

UNSHAKEABLE at Work

Reducing the risk of psychological harm by
developing empowered Teams

Recent and current clients include:



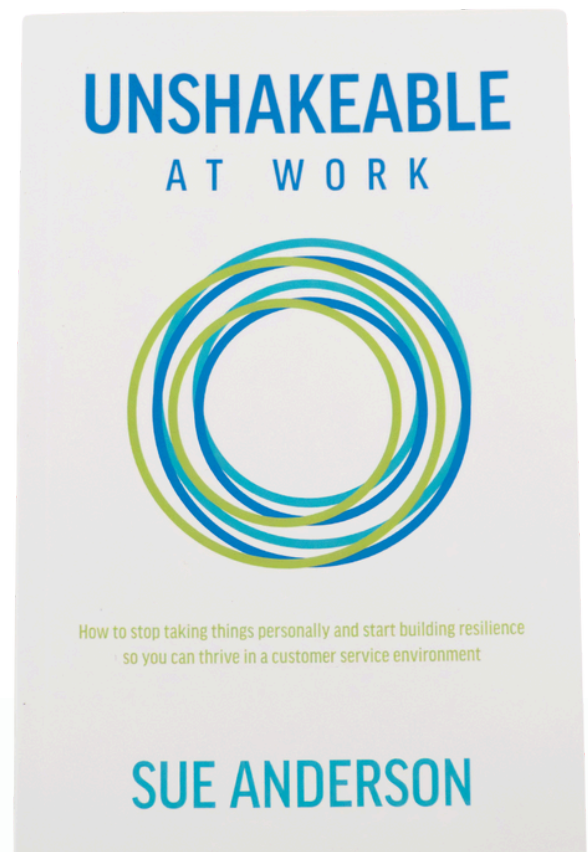
Reducing the risk of psychological harm by developing empowered Teams.

Workshop Outcomes:

- As a Leader, you want to reduce the risk of your Team being harmed by **psychosocial hazards** in the workplace.
- You want your Team to have the skills and knowledge to be **empowered** to speak up, ask questions and communicate with influence.
- You would like your Team to have more tools and strategies to handle **emotionally challenging** situations.
- You would like your Team to be more empowered to care and have empathy, but **not take on the emotions** of others.
- You want to support your Team, and provide a **psychologically safe workplace**.

Potential Topics Covered:

- **Empowerment:** Specifically, Four Personal Powers.
- **Emotions:** The power of naming and processing emotions, therefore having more choice to choose how to respond (rather than react).
- **Esteem:** A powerful new way of considering confidence and esteem.
- **Amours of Self Protection:** How to identify them in self and customers, how to reduce them.
- **Understanding Psychosocial Hazards:** Strategies for identifying and reducing the risk of harm to self and others.



With the level of uncertainty, complex change and ongoing challenges, employees more than ever are having to become more empowered and Unshakeable.

According to 2021 research conducted by Smiling Minds:

- Four in five Australians reported experiencing stress, anxiety or depression in 2021, showing a significant increase from 2020.
- 78% of Australians experienced poor mental health over the past year.
- 34% of respondents agreed that since COVID-19 their mental health had declined.
- 35% Similarly, over a third indicated that they were still struggling with the impacts of the COVID-19 pandemic on their mental health.



In 2021 -

- 62% of Australians reported feeling stressed.
- 57% of Australians reported feeling anxiety.
- 45% of Australians reported experiencing depression.

**Source: Smiling Mind, 2021, 'State of Mind - An annual check-in on the mental health and wellbeing of Australians'.*



We have an opportunity to improve resilience so our Team is better protected from psychological and psychosocial risks.

Unshakeable Individuals are empowered to choose how they respond to challenge, change and uncertainty.

	Feeling	Focus	Choice
Empowered	Unshakeable	Choice	80-99%
	Strong	Courage	60-80%
	Stable	Confidence	40-60%
.....			
Disempowered	Stressed	Connection	20-40%
	Shakeable	Care	0-20%

Shakeable:

Individuals who are shakeable have the highest risk of being negatively affected by customers. They feel dis-empowered and dis-engaged. They react to challenge and change. They need to focus on care because they are in danger of burnout or leaving the organisation.

Stressed:

If individuals are feeling stressed their productivity and engagement is reduced. According to Dr. Bruce Perry, connection is the best buffer to stress. It's important they connect with themselves, their purpose, their teams, and their organisation.

Stable:

Individuals at the stable level have good days and bad days. Their productivity is inconsistent. Their confidence is on rocky ground. It's important they build up their confidence to avoid slipping down into the stressed or shakeable level.

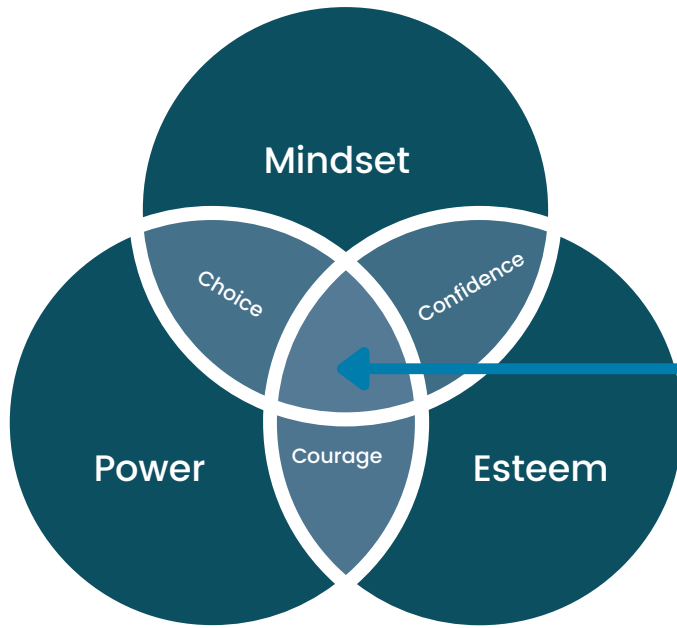
Strong:

When individuals are strong, their next challenge is increasing their courage to have the often-difficult conversations that need to be had, and back themselves as they make courageous decisions. They courageously face challenge and change head on.

Unshakeable:

Unshakeable individuals have the lowest risk of being negatively affected by Customers. They feel empowered and engaged. They have choice in how they respond to challenge and change. They are in the best position to support their peers.

Unshakeable at Work



UNSHAKEABLE

Mindset:

Concentrates on the individuals developing useful beliefs, thinking styles, and increasing flexibility in their thinking. The benefit will be individuals who are more open to listening to others, more flexible, and more self-aware.

Power:

Focuses on the individuals' power to choose and be responsible and accountable for their beliefs, emotions, actions, and words.

Esteem:

Explores how individuals choose to value themselves and consider themselves as worthy. They learn to separate their self-worth from their performance. This means they are better equipped to face challenges and setbacks.

Confidence:

Individuals will feel more confident in their role, have the difficult conversations often avoided. Lack of confidence in their role results in poor performance and engagement.

Courage:

Individuals will have the courage to make tough decisions, to give and receive feedback. Lack of courage results in 'avoidance' culture where individuals remain stable, and growth is not achieved.

Choice:

Combining Mindset, Power and Esteem results in individuals having choice in how they show up at work, especially in the face of challenge, change and uncertainty.

'Sue's 'Unshakeable' program is a terrific opportunity to step back and reconsider our ability to be unshakeable. The tools Sue provides through her hacks ensure people walk away with very tangible ways to practice their ability to be unshakeable. We always get fabulous feedback from team members who attend Sue's sessions.



I can't recommend Sue highly enough'.

**Natalie Reiter, Deputy Secretary Policy, Precincts & Innovation,
Department of Transport**

The Unshakeable at Work Inclusions

Preparation Meeting with Leader/s.	✓
Delivery of 3.5 hours Interactive 'Unshakeable at Work' Workshop.	✓
Copy of 'Unshakeable at Work' for each participant.	✓
Access to additional resources such as links to books, Ted talks, Podcasts, copy of presentation slides etc.	✓
Evaluation survey and report within one week of Session.	✓
Debrief and recommendations of program with CEO or Senior Leader/s.	✓



The Unshakeable at Work Inclusions

Preparation & Debrief Meetings with CEO or Senior Leader/s:

These meetings are with the CEO or Senior Leader/s, and their purpose is to identify any gaps that informs us of the specific areas of the content. This ensures the program is specific to the outcomes of the organisation. The debrief meeting is an opportunity for Sue to provide recommendations moving forward.

Delivery 3.5 hour Workshops:

The Workshop will be 3.5 hours in duration, and be live and interactive. There will be plenty of time for discussion and questions. This will be delivered in Ballarat.

'Unshakeable at Work' Books

Hard copies of 'Unshakeable at Work' will be provided. The book contains a chapter on each of the three key Unshakeable ingredients.

Additional Resources:

A carefully selected collection of books, articles, links to Ted Talks, Podcasts etc will be provided after each session. That way, participants can choose to dive deeper on the content – or not.

Evaluation Report:

An evaluation survey and report within one week of the Workshop.



'Sue has provided outstanding resilience coaching and advice to City of Melbourne Senior Executive teams and people managers.'

Justin Hanney, Chief Executive Officer, City of Melbourne

What clients are saying:

I would highly recommend the 'Unshakeable Consultants' session for other teams who want to take their stakeholder engagement to the next level. Thank you Sue.

Rachel Gilbert, Manager, Learning & Capability, WorkSafe

I feel very lucky to have worked with Sue as part of a big group and one-on-one. Sue's ability to provide considered, helpful and evidence-based advice has really helped me firm up my values and provide me with new tools for working with my team.

Kate Stapleton, Director Planning Practice, Department of Transport

Sue ran a tailored 'Unshakeable at Work' workshop for our team of 30 women working within the construction industry. Sue made the experience of engagement through to debrief, seamless and enjoyable, as well as provided clear and tangible takeaways through her engaging workshop. It was a delight to have Sue join our team for the day to learn helpful tips to take away into our day-to-day lives. Thank you for taking the time to understand our organisation and team to deliver a workshop that hit the key deliverables as well as having fun.

Bronte Kerr, Business Development Manager, Shape

I found Sue Anderson's 'Unshakeable' approach to be highly engaging and thought provoking. Her calm, easy to work with style was complemented by practical, simple to implement tips and hacks. She has an amazing ability to turn complex concepts into digestible, easy to use tools through the use of stories and examples from her many years of coaching.

Kevin Leddin, Director Community & Corporate Services, Moyne Shire Council

Sue is a supportive and observant coach who asks great questions that prompt valuable reflection. Her calm and positive approach has steered me in the right direction to find new and more effective ways to grow my management style and look after myself along the way.

Kelly Pound, Manager Family and Children's Services, Moonee Valley City Council

Sue's program and facilitation skills were evident in working with a diverse group of individuals from our organisation, providing them with the tools to tackle difficult issues, inspire their staff, and building their own leadership capability and confidence. This has assisted us in delivering improved customer service outcomes for our communities.

David Lavithis, District Manager, VicRoads

The program was extremely positive and I have been able to use the outcomes to facilitate further discussions with individuals to help guide and enhance their performance as individuals and as a team. Sue is extremely engaging and delivered the program in a friendly and non-confrontational manner. The team feedback was unanimously positive. Thanks very much Sue!

Duncan Mackellar, Head of Legal and Compliance, VMIA.

Sue provided both 1:1 Coaching and Group Coaching support for our leadership team. Feedback from participants was that the information provided was practical and things they can apply on the job. The questioning and insights provided during the sessions also provided some important reflection moments for the leaders involved.

Jodie Hill, Director of People and Safety, Pacific Hydro

Sue Anderson



About Sue:

Sue Anderson is one of Australia's leading experts in resilience in the workplace. Her specialty is helping leaders develop mental toughness so they can excel (not handle) in the pressures of leading teams.

A highly sought-after speaker, coach, trainer, mediator and author Sue Anderson works with organizations and businesses to develop highly functional and productive workplaces, with confident, resilient, and motivated employees.

As a Thought Leader in the areas of resilience building and individual empowerment, Sue utilises her cutting-edge methodology to help leaders and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower employees, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in mediation, leadership, management, quality assurance, training and Neuro-Semantics, Sue's unique approach is accessible, fun and builds capability rather than taking a punitive or Band-Aid approach to improving productivity in the workplace. Sue has worked successfully in the area of resilience with children and adults since 2007. Her book 'Unshakeable at Work' was released in 2018. Sue believes that developing an Unshakeable workplace culture is critical to improving everyone's psychological safety and quality of life. Her most recent book, 'Feedback Fitness', was released in 2024.

If you are ready to invest in your Team

1. Reach out to Sue to set up a preparation meeting.
2. Choose your preferred delivery date.
3. A confirmation will be sent with final terms and conditions along with an invoice.

If you have any questions, please don't hesitate to contact: 0417 052 739 or email sue@sue-anderson.com.au.



*Sue Anderson**