

## CPD HEALTHCARE EDUCATION PROGRAMME

# Behavioral Resilience Dynamic Framework

Practical skills for confident leadership and compassionate care



Build resilience



Strengthen communication



Support recovery

**PROGRAMME BROCHURE**

# Programme overview

Resilience helps professionals respond to pressure, uncertainty and change. This programme connects behavioural science with practical leadership and healthcare skills.

## What you will develop

- Clearer decisions under stress
- Emotional and cognitive regulation
- Adaptive responses to disruption
- Trust, collaboration and resilient teams

## Who should attend

Healthcare and public sector professionals; executives and emerging leaders; HR and organisational development teams; risk and crisis specialists; policy makers; consultants and coaches.

## The focus

Translate insight into everyday behaviour, stronger working relationships and a personal resilience strategy.

| Date                           | Modules | Timings       | Location                 |
|--------------------------------|---------|---------------|--------------------------|
| Monday<br>11th January 2027    | 1 & 2   | 9:00 – 17:00  | University of London     |
| Tuesday<br>12th January 2027   | 3 – 5   | 9:00 – 17:00  | University of London     |
| Wednesday<br>13th January 2027 | 6       | 10:00 – 16:00 | Health Care Home, London |
| Thursday<br>14th January 2027  | 6       | 10:00 – 16:00 | Health Care Home, London |



# The curriculum | Modules 1–3

01

## Foundations of behavioural resilience

Explore stress, trauma, emotional contagion and the relationship between staff, patients and their environment.



**Outcomes:** recognise your strengths and vulnerabilities; understand how staff responses influence patient behaviour.

02

## Humane and ethical care

Examine moral treatment, dignity, respect and purposeful engagement in contemporary mental health services.



**Outcomes:** apply humane care principles; recognise routines that reinforce institutionalisation.

03

## Therapeutic engagement

Practise active listening, emotional validation, verbal and non-verbal communication, and de-escalation through connection.



**Outcomes:** respond to distress and agitation with language that supports safety, dignity and collaboration.



# The curriculum | Modules 4–6

04

## Confidence building

Address fear, uncertainty and self-doubt while encouraging patient agency and choice.



**Outcomes:** build confidence in challenging interactions; support autonomy; maintain professional boundaries and calm authority.

05

## Recovery-focused environments

Explore power dynamics, relational safety, environmental cues and everyday care routines.



**Outcomes:** recognise institutionalised behaviours; make practical changes that improve patient experience.

06

## Resilience in practice

Apply the framework to aggression, withdrawal, emotional dysregulation, moral injury and burnout.



**Outcomes:** use reflection and supervision; develop a personal behavioural resilience plan; sustain resilience over time.



# Learning through application

01



## Interactive workshops

Turn behavioural concepts into practical tools.

02



## Real-world case studies

Explore healthcare, public policy, leadership and crisis-response examples.

03



## Framework-based learning

Analyse resilience within complex systems.

04



## Peer exchange

Learn with professionals from different sectors.

05



## Action planning

Create a personal strategy for your workplace.



## Professional benefits

- Manage pressure and uncertainty more effectively
- Improve therapeutic communication
- Strengthen psychological safety and teamwork
- Support patient confidence and recovery
- Lead change with greater clarity

### WELCOME TO MENTAL HEALTH FIRST AID

- Provide an overview of the course
- Describe the purpose of Mental Health First Aid and the role of the Mental Health First Aider.



# Certification & enquiries



Successful participants receive

## Certificate of Completion

Behavioral Resilience Dynamic Framework (CPD)

### Register your interest >

Contact LISD for upcoming dates, course fees, the application process and group or organisational enrolment options.

Places are limited to support interactive learning.



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**[www.londoninstitutesd.co.uk/lisd-cpd-sukc-01](http://www.londoninstitutesd.co.uk/lisd-cpd-sukc-01)**

Course code: LISD-CPD/SUKC01

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