MERCURY

Attitude, Resilience and Self-Motivation Training

4 – 15 January 2027
London (UK)



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Attitude, Resilience and Self-Motivation Training

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Attitude, Resilience and Self-Motivation Development for Professionals is a two-week course for staff and team leaders who want to stay steady under pressure, recover from setbacks and keep their own drive and their team's drive high. Over two weeks you test new habits at work between sessions and leave with a completed Resilience and Drive Plan. The course is delivered by Mercury Training Center.

About This Course

Workloads rise, targets shift and setbacks pile up, and many capable people lose energy or react badly. You should already manage your own workload and work with others daily. Across two weeks you practice reframing, recovery routines and conversations that lift a colleague, then build a plan you keep using.

Who It Is For

- Team leaders who keep a group engaged through change and heavy workloads.
- Customer-facing staff who handle complaints and difficult conversations every day.
- Project and operations staff who work to tight deadlines and shifting priorities.
- HR and learning staff who support wellbeing and engagement across departments.
- Newly promoted supervisors adjusting to responsibility for other people.

This course is not for people seeking clinical support for stress or burnout, who need a qualified health professional, or for senior executives who want a short strategic briefing on engagement, who are better served by a two-day leadership session.

Competencies You Will Build

- Thought reframing: you notice an unhelpful reaction and replace it with a workable one before you act.
- Pressure recovery: you use short routines that restore focus after a setback or conflict.
- Self-directed goals: you set and track goals that keep you moving without outside push.
- Habit building: you design small daily habits and keep them for weeks.
- Lifting others: you hold conversations that rebuild a colleague's confidence and effort.
- Constructive influence: you show how your conduct shapes the mood of staff and customers.

What You Will Be Able to Do

By the end of the course you will be able to:

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- From a recent difficult situation at work, map the trigger, your reaction and a better response.
- Given a week of energy and mood notes, identify your main drains and set three recovery routines.
- Using a goal ladder, break one career goal into monthly and weekly steps with checkpoints.
- Given a disengaged colleague scenario, plan and rehearse a conversation that restores effort.
- From feedback gathered between the two weeks, adjust your habits and record what worked.
- Using all exercises, complete a ninety-day plan for your own resilience and drive.

Course Content

Day 1: How Reactions Form at Work

- Conscious and Automatic Responses in Workplace Situations
- Conditioning and Habits That Shape Daily Reactions
- Cause and Effect Between Choices, Decisions and Results
- Reaction Mapping Template for a Recent Difficult Event
- Handling Fear of Failure When Facing New Tasks

Day 2: Reframing Unhelpful Thinking

- The Replacement Method for Destructive Thoughts
- Thinking Traps: Catastrophizing, Blame and All-or-Nothing
- Mindset Self-Check Indicator for Daily Use
- Body and Thought Links: Posture, Breathing and Tone
- Building a Constructive Self-Image at Work

Day 3: Outlook and Conduct With Others

- How Your Outlook Positions You With Colleagues and Customers
- The Golden Rule of Interaction in Service Settings
- The Extra-Mile Habit and Its Effect on Trust
- Recovering From a Negative Outlook Using Daily Reviews
- Keeping Steady Conduct During Customer Complaints

Day 4: Resilience Under Pressure

- Individual and Team Resilience: What Helps People Recover
- Energy Audit: Mapping Drains and Recharges Across a Week
- Short Recovery Routines Between Demanding Tasks
- Responding to Setbacks With a Three-Question Debrief
- Change and Transition: Staying Effective When Roles Shift

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Day 5: Self-Directed Goals

- Why Drive Fades and How Goals Restore It
- Goal Ladder Template From Career Aim to Weekly Step
- Intrinsic and Extrinsic Drivers of Effort
- Momentum Through Early Wins and Visible Progress
- Field Assignment: Habits to Test at Work Before the Second Week

Day 6: Field Review and Habit Design

- Debrief of Field Assignment Results and Obstacles
- Habit Loop Design: Cue, Routine and Reward
- Repetition and Tracking Sheets for New Routines
- Persistence and Determination When Results Are Slow
- Peer Accountability Pairs for the Rest of the Course

Day 7: Lifting Colleagues and Teams

- Spotting Early Signs of Disengagement in a Team
- Conversation Guide for Rebuilding a Colleague's Confidence
- Recognition That Sustains Effort Without Overpraising
- Team Rituals That Keep Energy Up Through Busy Periods
- Role-Play: Supporting a Colleague After a Public Setback

Day 8: Proactive Work Habits

- Proactive and Reactive Language in Daily Communication
- Prioritizing Work by Impact When Everything Feels Urgent
- Boundaries and Saying No Without Damaging Relationships
- Sources of Drive Used by High-Performing Professionals
- A Personal Checklist of Ways to Stay Driven

Day 9: Sustaining Gains Over Time

- Relapse Patterns and How to Restart a Lapsed Habit
- Monthly Self-Review Questions and Scoring
- Mentors and Support Networks Inside the Organization
- Linking Resilience Habits to Performance Reviews
- Balancing Ambition With Rest Across a Working Year

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Day 10: Practice and Personal Planning

- Exercise: Reaction Mapping on a New Pressure Scenario
- Exercise: Peer Coaching Conversation With Observer Feedback
- Exercise: Goal Ladder Review With an Accountability Partner
- Exercise: Energy Audit Update and Routine Adjustment
- Completing the Resilience and Drive Plan

Case Studies and Exercises

The following are suggested activities the group may adapt to its own workplaces.

- Case study: a hospital ward team after a long period of staff shortages; you decide which recovery routines and team rituals to start first.
- Case study: a bank call center supervisor whose team faces daily complaints; you plan the conversations that restore effort.
- Exercise: a project engineer facing a missed milestone; you produce a setback debrief and a revised goal ladder.
- Exercise: a retail store manager after a restructure; you draft a thirty-day habit plan for the team.

What You Take Back

You take back the Resilience and Drive Plan, built from your own reaction maps, energy audit, goal ladder and habit tracker. In your first month you follow its weekly routines, review progress with your accountability partner and share one team ritual with your manager.

- Reaction maps and reframing notes for your common triggers.
- An energy audit with chosen recovery routines.
- A goal ladder with monthly and weekly steps.
- A habit tracker and a monthly self-review sheet.

Quick Answers FAQ

What should I know before a resilience and self-motivation course for professionals?

You need no prior training. Bring two or three recent work situations that drained you or went badly, since the exercises use your own examples, and be ready to try new habits at work between the two weeks.

How does a two-week attitude and resilience course differ from a short motivation seminar?

A short seminar raises energy for a day or two. The two-week course adds resilience under pressure, conversations that lift others and a field assignment between the weeks, so habits are tested at work and adjusted before you leave.

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How can professionals build resilience at work?

Notice early signs of strain, use short recovery routines between demanding tasks, reframe setbacks with a structured debrief and keep a few dependable support relationships. Small daily habits tracked over weeks work better than occasional large efforts.

What do I take back from attitude, resilience and self-motivation training?

You take back the Resilience and Drive Plan: reaction maps, an energy audit with recovery routines, a goal ladder and a habit tracker, ready to follow from your first week back.

For Your Manager

After this course your team member can stay effective under pressure, recover faster from setbacks, set and track their own goals and support colleagues who are losing energy. They return with the Resilience and Drive Plan, first used in weekly check-ins with you and to introduce one team ritual during the next busy period.