

# Developing Inner Resources

## ONE-DAY COURSE FOR LEADERS AND TEAMS

When we are in touch with our inner resources, we achieve our desired outcomes with ease, and promote good team-work through positive role-modeling and shared vision.

Our resources can be limitless if we know how to manage them. To do this, we need to invest time in developing our own approaches. We need to find fresh ways of relating to our working conditions and the environment in which we aim to excel. In this way, our work will include both our external achievements, and an internal ability to manage ourselves at our best, and to empower others to do likewise.

### ***This one-day course will increase your ability to:***

- Meet challenges more creatively;
- Develop greater focus and resilience;
- Transform unpleasant and harmful anxiety patterns, and reduce stress;
- Meet targets more easily and increase performance;
- Increase energy and motivation at work;
- Negotiate more efficiently, with greater clarity;
- Increase empathic communication and team-work with colleagues and customers;
- Resolve problematic issues more easily.

### ***Workshop Aims:***

- To increase output by increasing direction and motivation;
- To work more creatively with pressure, and reduce corresponding stress and anxiety;
- To encourage openness to change;
- To increase transparency and honesty with team-members, partners and customers.

### ***Learning Objectives:***

- How to use and increase inner resources under pressure;
- Greater understanding of why stress happens;
- How apparently difficult feelings may actually be useful;
- Ways to translate criticism into useful feedback;
- Understanding our own 'difficult' behaviours and how to move through them;
- Tools for improving decision-making under stress.

### ***For further details:***

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## What course delegates say...

*'The course has increased my capacity to focus on whatever I'm doing and work more efficiently with a more sustained and reliable input.'*

Leader, Cambridge University Press

*'This process gets to the core of good management – an essential guide to influencing people.'*

Middle Manager, National Government Agency

*'The sessions that you led seem to have a deep and lasting effect on the participants.'*

Voluntary Sector Manager

*'I found the day we did with you challenging, stimulating and ultimately enjoyable ... I have returned to work with more awareness.'*

Team Leader, Private Sector

*'Your approach has enabled me to become more effective in my role at work.'*

Delegate, John Lewis

*'Fascinating and interesting delivery of concepts and ideas – all relevant for effective leadership.'*

Public Sector Leader

### Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role-plays. We avoid static presentations, preferring a more hands-on approach, which allows for increased interaction between trainer and delegates, and which encourages delegates to get to know each other in new ways. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first hand and embedded understanding of the processes of communication. The approach is strengths-based, drawing out and building upon delegates' current skills. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

### Central Model

Developing Inner Resources is an adaptation of *Nonviolent Communication*<sup>™</sup>, a process developed internationally in high conflict situations for mediation and reconciliation. This is now increasingly applied in businesses for developing self-awareness, improving decision-making and negotiation, and increasing effective communication. It is excellent for promoting customer relations, supporting efficient and motivated working environments, replacing blame-cultures with a learning environment, resolving difficulties and conflicts when they arise, and fostering an atmosphere of openness and trust. This can radically increase the quality of working lives, and have a dramatic impact on staff retention and customer care.

