

Developing Resilient Organisations

At Yeast, we develop the Mental Toughness of the individuals within an organisation and support them build a culture where individuals are continually supported and developed through coaching. As part of creating a resilient organisation, we also work with our clients to embed coaching as a normal part of how individuals and teams are supported and managed in the organisation. Therefore, our work with clients in this area is formed into two parts:

1. Mental Toughness Development

To develop a resilient organisation, the first part is to raise the self-awareness of the team members, give them tools to develop themselves and the ability to become aware of those around them and act in a manner which enables and supports their development.

To achieve this, we recommend that all members of the organisation go through a one-day Introduction to Mental Toughness and resilience workshop, where they will learn about the theory and research behind Mental Toughness, along with practical ways in which they can grow their Mental Toughness to positively impact all aspects of their lives.

Participants will also complete a Mental Toughness psychometric assessment and receive a feedback and coaching session.

Topics in the workshop include:

- Mental Toughness: What it is and Why it Matters
- Understanding your own Mental Toughness and how it affects others
- How and Why Mentally Tough People Succeed
- The downsides of being Mentally Tough
- The 4 Cs of Mental Toughness
 - Challenge
 - Commitment
 - Confidence
 - Control
- How to increase your Mental Toughness
- The research and applications of Mental Toughness

2. Creating a Coaching Culture

As part of creating a Resilient organisation, we would recommend that all Managers participate in an Introduction to Coaching workshop (detailed below) and a supporting 1:1 coaching session.

In house coaches would also be selected to support the coaching culture of the business. They would be developed into confident internal coaches through our Coach Development Programme, an in-depth course, run over a series of five one-day workshops, with 1:1 coaching session after each workshop. In addition, participants will be expected to carry out coaching sessions in their workplace in order to apply the learning and gain experience.



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Module 1 – An introduction to Coaching

- Exploration of what coaching is and how it differs from other interventions
- The benefits of coaching and why coaching works
- Coaching competencies
- The structure of a coaching conversation: the GROW model
- Coaching practice, reflection and feedback
- Coaching techniques to develop Mental Toughness

Module 2 – Key Concepts in Coaching

- Reflection of coaching practice
- Coaching ethics
- Establishing a “contract” with the client
- Alternative coaching models and frameworks
- Barriers to successful coaching and strategies to overcome them

Module 3 – Coaching in practice

- Building a business case for coaching
- Measuring the ROI of coaching
- Tools for developing practical coaching sessions
- Beliefs and values and their effect on outcomes
- Further coaching practice, reflection and feedback

Module 4 – Awareness of self and others

- Understanding personality
- MBTI trait model
- Mental Toughness and states
- Developing confidence and resilience in self and others
- Using psychometrics in coaching
- Sources of prejudice and bias

Module 5 – Overview of Key Theory surrounding Coaching

- Communication theory
- Learning theory
- Motivation theory
- Personality theory
- Neuroscience
- Creating an ongoing development plan to improve as a coach



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