Building Workplace Resilience and Managing Stress Training Course

08 - 12 Nov 2026

Amman

3800 € (Per Person)

Ref: #PS8268_204845

Course Introduction / Overview:

In today's demanding and fast-paced professional landscape, the ability to navigate pressure, manage stress, and bounce back from adversity is no longer a soft skill but a core competency for sustainable performance and career longevity. This course provides a comprehensive framework for understanding and developing personal and professional resilience. Moving beyond simplistic stress reduction tips, this program delves into the psychological and physiological underpinnings of the stress response and equips participants with evidence-based strategies to thrive under pressure. Drawing upon principles from positive psychology, as championed by academics like Dr. Martin Seligman in his influential book "Flourish: A Visionary New Understanding of Happiness and Well-being," this training focuses on proactive skill-building. Participants will learn to reframe challenges, regulate emotions, and cultivate a resilient mindset. BIG BEN Training Center has designed this immersive experience to empower professionals to not only cope with workplace stressors but to transform them into opportunities for growth, thereby preventing burnout and enhancing overall well-being and productivity. This is a journey towards building psychological capital and mastering the art of professional endurance.

Target Audience / This training course is suitable for:

- Managers and team leaders at all levels.
- Human resources professionals and wellness officers.
- Project managers and staff in high-pressure roles.
- Customer service and client-facing professionals.
- Employees experiencing organizational change or uncertainty.
- Any professional seeking to enhance their stress management skills and prevent burnout.
- Executives and senior leadership.

Target Sectors and Industries:

- Technology and IT services.
- Healthcare and pharmaceuticals.
- Banking, finance, and insurance.
- Consulting and professional services.
- Education and academic institutions.
- Government agencies and public sector organizations.
- Retail and customer service industries.
- Manufacturing and engineering.

Target Organizations Departments:

- Human Resources and Talent Management.
- Operations and Production.
- Sales and Business Development.
- Customer Support and Service Delivery.
- Project Management Office (PMO).
- Information Technology.
- Finance and Accounting.
- Executive Leadership and Senior Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Identify the root causes of workplace stress and its impact on performance.
- Apply cognitive reframing techniques to manage negative thought patterns.
- Utilize mindfulness and relaxation exercises to reduce acute stress.
- Develop enhanced emotional intelligence and self-regulation skills.
- Implement effective time and energy management strategies to prevent overload.
- Build and leverage strong social support networks within the workplace.
- Create a personalized and sustainable resilience action plan.
- Foster a culture of psychological safety and resilience within their teams.
- Navigate organizational change and uncertainty with greater confidence.
- Communicate effectively under pressure and manage difficult conversations.

Course Methodology:

The training methodology employed by BIG BEN Training Center is highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to the professional environment. We move beyond traditional lecture-based formats to create a dynamic learning laboratory. The course integrates a blend of self-assessment tools, expert-led presentations, and facilitated group discussions to explore the core concepts of resilience and stress management. A significant portion of the training is dedicated to practical application through individual exercises, role-playing scenarios, and collaborative problem-solving activities. Participants will work with real-world case studies to analyze complex workplace situations and develop strategic responses. Continuous feedback from the facilitator and peers is a cornerstone of our approach, fostering a supportive environment for skill development and personal growth. The focus is on equipping attendees with a practical toolkit of strategies they can implement immediately to build lasting resilience and effectively manage workplace pressures, ensuring a tangible return on their learning investment.

Course Agenda (Course Units):

Unit One: The Foundations of Stress and Resilience

- Understanding the science of the stress response (eustress vs. distress).
- Identifying personal and organizational stressors.
- Conducting a personal stress and resilience self-assessment.
- The mind-body connection in stress management.
- Exploring the key pillars of psychological resilience.
- The role of lifestyle factors in building a resilient foundation.
- Introduction to the concept of psychological capital.

Unit Two: Cognitive Strategies for a Resilient Mindset

- The power of perception and cognitive reframing.
- Challenging limiting beliefs and cognitive distortions.
- Developing a growth mindset to embrace challenges.
- Introduction to mindfulness and attention control techniques.
- Practicing gratitude and positive psychology exercises.
- Building optimism and realistic self-efficacy.
- Techniques for stopping negative thought spirals.

Unit Three: Emotional and Behavioral Regulation Techniques

- Developing emotional intelligence and self-awareness.
- Strategies for managing difficult emotions at work.
- Effective coping mechanisms for high-pressure situations.
- The importance of setting healthy professional boundaries.
- Energy management versus time management for peak performance.
- Breathing and relaxation techniques for immediate stress relief.
- The role of assertive communication in stress reduction.

Unit Four: Building Resilience in the Workplace Environment

- Navigating organizational change and ambiguity.
- Managing difficult conversations and workplace conflict.
- Building and leveraging social support systems.
- Fostering psychological safety within teams.
- Giving and receiving constructive feedback resiliently.
- Strategies for dealing with difficult colleagues or clients.
- Leading with resilience and supporting team well-being.

Unit Five: Sustaining Resilience and Preventing Burnout

- Recognizing the early warning signs of burnout.
- Developing a personalized long-term resilience action plan.
- Creating sustainable habits for well-being and self-care.
- The practice of post-traumatic growth after setbacks.
- Building rituals for recovery and mental decompression.
- Measuring progress and adapting your resilience strategy.
- Championing a culture of resilience within your organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization systemically embed psychological safety and resilience into its culture, moving beyond individual training to create a truly resilient ecosystem?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by adopting a holistic and scientifically-grounded approach that integrates cognitive, emotional, and behavioral strategies for building sustainable resilience. Unlike programs that offer a superficial list of stress-reduction tips, this course delves into the core mechanics of how we respond to pressure, empowering participants with a deep understanding of their own triggers and patterns. A key differentiator is our strong emphasis on creating a personalized resilience action plan. We guide each participant in crafting a practical, long-term strategy tailored to their specific professional role and personal circumstances, ensuring the learning extends far beyond the classroom. Furthermore, the curriculum moves beyond individual coping to address the systemic nature of workplace stress, equipping managers and leaders with the tools to foster psychological safety and build team resilience. The content is rooted in established principles from positive psychology and cognitive-behavioral theory, focusing on proactive skill-building for preventing burnout rather than merely reacting to stress. It is an investment in developing the psychological capital necessary to not just survive, but to thrive in the modern workplace.