



Challenging Conversations and Resilience

Half-day workshop for teams

“When dealing with people, remember you are not dealing with creatures of logic, but rather creatures of emotion.” - Dale Carnegie

Working in our current climate can be incredibly challenging. As psychologists, we hear that people, regardless of their profession, are responding to increasingly high numbers of distressed people. These challenging conversations have included situations where the person was tearful, angry or frustrated and at times may have disclosed mental illness, made a threat towards your employee or organisation, or a threat to harm themselves.

We often hear that teams feel ill-prepared for these types of interactions. These interactions can leave people feeling stressed, overwhelmed and exhausted, and put them at risk of burnout.

ABOUT THE TRAINING:

Umbrella's *Challenging Conversations and Resilience* workshop has been developed for employees whose daily roles involve talking to people where they are likely to encounter strong emotions in those conversations. This workshop is tailored for teams facing similar challenges together.

Drawing on evidence-based information about stress, and resilience, this workshop is designed to provide employees with practical information and frameworks to draw on. Your people will leave with tools to look after themselves well in these demanding interactions, and tools to navigate their way through these conversations effectively.

WORKSHOP OBJECTIVES:

We focus on tools to help people respond most effectively *before, during and after* interactions.

BEFORE: Preparing self

1. Identifying signs of stress in yourself and in others.
2. Understanding the science of strong emotions.

DURING: Managing your emotions and responding effectively

3. Responding effectively to the emotions of others.
4. Introducing active listening skills and a framework for challenging conversations.
5. Apply these skills to training scenarios specific to your work setting.

AFTER: Understand why recovery and oscillation are critical for your resilience in managing this work

6. Practical recovery exercises.
7. Boosting positive emotions at work, which aids recovery.
8. Action plan – what might you do to follow up on this training?

Ahead of the workshop, we ask that the organisation provide Umbrella with three relevant training scenarios based on common experiences so that we can customise the session for your people.

Half-day (4 hours) - Up to 12 people - Investment \$4250 (+GST)
Includes Wellbeing Pulse. These are interactive, facilitated workshops delivered online or in person.

FOR MORE INFORMATION OR REFEREE DETAILS, CONTACT:

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