

RESILIENT PEOPLE

ongoing performance



A 2 day learning & development program by
John Sautelle and Anne Sutherland-Kelly

**"...more than education,
more than experience,
more than training,
an individual's level of
resilience will determine
who succeeds and
who fails."**

— Diane Coutu, Senior Editor,
Harvard Business Review, 2002

Resilience

Resilience is the ability to be responsive, with strength, integrity and agility, in the face of change and challenge. Resilient people are optimistic; they have a 'can do' attitude to challenges; they learn from mistakes; in adversity they seek opportunities for growth. Resilience is a key worklife skill.

We seek resilience because we want to flourish and be the best we can be

Effective leaders role model resilience in their day to day actions. Resilient leaders and teams create resilient organisations.

Imagine:

- You and your team performing to potential...
- Dealing with setbacks and challenges with confidence...
- Handling emotionally charged situations more effectively...
- Enjoying physical, mental and emotional fitness...
- Having a clear sense of purpose and direction...

The Resilient People program makes available the tools and techniques that John and Anne have 'road tested' in delivering durable people & culture solutions to client organisations in Australia and internationally.

Effective leaders role model resilience in their day to day actions. Resilient leaders and teams create resilient organisations.

Canberra

Day 1: 28 November 2011

Day 2: 12 December 2011

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Sydney

Day 1: 29 November 2011

Day 2: 13 December 2011

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Melbourne

Day 1: 30 November 2011

Day 2: 14 December 2011

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"Resilience is the thing that often marks out the good public servant from the not quite as good."

— Ian Watt, Secretary of
Department of Prime Minister and Cabinet,
Australian Financial Review Sept 5, 2011

The program

2 days of practical skills and tools you can immediately apply to increase resilience. This program draws on a range of disciplines, including neuroscience, positive psychology and mindfulness.

What will be covered?

The program is based on the following elements of Resilience: Self, Purpose, Autonomy, Connectedness and Emotional Fitness.

Self

- The Neuroscience of resilience and behavior change
- Dr Gervase Bushe's "Experience Cube"
- "Mindsets" – changing from "fixed" to "growth"
- Self Care
- Mindfulness techniques
- A process to convert your "inner critic" to "inner cheerleader"

Purpose

- Creating a powerful vision for the future
- Alignment – acting with integrity and authenticity

Autonomy

- Self-differentiation
- Accountability and responsibility
- About "thinking traps" and how to change them

Connectedness

- Workplace "disconnection" that creates avoidable conflict – early intervention strategies
- Language patterns that create internal and external conflict
- Robust relationships at work

Emotional Fitness

- Language patterns that create internal and external conflict and how to change them
- Insight into the neuroscience of "emotional systems" and their impact on working relationships
- SB3R™ Response model – shifting from automatic reaction to "response-ability" when under pressure

Registration

For online registration and payment for this 2 day program you can click on the links below or go to: www.exceptionalpeople.com.au

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For more information about the program or registration please contact **Anne Sautelle** on 0428 920 091 or anne.sautelle@exceptionalpeople.com.au

"Probably the best development training I've ever done. Grounded in evidence — not just a flavour of the moment ideology"

— Sharon Ryan, People & Culture

"This program provides me with 'peace of mind' because it allows me to solve conflicts and not carry them all with me."

— Carols Borboa, Security, Strategy and Governance Manager

"I would recommend this course to anyone who wants to take their emotional intelligence to a new level."

— Nathan Hosking, Project Management Office Co-ordinator

"Making complex theory simple to understand and practise."

— Dat Nguyen, People & Culture

"Excellent facilitators with great knowledge and passion for the topic material."

— Brenda Toro, People & Culture

Cost

Standard Price

(register and pay after 7 November)
\$1,900 plus GST

Early Bird Price

(register and pay by 7 November)
\$1,620 plus GST

Package Deal

(register 3 or more from the same organisation by 7 November)
\$1,520 plus GST

Lunch, morning and afternoon tea provided

The Presenters

John Sautelle

Managing Director, exceptionalpeople

Facilitator, trainer, executive coach, nationally accredited mediator and conference presenter — John brings to his work more than 30 years of practical experience.

Fuelled by his thirst for learning and a deep interest in human behaviour John works with leaders and their teams, in Australia and internationally, to build personal and organisational resilience.

In a previous life, as Managing Partner of a legal firm for 20 years, John acquired resilience skills the hard way – learning from mistakes and applying the “fail fast and fail often” principle.

John believes in workplaces where individuals have a strong sense of purpose and meaning; a place where they can learn, grow, produce results and make a positive contribution.

“As a professional speaker I see literally hundreds of presentations a year at conferences and conventions. Every now and again someone rises from the pack and stands out so brilliantly that they shine. John Sautelle did that.”

— Iven Frangi,
CEO Customer Says

“John is one of the truly innovative thinkers I have worked with. He has helped change how people view themselves and their organisations in ways that have prolonged deep impact.”

— Greg McGlone, Director,
Business Process Services, KPMG

“The work John Sautelle does is very strategic, responsive to our needs and extremely valuable in sorting through complex issues to arrive at effective solutions. It is a pleasure to work with him.”

— Professor Margaret Sheil, CEO,
Australian Research Council

Anne Sutherland-Kelly

Mediator, facilitator, writer and university lecturer – Anne brings to her work 20 years practical experience and recognized expertise in conflict management, communication and leadership.

Following a legal background in one of Australia’s top tier commercial law firms and work in human rights law reform, Anne conducts a private mediation practice, teaches post-graduate programs at Monash University, trains mediators for LEADR and consults to private and public sector clients.

Clients say that it is Anne’s insight into individual & systemic function, combined with her compassion for people, which make her so effective in helping them build resilience and resolve people challenges.

“Anne is a truly inspiring leader and facilitator.”

— Deborah Valente,
HR Consultant,
Australian Taxation Office

“Anne models best practice in her language, behaviour and anecdotes from her vast professional experience. This training course is the best designed and most professionally executed, that I have ever experienced.”

— David Ritchie, Associate Head of School, Teaching and Learning in the
School of Communication and Creative Arts, Deakin University

“Anne is a charismatic facilitator with exceptional ability to impart her ‘hands on’ expertise in an engaging and interesting manner.”

— Karen Wise, Managing Director,
Wise Workplace Solutions