

- Organizational-level risk, safety and health practices
- Characteristics of a psychologically safe workplace
- The interrelationship between resilience, innovation and positive outcomes for the business
- Actions to increase organizational resilience: preparing for change, building connections and communication in uncertain situations, aligning activities with decision-making processes and the organizational vision, optimizing resilient leadership across the organization

## Special Features

You will engage in case studies, group conversations and hands-on exercises to help you put what you are learning into real-world practice.

**Program Leader**

**Dr. Marie-Hélène Pelletier** draws on her extensive background to increase resilience as a key pillar of organizational success. She is a practicing psychologist and experienced senior leader with over 20 years of experience in clinical, counselling and workplace psychology. As an executive at Sun Life Financial, she oversaw the physical, mental and financial health strategy to support Sun Life's clients. She earned a reputation as a high-energy speaker with a clear mastery of her subject and a passion for the intersection of business and psychology.

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