



AT A GLANCE:

M EMOTIONAL RESILIENCE



WHAT'S THIS THEME ABOUT?

As if the role of the manager wasn't hard enough, managing the team in difficult situations can be extremely demanding. Whether it be an emergency, a natural disaster, or even a personal tragedy – when all about you seems at sea, the eyes and ears of the team turn to the manager for leadership, direction, comfort and support.

Emotional resilience isn't about being thick skinned, or immune to emotion and feelings – it's about self-control, the channelling of emotions and taking charge in challenging times.

Emotional Resilience is about staying strong when it matters.

WHY IS THIS IMPORTANT?

**“You can fall, but you can rise also.”
- Angelique Kidjo**

Developing emotional resilience is a full-time and never-ending job! If leaders want continuous personal and organisational success, they must understand two things. First, their passion for excellence can only take them so far. They can get burnt out - physically, mentally and emotionally, if they're not able to cope with pressure. Second, a crisis happens when you least expected it - and a successful leader is able to 'remain cool, calm and collected' during times of crisis.

This Management Matters theme helps managers manage workplace adversities by being emotionally resilient and mentally tough yet still being able to show genuine empathy to team members in need.

IDEAL OUTCOMES

'Emotional Resilience' is about your management team understanding:

- Their own emotions
- Their role as leaders in helping the organisation cope with challenging times
- The importance of being able to bounce back from adversity
- What it takes to be mentally tough and emotionally strong
- The difference between empathy and sympathy

'Emotional Resilience' is about your management team having the skills to:

- Manage their emotions
- Manage crisis situations in the workplace
- Stay calm under pressure
- Support and guide team members in times of trial

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