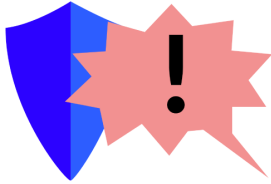


Trainings

Resilience Training



This Training course facilitates the acquisition of stress management techniques, with a particular focus on effective communication in crisis situations.

Duration: 1 day

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Target group: IT experts (software developers, sysadmins)

The Training sessions are usually held in German. Please contact us if you are interested in Training sessions in English.

In our day-to-day life as IT professionals, it's becoming increasingly important to be able to manage stressful situations. Perhaps the production system is down, and it has to be brought back online as soon as possible. Perhaps that long overdue feature has to be completed by tonight, but it's still buggy. It's always at the very moment when you actually need calmness and a cool head that things tend to get hectic. Reactions range from running around like a headless chicken to being paralysed with shock to engaging in frenzied activity – and all with the very best of intentions.

Communicating information tends to fall by the wayside at such moments – but it's precisely the key which is needed to unlock complex problems.

In this workshop, we will look at stress triggers, different types of stress, and communication traps – and how we can work towards keeping a clearer head in stressful situations.

Agenda

inovex's resilience Training course is conducted remotely and consists of five modules spaced out over the course of a single day. The course takes place completely in a virtual whiteboard environment via video conference – thus avoiding the dreaded "death by slideshow"! Instead, participants take turns working on developing content and solving group tasks.

The focus is on communication in critical situations, but we will also cover what stress means for each person individually. The theoretical modules are rounded off with practical exercises to enable participants to apply and reinforce what they have learned.

Module 1: Human Anatomy and Background Information

Contents:

- Overview: the anatomy & physiology of the human brain
- The sympathetic and parasympathetic nervous systems
- Stress: adrenaline and cortisol

Objective:

The participants learn the general structures of the brain and body. They learn to understand the connections between adrenaline, cortisol, and the central nervous system and to relate everyday experiences to these interactions.

Module 2: Communication and its Traps

Contents:

- Communication models
- Communication during critical incidents in the aviation sector
- Misplaced focus
- Common traps in high stress situations
- Situational awareness

Objective:

The participants learn to identify and understand different communication models, such as Schultz von Thun's four-sides model. Examples from the aviation sector are discussed, including the factors which led to insufficient communication in each case. We will also look at the various types of error which lead to insufficient communication.

This module teaches participants to identify different types of communication and helps them to respond more effectively to them in their daily work. They also learn to recognize and avoid communication errors.

Module 3: Perception and Stress

Contents:

- Stress as a subjective model
- Resources to help you cope with stress
- A look at Crew Resource Management

Objective:

Participants learn to identify stressors and to understand why stress is subjective. They can use stress management techniques to alleviate acute situations. We will examine the topic of Crew Resource Management from the aviation sector, particularly how it relates to effective communication.

Module 4: High-Stress Relief Techniques**Contents:**

- Collection and review of stress mitigation tips
- Different types of stress

Objective:

The high-stress relief techniques give participants strategies for mitigating acute stress. Participants also learn to identify and recognize different types of stress.

Module 5: Live Training**Contents:**

- Applying communication in critical situations

Objective:

In this module, the participants will apply the knowledge gained in modules 1-4 to specific situations. After completing a very short series of exercises, we will discuss what can be improved and whether content from the modules can be identified.

Please note:

Participants must bring their own laptops to the course.

If possible, the course will be held on-site and in person. Depending on the applicable COVID-19 regulations, the course can also be held remotely.