

# **BUILDING RESILIENCE AND SUSTAINABLE TEAM PERFORMANCE**



**GENTEX<sup>®</sup>**  
TRAINING CENTER



## Introduction

Organizations face constant pressure from change, uncertainty, and rising workloads that test both individuals and teams. This Training Course equips participants with practical strategies to build personal and team resilience while sustaining high performance under pressure. Through evidence-based frameworks, participants learn how to manage stress, strengthen collaboration, and maintain motivation during periods of disruption. The course blends psychological principles with performance management tools, helping teams recover quickly from setbacks and adapt to changing demands. Participants gain a structured approach to identifying resilience gaps, building supportive team cultures, and sustaining productivity over the long term, ensuring their organizations remain agile, engaged, and consistently high performing.

## Building Resilience and Sustainable Team Performance Course Objectives

- Define resilience and its role in sustainable team performance
- Apply stress-management techniques such as cognitive reframing and mindfulness-based practices
- Use the Job Demands-Resources (JD-R) model to identify performance risks
- Build psychological safety within teams using Edmondson's framework
- Develop personal recovery routines to prevent burnout and fatigue
- Strengthen team communication through active listening and feedback loops
- Design resilience action plans aligned with organizational goals
- Apply the PERMA well-being model to boost engagement and motivation
- Use performance dashboards to monitor team energy and workload balance
- Foster adaptive leadership behaviors that support change and uncertainty



## Course Methodology

This course uses interactive workshops, case studies, and group discussions to build practical resilience skills. Participants take part in self-assessment exercises, role-plays, and real-world simulations that mirror workplace challenges. Facilitators use guided reflection, peer coaching, and structured feedback sessions to reinforce learning. Combining behavioral science with hands-on practice, the methodology ensures participants leave with tools they can apply immediately within their teams.

## Who Should Take This Course

- Team leaders and supervisors managing performance under pressure
- HR and organizational development professionals
- Project managers overseeing high-demand teams
- Department heads responsible for team engagement
- Change management professionals
- Employees preparing for leadership roles
- Anyone seeking to strengthen personal and team resilience

## Building Resilience and Sustainable Team Performance Course Outlines

### Day 1: Foundations of Resilience

- Define resilience and its components
- Explore the JD-R model of workplace demands and resources
- Identify personal and team stress triggers
- Assess current resilience levels using self-assessment tools

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- Discuss the link between resilience and performance
- Introduce the PERMA well-being framework
- Set personal resilience goals

## Day 2: Managing Stress and Preventing Burnout

- Apply cognitive reframing techniques
- Practice mindfulness-based stress reduction methods
- Recognize early signs of burnout
- Build personal recovery routines
- Balance workload using energy management principles
- Use relaxation techniques for high-pressure situations
- Create a personal stress-management plan

## Day 3: Building Psychological Safety in Teams

- Apply Edmondson's psychological safety framework
- Practice active listening and empathetic communication
- Encourage open feedback and constructive dialogue
- Address conflict using collaborative problem-solving
- Build trust through transparent communication
- Design team charters that reinforce safety
- Strengthen peer support networks

## Day 4: Sustaining Team Performance

- Use performance dashboards to track workload and energy
- Apply agile check-ins to monitor team well-being



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- Set realistic performance goals during change
- Balance short-term output with long-term sustainability
- Recognize and reward resilient behaviors
- Manage change using adaptive leadership techniques
- Align team goals with organizational priorities

## Day 5: Leading Resilient Teams

- Develop adaptive leadership behaviors
- Coach team members through setbacks
- Build resilience action plans for teams
- Create sustainable feedback and recognition systems
- Plan for long-term team well-being
- Review course learnings and personal commitments
- Prepare a resilience roadmap for implementation

## Conclusion

By successfully completing Building Resilience and Sustainable Team Performance, participants will have acquired practical tools to manage stress, strengthen psychological safety, and sustain high performance during periods of change. This Training Course provides a structured framework for building personal and team resilience, supported by proven models such as JD-R and PERMA. Delivered by Gentex Training Center, the program equips participants with the confidence and skills needed to lead resilient, adaptive, and consistently high-performing teams within their organizations.





## FAQs

### Q1 What is the "Building Resilience and Sustainable Team Performance" course about?

This course teaches participants how to build personal and team resilience while sustaining high performance under pressure. It combines psychological frameworks with practical performance management tools, helping teams manage stress, adapt to change, and maintain productivity over time.

### Q2 What are the key benefits of the "Building Resilience and Sustainable Team Performance" course?

Participants gain stronger stress-management skills, improved team collaboration, and greater ability to sustain performance during disruption. The course also strengthens psychological safety and equips leaders with tools to support long-term team well-being and engagement.

### Q3 What skills will I gain from the "Building Resilience and Sustainable Team Performance" course?

Participants develop stress management, psychological safety facilitation, adaptive leadership, and performance sustainability skills. These core competencies help individuals and teams recover from setbacks while maintaining consistent, high-quality output.



## Q4 What tools, methods, or standards are covered in the "Building Resilience and Sustainable Team Performance" course?

The course covers the Job Demands-Resources model, Edmondson's psychological safety framework, the PERMA well-being model, cognitive reframing techniques, and performance dashboards for monitoring workload and team energy.

## Q5 How is the "Building Resilience and Sustainable Team Performance" course applied in real-world practice?

Participants apply resilience frameworks to design action plans, monitor team workload, and strengthen psychological safety in daily operations. These tools help managers sustain performance during organizational change, high demand periods, and team transitions.