



# UNSHAKEABLE

T E A M S

**Developing**

**Resilient**

**&**

**Empowered Teams**

## 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 Teams?

- Unshakeable Teams courageously face difficult situations.
- Unshakeable Teams 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 Teams?

- Shakeable Teams often avoid difficult issues, or complain about them.
- Shakeable Teams 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.

## Why is Empowerment Important?

Of the improvements, the highest overall (combined teams) has been EMPOWERMENT. Research has shown that employees who feel dis-empowered at work are more likely to leave than employees who feel empowered. The study found that the major predictor of job satisfaction was **psychological empowerment**. Employees who feel dis-empowered might turn up for work, but their minds and hearts are elsewhere. It's like the lights are on but no one is home. Managers who encourage their staff to empower themselves are more likely to retain their staff (and have happier, more productive staff).

## Benefits of developing Unshakeable Teams

- Unshakeable Teams are confident and engaged in their work.
- Unshakeable Teams are more in control of how they feel at work.
- Unshakeable Teams have the skills to manage their emotions.
- Unshakeable Teams respond rather than react.
- Unshakeable Teams have choice rather than constraint.
- Unshakeable Teams 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 Teams empower themselves so they can excel in the pressures of your workplace, so they don't go home mentally and emotionally drained.

## What are Unshakeable Teams?

Unshakeable Teams are about:

### Team:

- Your team developing a culture that nurtures talent.
- Driving your high performance team and making sure the wheels don't fall off along the way.
- Creating your teams of consistently high performers, who work as team players.

### Individuals:

- Your employees developing mental toughness enabling them to thrive and excel at their work.
- Your employees developing a high performance mindset.
- Your employees understanding how even the best workplaces can get even better.

## Why Unshakeable Teams?

Teams 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

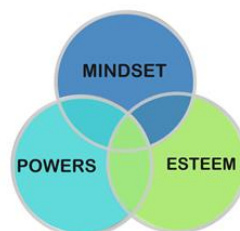
Neuro-Semantics – developed by Dr. Michael and Bob Bodenhamer

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



## The Concepts:

The workshops vary according to the individual needs of each team – generally the topics include:

### Phase One: Better and Beliefs:

#### 1. Workshop One: Better

The Team receives the results of the Pre-Diagnostic and explores how it is currently functioning as a team. The team explores how it would like to function, and what would need to happen for that to occur. We explore team identity, and willingness to face the reality of how the team is currently operating.

#### 2. Workshop Two: Beliefs

The Team explores current beliefs about the team, and how each team member is showing up, and what they are contributing. The content explores 'Belief Intelligence' and meaning, and how these are crucial for a functioning team.

### Phase Two: Empowerment & Engagement

#### 3. Workshop Three: Empowerment

We explore how we can choose to be empowered when working within a team. Topics such as choices, responsibility, blame and accountability are covered. The team learns many tools and strategies for thinking and acting in an empowered way.

#### 4. Workshop Four: Engagement

The team explores how engaged it currently is; with each other, the work and the organisation. Tools and strategies are learnt for how to increase engagement. This session also covers the importance of Growth Mindset and Esteem in the workplace.

### Phase Three: Cohesion & Creation

#### 5. Workshop Five: Cohesion

This is where we learn about ourselves and each other – we explore thinking styles and communication styles. We learn these with the intention of increasing our flexibility and understanding.

#### 6. Workshop Six: Creation

In the final session the team develops its 'Agreed Guidelines' for how it will operate as a team moving forward. We also explore how to make these changes sustainable. We then celebrate achievements and learnings.

## 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.

