



**ORGANISATIONS**  
INTO Learning Workplaces

**TOWARDS A HOLISTIC TRANSFORMATION OF  
ORGANISATIONS INTO LEARNING WORKPLACES**

**Work Package: 6**

**Work Package Title:** Development of Employees – Positive Attitude towards Learning Workplaces and Transversal Skills’ Training

**Activity Title:** 6.5 Design of the Training Curriculum “6 Top Transversal Skills for Employees” – Module 3

**Coordinator:**

**MMC** Mediterranean  
Management Centre

**Partners:**



CYPRUS  
CHAMBER OF  
COMMERCE AND  
INDUSTRY



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Valencia



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## Contents

Curriculum of the Workshop: .....	3
“6 Top Transversal Skills for Employees” .....	3
1. Aim .....	3
2. Learning Outcomes .....	3
3. Duration .....	4
4. Training Method .....	4
5. Topics .....	4
6. Training Techniques .....	7
7. Evaluation of the Workshop (All Modules) .....	12

## Curriculum of the Workshop:

# “6 Top Transversal Skills for Employees”

### Module 3: Resilience and Time Management

#### 1. Aim

Resilience exists when a person can bounce back and thrive from major challenges. It is often tested when stress factors arise in everyday life and when trauma or tragedy strike. Stress is not the only factor that can test a person’s resilience; however, how a person handles stress is a strong indicator of their ability to bounce back. Resilience is a key strategy that helps employees tackle stress, a competitive job market, workplace conflicts, and address challenges on the job. Good time and stress management skills can impact significantly the level of resilience of a person. Improving resilience is important because employees identify work as the number one stressor in their lives.

#### 2. Learning Outcomes

After the completion of the workshop, the participants will be in a position to:

##### In terms of knowledge

- Explain the importance of a resilient and “healthy” workplace.
- Name five principal skills of a resilient person.
- Relate resilience with mental health.
- Describe the main principles of time management (Eisenhower matrix).
- List different types of stressors.
- Describe the condition of occupational burnout.
- Describe the causes and consequences of the boreout syndrome.
- List the types of harassment in the workplace.

##### In terms of skills

- Apply resilience strategies.

- Set SMART goals.
- Differentiate between short, medium, and long term objectives.
- Use tools, such as a 'master list', to support the organisation of work and prioritisation of tasks.
- Identify symptoms of burnout.
- Identify ways to prevent and handle burnout.
- Spot the early signs of boreout.
- Apply techniques to overcome boreout.
- Recognise and deal with workplace harassments.

**In terms of attitudes**

- Deal with changes/challenges in the workplace effectively.
- Establish clear priorities and objectives both at work and in one's personal and social life.
- Practise a safe and supportive organisational culture.

### 3. Duration

**Module 3 – Resilience and Time Management: 6.5 hours.**

### 4. Training Method

- Classroom Learning
- Synchronous Electronic Learning
- Asynchronous Electronic Learning
- Blended Learning

### 5. Topics

#### Introduction to the Workshop

- Ice-breaking Activity
- Introductions

- Introduction to the Project
- Rules
- Aim and Objectives
- Structure

## **Module 3: Resilience (6h)**

- **Energiser: What is it like to work where you work? (10')**
- **Introduction to the Module (10')**
- **Section 1 – Resilience (100')**
  - The resilient workplace
    - Definition of resilience and its impact in the workplace
    - Types of resilience
  - Resilience skills
    - Overview of resilience related skills
    - Characteristics of a resilient workplace
  - Mental health at the workplace
    - Resilience and mental health at the workplace
    - Mental health at work
    - Activity: Is your organization doing enough to promote positive mental health at work?
  - Resilience strategies
    - Steps to building resilience in the workplace
  - Challenges of changing in the workplace
    - Dealing with change
- **Section 2 – Time Management (70')**
  - The Eisenhower's principle
    - Eisenhower's principle definition

- How to use Eisenhower’s principle?
- How to focus on Your Priorities?
- How to overcome busyness?
- SMART goals
  - How to Make Your Goals Achievable?
  - How to stop procrastinating?
  - How to say “no”?
  - Activity: Say no!
- **Section 3 – Stress Management, Burnout and Boreout (100’)**
  - Types of stressors
    - Definition of stressors
    - Activity: Think of stressors examples
  - Common pressures and how to manage them
    - Time stress
    - Anticipatory stress
    - Situational stress
    - Encounter stress
    - Activity: Explore alternative reactions to everyday hassles
  - Burnout and Boreout
    - Definitions of the burnout and the boreout syndrome
    - The burnout syndrome: symptoms, causes and consequences
    - The boreout syndrome: symptoms, causes and consequences
    - Activity: The starfish
- **Section 4 – Workplace Harassments (50’)**
  - Definitions of workplace harassments

- What is harassment and how does it differ from bullying?
- Types and examples of harassments in the workplace
- Commonly harassed individuals
- Expressions of harassment
- Dealing with workplace harassments
  - Activity: Discussion based on “The Ninny” by Anton Chekhov
  - Tips for dealing with workplace harassment
- **Conclusion (10’)**
  - Discussion: What are you considering to change in the way you work?
- **Revision (10’)**
  - Revision Questions
    - Questions and Answers

## Evaluation of the Workshop

## Closure of the Workshop

### 6. Training Techniques

## Module 3: Resilience (6h)

### Section 1 – Resilience (100’)

Topics	Estimated Duration	Training Technique	Tools and Material
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<b>The resilient workplace</b> - Definition of resilience and its impact in the workplace - Types of resilience	15'	- Lecture with the use of the PPT presentation	- PPT presentation
<b>Resilience skills</b> - Overview of resilience related skills - Types of resilience - Characteristics of a resilient workplace	25'	- Lecture with the use of the PPT presentation	- PPT presentation
<b>Mental health at the workplace</b> - Resilience and mental health at the workplace - Mental health at work - Activity: Is your organization doing enough to promote positive mental health at work?	35'	- Lecture with the use of the PPT presentation. -Activity with the use of PPT presentation and Google forms	- PPT presentation - Google forms
<b>Resilience strategies</b> - Steps to building resilience in the workplace	10'	- Lecture with the use of the PPT presentation.	- PPT presentation
<b>Challenges of changing in the workplace</b> - Dealing with change	15'	- Lecture with the use of the PPT presentation.	- PPT presentation

## Section 2 – Time Management (70')

Topics	Estimated Duration	Training Technique	Tools and Material
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<p><b>The Eisenhower's principle</b></p> <ul style="list-style-type: none"> <li>- Eisenhower's principle definition</li> <li>- How to use Eisenhower's principle?</li> <li>- How to focus on Your Priorities?</li> <li>- How to overcome busyness?</li> </ul>	20'	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> </ul>
<p><b>SMART goals</b></p> <ul style="list-style-type: none"> <li>- How to Make Your Goals Achievable?</li> <li>- How to stop procrastinating?</li> <li>- How to say "no"?</li> <li>- Activity: Say no!</li> </ul>	50'	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation</li> <li>- Individual activities with the use of scenario cards</li> <li>- Discussion on the individual activities results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> <li>- Scenario cards</li> </ul>

**Section 3 – Stress Management, Burnout, and Boreout (100')**

Topics	Estimated Duration	Training Technique	Tools and Material
<p><b>Types of stressors</b></p> <ul style="list-style-type: none"> <li>- Definition of stressors</li> <li>- Activity: Think of stressors examples</li> </ul>	35'	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation</li> <li>- Group activity with the use of whiteboard or Google JamBoard</li> <li>- Discussion on the group activity results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> <li>- Whiteboard</li> <li>- Whiteboard markers</li> <li>- Google Jamboard</li> </ul>

<p><b>Common pressures and how to manage them</b></p> <ul style="list-style-type: none"> <li>- Time stress</li> <li>- Anticipatory stress</li> <li>- Situational stress</li> <li>- Encounter stress</li> <li>- Activity: Explore alternative reactions to everyday hassles</li> </ul>	30'	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation</li> <li>- Individual activity with the use of scenario cards</li> <li>- Discussion on the individual activity results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> <li>- Scenario cards</li> </ul>
<p><b>Burnout and Boreout</b></p> <ul style="list-style-type: none"> <li>- Definitions of the burnout and the boreout syndrome</li> <li>- The burnout syndrome: symptoms, causes and consequences</li> <li>- The boreout syndrome: symptoms, causes and consequence</li> <li>- Activity: The starfish</li> </ul>	35'	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation</li> <li>- Group activity with the use of whiteboard or Google JamBoard</li> <li>- Discussion on the group activity results</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> <li>- Whiteboard</li> <li>- Whiteboard markers</li> <li>- Google Jamboard</li> </ul>

**Section 4 – Workplace harassments (50')**

Topics	Estimated Duration	Training Technique	Tools and Material
<p><b>Definitions of workplace harassments</b></p> <ul style="list-style-type: none"> <li>- What is harassment and how does it differ from bullying?</li> <li>- Types and examples of harassments in the workplace</li> <li>- Commonly harassed individuals</li> </ul>	20'	<ul style="list-style-type: none"> <li>- Lecture with the use of the PPT presentation</li> </ul>	<ul style="list-style-type: none"> <li>- PPT presentation</li> </ul>

- Expressions of harassment			
<b>Dealing with workplace harassments</b> - Activity: Discussion based on “The Ninny” by Anton Chekhov - Tips for dealing with workplace harassment	30’	- Videos’ display - Story reading - Discussion with the use of PPT presentation - Lecture with the use of the PPT presentation	- YouTube video - Printed copies of the story - PPT presentation

### Conclusion (10’)

Topics	Estimated Duration	Training Technique	Tools and Material
<b>Discussion: What are you considering to change in the way you work?</b>	10’	- Discussion with the use of PPT presentation	- PPT presentation

### Revision (10’)

Topics	Estimated Duration	Training Technique	Tools and Material
<b>Revision Questions</b>	10’	- Questions and Answers with the use of the PPT presentation	- PPT presentation

## 7. Evaluation of the Workshop (All Modules)

The quality of the workshop will be assessed by collecting and analysing feedback from both the participants and the trainers.

The evaluation results will be collected through questionnaires which will cover different aspects of the action, such as the organisation of the workshop, the content and material of the workshop, and the attitude of attendees towards Learning Workplaces.

The questionnaires will be distributed to the participants and trainers either in online or in printed form.

Two types of reports will be produced from the information collected:

- Evaluation reports at partner country level, including also the results of the attitude tests.
- One report including aggregate data from the evaluation and the attitude tests from all the partner countries as well as recommendations for changing the attitude of employers towards Learning Workplaces deriving from the data collected from all the partner countries.