



What Is Resilience?

Resilience is the ability to successfully adapt and recover in the face of adversity and stress, and maintain performance in the face of change. Resilience skills provide a reservoir of resources—such as social connections, the ability to draw on strengths, and having a sense of purpose—that strengthen our personal and professional performance and well-being. Resilient communities provide the opportunity for everyone to flourish and reach their full potential. The good news is that resilience can be improved through well-structured training and interventions, resulting in large, measurable effects on a range of performance and health outcomes, including greater engagement, reductions in stress symptoms and burnout, and greater ability to navigate change, adapt, and recover after stressors. 49North offers a 3-part series of workshops that strengthen resilience—providing concrete skills grounded in science and easy to apply.

Mental Armor Programs

Purpose

The purpose of 49 North’s Mental Armor training is to help first responders, members of the military and others working in high operational stress environments learn skills and strategies that can help them become more resilient in both their personal and professional lives.

Rationale

Serving in law enforcement, the military, and other first responder jobs can be physically and emotionally challenging. Long hours, high demands, danger, and responding to complex and often ambiguous encounters can contribute to stress and burnout. Personnel who work in high operational stress environments can experience greater fatigue, absenteeism, higher blood pressure, and have higher rates of attrition—often exacerbated by social isolation. First responders operating under severe or chronic stress are also at greater risk of error and overreaction that can compromise their performance or public safety.¹

Research has shown that specific skills can enhance resilience and counterbalance the stressors associated with working under high operational stress.¹ Resilience—or the ability to withstand, recover, and grow in the face of stressors and changing demands—is not one specific skill; it is a set of resources and skills that promotes effective problem-solving, adaptability, positive coping, self-regulation, and social support. First responders who are more resilient are better equipped to handle the cognitive and emotional challenges in high operational stress environments. They are also more likely to maintain an effective level of performance when facing challenges and setbacks, and return to their baseline functioning after being exposed to stressors or traumatic experiences.

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or visit us a www.mymentalarmor.com

What's Included in 49 North™ Resilience Training?

Keynotes

49 North provides a one to three hour presentation focusing on why resilience matters and at least one skills that participants can begin to use immediately to strengthen resilience.

Suggested Target Audience: Executives, Leadership, and Staff

Workshops

49 North provides one or two day experience that provides concrete skills grounded in science and easy to apply. focusing on why resilience matters and at least one skills that participants can begin to use immediately to strengthen resilience.

Suggested Target Audience: Executives, Leadership, and Staff

Train the Trainer Program

We provide a 3-day program to help training professionals deliver the resilience program within their organization. To be certified to train a 49 North Resilience program, staff participate in one of the programs (Mental Armor, Resilient Workplaces/Healthcare, Resilient Families, or Resilient Leaders), and then complete a three-day course of expert instruction on how to deliver the program within your organization. This approach allows for sustainability and the additional course ensures high-quality delivery from internal trainers. Participants who complete the train-the-trainer course are licensed to deliver the 49 North Resilience Skills to employees of their organization and support employees' resilience on an ongoing basis.

Suggested Target Audience: Influencers and leaders who have completed the workshop experience

Our Keynote and Workshop sessions include:

- **Needs assessment:** Our team will work with your in-house staff to understand your organizational goals and tailor the content to meet your needs. We have provided resilience training packages that address specific key transition points or periods of vulnerability (e.g., adapting to a changing organizational structure or business model; strengthening communication and collaboration; strengthening goal setting and accountability) or specific challenges. We customize the training package to address areas of challenge and strengthen resilience.
- **Full course training guide:** We provide a training manual that includes resources and tools that training participants will refer to long after the training. The manual includes the interactive activities, and resources that participants will continue to use after the training.
- **For Keynotes: One post-training coaching calls** with lead instructor to answer any on-going questions
- **For Workshops: Two post-training coaching calls** with lead instructor to answer any on-going questions
- **Pre- and post-course evaluation findings:** customized to measure targeted outcomes

Our Train-the-Trainer program includes:

- All materials provided in the workshops
- A comprehensive instructor's manual and additional resources for implementing the program.
- Slide decks and videos for delivering the Resilience Program
- A license to deliver the resilience program in your organization for a one-year period
- Discounted rates on printed participant guides for all resilience programs
- Ongoing technical assistance after the course to support implementation of the program within your organization
- One refresher session for certified trainers
- Support for evaluation activities, including organizational pre- and post-training analytics

Our Mental Armor™ Skills Online program includes:

- Comprehensive Resilience Skills Certificate Course ([View Introduction Video Online](#))
- Anonymous Mental Strengths Assessment for Individuals and Collective Agency



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