

Resilience Programme

Imaginarium has been working with IET (Institute of Engineering and Technology) since 2013. We have delivered a range of courses including the resilience programme in 2018 (outlined below).

A series of 1-2 minute videos were prepared and used as a teaser for each session. This proved a successful internal 'marketing tool' as each session was booked full. The attendance/turn-out was high.

"I continue to be amazed by Joe's ability to weave words. Storytelling, anecdotes and even the simplest presentation are so engaging and fun that you learn without even realising it... with an incredible memory and understanding Joe explains the science behind the theory, behind the technique, in a way that makes it relevant and easy to digest."

Sandra Godman

Head of Volunteer Support
The Institution of Engineering and Technology

The resilience programme was a series of optional short (1.5 hour) sessions covering:

- Riding the waves of change
- Power of perception, enhancing your resilience
- Managing people through change
- The art of being assertive
- Influencing others, understanding values
- The art of feedback
- Understanding yourself and others
- Introduction to T.A.
- Effective Coaching

Feedback

Participants were given a brief questionnaire at the end of each session. Questions included what they would do differently as a result. Here are some examples:

Riding the waves of change

- Think more about my own wellbeing
- Accept the transition curve exists – don't fight it!
- Prioritise and rationalise the different stages of projects.
- Find 'anchor' in things that are certain.
- Think about change as a constant that, ultimately, is inevitable.
- Hopefully understand other people better.

- Look after myself more during next change.
- Assess, discuss, analyse potential outcomes and plan ahead.
- Be more accepting of change.
- Apply more self-awareness through change.
- Be more aware of how change affects me and others.
- Analyse steps to deal with change.
- Be positive!

Power of perception, enhancing your resilience

- Look at situations from different angles.
- Looking at things from different angles.
- Think about why I'm doing something, look for positives/learning.
- Look at how I can turn more positive and not always focus about negatives.
- Try to apply strategies suggested for negative self-talk and for dealing with negative perceptions.
- Reframe and reframe some more!
- Take a broader and general view of situations I, initially, perceive as negative.
- Change the way I think/perceive things.
- Think broad and positive.
- Engage in positive self-talk.

Managing people through change (management session)

- Adapt engagement techniques to stakeholder types.
- Look at resistance from a different perspective.
- Thinking more carefully around how I handle people against change.
- How to handle change meetings and negative groups.
- Think before acting.
- Apply to my team when involving them in change projects.
- Consider where team members are in the process.

The art of being assertive

- Apply techniques! (Different ways to say 'no', techniques to unblock/diffuse)
- Use assertive behaviours instead of passive/aggressive.
- Use the tips and theories to develop assertiveness
- Be crystal clear!
- Consider my reactions.
- Say 'no' better.
- Change my language a little.
- Better ways of saying 'no'.
- Think before I speak.

- Clarity of expression on being assertive.
- Conduct myself in a more assertive/influential way

Influencing others, understanding values

- Adapt myself to influence my dealings with others.
- Have more structure in situations I need to influence.
- Take a more structure approach.
- Compare benefits with values.
- Listen more and try to reflect.
- Understand others' values better.
- Try to understand what benefits others.
- Look at process, identify cons and pros.
- Keep working on my listening skills.

The art of feedback (management session)

- Provide more developmental feedback.
- Consider best approach to feedback.
- Be more confident in my approaches and offer positive feedback more often.
- Plan how my feedback is given in future.
- Give more positive feedback more regularly.

Understanding yourself and others

- Be more conscious of differences.
- Adapt management and my own working style.
- Consider everybody's valuable contribution.
- Be more mindful of others and slow down!
- Consider who in my team is in which groups.
- Work harder to develop strategies to work with others.
- Interact with and understand others better.
- Be aware of why people behave the way they do and of my own behaviours.

Introduction to T.A. (Transactional Analysis)

- Analyse behaviours more often.
- Consider personalities more in my teams
- Try to be aware of my personal style and others. Identify and stay away from drama!
- Look for the drama triangle happening and step out.
- Consider my actions
- Be more conscious.

- Thinking more when in potentially difficult situations.
- Understanding others and breaking the cycle of drama.
- Not get sucked in to drama.
- Use more adult behaviour as a management tool.

Effective Coaching (management session)

- Coach my staff rather than answer questions and use methods to set clear goals.
- Apply the questions and the POISED model in my work and life more often.
- Ask for help!
- Ask more questions when dealing with people.
- Consider how one can use the questions when coaching.
- Consider my work and personal goals differently.