



CoC • Resilience Training

The Flat Earth Approach

Conventional resilience training assumes that life events are stressful. Life-event scales include things like divorce, changing jobs and moving house, and the more things that have happened to people recently, the more stress they're supposed to be suffering. These ideas have been so assiduously promoted that if anyone is moving house we unthinkingly assume they must be stressed. If it were true that events are inherently stressful there'd be no such thing as managing stress – how many of the events that occur in your life can you avoid?

Pressure versus Stress

People equally unthinkingly assume that 'a bit of stress is good for you'. Yet if you ask how they feel when they're stressed, the answer is miserable and upset. How can something that makes you miserable be in any way good for you? This is just as illogical as thinking that moving house is stressful. Labelling pressure as 'useful stress' simply confuses the issue – pressure *is* useful, but it has nothing to do with stress.

Thriving - Not Just Surviving

People tend to think that coping is managing to keep your head above water. Resilient people are presumably those who can hold their breath longer when the flood rises, but this is just surviving. **Real resilience is knowing there's no water to keep your head above.**

A Radical Alternative

Developed by **The Challenge of Change** founder, Dr Derek Roger, one of the world's leading experts in the field of resilience and stress management, the **CoC • Resilience Training** programme grew out of his ground-breaking research on stress. This research began at the University of York in England and continues today at the University of Canterbury in New Zealand. The **CoC • Resilience Training** programme offers a radical alternative that has been shown to impact significantly on job satisfaction and performance. The solid foundation in internationally-recognised research is a major strength of the programme, but the training itself provides simple practical tools for developing resilience that really work.

“ . . . The fact that *The Challenge of Change* is backed by academic research made a great fit with our organisation . . . ”

Cynthia Johnson, (formerly) OD Leader, HortResearch

Key Benefits

For Participants

- Enhanced well-being & performance
- Understanding of personal strengths & weaknesses and development of Personal Action Plans
- Simple 4-step strategy for enhancing resilience
- Improved communication skills
- Ongoing strategies for relaxing body and mind
- Ability to readminister scales and measure achievement

Why Pursue the Challenge of Change?

- Backed by Ongoing Academic Research
- Leading Business Psychologist
- Results Focused and Measurable
- Practical Tools for Individuals to Succeed
- Comprehensive Programmes for Individual Mentoring, Team Development & Company Culture

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CoC • Resilience Training

CoC • Personal Profile

The research programme identified the characteristic, habitual patterns of behaviour that make people more or less resilient. Using his expertise in statistics and psychometrics, Derek has built these findings into a unique pre-training psychometric profile that offers a valid and reliable assessment of habitual behaviour. Scores on the **CoC • Personal Profile** are confidential to participants, but the **CoC • Resilience Training** programme shows how these habitual ways of responding can be changed.

CoC • Resilience Training 4 Steps to Success

• Step One - Waking Sleep

The training programme assumes that people are asleep much of the time, and the first step is waking up. This leads to a clear and simple definition of stress as ruminating about emotional upset, imagining all the what-ifs and if-onlys. As Mark Twain observed, **'some of the worst things in my life never happened.'** All that events provide are things to ruminate about, if you choose to do so. 'Working smarter' is a popular phrase, but how do we work smarter? Since you can't work and sleep, waking up must be the first essential step.

• Step Two - Controlling Attention

You're driving down the highway listening to the news, waiting to hear what the weather's going to be like in your home town. Ten minutes later you've missed it. While the weather was broadcast, where were you? Instead of listening to the forecast, your attention had been snatched away into waking sleep. The second step in the programme is keeping control over your attention and giving it intentionally to the present.

• Step Three - Becoming Detached

When you're awake and controlling your attention, the ruminative thoughts can be seen as just that: imagined scenarios about the worst things that never happen. Being able to put things into perspective in this way is the third step in the programme, and is called detachment.

• The Final Step - Letting Go

Once ruminative thoughts are seen for what they are the final step is letting them go. To catch a monkey, find a pot with a hole in it just big enough for him to squeeze his hand in, put one peanut inside and tie it to the ground. The monkey puts his hand in and grabs the peanut, but now he has a fist that's too big to pull back through the hole, and he's caught. **The forest is full of food, but the monkey gives up his life for a peanut!** That's what stress is like – all the issues we ruminate about endlessly are not resolving anything, they're just peanuts, and like the monkey, we need to learn how to let go.

4 Steps to Success

Wake Up



Control Attention



Become Detached



Let Go

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CoC Resilience Training

The Wider Perspective

Well-being : Happy People Stay

Attracting and retaining the best people is a critical issue for any company. The four steps of the training programme form a simple sequence of practical tools that ensure well-being. The link between stress and health is explained using simple diagrams, which show why your pet cat is unlikely to die of heart disease.

Personal and Interpersonal Skills

Individual techniques learned in the CoC Resilience Training programme are extended to the interpersonal context of communication skills, and show how communication can be enhanced by applying the four steps to success.

Real Relaxation

Conventional stress management usually includes relaxation, but the techniques focus on physical relaxation. This is helpful but the effects will be temporary unless you can also relax your mind. The CoC Resilience Training programme includes systematic mindfulness techniques, and the exercises are provided on a take-home audio CD.

Ongoing Support and Follow-ups

A range of materials are provided to ensure continued practice of the training. These include a comprehensive work-book, the audio CD, and clear action plans developed during the training. Follow-up sessions at three- to six-monthly intervals provide ongoing reinforcement and consolidation of the training principles.

Integrated Training Suite

The CoC Resilience Training is a one-day programme ideally split over two half-days separated by a week. It can be fully integrated with the CoC Dream Team programme and although the two can be run completely independently, combining them into a comprehensive system for changing both personal and interpersonal strategies enhances the benefits of both.

If you would like more information about the programme, please contact Derek at the Work Skills Centre.



We have had a wonderful reaction to CoC Resilience, with some staff referring to it as 'Life Changing'. . . . I think the multiple learning approach; the questionnaire, the two half days training, the follow up and the CD make it very effective as well as excellent value.



Karen Mather, Learning & Development, University of Canterbury

Key Benefits

For Organisations

- Increased retention and loyalty
- Increased productivity and performance
- Increased insight into individual strengths and weaknesses
- Qualified insight to help develop personnel strategies
- Improvements in overall organisational capability and coping ability
- Better company-wide communication
- Better integration and co-operation amongst individuals and teams
- Ability to pursue longer term employee care strategies
- Addressing work/life issues
- Enables the impact of HR strategies to be evaluated to create HR return on investment calculations

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