



Emotional Resilience During Times of Crisis and Working Under Pressure Course

8 November 2026
In House



Emotional Resilience During Times of Crisis and Working Under Pressure Course

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Introduction:

Emotional resilience during times of crisis and working under pressure is a 1-day, three-hour course for employees, team leaders and supervisors who work through crises, heavy workloads and tight deadlines, ending with a Personal Resilience and Pressure Plan for their own role. Organisations lose accuracy, service quality and attendance when staff under pressure miss early stress signals, react emotionally and let priorities slip. Nominees already carry demanding workloads, and teaching is by short crisis scenario simulations with guided reflection. CoreConcept Training Center delivers this emotional resilience course.

Course Objectives:

- Recognise early physical, emotional and behavioural signs of stress in themselves and colleagues during a crisis
- Apply emotional regulation and reframing techniques to stay composed in high-pressure moments
- Use short recovery routines to protect energy and concentration across demanding periods
- Prioritise tasks and protect focus to maintain productivity when workload and urgency rise
- Produce a Personal Resilience and Pressure Plan for the participant's own role

Target Audience:

- Office and frontline staff responsible for service or deliverables during crisis periods
- Team leaders and supervisors responsible for keeping daily work on track under pressure
- Customer-facing staff responsible for handling difficult or high-volume situations
- Project and operations staff responsible for meeting tight deadlines during disruption

Course Outline:

Day 1: Simulation and the Personal Resilience and Pressure Plan

- Stress Response and Crisis Stress Signals at Work
 - Emotional Regulation and Reframing Techniques Under Pressure
 - Prioritisation and Focus Methods for High-Pressure Workloads
 - Crisis Scenario Simulation With Quick Recovery Routines
 - Personal Resilience and Pressure Plan Completion
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Training Methodology:

The course runs as one interactive three-hour session in which participants spend most of the time practising rather than listening. Each technique is introduced briefly, tried straight away and then applied to a realistic crisis situation, so participants leave with methods they have already used.

- Short facilitator input on the stress response, emotional regulation and prioritisation, kept to brief segments
- Self-assessment of personal stress signals, pressure triggers and current coping habits
- Guided practice of calming, reframing and refocusing techniques that can be used at the desk or on the floor
- Crisis scenario simulations in small groups, followed by structured debriefs on what helped and what did not
- Peer discussion of real workplace pressure situations, handled confidentially and without judgement
- Individual work on the Personal Resilience and Pressure Plan, with facilitator feedback before the session ends

Skills You Will Gain:

- Stress Signal Recognition
- Emotional Regulation
- Cognitive Reframing
- Recovery Routines
- Task Prioritisation
- Focus Management
- Peer Support

Why Attend This Course:

- Deliver a Personal Resilience and Pressure Plan to the line manager to agree workload and support arrangements
- Decide which tasks to prioritise, defer or delegate when a crisis raises urgency
- Avoid the errors, absence and conflict that grow when stress goes unrecognised in teams
- Share simple stress check-ins and recovery routines with colleagues after the course

Conclusion:

Back at work, the participant discusses the Personal Resilience and Pressure Plan with the line manager. Together they agree priorities, workload limits, recovery routines and the support the participant needs during the current or next high-pressure period. After the first demanding month, the participant and manager should review which techniques were used, how workload and focus held up and which warning signs appeared, then adjust the plan and share what worked with the team.

Frequently Asked Questions FAQ:

What should participants know before an emotional resilience and working under pressure course?

No prior training is needed. Participants should come ready to reflect on recent high-pressure situations at work, such as deadlines, incidents or crisis periods, so the techniques and the personal plan relate to their real workload.

How does this emotional resilience and working under pressure course differ from a full stress management course?

Full stress management courses run over several days and cover wellbeing in depth. This short course concentrates on crisis periods: recognising stress signals, regulating emotions, recovering quickly and keeping productivity on track, ending with a personal plan.

Is emotional resilience and working under pressure training a form of therapy?

No. The course is practical and non-clinical and teaches everyday techniques for managing pressure at work. Participants who are struggling with their mental health are encouraged to seek support from qualified professionals or their organisation's employee assistance services.

What do participants take back from the emotional resilience and working under pressure course?

Participants take back a Personal Resilience and Pressure Plan listing their stress signals, regulation and reframing techniques, recovery routines, prioritisation rules and the support they will ask for during high-pressure periods.
