

Introductory Training

These brief sessions are designed to raise awareness, spark conversations, and provide participants with practical tips for action. All sessions are 60-90 minutes, and can be delivered in person or online. These topics are also available as conference presentations or webinars.

1. STRENGTHENING RESILIENCE: AN INTRODUCTION

FOR ALL STAFF

Bounce Back, Resist Pressure, Adapt to Change and Thrive. Together these four descriptors form a resilience continuum, highlighting that our resilience is fluid. Everyday actions can help us to navigate daily challenges and live well.

Most of us know which strategies are helpful for boosting our resilience. However, when we are juggling many different priorities or managing changing circumstances, putting these into practice can be challenging.

In this session, we'll use insights from psychological science to review the best ways you can boost your resilience and thrive. Get ready to recognise the things you do well, and pick up new helpful strategies.

Session objectives:

1. Define resilience and learn Umbrella's model of resilience.
2. Review why resilience is so important in our fast paced world.
3. Understand the science of stress.
4. Discover the link between active recovery and resilience; brainstorm effective ways to practically and quickly recover during the work day.
5. Create an action plan to help you follow up on this session.

2. MENTAL HEALTH AWARENESS: AN INTRODUCTION

FOR ALL STAFF

1 in 5 New Zealanders will experience mental illness in every year, at least 1 in 2 in their life time. This means wherever you work it is likely you'll be in contact with someone who might be struggling.

Research demonstrates that increasing knowledge about mental health and pre-planning how you would start a conversation with someone you're worried about helps improve confidence and competence to follow up. Creating a culture where people are comfortable talking about mental health at work helps to reduce stigma and increase the likelihood that people will access mental health support when they need it.

Session objectives:

1. Understand mental health and mental illness - what's the difference?
2. Recognise how to spot signs of stress and distress in yourself and colleagues.
3. Learn useful tips on how to have safe conversations about mental health.

"Thanks so much for organising this! I've been to a few stress related workshops by now but none of them were so well presented and entertaining as this one. Would love to see more material by Umbrella."

- Weta Digital

3. BOOSTING WELLBEING IN REMOTE AND DISPERSED TEAMS

FOR LEADERS OR ALL STAFF

Working remotely, at least part of the time, has become more and more common. There are a number of advantages of these flexible working arrangements, but also a number of challenges.

The ways we build wellbeing in the office will often need some adjusting to meet the challenges of working remotely, typically requiring us to be more intentional and deliberate with our approach.

We have two versions of this overview - one for team members to help boost their wellbeing when working remotely, and one for leaders to equip them with tools to create a culture of wellbeing in their teams.

Session objectives:

- Understand changes to the way we work, including the benefits and challenges of remote working
- Create an action plan to follow up on the session

For leaders

1. Identify individual preferences among yourself and your team that will shape what successful remote working looks like
2. Learn practical strategies to promote wellbeing in dispersed teams, including:
 - Ways to effectively segment work from home
 - Simple ideas to promote social connection
 - Recognise the importance of leadership communication

For team members

1. Reflect on your personal preferences and how these may impact your wellbeing when working remotely
2. Learn practical strategies for looking after your wellbeing, including:
 - Ways to effectively switch gears between work and home life
 - Tips for managing distractions, competing demands, and waning motivation
 - Ideas to feel connected with your team and colleagues, even when physically separate

4. RESILIENCE DURING UNCERTAIN TIMES

FOR LEADERS OR ALL STAFF

Overwhelmed, surviving, adapting and thriving.

These four descriptors help people reflect on their resilience as it fluctuates over time, especially during change and uncertainty.

Our aim is to raise understanding of people's normal adjustment responses, and equip people to manage the associated ups and downs. We provide a New Zealand model of wellbeing on which to centre our conversations.

We cover these practical wellbeing strategies:

- Diaphragmatic breathing
- Stop and pause
- Take control
- Acknowledge your reactions right now
- Boost positive emotions

This session can be run for all team members, or tailored specifically for those leading teams.

Session objectives:

1. Understanding and normalising people's responses to uncertainty.
2. Introduce Te Whare Tapa Whā as a model to help recognise signs of stress.
3. Use the four walls of Te Whare Tapa Whā to promote healthy habits for wellbeing.
4. Leave with practical strategies to strengthen your own resilience.
5. Create an action plan to help you follow up on the session.

"The solicitors said that the session was practical, flexible, honest and that they really appreciated the fact that you tailored the session to suit them. They thought you were dynamic and interesting in the way you presented, commenting it was one of the most useful sessions for development that they have been exposed to."

- Duncan Cotterill

5. CREATING AND CONTRIBUTING TO AN ANTI-BULLYING WORK CULTURE

FOR LEADERS OR ALL STAFF

One in four workers in Aotearoa have experienced bullying or harassment at work in the past year.* While bullying is unfortunately common in New Zealand workplaces, it can be difficult to know how exactly to prevent it. The stakes are high; even low levels of incivility can undermine team cohesion and performance as well as the psychological safety and wellbeing of those being targeted.

Creating an inclusive workplace environment that does not allow bullying to flourish and is psychologically safe is one clear way organisations can manage risk to mental health and create real change. This requires action from all levels of an organisation – leaders and team members alike.

We have two versions of this introductory training – one for team members to understand how they can contribute to a work climate that actively prevents bullying, and one for leaders to equip them with tools to create a culture where teams are supportive, respectful, and caring.

* Te Kāhui Tika Tangata Human Rights Commission & KPMG (2024), *Counting the Cost: Estimating the economic cost of workplace bullying and harassment on New Zealand employers*

Session objectives:

- Recognise what workplace incivility, bullying and harassment look like, and how they differ from a team dynamic that is supportive and respectful
- Identify the individual and organisational factors that contribute to an anti-bullying culture
- Create an action plan to follow up on the session

For leaders

1. Learn practical strategies for creating an anti-bullying work culture, including:
 - Ways to create a safety culture where bullying is not tolerated
 - Tips for enabling psychological safety in teams and how to foster high quality connections

Session objectives cont.

- Simple ideas to demonstrate supportive leadership in response to common work stressors

For team members

1. Learn practical strategies for contributing to an anti-bullying work culture, including:
 - How to put psychological safety into action and communicate constructively with colleagues
 - Tips for understanding and regulating emotions in the workplace
 - Steps for intervening safely as an active bystander and how to get support

6. FLOURISHING: THE POWER OF POSITIVE PSYCHOLOGY

FOR ALL STAFF

Positive psychology is the scientific study of what helps individuals and groups to thrive and flourish. Not only does flourishing help improve people's life satisfaction, but it also helps them to be at their best at work with higher engagement, collaboration, and productivity.

Research from positive psychology has found that there are particular interventions that work to increase flourishing, and most likely act as foundations for new habits, actions or relationships.

These interventions have been called PERMA:

- P – positive emotion
- E – engagement
- R – relationships
- M – meaning
- A – accomplishment

In this session, we will look at some of the tools and skills that have been found to improve positive emotion, engagement, relationships, meaning and accomplishment. You will leave with some tips to try out.

7. SHIFTING THE FRANTIC

FOR ALL STAFF

In our modern, hyper-connected, “always on” world, many people describe feeling constantly frantic, overwhelmed and as if they are constantly playing catch-up.

At Umbrella, we hear comments like: *I’m always in meetings... The pace here is full on..... It’s hard to slow it down.... If we can just get through this next busy patch...*

This mental overdrive often means it can be hard to utilise well known time management strategies, manage stress, or work productively, and it can feel impossible to ever fully wind down.

In this session, we’ll look at the common factors behind the frantic and review practical strategies proven to increase your experience of calm and control.

Session objectives:

1. Shed light on the biological impact of being busy and the addiction effect that can subsequently occur.
2. Identify the benefits of reducing the frantic.
3. Highlight ideas, innovations and strategies known to help manage the frantic.
4. Start your planning how to turn “good ideas” into habits.

“I really like the evidence based combination of brain science and practical strategies.”

“Always love Umbrella sessions and always find them hugely beneficial in my professional and personal life.”

“Very pragmatic and applicable. Good framing of psychological understandings.”

“It’s invaluable to feel the support that’s there from a professional and innovative organisation.”

“Umbrella presented some interesting material and created a positive space for discussion. I felt connected with the other attendees and got a lot out of it personally.”

8. CHANGE READINESS

FOR ALL STAFF

Our aim is to create a space to help people reflect on their own and other people’s varied responses to change during uncertain times. A well-accepted model, the Kübler-Ross Change Curve, is used to help understand reactions and feelings in relation to change. It shows how mood, energy, and performance can vary through the process. To facilitate understanding of ourselves and others during the change process, we briefly consider the science of change and how factors including life experiences, current circumstances, and characteristics of organisations can affect the way different individuals respond.

In addition to understanding and normalising responses to change, there is an emphasis on adaptability. Adapting to change is a skill that can be improved. In this introductory session, we focus on three evidence-based wellbeing strategies that can help individuals to build their readiness to change and adapt more quickly and successfully.

Practical wellbeing strategies include:

- Managing your mindset
- Adopting a compassionate stance to support yourself and others
- Focusing on what you can control

Session objectives:

1. Understand and normalise our own and other people’s varied responses to change.
2. Develop a basic understanding of the science of change and why it can be challenging for individuals to cope with uncertainty.
3. Learn practical skills to promote our own wellbeing and facilitate change readiness.

9. MAINTAINING PSYCHOLOGICAL WELLBEING DURING CHANGE

FOR ALL STAFF

The past few years have seen unprecedented change in workplaces, with many now working in a climate of uncertainty, ambiguity, and flux. Remaining flexible and balancing competing demands on attention, energy and time are fundamental to sustaining both your wellbeing and capacity to thrive.

This session draws on the science of wellbeing, and provides participants with a framework to understand and manage mental health and wellbeing, as well as practical strategies to apply.

Practical strategies will include:

- A simple three step process to monitor your wellbeing
- A quick tool for reflecting in difficult moments
- Identifying what will sustain you, personally
- Easy to use relaxation and calming skills

Session objectives:

1. Understand the science and impacts of sustained stress, including burnout.
2. Learn about our key emotional and behavioural systems and how they may be affected by the current environment.
3. Recognise when your current response patterns are becoming unhelpful.
4. Learn practical tools for:
 - Managing overwhelm and anxiety.
 - Sustaining motivation and drive.
 - Maintaining relaxation and recovery.
5. Develop an action plan to help put ideas from the session in place.

10. MAINTAINING PSYCHOLOGICAL WELLBEING DURING CHANGE

FOR LEADERS

This session is specifically designed for people leaders facing these challenges. It aims to get leaders to reflect on both their individual wellbeing, as well as the wellbeing of their teams. Leaders can expect to learn practical strategies to apply as we transition from an initial sprint, to a long haul.

Leaders play a vital role in helping people thrive during times of change and uncertainty. The way they lead will have a significant impact on their people as we move forward. Remaining flexible and balancing competing demands on attention, energy and time will be fundamental to sustaining leaders in their wellbeing and capacity to thrive.

Practical strategies will include:

- A simple grounding technique
- A three step process to monitor your team's wellbeing
- A tool to help respond more intentionally and less reactively
- Ways to identify leadership skills, values and strengths
- Easy to use relaxation and calming skills

Session objectives:

1. Understand the impact that the current environment might be having on leaders and their teams.
2. Identify helpful leadership qualities for this time.
3. Introduce a model for balancing emotions right now.
4. Learn practical tools for:
 - Managing stress.
 - Sustaining motivation and drive.
 - Maintaining relaxation and recovery.
5. Develop an action plan to help put ideas from the session in place.