

Imagine you're a worker in the industrial age.

You're likely to be working in a factory and it's probably very easy to describe what you do – pull this lever, put these widgets into that machine. You would have understood exactly what your task was, and you would likely have repeated that task many, many times.



Your organisation's productivity was driven by the machine. Your objective was to ensure that the machine worked. So you'd sit at your post, doing quite specific, specialised physical tasks day in day out. Very little creative thought was ever required.

The environment was highly predictable and your attention would likely have been focused on one specific task, often for 12 hours a day. And your overwhelming daily emotion was likely to have been boredom.

## **Fast Forward to the Information Age**

Now imagine that you're a typical worker in the information age. What has changed? Firstly, you're likely to be working on problems that have far less definition. It may be difficult to describe what you actually do to someone else.

Interruptions are now the norm so you are likely to be far more distracted. Given that your attention is fragmented, you also feel busier - and now you can be reached any time, any place, you feel busier for longer.

You will typically be paid to think creatively, influence people (using soft power), to problem solve and to aggregate and manage large and unpredictable streams of information.

And today, your overwhelming emotional reaction is likely to be anxiety.

This can be problematic for health of course, but far more commonly it is problematic because it reduces performance.



Peter Drucker, the great management theorist said that the key to organisational productivity in the 21st century is to get the best from knowledge workers. But if knowledge workers are paid to use their minds, do we ever teach them how to do so effectively?

This course teaches practical, evidence-based skills to do just that.

## Summary of the Course

Most knowledge workers operate under constant pressure. And they are extremely skilled at doing so. However, performance can be impaired under pressure in ways which are not even noticed. And very few people are trained how to think clearly under pressure, or to manage their attention so they can recognise when they are not being productive.

What can be done to help knowledge workers boost productivity?

The latest evidence from performance psychology is showing that the answer is to train knowledge workers in resilience skills - or the ability to perform effectively under pressure.

## Aims of the Course

The core aim of this course is to increase participants' resilience, which in turn allows participants to:

- **Focus** their attention on what matters;
- **Perform** more effectively work by becoming more aware of the present moment;
- **Building** resilience to the feelings of stress that come with pressure;
- **Increasing** engagement at work by building clarity around key performance behaviours.
- **Enable** delegates to respond positively to the pressures and demands of modern working life and to help them identify opportunities to thrive.

## What is Covered?

The course will answer questions such as:

- How do we sustainably deliver under pressure?
- How can we stop pressure interfering with performance?
- How can we bounce back from setbacks?
- How can we train our attention on what matters and be less distracted by what doesn't?

The course focuses on training cognitive behavioural techniques which help people to:

- Maximise their own productivity and performance under pressure;
- Handle negative thoughts more mindfully and increase their resilience to stress.

## Learning Outcomes

Participants will learn and practice evidence-based skills which allow them to make effective and sustained behavioural change in their lives. By the end of the course, participants will:

- Identify their main drivers of performance, and what gets in the way of improving performance;
- Learn mindfulness techniques to improve their task-related focus under pressure;
- Learn what actually produces optimal performance at work - in terms of recovery, time management and attention.

\*Of course there are some workers – call centre workers – who engage in repetitive tasks. But this course is aimed at knowledge workers who innovate, create, problem solve and who use their minds to make a living.

This brand new course is based on protocols already used successfully with athletes and scientifically tested within a wide range of organisations. The course integrates the latest research in behavioural science to equip participants with the knowledge and skills to boost performance and increase wellbeing.

## **Benefits of the Course**

With full participation the delegates will achieve the following:

- Ability to deal with anxiety and stress
- A more flexible/adaptable approach to working under pressure and dealing with change
- Enhanced **attention on the task**
- Greater clarity about drivers of performance
- Improved problem solving/creativity skills
- Become more productive under pressure

## **The Science Behind the Course**

This course is different because it is based on the latest research that shows that performance and resilience is best achieved through enhancing psychological flexibility.

## **The Case for Psychological Flexibility**

Psychological flexibility is the ability to focus on a task even whilst experiencing negative thoughts and emotions. This helps people focus better on each situation as it develops, by being more mindful of the way they are interpreting their experience.

Psychological flexibility is a way of remaining aware of where our attention is. It increases our ability to notice when we are distracted and it allows us to focus on the task instead of how we are feeling about the task.

Recent research data strongly points to psychological flexibility as being the key to helping people cope more effectively with pressure and stress, especially in very busy environments. This in turn has been shown to improve productivity, learning, innovation and wellbeing.

*“Optimal performance depends on the ability to enhance our focus on the task whilst feeling negative emotions.”*

**Professor Zella Moore**  
*“The Psychology of Enhancing Human Performance”.*