



Adam Fidler Academy

## **‘Building Resilience: Managing your Emotions at Work’– a one-day seminar for EAs and PAs**



A practical, one-day seminar led by Adam Fidler, to develop emotional intelligence and resilience in the workplace.

Today, with increasingly busy jobs, high workloads, office politics and flatter organisational structures, developing resilience and having a mastery of your emotions is even more crucial if you are to perform successfully all of the time.

Emotional resilience, or self-control as it is sometimes known, means knowing yourself, your triggers or hot-spots, and developing strategies to bounce back during conflict or testing times.

Resilience is particularly important for administrative leaders, who may be line managers, or co-ordinate the work of others. Having the ability to step back and see an issue or situation objectively, without taking it to heart or personalising it, is crucial if you are to give and receive constructive feedback.

### **Course content**

**At the end of the course, you will be able to:**

- Take stock of how your communication works now, and your areas for improvement. Why emotional intelligence is key for EAs and PAs.
- Define assertiveness and differentiate from aggressive, passive and submissive behaviours in the workplace using Transactional Analysis (TA) as the basis.
- Know why emotional control and emotional regulation are important.
- Understand how self-resilience starts with self-worth – knowing yourself to know and manage others better.
- Build, develop and nurture an emotional resilience stance at work.
- Stay motivated at work – the ‘hills and dales’ of life.
- Overcome personal obstacles.
- Give, accept and receive feedback to/from others without ‘internalising’ it.
- Minimise the ‘allowing’ of other people’s emotions – and your own – to become ‘de-railers’ that hold you back from optimum performance.
- Understand the importance of ‘behaviours’ at work – separating the ‘what’ from the ‘how’ for more Managerial Presence.
- Apply the Personal Resilience Building Blocks Method for your self-development.
- Quieten your internal dialogue and ‘self talk’.
- See how resilience plays an important part in the wellbeing of you and others.

All delegates will also receive individual feedback from the trainer throughout the course.

**Timings/format:**

This one-day seminar starts at 10:00 hours (arrival from 09:30 hours) and closes at 16:30 hours. There is a mid-morning and mid-afternoon break, as well lunch being provided.

**Cost:**

The course cost is £359 (plus VAT) per delegate, including all training materials, refreshments and lunch. There is a maximum group size of 8 participants for this course.

**Course dates:**

The course runs in London and Manchester. For the latest course dates, please see the website or enquire by contacting Adam Fidler Academy at: [adam@adept.consulting](mailto:adam@adept.consulting)

**Venue:**

The course is held in central London (venue to be confirmed), and at our Manchester Academy.

**Interested in attending?**

You can book via the website at [www.executiveassistant.org](http://www.executiveassistant.org) or by requesting a booking form – please email [adam@adept.consulting](mailto:adam@adept.consulting)

**Further information:**

For testimonials on related courses offered by Adam Fidler Academy, visit: [www.executiveassistant.org](http://www.executiveassistant.org)