resilient supervisor excellence programme

resilient leadership covering all levels of your organisation

for **supervisors** and **team leaders**

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with tianne croshaw

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hello

Supervisors and team leaders play a crucial role in supporting their teams, often serving as the first point of contact for many employees. In today's challenging work environment, it's more important than ever for supervisors to build their own resilience and mental wellbeing so they can confidently guide their teams through stress and change.

The Resilient Supervisor Excellence Programme is designed to help supervisors and team leaders develop the skills needed to stay calm under pressure, steady the ship as needed, and support their teams effectively.

success story/testimonial

~ Ian Jefferies, Operation Manager at Baxters

"The resilience training by Tianne has been a huge success! Attendees praised both the content and delivery, and everyone gained valuable insights. Personally, I found it encouraging and helpful for improving performance at work and home. It highlighted the link between resilience, performance, and well-being. Our team has identified areas to improve together and individually. With the tools provided, we're planning positive changes, including resetting health habits and supporting each other better. I was initially sceptical, but now I'm a real convert. Thanks, Tianne!"

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programme overview

The Resilient Supervisor Excellence Programme is a straightforward, one-day course available online or on-site. It's specifically designed for supervisors and team leaders who may be newer to leadership roles. The programme focuses on practical ways to build resilience and manage stress, both for themselves and their teams.

resilient supervisor excellence programme

- ✓ Delivery: On site or online
- ✓ Duration: 1 full day
- ✗ Progress Sessions: none
- ✗ Includes Psychometric Tool to scientifically measure your resilience levels (PRI). (pre- and post-programme)

programme format

The programme includes four practical workshops that will help empower supervisors and team leaders with the following:

- **How to Reduce Stress and Increase Resilience**
- **Understanding What Drives Us and Others**
- **How to Have Competent, Conscious Conversations Part 1**
- **How to Have Competent, Conscious Conversations Part 2**

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outcomes & learning

By the end of the workshop, participants will gain essential skills to:

- **Support team wellbeing:** Learn how to help team members take care of their mental health and build a positive, supportive work environment.
- **Stay calm under pressure:** Develop techniques to manage stress and stay calm, even when things get tough.
- **Understand stress and how to handle it:** Get a clear understanding of how stress affects the body and learn simple, effective ways to manage it.
- **Identify what motivates people:** Learn what drives both themselves and their team members to stay motivated and perform well.
- Communicate clearly and effectively: Improve communication skills by understanding the best ways to talk to team members and get your message across.

outcomes & learning

- **Recognise their impact on others:** Understand how their actions and words affect their team, and how to use that knowledge to be a better leader.
- **Work more resiliently with others:** Learn how to collaborate effectively, even when there are challenges or differences in the team.
- **Encourage open conversations:** Help their team move away from negative thinking and create a space where everyone feels comfortable speaking up.
- **Make confident decisions:** Build confidence in their ability to make decisions that benefit both their team and the organisation.

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about Tianne

Tianne Croshaw has worked as a resilience consultant, facilitator, mentor, coach, speaker, writer, and clinical hypnotherapist for almost 20 years.

As the founder of Resilience with Tianne Croshaw, she dedicates her time to crafting and executing bespoke resilient leadership and team programmes across various blue-chip industry sectors, including pharmaceutical, rail, retail, and charity. Tianne successfully helped one organisation reduce stress-related absenteeism from 8% to 0% over a three-year period using the tools and techniques featured on this site.

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