Resilience and Wellbeing

WHY RESILIENCE?

Resilience is **"the single most important factor in determining whether a person is successful, satisfied and happy"**
(Shatt, 2008, The Resilience Factor)

Resilience can be defined as **"the positive capacity to cope with stress or adversity"**.

Resilience is associated with the employee's ability to cope with organisational change, information overload, restructures, downsizing, mergers, increased workload, reduction of resources, learning new technology, budget pressures or deadlines.

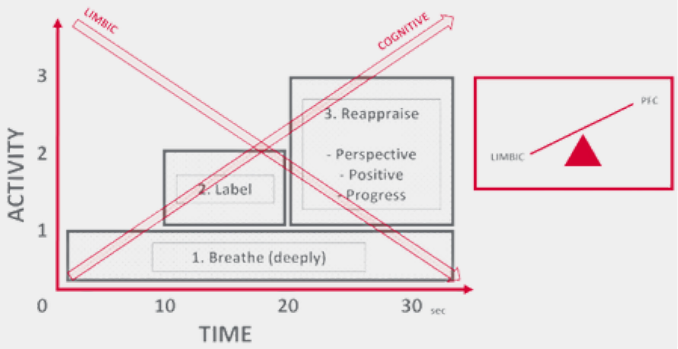
THE NEED FOR RESILIENCE

1. Constant change
2. Hybrid work
3. Staff shortages, redundancies and coping with additional workload
4. Managing stress and information overload
5. Frequent restructuring
6. Mental health is a WHS priority

KEY SOLUTIONS & OUTCOMES

- Improve decision making by learning how our emotions and our thinking interact to produce behaviour
- Handle emotion and stress effectively with a 30 second circuit-breaker to reset you back to neutral or a positive mindset
- Bounce back from threats/stress in the moment. Understand our fight, flight or freeze response.
- Understand the role resilience plays today in your success as an executive as well as holistically in your broader life
- Improve brain-breaks, diet, sleep and exercise to build resilience
- Learn how to support others experiencing negative emotions
- Utilise reappraisal techniques in the workplace to reduce the negative impact of stress
- Learn mindfulness techniques that are simple and easy to incorporate into busy schedules and understand how your brain improves resilience with this practice

Reset from stress and adversity
30 second circuit breaker (BLR)



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NSW Government Health

I would just like to thank you for delivering neuroscience based courses as part of the Ambulance Service Executive Development Program. These courses have allowed me to understand how I react to different situations in the work place and given me a greater awareness of my staff's non-verbal clues to situations at work. I have used this training with great success when dealing with staff conflict situations and my day to day work practices to deal with stressful workloads. It has allowed me to plan my days better to ensure the work balance does not become overwhelming. These courses have also made it easier when acting up in Deputy Director roles as my interpersonal skills have improved by better understanding of how cognitively I react and deal with different situations. My staff have given me positive feedback on the positive way I deal with conflict and other situations in a positive and inclusive manner.

David Koop, State Manager
Health Emergency Response Capability and Countermeasure
NSW Health Emergency Management Unit, Office of the State HSFAC

Ambulance Service of New South Wales

I wanted to take the opportunity to provide you with some feedback on the recent workshop you ran at our Station Officers Conference. I had always felt that when confronted with a stressful or difficult situation that it was always best to think before responding.
The neuroleadership workshops not only supported this intuition but gave me the science and underpinning knowledge on how to utilise that instinct to achieve the best outcome, for both myself and others. Neuroleadership TREAD and the Thinking and Regulate/ Resilience component was what resonated most with me and the rest of my team. Realising and everyone did, why the Amygdala has such an impact on people's responses and the overpowering influences it has on the Pre-Frontal Cortex. The simple explanations and examples resonated with everyone and they became aware of why some people respond the way they do in particular situations. Knowing how to anticipate how someone may respond and giving them an opportunity to process the issue rather than making them feel obligated to respond straight away. Kristen is an engaging presenter and was really well received by the managers, especially the passion for the subject.
This was an incredibly empowering course and would recommend to anyone to undertake and definitely provide for developing their leaders.

Wayne McKenna,
Superintendent, Zone Manager, North Coast Sector Ambulance Service NSW

rockend
The leader in property software

The presentation on the neuroscience of resilience and emotional intelligence was a powerful experience for my sales team. You got them thinking about how they can be more resilient, effective and connected with their customers – great result

Justin Melton
General Manager Sales & Marketing
Rockend

Australian Institute of Personal Trainers
The Real Educator in Fitness

Thanks again for your session on Personal Performance, Resilience and Influence. The feedback was great. They all got a lot out of it & I found they were very engaged throughout the programme.

Jason Chan, Commercial Manager
Personal Performance, Resilience and Influence

SUNCORP

I was very fortunate to be trained by Kristen as her knowledge of resilience and coaching through neuroscience-based methodologies is outstanding. Kristen has a remarkable way of explaining complex theory in a way which makes it real and understandable"

Lina Di Prisa
Human Resources Business Partner
SunCorp

RR Double R
Heavy Equipment Repairs

I am pleased to voice my appreciation for the services of Kristen Hansen and her team at EnHansen Performance. As a provided of trade services to the Mining, Transport and Construction Industry we have a team of experienced technicians that have greatly benefited from Kristen's technical approach. Through clear explanations and interaction, our team of floor up Supervisors and Leading Hands were able to grasp, joke, identify their own and others strengths and weaknesses from a neuroscience point of view.
EnHansen Workshops and Coaching has delivered understanding results to areas of conflict, identification of triggers and ability to increase teamwork and improve client relations".

Rusty Russell
Managing Director
Double R Heavy Equipment Repairs

CCA
COCA-COLA AMATIL

I attended a one day training session presented by EnHansen Performance. It included strong links to our values and behaviours, and wider development programs, including how the brain works so we can better understand ourselves, our behaviour and motivate the people we work with

Cuneyt Oter
National Demand Planning Manager CCA COCA-COLA AMATIL

Cumberland NEWSPAPERS

Since my training with Kristen on the neuroscience of leadership and resilience, I have improved my awareness of the drivers behind the "away" and "toward" states to gain better work outcomes. I have also developed awareness regarding emotion regulation and developed different response mechanisms such as labelling and reappraisal

Rod Straunch
Group Manager Advertising Operations Cumberland Newspapers