



**UNSHAKEABLE**

A T W O R K

## Where are your Staff on the Unshakeable Scale?

	STATE	% OF TIME AFFECTED BY PRICKLY CUSTOMERS
EMPOWERED	Unshakeable	0 - 20%
	Strong	20 - 40%
	Stable	40 - 60%
DIS-EMPOWERED	Stressed	60 - 80%
	Shakeable	80 - 100%

### Who are Unshakeable Staff?

- Unshakeable Staff courageously face difficult situations.
- Unshakeable Staff choose to be unaffected by other people.
- They have unconditional Self-Esteem.
- They are empowered to choose how they respond.
- They know how to support their peers to be Unshakeable.

### Who are Shakeable Staff?

- Shakeable Staff often avoid difficult issues, or complain about them.
- Shakeable Staff can be negatively affected by other people.
- Their Self-Esteem is caught up in their performance.
- They are dis-empowered and often blame others for how they respond.
- They don't have strategies for supporting their peers.

## Benefits of developing Unshakeable Staff:

- Unshakeable Staff are confident and engaged in their work.
- Unshakeable Staff are more in control of how they feel at work.
- Unshakeable Staff have the skills to manage their emotions.
- Unshakeable Staff respond rather than react.
- Unshakeable Staff have choice rather than constraint.
- Unshakeable Staff look forward to work rather than dread it.

*This means...*

- Less stress claims
- Less absenteeism
- Less turnover

*This means...*

- Increased Customer Service
- Increased productivity
- Reduced staff costs

Workplace stress is costing the Australian economy **\$14.81 billion** a year. Stress related presenteeism and absenteeism are directly costing Australian employers \$10.11 billion a year. **3.2 days per worker** are lost each year through workplace stress.

The **Unshakeable at Work** program is about helping your Staff empower themselves so they can excel in the pressures of your workplace, so they don't go home mentally and emotionally drained.

# Common Themes Identified

*Summary of Coaching Topics raised by Staff (based on over 1000 hours coaching / training with Sue Anderson):*

## **Empowerment:**

- Feeling unheard / powerless
- Feeling judged
- Wanting to increase confidence in themselves
- Feeling walked-over by others
- Lack of self-awareness
- Lack of confidence in decision making

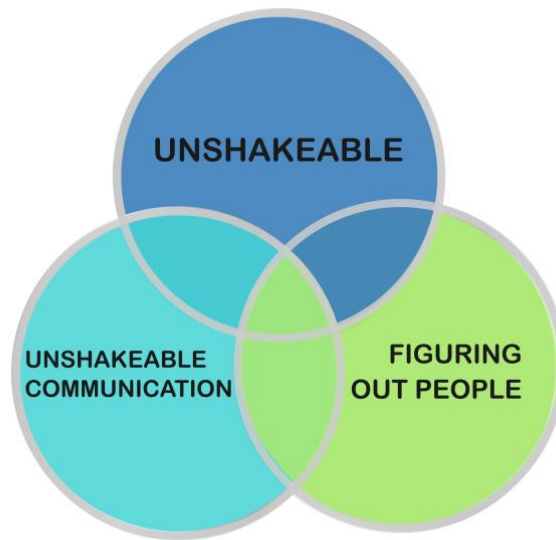
## **Understanding Others:**

- Working with / managing large personalities (Prickly Pears)
- How can I help my team get along?
- I want to know how to understand my team
- How do I motivate my team?
- How do I better connect / communicate / engage with my peers?
- Receiving feedback and not taking it personally
- How to deal with complaining peers

## **Understanding Emotions:**

- Anger about perceived unfairness
- All or Nothing Thinking and Discounting thinking styles
- How to respond when others take feedback personally
- Feeling trusted / lack of trust / lack of respect
- Stressed / not coping / not sleeping / not wanting to come to work
- Managing emotions of self

# The Unshakeable at Work Concepts



sue anderson

## Workshop 1: Unshakeable

Staff explore current beliefs about their work, and how they are experiencing it. They learn useful strategies for being Unshakeable. Topics such as choices, emotions, responsibility, blame and accountability are covered. Staff learn many tools and strategies for thinking, speaking, feeling and acting in an *empowered* way.

## Workshop 2: Unshakeable Communication

Staff learn how to use questions to gain more clarity when communicating with peers and customers. They learn how to create and step into their best state for communicating effectively with customers. We explore meaning and perception, as well as advanced rapport building skills.

## Workshop 3: Figuring Out People

Staff learn how to understand themselves and customers by detecting perceptual patterns. We explore the common thinking styles that are related to being Unshakeable. Staff learn how to listen for thinking styles in others and learn the flexibility to engage more effectively with customers.

## The Deliverables:

- Design meeting with Managers.
- Delivery of three full day workshops, usually delivered fortnightly.
- Participant manuals.
- Evaluation report.
- Final report presented to Managers within two weeks of the completion of the program.
- Up to twenty-five participants per group.

## About Sue Anderson

Sue Anderson works in the field of Emotional Intelligence and Resilience. Her specialty is helping people develop mental toughness so they can excel (not handle) in the pressures of the modern workplace. A highly sought-after coach, mentor, trainer, author and speaker, Sue Anderson works with organisations and businesses to develop highly functional and productive workplaces, with confident, resilient and motivated employees.

As a Thought Leader in the areas of resilience building in the workplace, Sue utilises her cutting edge methodology to help individuals and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower employees, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in psychology, management, quality assurance, training and coaching, Sue's unique approach is accessible, fun and builds capability. Sue passionately believes that developing staff who are resilient and ***Unshakeable at Work*** is critical to improving everyone's wellbeing and quality of life.