

Mental Flexibility - The Heart of Resilience

Interpersonal Skills



10517



In-Class



8 hours



EGP 3,450

Course Description:

This course is designed to equip participants with the mindset and practical tools needed to navigate pressure, setbacks, and uncertainty in today's demanding work environment. Rather than avoiding challenges, participants will learn how to respond to them constructively, recover quickly, and grow stronger through experience. The program focuses on developing resilient thinking patterns, emotional intelligence, and personal accountability, enabling individuals to manage stress, challenge negative assumptions, and make better decisions under pressure. Participants will explore how their perceptions, beliefs, & reactions shape outcomes, & how to shift toward more adaptive, solution-oriented behaviors.

Target Audience:

Mid to Senior Level

Course Objectives:

By the end of this course, participants will be able to:

- Define resilience and explain its role in personal effectiveness and organizational performance
- Differentiate between positive and negative thinking patterns and their impact on behavior
- Apply cognitive techniques to challenge assumptions and reframe negative thinking
- Use the Ladder of Inference to improve decision-making and reduce bias
- Strengthen an internal Locus of Control to enhance accountability and resilience
- Apply the ABC model to manage reactions to challenging situations
- Build emotional intelligence competencies to support resilience and effective relationships
- Develop practical strategies to manage stress, regulate emotions, and maintain performance
- Apply the Resilience Grid to assess and improve resilience at individual and organizational levels, & support others in developing resilience and emotional intelligence in the workplace.

Course Outline

Module One: Foundations of Resilience

- What resilience is and why it matters
- Resilience in today's work environment
- Characteristics of resilient individuals
- Resilience as a performance capability

Module Two: Understanding Thinking Patterns

- Positive vs negative thinking
- Impact of perception on behavior and outcomes
- Identifying thinking habits and emotional triggers
- Self-assessment of resilience and optimism

Module Three: Cognitive Resilience and the ABC Model

- Introduction to the ABC model (Adversity, Beliefs, Consequences)
- How beliefs shape reactions and behaviors
- Reframing negative thoughts into constructive responses
- Practical application in workplace scenarios

Module Four: The Ladder of Inference

- Understanding the thinking process and assumptions
- Facts vs interpretations
- Identifying bias in decision-making
- Applying the model to improve judgment and responses

Module Five: Locus of Control and Personal Accountability

- Internal vs external locus of control
- Building ownership and accountability
- Strengthening control over decisions and outcomes

Module Six: Emotional Intelligence and Resilience

- Link between emotional intelligence and resilience
- Self-awareness and emotional regulation
- Social awareness and empathy
- Relationship management under pressure

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Module Seven: Building Resilience at Different Levels

- Individual resilience
- Team resilience and support systems
- Organizational role in enabling resilience
- Resilience impact on leadership

Module Eight: The Resilience Grid and Practical Application

- Introduction to the Resilience Grid (Individual & Organization)
- Identifying gaps and opportunities
- Designing personal resilience strategies
- Applying resilience practices in real work contexts

Module Nine: Supporting Others and Sustaining Resilience

- Helping others build resilience
- Coaching and support techniques
- Creating a resilient team culture
- Maintaining long-term resilience and well-being

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None