Developing a Resilient Workforce

Course Description:

Developing a Resilient Workforce is the seventh course in the Essentials of Organizational Resilience Series.

No one can argue today's workplace environment is becoming more turbulent. In the midst of this hectic arena, employees and management alike are looking for answers to help them improve performance.

The bedrock of organizational resilience is the organization's workforce. People who are properly selected, motivated, equipped and led will overcome almost any obstacle or disruption.
To harness people's incredible ability to lead and respond during trying circumstances requires a systematic strategy for people selection and people support.

This course includes specific guidelines on how resiliency can be measured, developed, and managed for performance in order to increase the resiliency of your workforce.

Learning Objectives

As a result of completing this course, students should be able to:

- Describe the importance of a resilient workforce
- Assess the strategies necessary for building a resilient workforce

Delivery Structure/Course Requirements

There are 3 options for course delivery for each of the 10 courses in the series. For *each course* the requirements are as follows:

Instructor led in-house training: Includes 7 hours of live and interactive class presentations, discussions, and activities. Concludes with a 1000 word essay.

Interactive online: Includes an audio-visual presentation (approximately 1 hour in length for each course), 60-100 pages of assigned reading, participation in an online discussion group with the instructor and other students, and a 1000 word written response to a question.

Self-study: Includes course book, 60-100 pages of additional assigned reading, written submission of a discussion question (100-200 words), and a 1000 word written response to a question.

Table of Contents
• **Resilient workforce defined**
• **Business impacts of a reduced workforce**
• **The impact of crises and disasters on the workforce**
• **Relationship between stress and resilience**
• **Personal resilience and the workforce**
• **Measuring resiliency in the workplace**
• **Positive organizational behavior**
• **Characteristics of resilient people**
• **Increasing / developing employee resilience**
• **Workforce resilience planning strategies**

Certification and Credentialing
Successful completion of the Essentials of Organizational Resilience 10-Course Series is the first step in eligibility for credentialing as a Certified Organizational Resilience Professional (CORP) offered by ICOR.

To find out more, about the credentialing application process, visit our website at www.theicor.org/pages/candc.html

Essentials of OR was developed by BCS, Inc., a consulting firm specializing in providing business continuity, disaster recovery, & crisis management training & consulting.
www.businesscontinuitysvcs.com

For more information
about ICOR's courses, go to
www.theicor.org
or call 866.SOLVE21 (765.8321)

The International Consortium For Organizational Resilience