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800.657.1494

Resilience & Stress Management

Course #: PS-103 **Duration:** 1 day

Prerequisites

Performance Management & Feedback or equivalent knowledge. Participants should understand how change impacts people and performance before attending this course.

Details

Periods of sustained change place continuous demands on attention, energy, and decision making. Over time, stress and overload reduce focus, impair judgment, and erode performance, even among highly capable professionals.

This course reframes resilience as a performance capability, not a personality trait or wellness activity. Participants learn how stress affects cognition, decision quality, and behavior, and how to manage pressure in ways that protect effectiveness rather than simply pushing through.

Rather than focusing on stress elimination or relaxation techniques, the course emphasizes practical strategies for managing cognitive load, maintaining clarity, and sustaining performance during prolonged periods of uncertainty and change.

Learning objectives:

Explain how stress impacts attention, judgment, and performance
Recognize early signs of cognitive overload and fatigue
Identify common stress patterns in modern work environments
Apply strategies to manage cognitive load and sustain focus
Maintain decision quality under pressure
Establish boundaries that protect effectiveness
Support resilience in themselves and others during ongoing change

Software Needed

None

Outline

Resilience & Stress Management

- **Understanding Stress in the Modern Workplace**
  - Why pressure is now continuous, not temporary
  - Stress as a performance issue, not a personal weakness
  - The relationship between stress, focus, and decision quality
  - Common misconceptions about resilience
- **How Stress Affects Thinking and Behavior**
  - Cognitive load and mental bandwidth

- Stress responses and decision shortcuts
- How pressure increases error and reactivity
- Recognizing when stress is impairing performance

- **Identifying Overload and Fatigue**
  - Early warning signs of overload
  - Burnout vs temporary stress
  - The cost of ignoring fatigue
  - Personal stress patterns and triggers

- **Managing Cognitive Load**
  - Reducing unnecessary complexity
  - Prioritization under pressure
  - Protecting attention and focus
  - Creating clarity in high-demand environments

- **Maintaining Decision Quality Under Pressure**
  - Slowing down without losing momentum
  - Avoiding stress-driven decision traps
  - When to pause, escalate, or defer decisions
  - Using structure to support judgment

- **Energy, Boundaries, and Sustainability**
  - Energy as a performance resource
  - Setting boundaries that support effectiveness
  - Managing availability and expectations
  - Preventing chronic depletion

- **Resilience in Daily Work**
  - Building sustainable work habits
  - Managing interruptions and overload
  - Recovering after high-pressure periods
  - Small changes with high impact

- **Supporting Others Under Stress**
  - Recognizing stress in colleagues and teams
  - Addressing overload without stigma
  - Supporting performance without pushing harder
  - When and how to intervene

- **Stress, Performance, and Change**
  - Why change amplifies stress
  - Preventing change fatigue
  - Reinforcing resilience during transition
  - Aligning expectations with capacity

- **Applying Resilience Strategies**
  - Identifying personal pressure points
  - Practical strategies for immediate application
  - Building a personal resilience plan
  - Sustaining performance over time