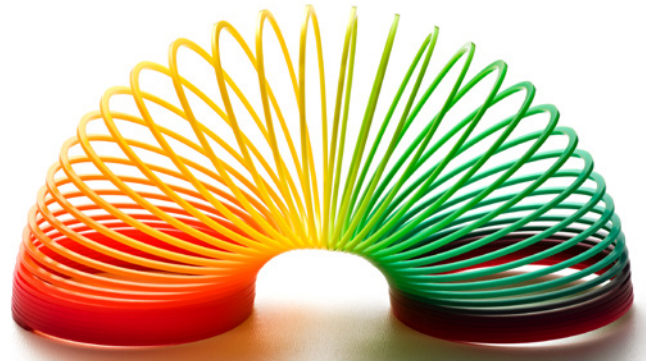


LEADING RESILIENCE IN LG



LEADING THE WAY TO RESPOND TO COMMUNITY EXPECTATIONS

Being a leader in LG certainly requires a higher level of resilience. However it's also critical to lead and permeate resilience through your team. A chain is only as strong as its weakest link. Here's an opportunity to boost levels of resilience across Council. Resilient teams bounce back better after disappointment. High level resilient Council teams are also proven to be more optimistic and productive.

"The greatest glory in living lies not in never falling, but in rising every time we fall."

— Nelson Mandela

"Life doesn't get easier or more forgiving, we get stronger and more resilient."

— Steve Maraboli

KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- Identify the key components of resilience in LG
- Describe the relationship between leadership and resilience
- Identify resilience hot spots (with an emphasis on rapidly increasing community expectations)
- Evaluate the impact of self behaviour on team resilience levels
- Develop strategies for improving resilience in departments interacting directly with the community
- Use detached empathy communication techniques to build bridges
- Calibrate levels of self resilience and team resilience
- Recognise the impact of significant Council events on behaviour, performance and attitude
- Help your people navigate through difficult and challenging workplace events and issues
- Develop and tailor team coping mechanisms
- Identify the key signs of duress in other people (and discuss what you can do)



NUTS AND BOLTS

Guidelines

- **Group Size:** An ideal group size is 4–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Duration:** This course can be adapted to your timeframe.
- **Cost:** Upon request.

- **Target Audience:** Team Leaders Managers and Senior Managers

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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