

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 emotions 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 expect 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 able to show genuine empathy to team members in need.

IDEAL OUTCOMES

'Emotional Resilience' is about our managers understanding:

- What it means to be resilient
- Their role in helping their teams cope with challenging times
- The importance of being able to bounce back from adversity
- What it takes to be mentally tough and emotionally strong
- Their personal stressors and reactions

'Emotional Resilience' is about our managers being able to:

- Define the resources they already have to deal with a crisis
- Assess how resilient they are
- Identify actions to help build personal and team resilience

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