

# Masterclass On Workplace Resiliency

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Pre COVID-19, the data suggested that we were on the verge of a mental health crisis among entrepreneurs and leaders in small and medium-sized enterprises (SMEs) in Canada and around the world. This is a huge concern to all of us, because 99.8% of all Canadian businesses are SMEs who employ 89.6% of the total private sector labour force. SMEs contribute 52.5% to Canadian private sector GDP, and 85.3% of all new jobs in Canada are created by SMEs. Entrepreneurs and small businesses also build community, with \$68 of every \$100 spent in small businesses kept in community. The bottom line? When SMEs and entrepreneurs have solid mental health, the country can experience economic health.

The challenge is that for many SMEs, along with leaders and executives, “mental health” and resiliency in the workplace is a black box. They don’t fully understand it, how to support it, and how creating a psychologically safe workplace drives engagement and other critical business outcomes.

In this 8-module online Masterclass on Workplace Resiliency, Connie Jakab and Abe Brown explore mental health and resiliency in the context of the workplace, and how to create a psychologically safe environment that can support your business objectives. Our 8-module online Masterclass on Workplace Resiliency will explore the following:

1. Personal Resilience and Managing Your Own Mental Health,
2. The Grief Response and Leading People Through It,
3. Leadership Through Trauma and Team-Building Tactics In Crisis,
4. Communication Skills In Crisis,
5. Business Resilience and Supporting Team Mental Health,
6. Maintaining Creativity and Innovation In Crisis,
7. Tough Conversations, and
8. Teaching Team Mental Health and Self Care Strategies In Crisis

Here is a more detailed breakdown.

TOPIC	Facilitator	Length	Slides
<p><b>1. Personal Resilience and Managing Your Own Mental Health:</b></p> <ul style="list-style-type: none"> <li>• Finding safety in times of stress,</li> <li>• Caring for others while not forgetting about yourself,</li> <li>• Accepting the worst while aiming for the best,</li> <li>• Authentic social connection in an era of physical distancing,</li> <li>• The science of resilience and simple approaches for developing it,</li> <li>• Effective strategies for building resilience and overall mental health.</li> </ul> <p><i>“What mental health needs is more sunlight, more candor, and more unashamed conversation.” - Glenn Close</i></p>	Abe Brown	53:49	60
<p><b>2. The Grief Response and Leading People Through It:</b></p> <ul style="list-style-type: none"> <li>• The neurological, physiological, and emotional changes triggered by grief,</li> <li>• The impact of grief on our workflow and productivity,</li> <li>• The case for compassion, and elevating empathy,</li> <li>• How leaders show up in times of grief and loss,</li> <li>• Simple strategies for productivity and workflow in grief.</li> </ul> <p><i>“Mental health...is not a destination, but a process. It’s about how you drive, not where you’re going.” - Noam Shpancer, PhD</i></p>	Connie Jakab	11:39	14
<p><b>3. Leadership Through Trauma and Team-Building Tactics In Crisis</b></p> <ul style="list-style-type: none"> <li>• What is trauma, and how does it impact people, leaders, and teams?</li> <li>• The unique relationship between COVID-19 and trauma,</li> <li>• The connection between our career, money - and our mental health,</li> <li>• Shaping our personal response to trauma,</li> <li>• How leaders can show up in times of trauma: The case for compassion and elevating empathy,</li> <li>• A safety plan for leading through trauma at the personal, team, and leader levels,</li> <li>• Simple strategies and tactics for team building in times of trauma.</li> </ul> <p><i>“Strong people alone know how to organize their suffering so as to bear only</i></p>	Abe Brown	40:01	55

<p><i>the most necessary pain.” - Emil Dorian</i></p>			
<p><b>4. Communication Skills In Crisis:</b></p> <ul style="list-style-type: none"> <li>• Transparency and vulnerability vs evasion and the blame-game,</li> <li>• Kindness in and through communication,</li> <li>• Learning to disarm with the power of empathy,</li> <li>• Uncovering the meaning behind the words,</li> <li>• Name it in order to tame it,</li> <li>• Discovering how to know what you need - and how to ask for it?</li> </ul> <p>“Who you are is speaking so loudly that I can’t hear what you’re saying.” - Ralph Waldo Emerson</p>	<p>Connie Jakab</p>	<p>26:51</p>	<p>26</p>
<p><b>5. Business Resilience and Supporting Team Mental Health:</b></p> <ul style="list-style-type: none"> <li>• Cultivating the personal resilience that leads to leader and business resilience,</li> <li>• The “T.H.R.I.V.E.” Model of Business Resilience,</li> <li>• Strategies for staying connected to your customers through crisis,</li> <li>• Creating an environment of Psychological Safety for your team, and</li> <li>• Social Media strategies leading to business resilience in crisis.</li> </ul> <p><i>“They tried to bury us, but they didn’t know that we were seeds.” - Wisdom Proverb</i></p>	<p>Abe Brown</p>	<p>32:45</p>	<p>42</p>
<p><b>6. Maintaining Creativity and Innovation In Crisis</b></p> <ul style="list-style-type: none"> <li>• Is it possible to be creative in crisis?</li> <li>• What brings out creativity when crisis hits?</li> <li>• What sort of connections cause creativity and innovation to thrive?</li> <li>• Strategic tools which enhance your creativity,</li> <li>• How to expand your mind to think past what you’ve always done, and</li> <li>• Creativity and innovation hacks through COVID-19</li> </ul> <p><i>“Creativity does not wait for the perfect moment. It fashions its own perfect moment out of ordinary moments - and even crisis. Crisis can create</i></p>	<p>Connie Jakab</p>	<p>25:34</p>	<p>21</p>

<i>profound creativity.” - Abe Brown</i>			
<p><b>7. Tough Conversations:</b></p> <ul style="list-style-type: none"> <li>• Engaging tough conversations, including giving honest and productive feedback,</li> <li>• Maintaining Respect and Truth, the hallmarks of every tough conversation that is effective,</li> <li>• How accountability accelerates productivity,</li> <li>• How kindness comes through clarity, while a lack of clarity is inherently unkind,</li> <li>• The power of empathy to connect to the emotions that underpin an experience,</li> <li>• How to know when you are in the right place to have a tough conversation and give feedback,</li> <li>• Using the “C.H.A.I.R.” Model for having tough conversations.</li> </ul> <p><i>“Be brave enough to start a conversation that matters.”</i></p>	Abe Brown	46:36	57
<p><b>8. Teaching Team Mental Health and Self Care Strategies In Crisis:</b></p> <ul style="list-style-type: none"> <li>• Removing toxicity from the workplace,</li> <li>• The positive impact of psychological safety,</li> <li>• The dynamics of a healthy team that creates mental wellness for all,</li> <li>• Keeping morale high in teams,</li> <li>• Foundational self care strategies that build inner strength,</li> <li>• Functional self-care: no bubble baths required,</li> <li>• Flourishing self-care practices done by few that make all the difference,</li> <li>• Teaching self-care to your team.</li> </ul> <p><i>“Talk to yourself like you would to someone you love.” - Brené Brown</i></p>	Connie Jakab	27:48	34

Your hosts, Connie Jakab and Abe Brown, bring several decades of entrepreneurship, for-profit and not-for-profit leadership, and mental health expertise to the table.