



Australasian **Housing** Institute

Supporting housing professionals

Building Resilience

A one-day workshop for human services staff

Overview

Resilience is the process of adapting well in the face of change, trauma, tragedy, threats or significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors. It is about “bouncing back” from difficult experiences.

Workers in social housing and other human service sectors frequently have to deal with difficult situations both in responding to the broad range of client’s issues and needs and in the workplace in a highly demanding work role and an environment of change. Stress, burn out and high turnover of staff are common features of such workplaces.

Research has shown that resilience is ordinary, not extraordinary and that people commonly demonstrate resilience. It is an ongoing process that requires time and effort, and engages people in taking a number of steps.

Resilience involves maintaining flexibility and balance in your life as you deal with stressful circumstances and traumatic events. One of the most important things we can have is resilience. Coping with difficulties isn't only about protecting yourself. It's about building resilience and bouncing back to take another risk.

Content

This workshop explores the key aspects of developing resiliency in yourself in the context of the workplace and dealing with everyday and unexpected stress as well as assisting people you are working with to do the same. Understanding the cycle of change, where you are in the cycle and why you and others behave in a certain way will be explored. It also discussed why and how people react to change and uncertainty, equipping participants with the knowledge of how to deal with things in the future.

Learning outcomes

This workshop covers the following concepts:

- Exploring the aspects of personal self-care
- Identifying and knowing your limitations
- Understanding the organisational issues that impact
- Understanding the impact of change and dealing with organisational change
- Building supportive work cultures
- Developing resiliency in yourself and others

Who should attend?

This workshop is aimed at social housing professionals whose work involves direct contact with clients.

Presenter

John Flanagan, *B Soc Wk, Masters of Gestalt Therapy*