

The Neuroscience of Resilience and Performance

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2020 Course details

PROGRAMME	DURATION	FEE (EXCL. GST)
WORKPLACE PERFORMANCE & WELLBEING PORTAL With the new College Performance & Wellbeing Portal you can now accurately and independently measure defined levels of wellbeing in your firm.	Online subscription	From \$4000 - \$6000 annual subscription based on firm size
STAYING HAPPY, HEALTHY AND PRODUCTIVE WHEN WORKING FROM HOME Join us for a live one hour webinar with Steven Colligan where you will be able to have your questions answered.	1 hour	\$1,000
THE NEUROSCIENCE OF RESILIENCE The Neuroscience of Resilience is a 2.5 hour session led by Steven Colligan, a registered psychotherapist and organisational development specialist with over 20 years' experience. Steven will take staff through an informative and interactive programme that explains how to recognise stress and its triggers, and introduces and demonstrates various coping mechanisms.	2.5 hours	\$3,000
THE NEUROSCIENCE OF RESILIENT TEAMS People often think that resilience is a state of being. This session will help you to understand that it is more what we do and think when faced with adversity and how those behaviours can impact your team's performance while providing positive psychology solutions.	2.5 hours	\$3,000
THE NEUROSCIENCE OF CULTURAL & EMOTIONAL INTELLIGENCE This 2 hour session will give delegates the opportunity to understand the concepts of cultural intelligence, emotional intelligence and bias/unconscious bias and their impact on personal and organisational success.	2 hours	\$2,000

All in-house sessions are organised at a time convenient to the firm and include a one hour pre-meeting to discuss the expected outcomes of the session. Full details of each session can be viewed at www.collaw.ac.nz or for more information or queries please contact us via email or phone.



Introductory

For practitioners who would like a good foundation to improve their skills.



Intermediate

For experienced practitioners who have a sound understanding but would like to further improve their skills.



Advanced

For practitioners who can demonstrate an advanced level of knowledge but would like to continually refresh and build on their experience.

2020 Course details

PROGRAMME	DURATION	FEE (EXCL. GST)
THE NEUROSCIENCE OF MINDFULNESS This two hour session is designed to give delegates an introduction into the various aspects of Mindfulness and how it can be used in everyday life, both professional and personal.	2 hours	\$2,000
MANAGING YOURSELF & OTHERS DURING CONFLICT Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone as conflict is a part of daily life.	2 hours	\$2,000
STEP IN SPEAK UP The Step In and Speak Up programme is designed to help and encourage anyone who experiences or witnesses unacceptable behaviour to Step In and Speak Up.	2 hours	\$2,000
MANAGING A MULTI-GENERATIONAL TEAM This session will give participants the opportunity to understand the concepts of Generational Literacy, Unconscious Bias and Emotional Intelligence and their impact on personal, team and organisational success.	2.5 hours	\$3,000
ADAPTIVE RESILIENCE - MAXIMISING WELLBEING AND PERFORMANCE Having completed the Neuroscience of Resilience Workshop, develop a deeper understanding of your personal triggers, stress tipping point, coping strategies, building optimism and maximising performance.	2 hours	\$3,000

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Workplace Performance & Wellbeing Portal



While we are all aware of the standard performance measurements in a firm there has always been a need for a solution to allow you to measure the less tangible but just as important levels of wellbeing. These levels in your firm will have a direct impact on productivity and profitability.

With the new **COLNZ Performance & Wellbeing Portal** you can now accurately and independently measure defined levels of wellbeing in your firm.

Based around a simple 10 minute online survey, staff will anonymously provide feedback and measures on how they feel their work colleagues and the firm are supporting them in their day to day responsibilities.

These results will form your firms own benchmarking data as well as creating part of an industry wide measurement database that will allow you to assess your own internal improvements as well as how you measure up with the industry trends.

Delivered by Perceptive, an internationally accredited research agency, all data is encrypted and anonymous to protect the respondent.

The portal is web based and branded for your firm.

The annual subscription fee is based on employee numbers:

1 – 49	\$4,000 + GST
50 – 99	\$5,000 + GST
100+	\$6,000 + GST

Your annual subscription gives you:



A benchmarking and measurement solution for your workplace



Benchmarking to industry trends



Bespoke component for your firm to tailor the input and output



Reporting functionality



Full anonymity of respondents



Independently ratified and supported by Perceptive

Modules covered

- Job satisfaction
- Burnout & stress
- Bullying & harassment
- Alcohol & drugs
- Unconscious bias & diversity

In collaboration with

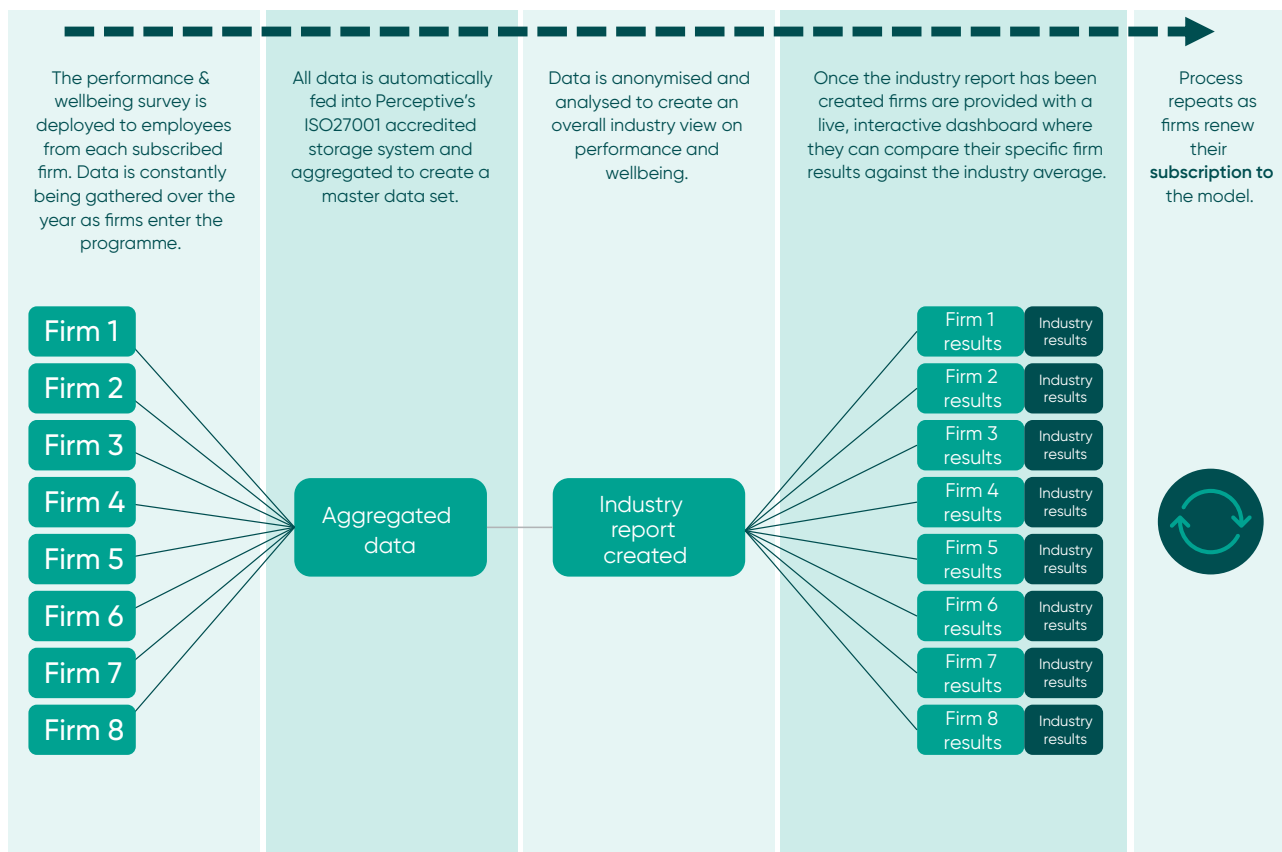
PERCEPTIVE

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Workplace Performance & Wellbeing Portal continued...



The following process flow shows how the firms' data populates the industry data.



For enquiries, please contact **Marcus Martin**, CEO at mmartin@collaw.ac.nz or +64 9 300 1799

In collaboration with

PERCEPTIVE

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Staying happy, healthy and productive when working from home

Live Webinar, duration – 1 Hour including Questions



Introductory

For practitioners who would like a good foundation to improve their skills.



1 CPD Hour

Introduction

Environmental context – Uncertainty, unknown, loss of control, change

Managing your mind – Your first priority

- Concept of happiness.
- Understanding healthy anxiety vs too much anxiety
- Enough drives performance but too much panic, fight, flight
- Ok to feel anxious – too much impacts thinking and health

Practical Tips.

- Micro habits – create in all areas – make easy and routine, small things matter, start small – 2 minutes

- Mind – Managing the control center first and foremost
- Daily Routine – When we are working in times of change or uncertainty, we need some structure and routine – some new fitting habits. Regroup, recalibrate and refocus
- Physical Health – How to navigate in a redefined environment

Mental/Emotional Health

Importance of connection with self and others in a restricted world

Questions & Answers

PRICE = \$1,000 (PLUS GST)



Presenter – Steven Colligan

Steven is a registered psychotherapist and organisational development specialist with over 20 years' experience. Steven specialises in capability building, business transformation, change leadership, and human resources transformation.

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The Neuroscience of Resilience



Introductory

For practitioners who would like a good foundation to improve their skills.



2.5 CPD Hours

Feeling blue? It's not avoiding the bad days that matters. It's learning how to make them better. The Neuroscience of Resilience addresses mental health issues in the workplace and provides strategies to assist both management and staff.

The Neuroscience of Resilience is a 2.5 hour session led by Steven Colligan, a registered psychotherapist and organisational development specialist with over 20 years' experience. Steven will take staff through an informative and interactive programme that explains how to recognise stress and its triggers, and introduces and demonstrates various coping mechanisms.

Sessions topics include:

- Resilience
- Optimism

- Problem analysis and solving
- Impulse control and tolerance of ambiguity
- Emotional awareness/intelligence/regulation
- Empathy
- Self-efficacy
- The Change Cycle

Following the session, staff will be encouraged to implement a personal resilience plan and be better informed about, and aware of, how to cope with the pressures of working life.

This innovative programme aims to empower staff and potentially result in a more positive working environment and a happier, healthier, and more productive workforce.



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The Neuroscience of Resilient Teams



Introductory

For practitioners who would like a good foundation to improve their skills.



2.5 CPD Hours

There is no doubt that many workplaces go through periods of significant and ongoing stress; there are the day-to-day challenges of high workloads, challenging clients, and difficult personalities. But there are also major challenges like restructures, major change initiatives, new IT systems, and the pressure of people being expected to do more work with less staff and resources.

In some teams, these pressures coming out in very human ways; increased sick leave, decreased tolerance, shortcuts, and withdrawing into their own work.

With a greater understanding of positive psychology, resilience and some tools to manage these circumstances you can help your team work through the tough times and become stronger individuals and members of a focussed team.

People often think that resilience is a state of being. This session will help you to understand that it is more what we do and think when faced with adversity.

Sessions topics include:

- What is resilience
- What is team resilience
- Why is it so important
- Action planning
- A leaders guide to building team resilience



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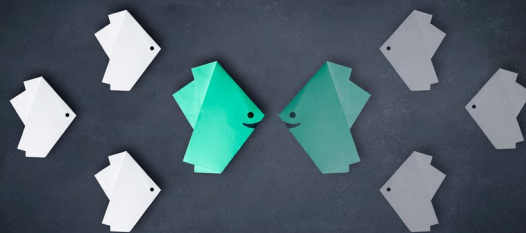
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The Neuroscience of Cultural & Emotional Intelligence



Intermediate

For experienced practitioners who have a sound understanding but would like to further improve their skills.



2 CPD Hours

Cultural intelligence or cultural quotient is a term used in business, education, government and academic research, it is understood as the capability to relate and work effectively across cultures. [Wikipedia](https://en.wikipedia.org/wiki/Cultural_intelligence)

Did you know that cultural and emotional intelligence is the ability to be aware of your own thoughts, emotions and the emotions of others, and using such knowledge to guide thinking and action.

This awareness begins with understanding your thoughts and emotional reactions to situations and people (self-awareness), then making better, more informed decisions about how to react (self-management). Without this foundation of understanding, people are reactive and may respond ineffectively to situations.

Self-knowledge allows you to become more attuned to the emotions of yourself and others (social awareness) allowing you to choose how to respond (relationship management) most appropriately.

Research across multiple industries has demonstrated that cultural diversity, cultural and emotional intelligence makes a significant difference in on-the-job productivity (source ATD Ltd):

- L'Oreal found that when sales representatives were recruited for cultural and emotional intelligence they outsold their peers by an average of \$90K.
- PepsiCo found that executives recruited for cultural and emotional intelligence had 10 percent lower turnover and delivered \$3.75 million more in value.
- Emotional intelligence is twice as important as cognitive abilities in predicting outstanding employee performance.

- Emotional intelligence accounts for 60 percent of job performance when other variables are removed.
- AT&T research found that across different populations, cultural intelligence combined with emotional intelligence resulted in 20 percent higher productivity, on average.

This 2 hour session will give delegates the opportunity to understand the concepts of cultural intelligence, emotional intelligence and bias/unconscious bias and their impact on personal and organisational success.

Course outline

1. Understanding cultural and emotional intelligence:
 - Becoming more aware: Noticing how you think and what you do
 - Becoming more intentional: Doing what you mean
 - Becoming more purposeful. Doing it for a reason
2. Understanding the impact of bias and unconscious bias:
 - The effect of projecting your values onto others
 - Recognising and mitigating bias and unconscious bias
 - Learning to adapt your behaviour in ways that will create a more productive working situation
3. Planning for change:
 - Create a personal plan to develop culturally, emotionally and socially intelligent behaviours that have direct correlation with personal and organisation success



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The Neuroscience of Mindfulness



Introductory

For practitioners who would like a good foundation to improve their skills.



2 CPD Hours

Mindfulness is a state of active, open attention on the present. When you're mindful, you observe your thoughts and feelings from a distance, without judging them good or bad. Instead of letting your life pass you by, mindfulness means living in the moment and awakening to experience.

This two hour in-house session is designed to give delegates an introduction into the various aspects of Mindfulness and how it can be used in everyday life, both professional and personal.

Session outline

- Introduction and scoping of delegates current knowledge
- Overview of the background to mindfulness
- Overview of the neuro-psychology of why and how it works
- Introduction to ways you can use Mindfulness
- Online resources
- Interactive practice session



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Managing Yourself and Others During Conflict



Introductory

For practitioners who would like a good foundation to improve their skills.



2 CPD Hours

Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone as conflict is a part of daily life.

Managing conflict is not easy – it requires self-awareness, solid communication skills, the motivation to resolve uncomfortable situations, and the ability and confidence to enter into a 'Crucial Conversation'.

During these situations the need to claim and negotiate ones personal space (physical and emotional) is important. Being able to verbally and nonverbally communicate positive and negative feelings without violating the dignity of others is vital to successfully navigating relationships and conflict. This type of behaviour is called assertive behaviour.

Assertive behaviour utilises methods of communication which enables you to maintain self respect, pursue your needs, and communicate your rights without abusing or dominating others.

This interactive workshop will cover:

- Understanding your conflict style and insight into what your emotional triggers are
- How to prepare for difficult situations , think it through, and the nature of conflict
- How to adjust your style to suit the situation
- How to transform anger and hurt feelings into powerful dialogue
- How to create and display constructive "Above the line behaviours"
- How to listen and reflect to validate and respect others
- How to be persuasive, not abrasive
- New techniques and tools to create "Crucial Conversations"



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Step In and Speak Up



Introductory

For practitioners who would like a good foundation to improve their skills.



2 CPD Hours

We may on occasion see, hear, or experience errant or unprofessional behaviours in the workplace.

These types of behaviours have a tangible negative impact on individuals and the workplace, affecting engagement, productivity, and performance. By stepping in, speaking up, and challenging these behaviours we help create a safe and healthy environment where we can grow and develop.

The Step In and Speak Up programme is designed to help and encourage anyone who experiences or witnesses unacceptable behaviour to Step In and Speak Up. The session also encourages the creation and celebration of positive and constructive behaviours.

In this two-hour interactive workshop participants learn skills and methods to make these challenging conversations safe, grounded, and intentional. The workshop is built on adult-learning principles: Participants not only learn the concepts and skills, to Step In and Speak Up, they also practice the skills by using real live situations.



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Managing a Multigenerational Team



Intermediate

For experienced practitioners who have a sound understanding but would like to further improve their skills.



3 CPD Hours

Whilst the fundamentals of leadership (purpose, achievement, trust, commitment, accountability, results, and engagement) don't change what in fact changes is how each generation expresses these needs and their expectations of how their employers fulfil them.

Research from Harvard University shows organisations that embrace and integrate diversity are more creative, innovative, and ultimately productive.

McKinsey research also determined that public companies "in the top quartile for generational, racial, and ethnic diversity are 35 percent more likely to have financial returns above national industry medians." (Forbes)

This 3-hour session will give participants the opportunity to understand the concepts of Generational Literacy, Unconscious Bias, and Emotional Intelligence and their impact on personal, team, and organisational success.

Participants will:

- Recognise, understand, and respect generational differences and commonalities
- Anticipate common generational clash points and develop strategies to navigate them
- Identify how generational differences may affect communication and teamwork
- Increase awareness for different generational needs and motivations
- Capitalise on common values and goals
- Be aware of, and check organisational and individual unconscious bias
- Build relationships across generations
- Create a framework/plan to deliver personal, team, and organisational results
- Create a framework for fostering multi-generational collaboration, leading to more engagement
- Distinguish between a generational problem and a common management problem

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Managing a Multigenerational Team Continued...

Session Outline:

Understanding the impact of generational differences:

- Recognise the four generations that make up the workforce
- Describe meaningful differences among the generations in their workforce and the origins of those differences
- Recognising what the generations have in common
- Understand the appropriate communication and management preference for each generation in order to best manage and motivate them
- Analyse scenarios that could be interpreted differently due to generational differences

Understanding the impact of unconscious bias:

- Recognising and mitigating unconscious bias
- The effect of projecting your values onto others
- Learning to adapt your behaviour in ways that will create a more productive, diverse, and inclusive working environment

Understanding emotional intelligence:

- Becoming more aware: Noticing how you think, what you do, and your impact on others
- Becoming more intentional: Managing your thoughts and behaviours to drive engagement and performance
- Becoming more purposeful. Planning, leading, and role modelling

The session involves the concepts of adult learning theory, being that learners:

- Are internally motivated to learn—they choose the topics they are interested in
- Need to know the reason why a particular piece of information is important for them to learn
- Want to apply new skills and knowledge immediately in real world situations; they generally learn best by doing
- Want to draw upon their past experience to put the new information they are learning into their own real world context
- The 70:20:10 learning and development model

70%

of learning comes from experience, experiment and reflection.

20%

derives from working with others.

10%

comes from formal interventions and planned learning solutions.

Whilst the classroom session delivers the formal learning, 10%, the additional 90% will be attended to by practical exercises, ongoing reflection, measurement, coaching, workplace projects, and experience.



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Adaptive Resilience – Maximising Wellbeing and Performance

Managing and Navigating Stress and Change at the Individual and Community/Team Level



Advanced

For practitioners who can demonstrate an advanced level of knowledge but would like to continually refresh and build on their experience.



2 CPD Hours

Working with the latest research and data around the neuroscience associated with resilience, learn not only to survive but thrive personally and at work. Adaptive Resilience enables people to harness pressure and use it to their advantage, meaning that they can persevere, adapt, grow and learn from any situation or challenge.

Having completed the Neuroscience of Resilience Workshop, develop a deeper understanding of your personal triggers, stress tipping point and coping strategies. Build optimism and resilience habits therefore maximising well-being and performance.

Start to consider how you and your community/team can manage change, pressure and build resilience.

Create a personal well-being and resilience plan with measurable goals.

- Reconnect with the neuroscience of positive change and stress vs negative change and stress (as viewed from the lens of self and others)
- Assess your personal resilience and well-being

- Learn optimism to challenge pessimistic thinking
- Develop flexible thinking – The chemistry of “Realistic Optimism”
 - threat vs challenge
 - overthinking vs connecting
 - multitask focus vs single task focus.
- Rewire old patterns
- Create social support and connection
- Develop your strengths to strengthen well-being and resilience
- Build and maintain resilience habits – Importance of personal goals and drivers
- Maximise performance under pressure
- Develop “Community/Team well-being and resilience”.

PRICE = \$3,000 (PLUS GST)



Workshop – Approximately 2 hours long

Individual, small group then large group work (depending on size of group). Incorporates and expands upon concepts from the Neuroscience of Resilience Workshop.



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Correct as of July 16, 2020 10:16 AM