

# FRONTLINE RESILIENCE STRATEGIES



PREFERRED TRAINING  
NETWORKS



Frontline staff are often required to manage competing priorities, difficult behaviours, emotionally charged situations and constant workplace demands. Without practical strategies, these challenges can take a toll on both personal wellbeing and workplace effectiveness.

This practical workshop explores strategies to help participants recognise stress triggers, manage pressure effectively and maintain composure during challenging interactions. Participants will learn techniques to strengthen emotional resilience, adapt to change, develop healthy coping strategies and maintain a positive mindset when faced with workplace challenges. The course also examines the importance of self-awareness, boundaries, support networks and recovery strategies to help prevent burnout and promote long-term wellbeing.

## KEY COURSE CONTENT

- Understanding workplace resilience
- Recognising stress triggers and warning signs
- Identifying common causes of workplace pressure and fatigue
- Managing pressure and competing priorities
- Developing positive coping strategies
- Maintaining composure during difficult situations
- Building emotional regulation skills
- Adapting to change and uncertainty
- Recovering from setbacks and workplace challenges
- Setting healthy workplace boundaries
- Building confidence when dealing with change
- Building supportive workplace relationships
- Preventing burnout and fatigue



### Target Audience

Frontline staff, leaders, managers, supervisors



### Duration

Available as a full-day or half-day course



### Delivery

Available in-person at your organisation/venue, or virtual



### Group Size

Recommended 4 to 10 participants



### Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and opt for a free follow-up refresher course with the original trainer

## GET A QUICK QUOTE

Let us know if you'd like a free, no-obligation quote for your organisation



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