



Eliesha

*bringing learning to life
for over 15 years*

All Wales Corporate Training, Learning and Development Services Framework: NPS-PSU-0031-15 Lot 8: Wellbeing

Courses, programmes and award-winning e-learning interventions.





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Face to Face Courses

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We can also offer other courses including tailored training on Alcohol and substance abuse, Employee's Stress Awareness and Improving Mental Health and Wellbeing for Managers.

Pearls of wisdom®

Microtoolkits



Face to Face Course Outlines

1. Understanding and Avoiding Stress

Duration - 3hrs

After years of trying, in 2011 Stress finally became this country's No1 cause of workplace absence! (CIPD). It's little wonder, with more pressure than ever on modern workers: Achieving 'More with Less', constant change, role uncertainty, job insecurity, and technology that blurs the borders of 'work' and 'home', making it harder to switch off.

The need to 'be seen to be able to cope' becomes the blinkers we wear that allows stress to walk right up to us unchallenged. This session is designed to help you take those blinkers off, recognise stress, and help you manage yourself – and others – to avoid stress' attentions.

We'll explore stress, its warning signs and its impacts, and then examine the techniques you can use – and share with others – to ward off stress and keep you healthy and productive.

By the end of this 3 hr masterclass you will be able to:

- State the different types of stress, and describe their physiological impacts
- Describe how to manage stress caused by time-constraints
- Explain how to avoid stress caused by conflict
- Define what you need to do to manage stress caused by fatigue

2. Course Outline: Personal Resilience

Duration – ½ or 1 day

"Mental Toughness is defined as the quality, which in large part, determines how we respond positively to Stress, Pressure and Challenge, irrespective of prevailing circumstances"

Dr Peter Clough.

A good deal of the debate on stress has focused on the working environment and its impact on employees. This is an important area for attention, but it is also true that it is possible to place two individuals into the same working environment and to observe that one succumbs to the pressures of stress and one thrives! The difference between the two can be explained through the concept of 'Mental Toughness'. This explains how individuals develop their personal resilience and an inner drive to succeed. 'Mental Toughness' emerges as a key component for individual and organisational performance.

Aim of the workshop



To increase existing understanding of peak performance – handling stresses and challenges particularly well. Create a practical understanding of strengths people already have, and to further build up personal resilience skills and abilities.

Resilience is a key skill in these ever changing times and research shows that resilience is a skill we can all develop. This interactive and engaging session will help attendees understand themselves better and learn some practical resilience development tools.

Objectives

- Understand the nature of challenge and the source of stress and pressure – and the consequence for performance
- Techniques to cope with stressors and challenges
- How to create and sustain effective plans to optimise performance and manage stressors.

The underpinning theme is optimising performance at work, looking at the control we have to deal with the world around us in a positive way. We workshop the '7 Learnable Skills of Resilience', which overall will leave participants with a rich workshop experience and plenty on which to reflect and build.

Delegates will be introduced to some practical tools to build and strengthen personal resilience and abilities to remain positive through personal and professional challenges in getting that optimum performance peak.

Pre-Event: completion of the MTQ 48 questionnaire (circa £25 per delegate) and to have obtained feedback report plus some initial reading.

3. Course Outline: Personal Resilience and Emotional Intelligence

Duration – 1 day

Morning Session

"Mental Toughness is defined as the quality, which in large part, determines how we respond positively to Stress, Pressure and Challenge, irrespective of prevailing circumstances" Dr Peter Clough. A good deal of the debate on stress has focused on the working environment and its impact on employees. This is an important area for attention, but it is also true that it is possible to place two individuals into the same working environment and to observe that one succumbs to the pressures of stress and one thrives! The difference between the two can be explained through the concept of 'Mental Toughness'. This explains how individuals develop their personal resilience and an inner drive to succeed. 'Mental Toughness' emerges as a key component for individual and organisational performance.

Afternoon Session

We all have the potential for personal excellence. Emotional intelligence (EI) gives us a new way to think about ourselves, our emotional behaviour and the impact we have on our self and through conversations the impact on others. Gain an



understanding of what emotional intelligence is, and how to use self-awareness more effectively to enhance your relationships and conversations at work.

Objectives

By the end of this workshop you will be able to:

- Be able to state the importance of resilience at work
- Understand the factors that contribute towards your own level of resilience
- Understand your current level of resilience
- Be able to create a personal resilience improvement plan
- Understand what is meant by the term Emotional Intelligence (EI) and how the topic of EI continues to develop
- Understand why EI is important to us on a personal basis and within business
- Have an understanding of your own degree of EI and how to further develop it
- Be able to use techniques that will improve your EI and the relationships you have with others

4. Course Outline: Emotional Eloquence & Resilience

Duration: 1 day

Learning will consist of the following:

Step 1

All delegates complete the MTQ 48 Mental Toughness Assessments (online self-assessment) and receive a feedback session.

Personal Resilience (MTQ48 Mental Toughness Questionnaire)

Mental Toughness is key to managers being effective leaders in challenging contexts. The tool shows how mental toughness can be developed for a range of situations in a workplace, including change management. Mental toughness is the quality which determines in large part how people deal with challenge, stressors and pressure, irrespective of prevailing circumstances. There is a very strong link between mental toughness issues like stress management and peak performance development and behaviour.

Mental Toughness is directly related to:

- Performance – explains up to 25% of the variation in individual performance
- Behaviour – more engaged, more positive, more “can do”
- Wellbeing – more contentment, better stress management, less bullying
- Aspirations - more ambitious, prepared to manage more risk

Mental Toughness has 4 components:

- Challenge



- Control
- Commitment
- Confidence

By understanding and applying the principles of mental toughness in the workplace organisations are able to:

- Develop strategies and help individuals perform
- Assist managers / leaders in getting the very best from others

The questionnaire is completed online and takes less than 7 minutes to complete. The output is 3 comprehensive and relevant reports:

- Development Report – this enables the individual to understand why some people succeed and others struggle when the pressure is on
- Coaching Report – this provides narrative about individuals' mental toughness and offers coaching suggestions to help them.
- OD Report – this report can help identify trends and patterns amongst the entire 'cohort' going through the programme and can be used to identify strengths and requirements across functions within Egger

Option: Eliesha would propose a one to one face to face confidential feedback session with each member of the group in order to review and dissect the report findings. The proposed sessions would be 1 hour in duration, with up to 5 taking place per day. Alternatively, 1-hour telephone feedback session will take place (up to 6 taking place per day). These would take place prior to attendance of the workshop.

Step 2

Delegates attend a 1-day workshop which is highly interactive and participative (some pre reading required)

Objectives:

- To provide delegates with the personal knowledge and skills to understand the nature of challenges, sources of stress and pressure at work, and the consequences for performance.
- To appreciate individual personal strengths and development needs.
- To learn techniques to deal and /cope with stressors and challenges and create sustainable effective plans to optimise performance.
- The focus of the day is on supporting others

Indicative content of the day

- Understanding the world in which we work and live - challenge, stress and pressure



- Optimising personal performance - focus, positive thinking and goal setting
- Developing mental toughness and team toughness - practical guidance to help build resilience in others
- Action Planning against Egger scenarios (co-designed with Egger)
- Emotional intelligence with specific focus on use of language to positively influence others

5. Course Outline: Resilience

Resilience refers to one's ability to adapt to stressful situations or crises. Resilient employees are more able to roll with the punches and adapt to adversity without lasting difficulties. They are people who are able to utilise their skills and strengths to cope and recover from problems, challenges and changes quickly. Which are all great tools in these changing times which we face.

This ½ day workshop provides an understanding of what resilience is and how to increase levels of resilience to feed into your team and organisation.

The benefits of Resilience for you and your business

- Capacity to recover quickly from difficulties and build toughness
- Understand what you're feeling and why
- Greater perseverance – being more action orientated, trust the process and don't give up
- Internal control – believe that you are in control rather than outside forces
- Optimistic – See positives in situations and build your inner strength
- Perspective – resilient people are able to learn from their mistakes (rather than deny them), see obstacles as challenges, and allow adversity to make them stronger.

6. Course Outline: Brilliance at Resilience

Of all the skills we are told we need to survive in our rapidly changing world, resilience is vital.

This ½ day course covers:

- The importance of resilience at work
- The factors that contribute towards your own level of resilience
- Understand your current level of resilience
- The role Emotional Intelligence plays in supporting resilience

7. Course Outline: The Manager's Role in Reducing Stress

Duration – Half day

Aim



To identify organisational and personal responsibility for stress management and support managers to deal with stress related issues within the workplace. Raise their awareness of the HSE guidelines and their responsibilities in relation to Health & Safety Legislation, highlighting the need for proactive stress management and prevention within the workplace.

Objectives

- State the detrimental effects of stress on the health and well-being of the individuals, employees and how this can affect the business and efficiency of the organisation.
- Define what pressure and stress means, the causes and effects on employees.
- Discuss the primary stress responses and recognise personal, emotional, physical and behavioural signs of stress.
- Identify personality traits and behaviours that suggest susceptibility to stress and recognise the physical signs and symptoms.
- Describe the types of interventions that might be appropriate in stress prevention and management, using stress audits as a risk assessment as recommended by the HSE
- Define Health & Safety responsibilities for the prevention and reduction of stress within the workplace.
- Be committed to managing stress in a positive and health-conscious way.

Method

This workshop will encourage active participation to share experience and knowledge of stress and its management. Key litigation cases, stress audits and interventions will be discussed as well as positive and practical ways identified to help managers deal with employees who are suffering stress.

8. Course Outline: Emotional Intelligence

Duration: 1 day

Overview

The workshop will explore how emotional intelligence is the key to personal success, in work and in our lives. The delegates will examine emotional intelligence in leadership and how they can work with themselves, others and in teams in order to achieve excellence

Designed For: Managers

Aim

To raise levels of performance, job satisfaction and work/life balance

Objectives

By the end of this training event you will be able to:



- understand the blocks to their own sense of personal excellence
- set motivational goals that create new futures
- explore their own emotional leadership to create the capacity to achieve
- examine the emotional memories that limit performance
- understand negative emotions and how to eliminate them
- sustain personal development and growth
- lead a stress free life
- work with others so that they can achieve excellence in their own performance
- learn how to motivate others
- how to lead the reluctant

Method

The workshop will be interactive - we learn better by doing - and fun.

The delegates will experience their own sense of emotional intelligence through experience with other delegates and then relate that understanding to work and life situations.

9. Course Outline: THINK: Stress Management

Duration – ½ day

Taking the stress out of Stress Management

Objective

To recognise stress in yourself and within your team.

Stress Management is about being able to identify the likely signs of stress and being aware of the causes of stress within your area of responsibility. With some 13 million working days lost each year, looking at ways to prevent stress in the workplace and being able to react quickly to work related stress, will be of benefit for both you and your business. This session aims to inform you of some tools that will aid you to manage stress in the workplace.

By the end of this training event you will be able to:

- Have a better understanding of the causes of stress in the workplace
- Identify signs of stress
- Create strategies to avoid stress yourself
- Help others deal with stress in the work environment

10. Course Outline: Mental Health Awareness

Duration 2 hours

Within organisations, line managers have felt isolated in dealing with mental health issues. Common issues raised with Occupational Health include “can we still performance manage staff”

Research shows that most people will at some point in their lives have to support someone who is affected by mental health issues. By taking part in this awareness



training and by working more with Occupational Health and HR you will deepen your understanding of mental health issues. It will also help to create an environment where employees experiencing mental health problems feel more confident and supported.

Aim/outcome Raising awareness of mental health issues and the role of Occupational Health

Designed for All staff

Objectives

By the end of this training event you will be able to:

- Recognise symptoms of stress, anxiety and depression
- Understand the role of WG Occupational Health
- Have an understanding of the Stress and Wellbeing Policy
- Have an understanding of the Manager's Guide to Stress Management
- Understand when and how to complete the individual stress risk assessment form

11. Positive Psychology – An Introduction to Neuro-Linguistic Programming (NLP)

Duration – 90 mins

Communication and working relationships are fundamental to the success of your business. NLP can help you improve both in a practical way, and the journey starts here...

We cover:

- What NLP is and isn't
- Optimum ways of communicating with others and yourself
- How to build and maintain rapport

12. Less Stress

Duration – 90 mins

By knowing what stress is, its causes, symptoms and effects our awareness can help us avoid what is the biggest single cause of workplace absence

We cover:



- The causes of stress in the workplace
- Signs of stress
- Strategies to avoid stress yourself
- Helping others deal with stress in the work environment

Other Courses available include:

Alcohol and Substance Misuse

This workshop is based on the Welsh Governments Alcohol and Substance Misuse Policy.

Course Aim: The aim of the course is to raise awareness of the Alcohol and Substance Misuse Policy and to outline personal and managerial responsibilities.

Employee's Guide to Stress Awareness

With 60% of absence caused by stress-related illnesses organisations are looking for ways to help support employees in stress management techniques. New Health & Safety Executive guidelines and health and safety legislation support organisational responsibilities in proactive stress management and prevention in the workplace.

Course Aim: To identify organisational and personal responsibility for stress management and support delegates to find practical and realistic ways of managing and reducing stress in the workplace.

Improving Mental Health, Wellbeing and Reducing Stress in the Workplace for Managers

To give Managers the confidence to effectively recognise and manage the signs of stress, mental ill health and the support available. Ensure managers understand their responsibilities, have the confidence to feel empowered to initiate conversations at an appropriate time with someone who may have a mental health problem. Supporting managers to ensure they know how to access the support and help available within the workplace.



The [pearls of wisdom®](#) library of over 220 videos has an entire category dedicated to Health and Well-being as well as 15 other categories covering all aspects of effective personal and professional development. They introduce staff to key skills that support well-being and help create a healthy and productive working environment including:

<i>pearl of wisdom</i> ®	Learning Outcomes	Pearl Descriptor
P347 10 Habits of Positive People	<ul style="list-style-type: none"> List the 10 habits exhibited by positive people Compare yourself to the list, and consider adopting some new habits 	Looks at how positive people are positive because of their approach to life, and what it is that they do, so the rest of us can develop these habits too.
P346 Identifying Your Strengths	<ul style="list-style-type: none"> Describe how strengths and weaknesses might be redefined Explore your weekly tasks to uncover your strengths 	Discusses an enlightening view on the differences between our strengths and what we are good at – which might not be the same thing.
P345 Increasing Your Happiness	<ul style="list-style-type: none"> Describe the new thinking behind how happiness and success are related State the degree to which outside influence affects our happiness Explain how E+R=O helps us reframe how 	Examines the relationship between success and happiness and the view that the happier we are – now – the more likely we are to get the success we're working towards.
P161 Intro to EI	<ul style="list-style-type: none"> Recognise why emotions play an important part in both work and life situations Describe the meaning of self-awareness 	Introduces Daniel Goleman's emotional intelligence theory and how we have the ability to control our emotions and work them to our advantage. It gives examples of how we might react in certain situations and how we can practice and improve control of our emotions.

<p>P267 Maslow's Hierarchy of Needs</p>	<ul style="list-style-type: none"> • Recognise where people are in the hierarchy of motivational needs • Describe each level of the hierarchy 	<p>Introduces Maslow's Hierarchy of Needs (expressed as a 'pyramid'), and helps you understand what motivates people - from physiological needs at the bottom level of the 'pyramid' through to the top level of self-actualisation.</p>
<p>P353 Mindfulness – An Introduction</p>	<ul style="list-style-type: none"> • State what mindfulness is • Describe the purpose of mindfulness practice • Explain the benefits of following a mindfulness programme 	<p>Introduces mindfulness – an opportunity to step back and reset in a fast paced, full on world, and the benefits of doing so.</p>
<p>P354 Mindfulness in Practice</p>	<ul style="list-style-type: none"> • Explain the focus of mindfulness • Practice the basic mindfulness technique 	<p>Sets the context for mindfulness and explains how to prepare for and practice the basic mindfulness technique, inviting you to try mindfulness for yourself.</p>
<p>P171 Motivational Directions</p>	<ul style="list-style-type: none"> • Describe the two motivational directions • Recognise the motivational direction of yourself and others 	<p>Introduces Steve Andreas and Charles Faulkner's motivational direction theory. It discusses 'away from' and 'towards' motivational preferences of people and how to recognise and manage the different motivational needs.</p>
<p>P348 Positive Thinking – Sense Checking your Negative Thoughts</p>	<ul style="list-style-type: none"> • Describe how we are affected by negative thoughts • Explain how you can take a negative thought to court 	<p>Explores how we rarely sense-check negative thoughts – we just accept them as true, and examines how, by taking that negative thought 'to court', we can diminish its power to influence us.</p>
<p>P249 Resilience</p>	<ul style="list-style-type: none"> • State the seven learnable skills of resilience • Describe the importance of developing these skills 	<p>Introduces research showing that there are some elements amongst the things that make us resilient that are learnable skills. By being clear on the seven skills and creating a development strategy against them, we can each increase our levels of personal resilience.</p>
<p>P223 Self-Limiting Beliefs</p>	<ul style="list-style-type: none"> • Describe what self-limiting beliefs are and how they are formed • Identify and listen 	<p>Explores the negative impact of self-limiting beliefs</p>

	<p>out for some common self-limiting beliefs</p> <ul style="list-style-type: none"> • State when and why it is important to work with self-limiting beliefs 	
P176 Stress-Human Function Curve	<ul style="list-style-type: none"> • State the four types of stress defined by Hans Selye • Describe the difference between pressure and stress 	Looks at the different types of stress and the impact that too much pressure has on performance. The human function curve shows that a certain amount of pressure results in better performance...to a point.
P250 EI Journey	<ul style="list-style-type: none"> • Describe the four box emotional intelligence model • State the value of emotional intelligence 	Introduces the emotional intelligence four box model and takes you on a journey through the four stages of the model to illustrate the case for developing emotional intelligence.
P246 Understanding Empathy	<ul style="list-style-type: none"> • Describe the difference between empathy and sympathy • State how empathy develops trust and strong relationships 	Looks at how empathy can help you improve the way you work with others, and encourages you to think about how you see and experience things from the other person's point of view. It shares Covey's ideas on how to improve your ability to work well with others to develop trust and build strong relationships in the workplace.

Micro-toolkits



Eliesha offers Micro-Toolkits supporting 16 Categories of Learning. These are Clustered pearls of wisdom® with the option of multiple choice interactive quizzes to assess knowledge.

All staff, specifically managers and leaders, continuously need to enhance their professional knowledge, skills and abilities. This will enable them to deliver improvements in quality, performance, service and customer experience, as well as increase competitiveness. In the challenging workplace of the 21st century, managers and leaders need learning agility, supported by well-designed, short and easily-accessible learning products.

Eliesha has e-learning and on-line solutions which are fit for the purpose of professional development and workplace needs. Professionals are busy people, who require their development interventions to be flexible, easily accessible, available 24/7, rapidly acquired, and quickly applied in the workplace.

We have designed micro-toolkits that effectively deliver online learning solutions supporting the 70:20:10 learning paradigm. Our approach clusters pearls of wisdom®, from our unique and innovative product series, into a comprehensive and flexible range of over 75 micro-toolkits. Accessed and delivered online, supported by assessments to test knowledge and embed learning, the videos help people to acquire and use relevant knowledge 'just in time' - as and when needed rather than 'just in case' learning. They deliver valuable hours of professional development, in 16 Categories of key skill areas such as Performance Management, Project Management, Coaching, Developing Self, Customer Service, Excelling at Change details of which can be accessed from our [Micro-Toolkit brochure](#).

Most importantly Category 14 clusters a number of our pearls of wisdom, as identified in **Pearls of wisdom®** above, into 3 Clusters, each containing 4-5 pearls of wisdom and 4-5 associated interactive quizzes. Each Micro-toolkit takes approximately 15 – 20 mins to view and individuals can revisit them on multiple occasions:

These Clusters are detailed below:

Health, Safety and Well Being: Category 14	Pearl Title
Cluster 1 Stress and Mindfulness	Mindfulness an Introduction
	Mindfulness in Practice
	Self-Limiting Beliefs
	Stress-Human Function Curve
	Motivational Directions
Cluster 2 Positive Thinking	Increasing your Happiness
	Positive Thinking – Sense Checking your Negative Thoughts
	Identify your Strengths
	Positive Thinking – 10 Habits of Positive People
	Maslow’s Hierarchy of Needs
Cluster 3 Understanding Yourself and Others	Intro to Emotional Intelligence
	The EI Journey
	Understanding Empathy
	Resilience