

DEVELOP RESILIENCE AND MENTAL TOUGHNESS 24 WORKBOOK



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

+64 21 246 8885 +61 404 190057

TABLE OF CONTENTS

GRAHAM TAYLOR-EDWARDS	3
WORKSHOP OBJECTIVES	3
WHAT IS RESILIENCE AND MENTAL TOUGHNESS?	4
ADVERSITY DOES NOT DISCRIMINATE	6
HABITS DICTATE WHO YOU ARE	6
CREATE GOOD HABITS	6
CREATE ACTION HABITS	6
MENTAL TOUGHNESS: STRENGTH COMES FROM THINGS YOU THOUGHT YOU COULD NOT DO	7
MENTALLY TOUGH HABITS	7
WIN THE WAR WITHIN OURSELVES	8
5 SIGNS OF MENTAL STRENGTH	8
DEALING WITH AND MANAGING STRESS CHECKLIST	15
1. Practice Mindfulness and Relaxation Techniques	15
2. Manage Your Time Effectively	15
3. Develop a Support System	15
4. Create a Healthy Work Environment	15
5. Promote Work-Life Integration	15
BUILDING RESILIENCE AND MENTAL STRENGTH CHECKLIST	16
1. Cultivate a Positive Mindset	16
2. Develop Healthy Coping Mechanisms	16
3. Build Strong Relationships	16
4. Set and Pursue Goals	16
5. Learn from Experiences	16
TAKE AWAY	17

GRAHAM TAYLOR-EDWARDS

PRESENTED BY GRAHAM TAYLOR-EDWARDS

GRAHAM IS THE FOUNDER OF SUCCESS RESOURCES INTERNATIONAL A REGISTERED TRAINING ORGANISATION (RTO) IN BRISBANE AND GTE TRAINING AND DEVELOPMENT IN NZ

HE FACILITATES HUNDREDS OF TRAINING WORKSHOPS EACH YEAR ON:

1. LEADERSHIP
 2. SALES
 3. FIXED OPERATIONS
 4. PERSONAL DEVELOPMENT
 5. CUSTOMER EXPERIENCE
 6. BLENDED LEARNING AND SUPPORT TRAINING B.L.A.S.T
- QUALIFICATIONS

ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

DIPLOMA IN AUTOMOTIVE MANAGEMENT

DIPLOMA OF TRAINING AND EDUCATION AND DESIGN

CERTIFICATE IV IN FINANCE AND MORTGAGE BROKING

CERTIFICATE IV IN BUSINESS SALES

NZ CERTIFICATE IN MARKETING

NLP PRACTITIONER.



Born in North Wales Graham has lived in Australia for sixteen years after working in New Zealand for over 24 years.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

They have two children Mackenzie and Gareth and four grandchildren Hudson, Reo, Avyana and Vivienne.

WORKSHOP OBJECTIVES

To build resilience and mental toughness. Select from the buffet 5 core habits you can develop to achieve improvement in your resilience and mental toughness

AT THE END OF THIS WORKSHOP THE PARTICIPANT SHOULD BE ABLE TO

1. IMPLEMENT THREE SKILLS TO IMPROVE RESILIENCE
2. IDENTIFY 10 THINGS MENTALLY TOUGH PEOPLE DO NOT DO
3. RECOGNISE 10 THINGS MENTALLY TOUGH PEOPLE ARE LIKELY TO DO
4. COMPLETE THE STRESS AND RESILIENCE CHECKLISTS

WHEN DO WE NEED RESILIENCE AND MENTAL TOUGHNESS?



Resilience

CHANGE IS INEVITABLE

THE ONLY DIFFERENCE IS IF IT'S SOMETHING YOU INITIATED OR IT IS FORCED UPON YOU.

IT'S NOT WHAT HAPPENS IT'S WHAT YOU DO ABOUT IT.

REGARDLESS THERE IS USUALLY A CHAIN OF REACTION.

1. DISBELIEF.
2. FRUSTRATION.
3. WHEN YOUR JUST OVER IT.
4. TRYING TO LEARN FROM IT.
5. FEELING OVERWHELMED.
6. THINKING WHEN WILL THIS EVER END?

WHAT IS RESILIENCE AND MENTAL TOUGHNESS?

THE CAPACITY TO RECOVER QUICKLY FROM DIFFICULTIES

1. TRAUMA
2. TRAGEDY
3. THREATS
4. NOT KNOWING WHAT IS GOING TO HAPPEN NEXT
5. REALISATION THERE ARE SOME REALLY STUPID PEOPLE OUT THERE
6. THE ABILITY TO "BOUNCE BACK" AND BE BETTER

THREE STRATEGIES TO BUILD RESILIENCE PRESENTED BY LUCY HONE



1. RESILIENT PEOPLE GET THAT SHIT HAPPENS

SUFFERING IS PART OF LIFE.

KNOWING THIS STOPS YOU FROM DISCRIMINATION WHEN THE TOUGH TIMES COME.

YOU WERE GIVEN THIS LIFE BECAUSE YOU ARE STRONG ENOUGH TO LIVE IT

2. RESILIENT PEOPLE CHOOSE CAREFULLY WHERE THEY SELECT THEIR ATTENTION

APPRAISE WHAT THEY CAN CHANGE AND WHAT THEY CAN'T.

TUNE INTO THE GOOD.

HUNTING THE GOOD STUFF.

SHARE THREE GOOD THINGS THAT HAPPENED TO YOU TODAY

GET BACK CONTROL

3. RESILIENT PEOPLE ASK THEMSELVES IS WHAT I AM DOING HELPING OR HARMING ME

WHATEVER YOUR DOING GET BACK IN THE DRIVERS SEAT.
GIVES YOU BACK CONTROL OF YOUR DECISION MAKING.

ADVERSITY DOES NOT DISCRIMINATE

- REALISE SHIT HAPPENS EVEN TO US.
- FOCUS ON THE GOOD STUFF (*HOW YOU THINK WILL DETERMINE HOW YOU ACT*).
- ASK YOURSELF IS MY ACTION HELPING OR HURTING.
- DO I CONTROL MY SELF-TALK?
- RESET YOUR TRIGGERS TO BE PROACTIVE.
- REALISE ITS OKAY NOT TO BE OKAY.
- REFRAME FAILURE BECAUSE IT IS NOT PERMINANT.
- SCALE OF 1-10 WITH 10 BEING DEAD HOW BAD IS IT NOW.
- REMEMBER YOUR SUCCESSES AND GET SOME QUICK WINS.

HABITS DICTATE WHO YOU ARE

CREATE GOOD HABITS

- PHYSICAL AND EMOTIONAL COMMITTED TO A PURPOSE
- SELF CONTROL: WHERE THE MIND LEADS THE BODY FOLLOWS
- PRACTISE MINDFULNESS (3X3)
- LEARN TO ENJOY THE JOURNEY BY SETTING ACHIEVABLE GOALS
- LEARN DELAYED GRATIFICATION

CREATE ACTION HABITS

- DO WHAT YOU DISLIKE FIRST
- TAKE ACTION IN THE DIRECTION OF YOUR GOALS EVERY DAY
- BREAK BIG TASKS INTO SMALL BITES
- CREATE POSITIVE AND PRODUCTIVE ROUTINE
- CREATE VISUAL AND EMOTIONAL TRIGGERS

MENTAL TOUGHNESS: STRENGTH COMES FROM THINGS YOU THOUGHT YOU COULD NOT DO



MENTALLY TOUGH PEOPLE DO NOTS

BOTTLE THEIR EMOTIONS.
LIVE IN THE PAST.
EASILY INFLUENCED BY OTHERS.
LET PEOPLE OVERSTEP THEIR BOUNDARIES.
STICK TO THEIR OWN PERSPECTIVES.
BLAME OTHERS FOR THEIR MISTAKES.
FIXATE ON PERFECTION.
DREAD THEIR OWN COMPANY.

MENTALLY TOUGH HABITS

REALISE THERE IS NO GROWTH WITH COMFORT

- TAKE COLD SHOWERS
- UNPLUG FROM SOCIAL MEDIA
- READ FOR AN HOUR A DAY
- DO MINI WORKOUTS THROUGHOUT THE DAY
- SLOW DOWN WITH DISCIPLINE
- LEAP OUT OF BED
- HAVE A MONTHLY CHALLENGE
- GET DIRTY ON THINGS YOU DO NOT NECESSARILY LIKE
SLEEP ON THE FLOOR/GO WITHOUT/FAST FOR A DAY

SELECT ONE YOU WILL DO FOR 1 MONTH

WIN THE WAR WITHIN OURSELVES

- SELF PITY / LETTING OTHERS AFFECT YOU /EXPECTING ENTITLEMENT.
- WHEN YOUR MIND KNOWS YOUR NOT GOING TO QUIT IT WILL LOOK FOR WAYS TO HELP.
- USE YOUR BODY TO MOTIVATE YOUR BRAIN.
- CONNECT WITH NATURE & SMELL THE ROSES.
- EAT FOOD THAT BOOSTS MENTAL HEALTH (AVOCADO, HONEY, VEGETABLES).
- RECOGNISE LIFE IS UNFAIR.
- IF YOU CAN FLY-FLY.
- IF YOU CAN'T FLY WALK.
- IF YOU CAN'T WALK CRAWL.

5 SIGNS OF MENTAL STRENGTH

1. BE A PROBLEM SOLVER
2. ACCEPTING CHAOS
3. DEAL WITH SETBACKS
4. MANAGE WHAT YOU DO WITH YOUR TIME
5. BE LIKEABLE AND TRUSTWORTHY

1. BE A PROBLEM SOLVER

2. REALISE PROBLEMS ARE A DAILY OCCURRENCE.
3. PROBLEM SOLVING IS A MIND SET.
4. A MIND SET IS AN ATTITUDE.
5. HAVING A "FIX IT MENTALITY" TAKES PRACTICE.
6. PERFECT PRACTICE MAKES PERFECT.

THE 5 WHY'S AND A.C.T.O.N.

ASK WHY TO DRILL DOWN AND IDENTIFY THE ROOT CAUSE.

A.C.T.O.N.

ASSESS THE PROBLEM.

CHECK THE CAUSE.

TALK TO THE STAKEHOLDERS.

OFFER SOLUTIONS AND OPTIONS.

NAVIGATE AND EVALUATE.

IDENTIFY AND SOLVE 2 PROBLEMS THAT HAVE BEEN NIGGLING AT YOU FOR AGES

2. ACCEPTING CHAOS



1. WHEN THINGS APPEAR OUT OF CONTROL IT IS PROBABLY WORKING.
2. HAVING THE CAPACITY TO DEAL WITH EVENTS AND SITUATIONS CAN BE FUN.
3. LEARN TO PRIORITISE AND REPRIORITISE.
4. LIFE IS FULL OF UNKNOWNNS SO STAY PRODUCTIVE, DISCIPLINED, WORK HARDER AND LONGER IF NECESSARY.
5. LEARN WHAT TO DO ABOUT THINGS YOU CAN'T CONTROL (THE THREE CIRCLES).

THE THREE CIRCLES IN ACTION

CAN'T CONTROL

THE WEATHER
PEOPLES
ATTITUDES
ANGRY CUSTOMERS
ACCIDENTS
STOCK DELAYS

CAN INFLUENCE

WEAR A COAT
EMPATHY
L.A.S.T
UNDERSTANDING
SHOW YOU CARE

CAN CONTROL

YOUR ACTIONS
YOUR EI
HOW YOU REACT
YOUR SELF TALK
COMMUNICATION

FOR THE ONES WHICH YOU CAN INFLUENCE CROSS THEM OFF YOUR LIST IN THE "CAN'T CONTROL" LIST AND THEN FORGET ABOUT WHAT IS LEFT ON THE "CAN'T CONTROL" LIST.

3. DEAL WITH SETBACKS



ASHA PHILIPS: "PUSH YOURSELF, BECAUSE NO ONE ELSE IS GOING TO DO IT FOR YOU"

WITH NATURAL SPORTING TALENT, ASHA REPRESENTED GREAT BRITAIN IN BOTH ATHLETICS AND GYMNASTICS UNTIL...

ABILITY TO CHANGE
RECOGNISE WHAT IT TAKES
EXPECT SETBACKS
KNOW WHAT IS IMPORTANT TO YOU
STEP BY STEP: YOU WILL GET THERE

STEP BACK WITH CERI EVANS

STEP BACK

STEP BACK FROM THE SITUATION

STEP UP

321 RESET. WHAT ARE SOME FRESH ACTIONS TO TAKE

STEP BACK IN

WITH THE NEW APPROACH

4. MANAGE WHAT YOU DO WITH YOUR TIME



RESEARCH TELLS US 89% OF PEOPLE WASTE TIME EVERY DAY

INTERRUPTIONS TAKE LONGER THAN YOU THINK.
 PLANNING AND SELF DISCIPLINE.
 STAND TO SHORTEN CONVERSATIONS.
 HANDLE COMMUNICATIONS ONCE.
 SHORT EMAILS ACTION/FILE/DELETE
 LONGER EMAILS SCHEDULE TIME TO REPLY.
 MOBILE PHONES TEXT MESSAGES.

THREATS	IDENTIFY WHEN, WHY AND HOW DO YOU HANDLE IT NOW?
Multi-tasking	
Do you have a minute	
Emails	
Texts	
Phone calls inbound	
Phone calls outbound	
Procrastination	
Interruptions	
Angry customers	



10
20
40
80
160
320
640
1280
2560
5120
10240

Even though the result is huge the steps are almost insignificant because they are so subtle.

The small changes you make every day offer no immediate result.

The small changes compound on each other to give you an extraordinary result long term that sticks.

MEASURE THE SMALL GAINS.

WHAT SMALL STEPS CAN YOU TAKE TO START THE COMPOUND EFFECT

SMALL STEPS

1. Even though the result is huge the steps are almost insignificant because they are so subtle.
2. The small changes you make every day offer no immediate result.
3. The small changes compound on each other to give you an extraordinary result long term that sticks.

MEASURE THE SMALL GAINS.

5. BE LIKEABLE



<p>1. Show genuine interest in others: Actively listen to people when they speak, ask them questions about themselves, and show empathy and understanding. People appreciate it when they feel heard and valued.</p>	
<p>2. Smile and have a positive attitude: A smile can go a long way in making you approachable and friendly. Maintain a positive outlook and try to find the good in situations and people.</p>	
<p>3. Be reliable and trustworthy: Follow through on your commitments and be someone others can depend on. Trustworthiness is a key trait that attracts people to you.</p>	
<p>4. Practice good communication: Speak clearly and respectfully and be mindful of your body language. Effective communication fosters better relationships and helps others feel comfortable around you.</p>	
<p>5. Be yourself: Authenticity is attractive. Don't try to be someone you're not just to please others. Embrace your unique qualities and let your true personality shine through.</p>	

PS

- DO THE RIGHT THING. IF YOU SAY IT DO IT.
- BE HONEST WITH YOURSELF AND OTHERS.
- TELL PEOPLE WHAT YOU WILL DO AND WHAT YOU WON'T DO.
- CUT OUT COMPLAINING AND HAVE A SENSE OF HUMOUR.

By incorporating these practices into your interactions, you can enhance your likability and build stronger connections with others

IDENTIFY WHICH MENTAL TOUGHNESS SKILL YOU WILL IMPROVE

- BE A PROBLEM SOLVER
- ACCEPTING CHAOS
- DEAL WITH SETBACKS
- MANAGE WHAT YOU DO WITH YOUR TIME
- BE LIKEABLE AND TRUSTWORTHY

DEALING WITH AND MANAGING STRESS CHECKLIST

Dealing with and overcoming stress in the workplace is crucial for maintaining productivity and mental well-being. Check out five effective strategies:

1. Practice Mindfulness and Relaxation Techniques

- Mindfulness Meditation:** Regular mindfulness meditation can help reduce stress by keeping you grounded and focused on the present moment.
- Deep Breathing Exercises:** Taking a few minutes to perform deep breathing exercises can calm your mind and reduce immediate stress.
- Yoga and Stretching:** Incorporating short yoga or stretching sessions into your day can relieve physical tension and promote relaxation.

2. Manage Your Time Effectively

- Prioritise Tasks:** Use tools like to-do lists or task management apps to prioritize your work and tackle the most critical tasks first.
- Break Tasks into Smaller Steps:** Breaking larger projects into smaller, manageable tasks can prevent feeling overwhelmed.
- Set Realistic Deadlines:** Avoid overcommitting by setting realistic deadlines and learning to say no when necessary.

3. Develop a Support System

- Communicate with Colleagues:** Building strong relationships with colleagues can provide emotional support and create a more positive work environment.
- Seek Help When Needed:** Don't hesitate to ask for assistance from your manager or coworkers if you're feeling overwhelmed.
- Join Support Groups:** Consider joining workplace support groups or forums where you can share experiences and coping strategies.

4. Create a Healthy Work Environment

- Organise Your Workspace:** A tidy and organized workspace can reduce distractions and promote a sense of control.
- Personalise Your Space:** Adding personal touches, like photos or plants, can make your workspace more comfortable and reduce stress.
- Take Breaks:** Regular short breaks throughout the day can help you recharge and maintain focus. Consider stepping outside for fresh air or a brief walk.

5. Promote Work-Life Integration

- Set Boundaries:** Clearly define your working hours and stick to them to prevent work from encroaching on your personal time.
- Pursue Hobbies and Interests:** Engage in activities outside of work that you enjoy and that help you relax and unwind.
- Exercise Regularly:** Physical activity is a proven stress reliever. Find a form of exercise you enjoy and make it a regular part of your routine.

Implementing these strategies can help you manage and reduce stress in the workplace, leading to improved overall well-being and productivity.

BUILDING RESILIENCE AND MENTAL STRENGTH CHECKLIST

Building resilience and mental strength can help you navigate life's challenges more effectively. Check out five strategies to develop these important qualities:

1. CULTIVATE A POSITIVE MINDSET

- Practice Gratitude:** Regularly take time to reflect on what you are grateful for. Keeping a gratitude journal can help shift your focus from negative to positive aspects of life.
- Positive Self-Talk:** Replace negative thoughts with positive affirmations. Encourage yourself with words that promote confidence and optimism.
- Visualise Success:** Spend a few minutes each day visualizing yourself achieving your goals and overcoming challenges. This can boost your confidence and motivation.

2. DEVELOP HEALTHY COPING MECHANISMS

- Exercise Regularly:** Physical activity releases endorphins, which can improve your mood and reduce stress. Find an exercise routine that you enjoy and stick to it.
- Practice Mindfulness and Meditation:** These techniques can help you stay grounded and reduce anxiety. Regular practice can enhance your ability to stay calm under pressure.
- Engage in Creative Activities:** Activities like drawing, writing, or playing a musical instrument can provide a healthy outlet for stress and enhance your emotional well-being.

3. BUILD STRONG RELATIONSHIPS

- Seek Social Support:** Surround yourself with supportive friends, family, and colleagues. Having a strong support system can provide comfort and advice during difficult times.
- Communicate Effectively:** Practice open and honest communication with those around you. This can help build trust and deepen relationships.
- Join Groups or Communities:** Being part of a community with shared interests can provide a sense of belonging and support.

4. SET AND PURSUE GOALS

- Set Realistic Goals:** Break your long-term goals into smaller, achievable steps. This can make daunting tasks more manageable and give you a sense of accomplishment.
- Stay Committed:** Develop a plan and stay dedicated to it, even when faced with obstacles. Persistence is key to building resilience.
- Celebrate Progress:** Recognise and celebrate your achievements, no matter how small. This can boost your motivation and reinforce your resilience.

5. LEARN FROM EXPERIENCES

- Reflect on Challenges:** Take time to reflect on past challenges and how you overcame them. Understanding your strengths and weaknesses can help you handle future difficulties more effectively.
- Embrace Change:** Accept that change is a part of life. Developing flexibility and adaptability can help you cope with unexpected events.
- Seek Learning Opportunities:** Continuously seek out opportunities for personal and professional growth. Learning new skills and gaining knowledge can enhance your confidence and resilience. Implementing these strategies can help you build resilience and mental strength, enabling you to handle life's ups and downs with greater ease and confidence.

TAKE AWAY

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the user to write down key takeaways from the content.