



Emotional Intelligence: Mental Toughness and Resilience

Mental toughness and resilience are becoming scarce commodities in leadership today. You can practice mental toughness and become more resilient to more effectively lead others through the VUCA times.

Mental toughness and resilience on an individual level, first and foremost, requires self-awareness and self-management, so managing others and building resilient teams and organizations can happen later.

The purpose of this module is to develop the learner's knowledge and skills related to the essentials of mental toughness and resilience, mental training interventions, stress management techniques, and building resilient teams.

Outcomes

1. Describe and give examples of VUCA business reality.
2. Describe potential challenges that leaders face and responsibilities of running a business in a VUCA environment.
3. Identify leadership skills, approaches, and behaviors necessary to face the four VUCA threats and build long-term resilience.
4. Explain how prolonged exposure to stress over months and years influences health and performance.
5. Understand and give examples of VUCA Prime - the antidote to VUCA.
6. Understand differences and similarities between mental toughness and resilience.
7. Identify the four components of mental toughness: 4C Model.
8. Know the difference between mental toughness and mental sensitivity.
9. Explain how mental toughness can be
14. Explain how thoughts, feelings, and behaviors are interrelated.
15. Identify your resources and strengths as a leader.
16. Describe interventions which enable development of resilient leadership.
17. Understand your response to stress and adversities.
18. Know the mechanism of stress.
19. Identify the connections between your beliefs and emotional consequences in your role as a leader.
20. Identify strategies aimed at changing your response to stress.
21. Use self-soothing stress management techniques in the workplace.
22. Describe leadership behaviors promoting resilience and mental health.

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10. Identify eight typical behaviors of high and low levels of mental toughness.
 11. Understand how to build mental toughness.
 12. Identify 15 habits of mentally tough leaders.
 13. Know how the two basic mindsets shape your work life.
 23. Understand why resilience is so important for teams and organizations.
 24. Know how the mental toughness 4C Model works from the team perspective.
 25. Identify good practices of mental health and resiliency in teams and organizations.
 26. Identify initiatives that build resilient teams.

Recommended Learners

Higher Education

- Specialists and star contributors who have been identified as outstanding prospects for increased leadership responsibilities

Business, Industry, Nonprofits, & Agencies

- Managers from any business function and at any level, from project leaders to vice presidents

Topic Four: Stress Influence on Health and Performance in the VUCA World

We have known for decades that it is not the isolated instances of stress that cause harm, but rather protracted exposure to stress over months and years that is the greatest danger. Living in the VUCA environment means that our bodies are in a permanent state of readiness to face whatever danger may emerge. The physical changes that this provokes are extremely harmful and can cause a range of health problems from cancer to auto-immune diseases and allergies to weight gain, as well as the better-known cardiovascular problems that are associated with chronic stress.

Stress is inevitable, because it is a part of a culture or environment in which a given organization is operating. The secret component is to enable the organization and its members to design and implement the strategy of coping with stress and mental health.

From the Author:
Click the icon below to hear from the author on the topic of the psychological impact of workplace stress.

▶ ● 02:10

An example of a learning event in our Leading Edge Learning modules. The types of instructional content within the modules include: readings, videos, transcripts, audios, interactive questions, offline application exercises, flash cards, narrated presentations, matching exercises, relevant articles, downloads, a final exam, and other activities designed to engage learners based on recognized science of learning educational concepts.

Applications and Best Practices

Higher Education

- ✓ Use within a career readiness program.
- ✓ Graduate study on emotional intelligence.

Business, Industry, Nonprofits, & Agencies

- ✓ Teach emotional intelligence to employees.

Pricing
Module is Approximately 12-15 Learner Hours

1-100 Learners per Year \$150 per Learner	101-500 Learners per Year \$140 per Learner	500+ Learners per Year \$130 per Learner
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