



## Module 1 – Rebuild Your Employee Reputation & Increase Resilience



### Reasons to Attend

Whether we are talking about online or in-person working conditions that you have adopted, creating a positive work culture in our business environment is essential for any organization's goals related to success. The course will help you identify causes of workplace negativity, encourage open communication in your teams, and create a culture of respect and growth, while aligning it with your organizational goals. The course material and resources ensure that attendees improve their awareness and hence, their engagement level within the minimizing stress for success methodology of their organization.

### Course Methodology

The course is designed for both individuals and companies. It is divided into independent modules and is adjusted to the number of attendees. In a group course, attendees gain all strategies for minimizing workplace negativity through role-plays, group activities, and cases that are included for each module to strengthen participants' ability to transfer the knowledge into the work environment.

### Content

#### 1. Clear and open communication

A key reason why tensions arise in the workplace is the lack of open and safe communication for employees. We all have goals we wish to accomplish and to be able to do so, the first thing is conveying them clearly and adequately to all relevant sides. This is about how to keep open communication channels across your teams, with special attention to the impact of managers with employee communication on overall productivity and clients' satisfaction.

#### 2. Everyone wants more

While it is true that employees do not want more workload, what they actually want is an opportunity for growth and putting their skills into practice. At some point, they will want to know what else is there for them, what opportunities or positions they can explore within your organization. If employees feel secure about their prospects for growth and believe that the



organization has their best interest in mind, they are more receptive to organizational decisions. This helps minimize negativity and drives greater support and cooperation for work-related goals.

### **3. Trust, transparency, and fairness always count**

While change is the only constant in today's business context –it can often set off discontentment and unease within employee groups. Underground rumors of impending layoffs, pay cuts and deferred promotions can distract employees, and make them feel anxious. This is about how to have employees stay respectful of the work culture and demonstrate increased cooperation and harmony. If they feel like a valued part of an organization, to whom you talk openly even on more difficult topics, first of all, they are more likely to understand your reasons and then to accept your decisions.

### **4. All of us should learn in order to be better leaders**

Employees relate to the organization in the same way that they relate to their immediate manager – when they have a positive rapport with their manager, they also experience positive feelings towards the workplace. Having adequate people on leading positions decreases stress at your employees and thus improves the quality of interpersonal relationships within the company. We would rather deal with improving our products and thinking of ways to thrive in today's market than to spend energy on solving internal conflicts that are typically time and money exhausting.

### **5. Ensure competence is about real-time appreciation**

Creating a valid and meaningful compensation system takes time, however there is a variety of ways to show appreciation to your employees without having to adjust budgets much. When employees feel their contribution is recognized inadequately or rewarded unfairly, they are likely to feel considerably demotivated and bring down energy levels across the organization. Ensuring reward systems that are meaningful and tailored to support employee aspirations inspires confidence and trust, and is undoubtedly the key to a happy and positive workforce.

### **6. Job flexibility for resilience and better results**

Employees who are entrusted and given more freedom at work are highly appreciative of their flexible managers/employers. Thus, in return, employees will build on this approach and give in their maximum effort to meet their manager's expectations while also being flexible themselves with what is asked of them. In fact, many research repeatedly found that workplace elements



relating to flexibility, work-life balance, and friendly culture are on the radar for the majority of job seekers today

## 7. Well-being strategies

It is crucial to recognize the needs of employees whether they are working remotely or are already back to work in a changed setup, with new policies and strategies to implement, that impact their job responsibilities, all factors that contribute to increased stress. What makes an individual resilient to changes and what makes organizations resilient is covered and supported with evidence-based strategies to improve the general well-being and organizational health.

### Course Objectives

By the end of the course, participants will be able to:

- Identify key contributors to stress at work ✓
- Consequences of stress at work ✓
- How to be resilient at work ✓
- Well-being strategies and why do them at work ✓
- Gain skills to create a positive work atmosphere ✓
- Communicate your purpose positively and effectively ✓

### Target Audience

Employees in any functions in their organizations, HR team members and HR leaders who want to build a positive work culture in their organizations; 1<sup>st</sup> and 2<sup>nd</sup> level managers and other stakeholders; Individuals who would like to learn well-being techniques and reduce workplace stress for themselves and others.

**Certificates:** By the end of every course, attendees will be awarded a certificate for successful attendance or accomplishment, provided by Kitanovski consulting.

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