



Workplace Resilience Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Resilience is the ability to recover and bounce back from adversity and hardships, feeling stronger and more capable to cope than ever before. Our Workplace Resilience training course will provide learners with the necessary skills to achieve this.

Our one-day **Workplace Resilience** course has been designed to provide an understanding of the issues and costs surrounding stress and resilience in the workplace; to begin to **address the most common causes of workplace stress**, and to outline basic strategies for **building a resilient and adaptable workforce**.

During the course we will explore why resilience is an essential factor in building an effective and forward-facing team and will look at **developing trust & respect in the workplace**.

At the end of the course, learners will understand the **importance of creating a positive work environment** and will have the **copng skills** to limit the impact of any challenges or concerns they face in the workplace.

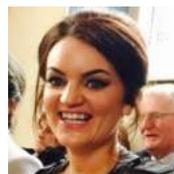
"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."

Marcin Cesarz, Lead Business Analyst, AIB



"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Workplace Resilience Course

DCM Learning's Workplace Resilience course has been designed to provide an understanding of the issues and costs surrounding stress and resilience in the workplace, to begin to address the most common causes of workplace stress, and to outline basic strategies for building a resilient and adaptable workforce.

Specific reasons to choose this course:



Experienced: We have trained over 237 individuals successfully in Workplace Resilience over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.

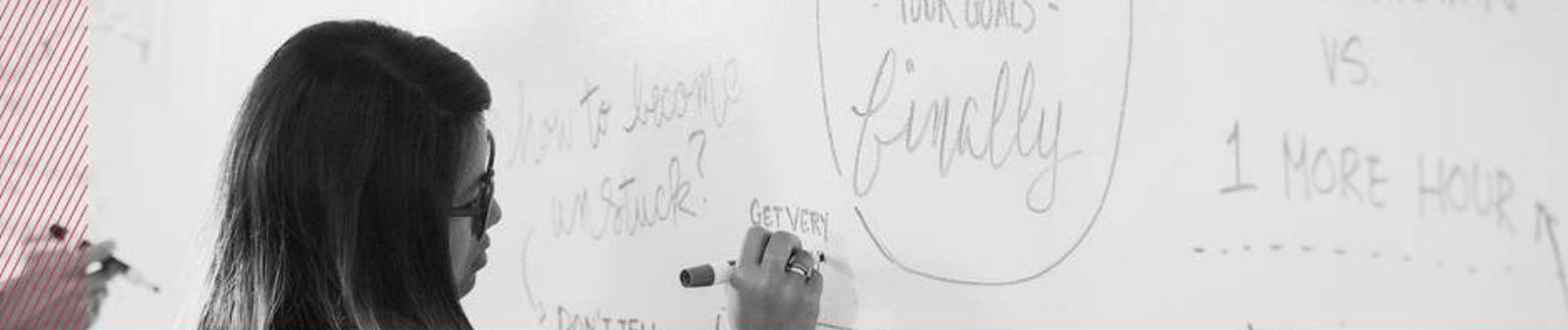


Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered our Workplace Resilience programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





Workplace Resilience Course Outline

COURSE OVERVIEW

This one-day course has been designed to provide an understanding of the issues and costs surrounding stress and resilience in the workplace; to begin to address the most common causes of workplace stress, and to outline basic strategies for building a resilient and adaptable workforce.

During the course we will explore why resilience is an essential factor in building an effective and forward-facing team and will look at developing trust & respect in the workplace.

At the end of the course, learners will understand the importance of creating a positive work environment and will have the coping skills to limit the impact of any challenges or concerns they face in the workplace.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Promote and maintain a positive work environment
- Identify the common causes of stress in the workplace
- Recognise and utilise coping strategies when dealing with negative situations
- Develop long-term strategies to reduce susceptibility to feelings of anger/frustration
- Understand what resilience is
- Have respect and trust for their colleagues
- Be more positive in their approach to certain situations
- Create a more positive mindset and have an optimistic outlook



Course Contents

TOPIC 1: MANAGING STRESS

- What contributes to workplace pressures?
- The impact of stress on personal performance
- Moving from reactive to proactive
- Choosing the appropriate approach for each situation
- How to develop coping skills and steps to maintaining an effective work/life balance
- How to create a more positive and optimistic mindset

TOPIC 2: HANDLING DIFFICULT PEOPLE OR SITUATIONS

- Respecting colleagues differences and opinions
- Having a professional attitude
- 6 Steps to dealing with difficult people
- Proposing a solution that you can deliver on
- The importance of delivering on our promises

TOPIC 3: WORKPLACE RESILIENCE AND POSITIVITY

- Your existing resilience and resourcefulness
- Practical tools and strategies to manage anxiety, increase positive emotions, resilience and optimism
- Finding your optimum level of 'pressure'
- Being positive: Thinking and planning framework
- Practical tools for managing emotional state and remaining positive



Damian McCourt

Training Associate

Damian is a business professional with more than twenty-five years' experience in the financial and IT service sectors and is a highly experienced coach and consultant.

Damian has helped develop and deliver training to many successful businesses and organisations.

Damian brings his passion for training to every course he delivers. His resulting style is interactive and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Damian specialises in are: Train the Trainer, Learning & Development, Employee Engagement, Performance Management and Change Management.

Some of Damian's qualifications and affiliations include:

- Degree in Humanities, psychology major - Dublin City University
- Diploma in Mindfulness and Wellbeing, Psychology- City Colleges Dublin
- HDip Computer Sciences, Information Technology- Trinity College, Dublin

"The training went really well, Damian was great. Materials will be very useful. Couldn't fault it!"

Aoibheann McCann, Galway Rural Development





Inhouse Training, One Size Doesn't Fit All.

Does your team need Workplace Resilience training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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- ✉ dublin@dcmlearning.ie
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Centre

CORK

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