



Personnel Support Aviation Limited

Calderpark House - 63 Calder Street
Lochwinnoch - PA12 4DG

Enabling Human Factors

Training in: Human Factors - Resilience - Post Incident Support

PSA delivers the 1 day training course **Resilient Leadership online** from 8.30am – 4.30pm.

Course Description

In times of crisis and adversity leadership is essential. The ICISF accredited course **Resilient Leadership** is a unique science based program which prepares leaders to create an organisational culture of resilience. Frontline leaders/managers will find Resilient Leadership especially useful. Topics include resilience oriented communications, the four characteristics that separate effective crisis leaders from others, and common mistakes leaders make.

Learning Objectives

Students will be able to:

- Define and recognise resilience.
- Define and recognise a resilient organisational culture.
- Define the two covenants of Resilient Leadership.
- Define the four core pillars of Resilient Leadership.
- Practice Resilient Leadership by implementing 20 specific Resilient Leadership prescriptions (specific practical measures) to create a “culture of resilience.”
- Avoid the “7 deadly sins” of leadership.

1 Day Course

7 Contact Hours: 0.7 General CEUs from University of Maryland, Baltimore County (UMBC) Dept. of Emergency Health Services Professional and Continuing Education (PACE)

*Based on a formula of 1 Continuing Education Unit for every 10 contact/classroom hours.

Course participants will receive a copy of the ICISF workbook and ICISF/University of Maryland certificates of participation.

Cost

Registration: £250.00 + VAT (public/third sector discounted rate £220 + VAT), payable in full by bank transfer/cheque, 2 weeks in advance of course starting to secure a place.

Registration is non-refundable but if a participant is unable to attend the course, a place will be offered on a future course. Limited places available, please email contact@psa-ltd.com to book.