



The Body Shop Testimonial

Mental Resilience talk

November 2018

The Client: The Body Shop

The Need: The departmental HRBP and Katherine Maskell, L&D Specialist, were responding to a request for a one hour talk on the topic of Mental Resilience when they approached us to discuss providing the short talk. A department within The Body Shop were feeling large amounts of pressure due to forthcoming deadlines and so needed something that would support the team, not take too much time out of their busy schedules and would be easy to apply. The HRBP wanted a talk that would provide practical tools and techniques to help build their resilience during this extra busy time.

What we did:

A one hour interactive talk on Mental Resilience.

We provided an interactive and engaging 60 minute talk on how to build Mental Resilience. The talk covered a multitude of tips, tools and techniques to help attendees' manage pressure and build resilience. The talk covered:

- Identifying symptoms and triggers of the stress response
- A practical way to use Emotional Intelligence
- A tool for managing mindset
- A technique for improving time management
- Mindfulness practise

The outcome:

There was standing room only as the talk attracted a higher number of attendees than anticipated! 100% of the feedback received from the event scored the facilitator as excellent and stated that the activities helped embed the learning. In particular attendees commented on the usefulness of understanding the difference between stress and pressure, needing to remember to let go of what we can't control and the importance (and proven benefits of) regular breaks. Attendees also commented that they would have liked a longer session. Katherine Maskell and the HRBP also attended the session and were impressed with how much could be covered in an hour, how interactive the session was and the positive vibe amongst the delegates. A further session is anticipated as wellbeing is a high priority for TBS, its employees and its values.