



# UNSHAKEABLE

**Developing  
Resilient  
&  
Empowered Staff**

## 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...*

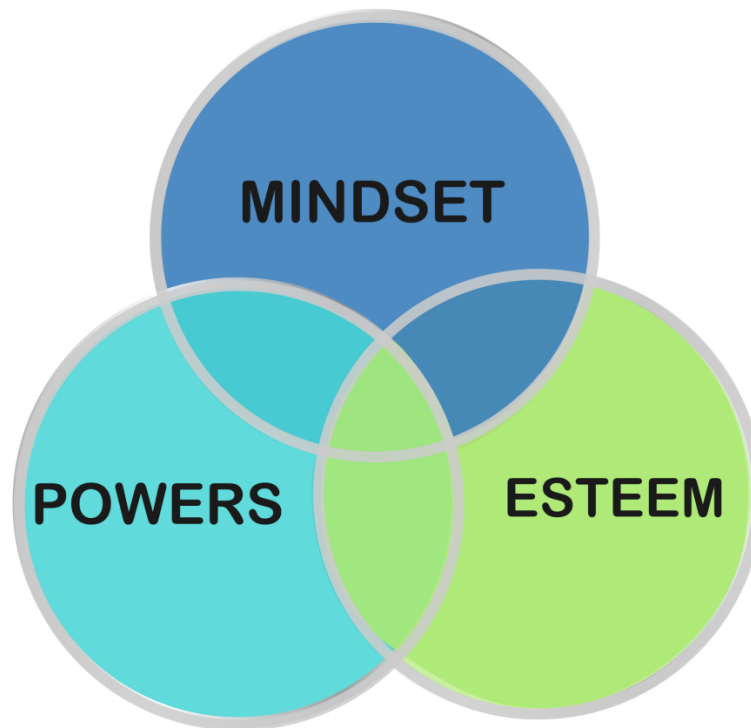
- Increased Customer Service
- Increased productivity
- Reduced staff costs

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 Workshop 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.

## Why 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. Employees learn many tools and strategies for thinking, speaking, feeling and acting in an *empowered* way.



## Unshakeable Frameworks

Neuro-Semantics – developed by Dr. Michael and Bob Bodenhamer

Meta-Coaching – developed by Dr. L. Michael Hall and Michelle Duval

Neuro-Linguistic Programming (NLP) – John Grinder & Richard Bandler

Unbullyable – developed by Sue Anderson

Growth Mindset – developed by Professor Carol Dweck

# **Proposed Content of Unshakeable**

## **Mindset**

From Shakeable to Unshakeable

Communication Model

Belief Intelligence

Meanings

Emotional Intelligence

## **Powers**

Emotions

Powerful Language

Taking Ownership

Responsibility & Over Responsibility

Blaming & Complaining

## **Esteem**

Let's Start with-Confidence

What is Esteem?

Esteem: Keep it Simple

Conditional & Unconditional Self-Esteem

Conditional Self-Esteem

Bringing it all together

## 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** is critical to improving everyone's wellbeing and quality of life.

