

DEVELOP RESILIENCE AND MENTAL TOUGHNESS



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MODULE INTRODUCTION

DEVELOP RESILIENCE AND MENTAL TOUGHNESS

Learn better faster

The concepts and ideas within each module are provided as suggestions and should be adapted to fit your unique environment, personality, and style, while still preserving the core value of the information presented.

Your workbook includes ample white space for you to jot down personal notes, thoughts, or ideas you may want to put into practice.

The workbook is designed to be completed in combination with the video.

Have fun and enjoy yourself.

To make sure you get the most out of this course, please ensure you're fully prepared to begin. Here's a quick checklist to help you get ready:

1. **Tools and Materials:** Have pens, and any required textbooks or resources organised and easily accessible.
2. **Time Management:** Schedule dedicated time for each module in advance. Block out these periods in your calendar to avoid interruptions.
3. **Distraction-Free Environment:** Choose a quiet space where you can focus solely on the course material, minimizing distractions from phone calls, emails, or other activities.
4. **Progress Tracking:** Consider keeping a checklist or journal to track your completion of each module or refer back to your portal which will help keep you motivated and organised.
5. **Complete the quiz**

Remember, this learning platform offers resources that you can access anytime.

Don't hesitate to reach out to Graham anytime if you want to explore this topic further, clarify any questions, or share your thoughts. He's here to assist you!

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MODULE STRUCTURE

KEY CONCEPTS

Today, we'll explore the essential skills needed to thrive in challenging situations and maintain a positive mindset.

EXPECTATIONS

During this workshop, you can expect to:

1. **Understand Key Concepts:** Learn the definitions of resilience and mental toughness, and how they differ yet complement each other.
2. **Explore Strategies:** Discover practical techniques to strengthen your resilience and enhance your mental toughness.
3. **Engage in Activities:** Participate in interactive exercises designed to help you apply these concepts to real-life scenarios.
4. **Share Experiences:** Have opportunities to discuss personal challenges and successes with your peers.

WHAT YOU WILL ACHIEVE

By the end of this module, you will:

- Gain a deeper understanding of the importance of resilience and mental toughness in both personal and professional contexts.
- Develop actionable strategies to cope with adversity and stress effectively.
- Learn how to cultivate a growth mindset that encourages perseverance and adaptability.
- Build a supportive network with fellow participants, fostering connections that can help you on your resilience journey.

TIME TO COMPLETE

This module should take you approximately:

Workbook, Video and complete the Quiz

30 minutes

Let's get started on building the skills that will empower you to face challenges with confidence and determination!

HARDSHIPS PREPARE ORDINARY PEOPLE FOR AN EXTRAORDINARY RESULT



THE CAPACITY TO RECOVER QUICKLY FROM:

1. Trauma.
2. Tragedy.
3. Threats.
4. Not Knowing What Is Happening.
5. Realisation There Are Some Really Stupid People.
6. The Ability To "Bounce Back" And Be Better.

THREE (3) STRATEGIES TO DEVELOP YOUR RESILIENCE PRESENTED BY LUCY HONE



1. YOU CAN NAVIGATE TOUGH TIMES.

Resilient people get that s**t happens.

Suffering is part of life.

Knowing this stops you from discriminating when the tough times come.

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

Careful where they select their attention.

Appraise what they can change and what they can't.

Tune into the good.

Hunting the good stuff.

3. GET BACK CONTROL.

Is what I am doing helping or harming me?

Whatever you're doing get back in the driver's seat.

Gives you back control of your decision making.



SHARE THREE (3) GOOD THINGS THAT HAPPENED TO YOU TODAY.

1) AT HOME

2) AT WORK

3) RANDOM AND UNEXPECTED

MENTAL TOUGHNESS

STRENGTH COMES FROM THINGS YOU THOUGHT YOU COULD NOT DO



MENTALLY TOUGH HABITS

"THERE IS NO GROWTH WITH COMFORT"

Select at least one you do not do and implement for at least 1 month

- ☐ Take cold showers.
- ☐ Unplug from social media for a month.
- ☐ Read a book for 30 minutes a day.
- ☐ Do mini workouts throughout the day.
- ☐ Slow down and take stock with discipline.
- ☐ Leap out of bed early with purpose.
- ☐ Have a new monthly challenge to grow.



WHICH ONES WILL YOU DO AND WHAT ELSE?

1) AT HOME

2) AT WORK

3) RANDOM AND UNEXPECTED

3) RANDOM AND UNEXPECTED

FOUR (4) SIGNS OF MENTAL STRENGTH



BE A PROBLEM SOLVER.

1. Realise problems are a daily occurrence
2. Problem solving is a mind set
3. A mind set is an attitude
4. Having a “fix it mentality” takes practice
5. Perfect practice makes perfect

THE FIVE (5) WHY'S

A large empty rectangular box for writing.

A.C.T.O.N

- A-Assess the problem
- C-Check the cause
- T-Talk to the stakeholders
- O-Offer solutions and options
- N-Navigate and evaluate



PROBLEM-SOLVING CHALLENGE:

Please complete this section

What are two niggling problems you want to solve?

1

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 unknowns so stay productive, disciplined, and work harder and longer if necessary.
5. Learn what you can control/can't control but can influence.



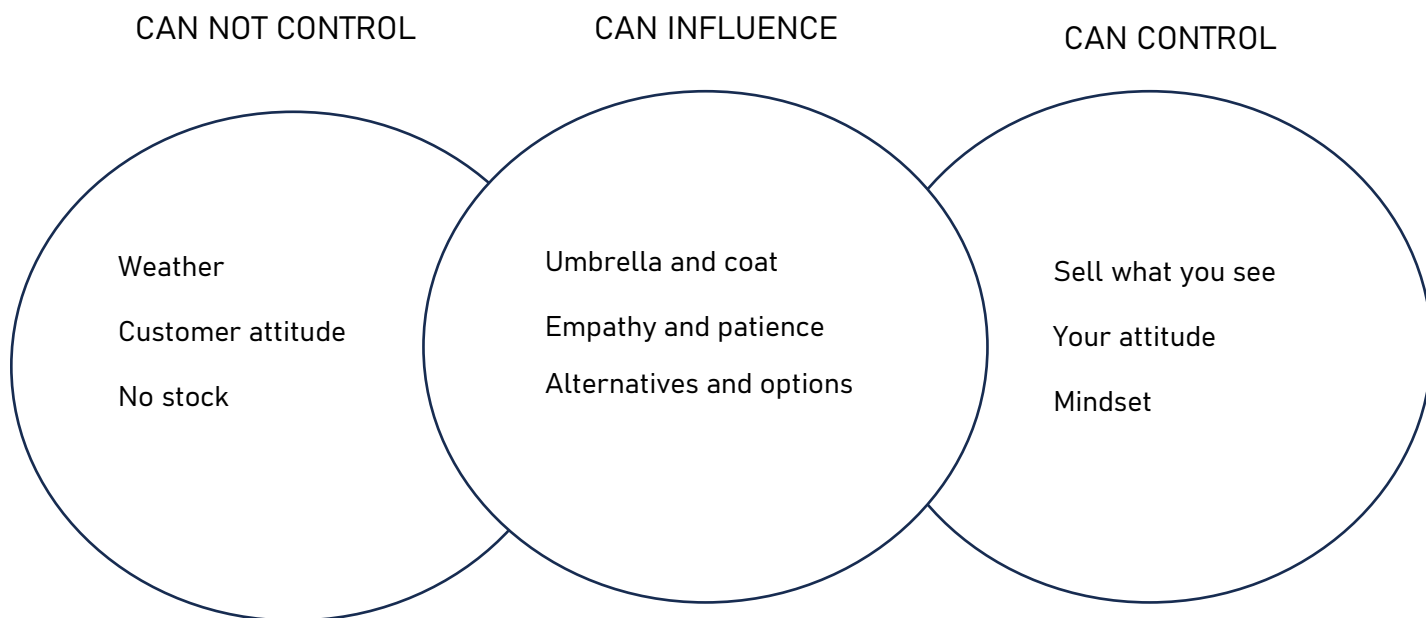
THREE (3) CIRCLES

On the right-hand side, draw a circle with the caption “can control.”

On the left-hand side draw a circle with the caption “can’t control.”

Now, in the middle of both circles, draw a third circle with the caption “Can influence”

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 in the “can’t control” list.



Remember:

The Three Circles is a great way to clear your head and only takes a few moments to do allowing you to get on with the things that are important



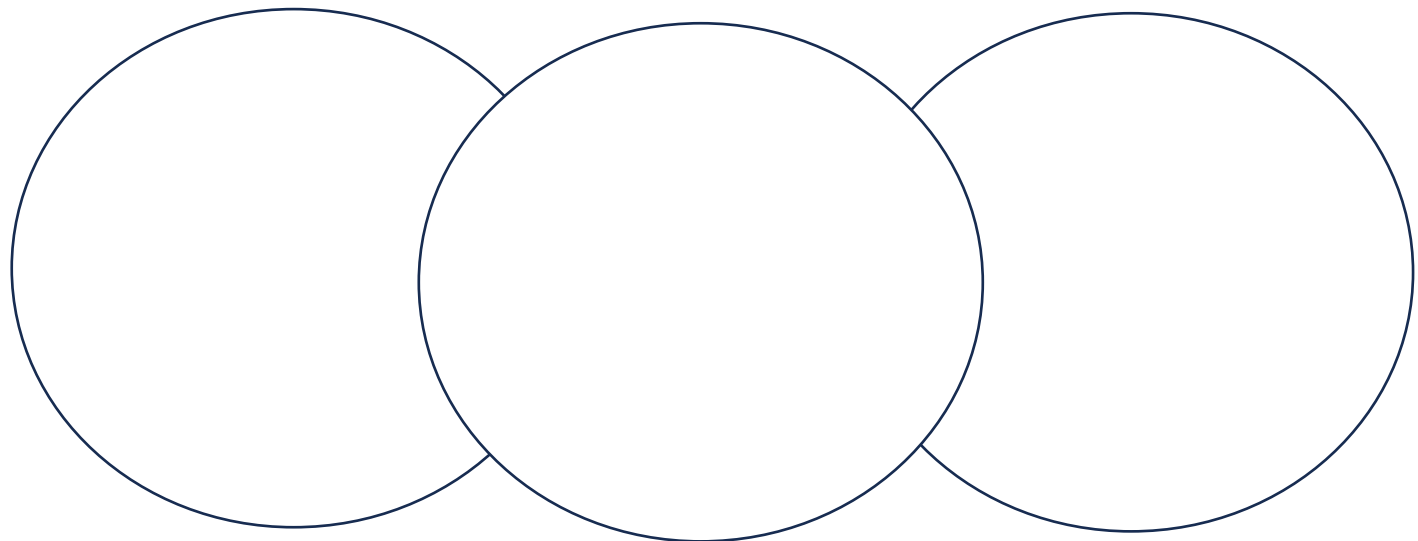
THE THREE CIRCLES CHALLENGE

Fill your circles

CAN NOT CONTROL

CAN INFLUENCE

CAN CONTROL



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 in the “can’t control” list.

DEAL WITH SETBACKS – ASH PHILIP

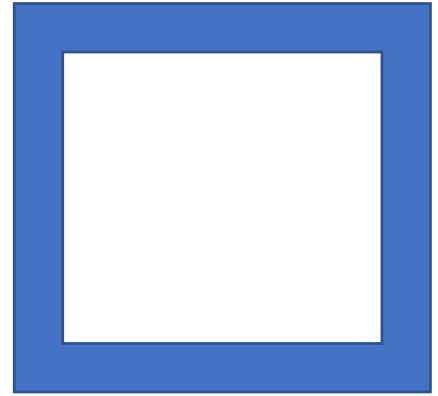


With natural sporting talent, Asha represented Great Britain in both athletics and gymnastics until...

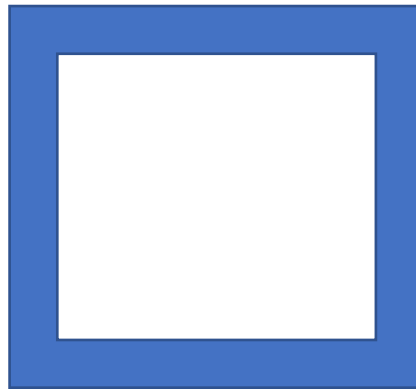
1. Ability to change
2. Recognise what it takes
3. Expect setbacks
4. Know what is important to you
5. Step by step: you will get there

STEP BACK

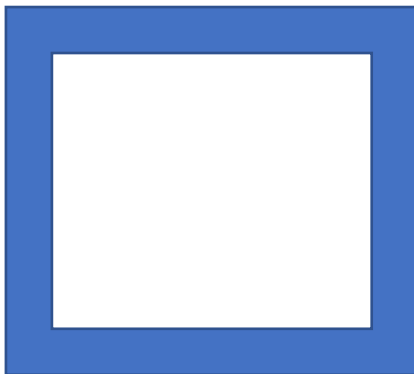
STEP IN



STEP UP



STEP BACK



CONSIDERING WHAT YOU HAVE LEARNED SO FAR IN THIS MODULE HOW WILL YOU IMPLEMENT THE STEP BACK MODEL?

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
- ☐ Manage communications once
- ☐ Short emails action/file/delete
- ☐ Longer emails schedule time to reply
- ☐ Mobile phones text messages



Complete by identifying When, Why and How to handle these threats.

THREATS	WHEN	WHY	HOW
Multi-tasking			
Do you have a minute			
Emails			
Texts			
Phone calls inbound			
Phone calls outbound			
Procrastination			
Interruptions			
Angry customers			

PS. BE LIKEABLE AND TRUSTWORTHY



Tick the boxes if this is you, circle if you need to work on it.

- ☐ Do the right thing.
- ☐ If you say it you do it.
- ☐ Be honest with yourself and others.
- ☐ Tell people what you will do and what you won't do.
- ☐ Have a positive attitude: it will improve relationships. You will make better decisions. Solve problems more quickly.
- ☐ Be interested in people, be present and consistent.
- ☐ Cut out complaining.
- ☐ Have a sense of humour.

REFLECTION



Now that you've watched the video and completed the workbook, it's time to reflect on what you've learned from this module.

Reflecting on and reviewing information helps solidify what you've covered, supporting a deeper and more lasting understanding.

To get the most from your learning, take your time as you complete the review section.

Engage fully with each question—whether you're writing, discussing, or creating a visual summary. This process will reinforce your understanding and make it easier to apply these concepts in the future.

Please complete these questions.

What did you learn from this module?

What behaviour will you change based on learning?

How can you apply this knowledge in your role?



Let us identify which mental toughness skill you would like to improve.

Which mental toughness skill will you improve?

What?

Which mental toughness skill will you improve?

Why?

Which mental toughness skill will you improve?

How?

THE QUIZ

The quiz is here for you to review before completing your course online, or to complete if you're not taking the course online. Tick your answer

Resilience and mental toughness are the abilities to “Bounce Back” and be

- Better ☐
- Worse ☐
- The same ☐
- Angry ☐
- Tough ☐

What should you leap out of bed with?

- Purpose ☐
- Hope ☐
- Okay attitude ☐
- Care ☐
- Enthusiasm of a kid on Christmas morning! ☐

What is the middle circle of the three (3) circles?

- Can influence ☐
- Can control ☐
- Can't control ☐
- Can impact ☐
- Cannot change ☐

What is the next step? 1. Step Back 2. Step Up 3.?

- Step in ☐
- Step out ☐
- Step on ☐
- Stepson ☐
- Step over ☐

NOTES AND QUESTIONS

Use this section for any additional thoughts or information or if you have any questions that you would like to discuss.

ABOUT US

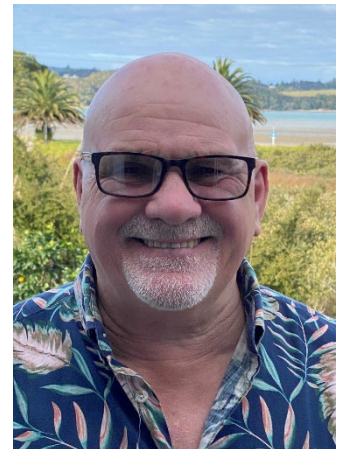
Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following 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
- New Zealand Certificate in Marketing
- NLP Practitioner



Graham's diverse skill set quips him to empower individuals and organisations to achieve their goals.