

# Building Emotional Resilience

Half Day Course

Rating: ★★★★★ 4.8/5



## Module 1:

### Resilience Overview: Awareness & Attributes

#### Learning Outcomes

- Recognise and embody key characteristics and mindset of resilient individuals.
- Understand the importance of resilience in today's fast-paced VUCA world.
- Apply resilience strategies to navigate challenges and sustain performance under pressure.
- Transition seamlessly between conversations without carrying over emotional baggage from previous interactions or external stressors.

#### Service Methodologies

- Characteristics of Resilient People
- Resilience in a VUCA World
- Re-setting After Difficult Conversations

## Module 2:

### Self-Awareness/Control: Perceptions & Decision Making

#### Learning Outcomes

- Recognise different types of stress and their effects on reactions and responses.
- Understand the relationship between pressure and performance.
- Develop strategies to manage stress effectively and maintain optimal performance.

#### Service Methodologies

- Stress Types, Reactions & Responses
- Performance vs. Pressure

## Location & Delivery Style

4th Floor  
One Great Cumberland Place  
London  
W1H 7AL

Hamilton Mercer's training sessions are  
**Friendly, Highly Engaging and Humorous.**



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