



I-HUMAN

Science-backed tools
for resilience and wellbeing

**LICENSE INFORMATION PACK FOR
IN-HOUSE ORGANIZATIONAL TRAINERS**



Executive overview

Resilience, adaptability, and creativity are the essential skills in a world of AI.

I-HUMAN: Science-Backed Tools for Resilience and Wellbeing is a two-hour workshop that will increase the resilience, adaptability, and creativity of your teams. Employees will learn practical, science-based tools for responding flexibly and creatively to uncertainty and challenging situations such as stressful projects, organizational, technological, and personal change. They will be able to transform challenging situations into opportunities to strengthen relationships and innovate. This workshop will help you build a culture of resilience, thriving relationships, and high performance. They will also be taught how to use freely available AI tools, such as GPTChat, to provide continued support for these skills.

A world-leading course on resilience and innovation, **I-HUMAN: Science-Backed Tools for Resilience and Wellbeing** is brought to you by global experts in AI, resilience, and innovation training. It's used by leading organizations around the world to equip employees and managers with the skills and tools for effective collaboration and resilient response to challenge and change in the AI world.

I-HUMAN: Science-Backed Tools for Resilience and Wellbeing is offered as a 12-month in-company training license. We train your trainers/managers so they can deliver the workshop in-house to your staff, as and when needed. We include ongoing development and support for all aspects of delivering and evaluating **I-HUMAN: Science-Backed Tools for Resilience and Wellbeing**.

You can roll out the two-hour workshop across your organization to make sure each one of your employees – from your salespeople to your IT teams – has the skills to respond to change and challenge with resilience, flexibility, and innovation.

- Experience higher performing teams
- Boost employee morale and engagement
- Collaborate more effectively
- Increase innovation
- Enhance customer satisfaction
- Gain competitive advantage
- Save time, money and effort

This is a global program. We've worked worldwide with:





About this document

This licensing overview explains:

- The essential need for personal empowerment
- The I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Workshop
- The I-HUMAN: Science-Backed Tools for Resilience and Wellbeing licensing opportunity
- Benefits of being a Licensed Partner
- What's included in the license fee
- The investment and process for becoming a Licensed Partner

If, after reading this overview, you feel you're a good fit for becoming a Licensed Partner, please apply to our next trainer development at www.emotionalhealthessentials.com/i-human



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The essential need for resilience

The essential need for resilience and resourcefulness



What is resilience?

Resilience is our capacity to recover from and respond effectively to stress, adversity, and difficult situations. It involves being able to cope with challenges and setbacks, while maintaining a sense of balance and stability in the face of change, uncertainty, and challenge. Resilience is not a fixed trait that some people have and others lack. Instead, it is a capacity that can be developed and strengthened through acquiring the skills for giving and receiving social support, managing emotions, self-compassion, and effective communication.

Resilience is the ability to use personal strengths, skills, and resources to effectively manage challenges and achieve goals. It involves a proactive and adaptive approach to problem-solving, a flexible, growth mindset that focuses on learning and development, and a sense of self-efficacy and self awareness that enables one to take action and persevere in the face of obstacles. Resilient individuals are able to leverage their internal and external resources to cope with stress, recover from setbacks, and thrive in their personal and professional lives.



The training gap

Organizations lack sufficient support for empowering employees with the skills of resilience. Employees are lacking the vital skills needed for embracing change, challenge, and uncertainty.

Poor mental health costs UK employers an estimated £56 billion and US employers \$210.5 billion a year.¹

50% of employees have experienced at least one characteristic of burn out due to greater job demands and expectations, and lack of social interaction.²

Managers and employees lack the skills to have authentic, supportive conversations around difficult topics.³

61% of employees say they would like to learn how to manage workplace conversations with more confidence.⁴

40% of employees say their managers fail to engage in authentic honest conversations over work issues.⁵

69% of managers are often uncomfortable communicating with employees, and 37% are uncomfortable giving direct feedback if they felt the employee would respond negatively.⁶

Conflict involving individuals at work is estimated to cost UK businesses £28.5 billion and US businesses \$359 billion a year.⁷

Currently, managers spend over 4 hours a week dealing with conflict on average.⁸

The impact of this training gap?

- Poor employee engagement and morale
 - Resistance to needed change
 - Inability to cope with uncertainty
 - Poor decision making and performance
 - Increased human error, project failures and accidents
 - Burnout
 - Sickiness and absenteeism
 - Fractured relationships
 - Conflict in teams
 - Grievances
 - Resignations and turnover
 - Difficulty attracting talent
 - Reputational damage
-

1 Mental health and employers 2022 Report, Deloitte

2 Survey 2022, American Psychiatric Association

3 Mental health and employers 2022 Report, Deloitte

4 Society for Human Resource Management 2019

5 Chartered Management Institute 2020

6 Harvard Business Review 2016

7 Estimating the Cost of Workplace Conflict 2021, ACAS

8 Conflict at Work Report 2022, Myers Briggs Company



Introduction to the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Licensing Program

I-HUMAN: Science-Backed Tools for Resilience and Wellbeing is a two-hour workshop for all your staff, offered through a 12-month licensed program. It is designed for organizations who are ready to promote resilience and resourcefulness across their business.

I-HUMAN: Science-Backed Tools for Resilience and Wellbeing helps you increase resilience across your organization. Your staff will learn to handle change, uncertainty, and difficult situations with calm, connection, clarity, and creativity.

Employees with the following backgrounds and skills can be licensees of the program:

- Sales & account management
- Marketing & communications
- Legal & compliance
- Technology & IT
- Customer support
- HR
- Finance
- Procurement
- Graduate programs
- Talent acquisition

Organizations come to us for help with:

- dealing with uncertainty and change
- boosting morale amidst layoffs
- poor engagement
- poor performance
- burnout
- retention and turnover
- problems finding common ground
- difficulty adapting to change
- conflict between colleagues
- psychological safety
- diversity & inclusion



What is the I-HUMAN Workshop?

What is the I-HUMAN workshop?

This is a powerful two-hour story-based workshop that teaches methods for resilience and resourcefulness based on neuroscience and psychology research. It has been successfully delivered to a wide range of teams, organizations, and industries, both virtually and in-person. The workshop teaches science-based tools for responding to change, uncertainty, and difficult situations with calm, clarity, and supportiveness of self and others. Employees will learn how to respond to challenging scenarios in ways boost resilience and strengthen relationships. They will also learn to use AI, such as ChatGPT, to support these skills.

The workshop teaches employees practical tools to:

- Being resilient in challenging situations
- Having productive conversations around change
- Accessing their own resilience and inner resourcefulness
- Feeling empowered in the workplace
- Responding flexibly and adaptively to change
- Finding creative solutions to problems
- Innovating products in your industry

These tools will be cemented through practical, interactive exercises. Employees will be shown how to apply their learning to common real life work scenarios. They will also learn how to use AI for continued support for these resilience and resourcefulness skills.

Who is it for?

All employees in your organization.

What problems does it tackle?

This program is ideal for your organization if any of these sound familiar:

- “We’re having layoffs and morale is low”
- “People are afraid of change”
- “Important things are not being said”
- “We often have stressful situations and don’t handle them well”
- “I don’t feel I have support”
- “People are stressed and overwhelmed”
- “We’re entering stressful, uncertain times and we want to be prepared”
- “Employees are resistant to new ways of working”
- “There have been layoffs and teams are being impacted”



What our clients say:

“

This has given my team the skills to create clarity and positive focus during challenging situations and the confidence to drive the best outcomes, as well as helping to cultivate a trusting, creative work environment.

Gena Gibson
Head of Data Science
Ricardo Energy

“

Uplifting! I always want to find the proactive, empowered approach to uncertainty and change. I learned techniques that I use at work the very next day.

Maile Ohye
Senior Product Manager
Amazon

“

This has allowed me to transform what might otherwise have become unhelpful, emotional arguments into focused, productive discussions.

Obi Nwosu
CEO
Coinfloor

“

This was an incredibly fun way to learn how to handle difficult situations. It helped me deal with challenging times with confidence and has helped me feel more free and satisfied at work.

Anne Fisher
Partner
Hatchers Solicitors LLP

“

I left feeling inspired and energized. Definitely more invigorating than your average training!

Sitaram Lyre
Lead Software Engineer
Google



Content of the workshop

Participants will learn the skills to:

- Increase their capacity to cope with stress
- Manage and deal with difficult emotions
- Apply effective self-care in challenging times
- Overcome burnout and develop sustainable working habits
- Access sources of inner strength
- Embrace challenges with a growth mindset
- Use setbacks as a source of inspiration and growth
- Feel empowered and confident

These learnings will be cemented through practical, interactive activities applied to common work scenarios such as:

- dealing with change and uncertainty
- facing stressful times
- navigating personal differences
- dealing with miscommunications
- handling personality differences
- discussing mistakes without blame

The workshop is flexible and can be delivered in different ways, e.g.:

- in-person or virtually
- as 2x 1 hour sessions
- as a half-day session
- as a quick-blast 60 minute session (with reduced scope)

Outcomes of the workshop

The workshop tackles specific organizational challenges in an effective way so that you can help you and your staff:

- respond with calm and clarity in difficult situations
- give and receive emotional support
- strengthen their resilience to setbacks
- have high quality conversations that increase performance and productivity
- increase trust and cohesion among teams
- respond to challenging situations with growth and learning
- accessing personal strengths in the face of difficult situations
- handle conflict while preserving relationships
- build a culture of resilience, thriving relationships, and high performance
- leverage the potential of AI, such as ChatGPT, to support the above



What's the licensing opportunity for our organization?

Your licensing opportunity

Become an I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Licensed Partner

Becoming a Licensed Partner allows you to easily and successfully address the challenges that modern, cross-cultural, diverse, and hybrid workplaces bring.

As an **I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Licensed Partner** you can:

- improve resilience, resourcefulness, and team cohesion across your organization
- increase effectiveness at all levels
- build in-house expertise and competency in resilience and resourcefulness
- continually build on a culture of effective communication, thriving relationships, and high performance
- link with and share best practices with other leading organizations through our global license structure
- leverage the potential of free AI, such as ChatGPT, to support resilience and resourcefulness and difficult situations in realtime

The cost savings and flexible delivery of licensing are significant:

- direct cost savings when you use internal staff to deliver our program rather than external trainers/consultants
- in-house training and support onsite provided whenever needed – fitting in well with your staff's work patterns and routines
- your licensed in-house trainers can offer the program and training on a non-limited basis internally – to as many staff as you wish without incurring any additional costs

Benefits for licensed Partners

As a Licensed Partner, you can build an emotionally healthy workforce who are resilient to challenges and use difficult situations as opportunities for learning and strengthening relationships. After the program employees will be able to:

- persuade, engage and influence stakeholders
- have better conversations
- be more productive
- manage clients with confidence
- get people to jump into action
- move projects forward faster and more effectively
- save on time wasted from miscommunication and misunderstanding whilst getting better results
- build beautiful, trusting relationships, even through challenging situations
- leverage the potential of free AI tools, such as ChatGPT, to support healthy emotional processing and conversations in difficult situations



How much does the license cost?

Our license fees are structured so that organizations can build teams of resilience and resourcefulness experts within their organizations to cover all geographical locations and departments.

1 trainer/manager: £5000 + VAT (for smaller organizations)

2-3 trainers/managers: £10000 + VAT

4-5 trainers/managers: £15000 + VAT

6-9 trainers/managers: £20000 + VAT

10+ - Each additional trainer/manager: £2000 + VAT

Our license fees are structured so organizations can easily build global teams of resilience and resourcefulness experts within their business to cover all geographical locations and departments. For large scale teams we can provide dedicated programs on request.

We are based in the UK but are happy to offer prices in local currency.

Please contact hello@emotionalhealthessentials.com for charity/not-for-profit rates.

Extras

We work internationally and are happy to offer the Program materials in different languages, subject to translation fees. (Trainer development masterclasses are conducted in English.)

What's included in the licensing fee?

- The Licensed Program consists of:
- Access to the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing 2-hour workshop to roll out internally in your organization
- Trainer development process to learn how to successfully deliver the workshop
- Trainer and delegate resources to ensure consistent and powerful rollout
- Ongoing support, feedback and monitoring
- Access to the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing global community of Licensed Partners

“

I feel an incredible freedom and confidence, being able to say things that are direct and effective while maintaining transparency and trust. My work relationships and team's effectiveness are better than ever.

Fred Fisher
Engineering Lead
Fetch for Pets



The I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Trainer development process

Our in-depth trainer development process allows your trainers/managers to become experts at delivering I-HUMAN: Science-Backed Tools for Resilience and Wellbeing internally within your organization.

Trainers must allocate a minimum of 20 hours for their development. The process is as follows:

Nominate your trainers

We work closely with your trainers/managers to make sure they have the right communication skills and experience to deliver the program effectively.

Trainer development masterclasses

Essentials 1: I-HUMAN: Science-Backed Tools for Resilience and Wellbeing –LIVE!

Participants see Dr. Anne Hsu deliver the two-hour I-HUMAN: Science-Backed Tools for Resilience and Wellbeing workshop live to experience it first-hand. They receive unlimited access to the recording to familiarise themselves with the content and approach.

Essentials 2 & 3: Dynamic Delivery

Participants practise delivering the workshop in groups under Dr. Hsu's supervision. They mentor each other and give constructive feedback to hone their training style.

Essentials 4: Roll Out For Results

Participants plan how to roll out I-HUMAN: Science-Backed Tools for Resilience and Wellbeing in their organizations and tailor it to their teams' needs (for example delivering it in person vs. online; reducing the length of the session for busy teams etc.) They also plan how to gather feedback and measure success.

Certified I-HUMAN: Science-Backed Tools for Resilience and Wellbeing for licensed partners

Participants leave the training development process as certified I-HUMAN: Science-Backed Tools for Resilience and Wellbeing trainers. They have a clear plan for how to deliver I-HUMAN: Science-Backed Tools for Resilience and Wellbeing internally and feel confident and comfortable with their next steps.



Trainer and delegate resources

Our online portal contains a range of useful content to help you deliver I-HUMAN: Science-Backed Tools for Resilience and Wellbeing successfully and consistently in your organization.

The portal materials include:

- Step-by-step leader guide with timings and prompts
- Presentation ready slides
- Advice for how to conduct interactive exercises and handle questions
- Prompts for using AI to support resilience and resourcefulness
- Feedback and assessment tools
- Videos of Dr. Hsu delivering the workshop
- Summary handout for delegates after the workshop

Ongoing support, feedback and monitoring

We want to make sure **I-HUMAN: Science-Backed Tools for Resilience and Wellbeing** has a long-lasting and positive impact on your organization – your success is our success. So we also offer a range of different touchpoints for your trainers/managers to get the most from their license fee.

This includes a 60 minute call with us 8 weeks after your trainer development to:

- review the internal roll out of the Program across your organization
- measure and review its results and impact so far
- solidify its success in the future

Trainers/managers provide a quarterly report to measure the effectiveness of the Program and to identify any new challenges.

Access to the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing global community



We offer quarterly 60 minute Zoom calls with our international network of Licensed Partners to problem solve, share best practices and answer questions.

These informal and friendly calls are a fantastic opportunity to crowdsource further ideas for how to creatively deliver your Program across your organization.



What's the licensing opportunity for my organization?

Getting started

1. You book your places for the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing In-Company Program via the booking form at emotionalhealthessentials.com/i-human, confirming the number of places and dates you would like.
2. We confirm your desired dates and places are available.
3. We send you your licensing agreement and invoice.

(Please see emotionalhealthessentials.com/i-human for the full schedule of dates.)

If you would like to talk about the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing before you book, please email hello@emotionalhealthessentials.com to set up a call.



FAQs

How will AI be used in the workshops and as ongoing support?

The training workshop will be showing you effective prompts that will most effectively allow your employees to get resilience and resourcefulness and conversation-framing support for difficult situations. Any of the freely available language model AI's can be used, including Open AI's ChatGPT, Microsoft's Bing AI, and Google's Bard AI. We will be showing participants how to write queries into the AI prompt to most effectively get useful feedback and support for their situation.

Do we have to pay for the AI support and how do we access the AI?

No you will not have to pay for AI support. The AI used will be freely available tools such as Open AI's ChatGPT, Microsoft's Bing AI, or Google's Bard. Users only need to create an account and will be able to access the tool for free.

Do we have to use a specific brand or version of AI?

No, you can use any of the large language model AI's that are freely available. Our trainings will equip you to leverage any of the large language model AI's, which are freely available to use. Currently as of the writing of this infopack, the most prevalent AI models are Chat GPT, Microsoft Bing AI and Google Bard AI. These all have free versions available to use. However, we foresee that in the future there will be a great variety of similar AI models. You will be able to apply the techniques we teach you to leveraging all of these models to support resilience and resourcefulness and wellbeing.

Is trainer development conducted

online or in person?

We conduct trainer development masterclasses live via Zoom to make sure we can accommodate Licensed Partners from all over the world. This adds to the richness and diversity of the Program.

Can our trainers watch recordings of the masterclasses instead of attending live?

No. Our trainer development is interactive so all participants must attend live.

How much time do trainers/managers need to dedicate to trainer development?

Trainers/managers should allow a minimum of 20 hours for the process.

What happens if one of our trainers leaves our organization?

If a trainer/manager who's undergone trainer development leaves your organization, their replacement can go through the process for free as part of your yearly license.

What's the duration of my license?

All licenses are for one year, effective from the start of your licensing agreement.

Can we customise I-HUMAN: Science-Backed Tools for Resilience and Wellbeing for our organization?



FAQs continued

I-HUMAN: Science-Backed Tools for Resilience and Wellbeing has been proven to deliver transformational value for organizations across the world. Therefore, you can't insert additional modules, exercises, add or delete slides, or introduce concepts or techniques that conflict with the program's core messaging and approach. However, you will find areas within I-HUMAN: Science-Backed Tools for Resilience and Wellbeing that encourage customisation based on your audience (e.g. sales, HR, finance). You'll learn where those areas are, and how to bring in your own examples and personality, and how to adapt the content without changing the proven effectiveness of the program.

How do we address more specific issues within our different departments?

Our training will have time to allow you to design examples and case scenarios that allow you tackle more specific challenges of different teams in your organization – whether sales, marketing, legal, HR or any other team. This allows you to link the program to your existing organizational strategies and objectives e.g. EDI, talent acquisition, employee engagement etc. You also can ask questions about how to support specific issues during our quarterly license calls.

What can I expect from the Quarterly Licensed Partner calls?

These informal and friendly calls are a fantastic way for you to gather best practice resilience and resourcefulness advice from a variety of organizations around the world. They are a community sharing platform for tackling specific challenges, group problem solving and crowdsourcing ideas.

What online support is included in the License fee?

As well as your trainer development, you get year-

long access to our portal which contains a variety of materials to help you successfully deliver I-HUMAN: Science-Backed Tools for Resilience and Wellbeing within your organization. This includes:

- Step-by-step leader guide with timings and prompts
- Presentation ready slides
- Advice for how to conduct interactive exercises and handle questions
- Prompts for using AI to support resilience and resourcefulness
- Feedback and assessment tools
- Videos of Dr. Anne Hsu delivering the workshop
- Summary handout for participants after the workshop

How do you help us measure the impact of I-HUMAN: Science-Backed Tools for Resilience and Wellbeing and ensure its ongoing success?

Included in your License fees are templates for feedback and assessment tools as well as guidance for compiling quarterly impact reports. You send these reports to us each quarter for review so together we can make sure the program is delivering the desired impact for your organization.

Do all our trainers need to be in the

“

Vital training for anyone who works with people. I feel so much more empowered and also able to empower others.

Francois Josserand
Business Transformation Consultant
IBM



FAQs continued

same location?

Not at all. Training development is via Zoom to give you maximum flexibility. Consider building a team of resilience and resourcefulness experts within your organization to cover all your geographical locations, departments and specialities.

What do staff receive when they attend an I-HUMAN: Science-Backed Tools for Resilience and Wellbeing workshop?

Your trainers/managers will be giving participants the I-HUMAN: Science-Backed Tools for Resilience and Wellbeing 1-page toolkit, which will include AI prompts they can use to receive support for difficult situations.



What key challenges
does the program
address?

What key challenges does the program address?

The I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Program helps you tackle some of the biggest challenges in the workplace today.

Challenge #1: Build a culture of resilience in the AI World

Employee stress levels are at record highs. With the rise of new AI technologies, comes uncertainty about jobs, roles and the changing future of work. Modern workplaces, (e.g., hybrid work, international teams, uncertainty, changes in technology) are placing increasingly high pressure demands on its workers. Furthermore, the world is becoming an ever more challenging and stressful place, with pandemics, global crisis and conflict. Today's employees work amidst the backdrop of these societal challenges that add further strains on mental health. As work-life balance becomes increasingly difficult to maintain, many individuals are experiencing high levels of stress, anxiety, and burnout. This leads to decreased productivity, increased absenteeism, and higher healthcare costs for employers. The cost of mental health issues for workplaces is estimated to be £56 billion (UK) /\$210.5 billion (US) a year. This makes resilience and resourcefulness an essential agenda item for modern workplaces.

What this means for you as a Licensed Partner:

Your staff need support for their resilience and resourcefulness to be able to have the resilience to continue to perform and thrive in the stressful, demanding climate of a modern workplace. In order to stay competitive, modern workplaces need to provide training and support to staff on how to build the inner resources to cope effectively with stress and succeed under pressure and challenge.

Challenge #2: Build trust across differences

In the AI world, organizations that can successfully motivate and engage all their employees will come out ahead. In order to motivate employees in diverse, cross-cultural workplaces, building an inclusive culture is an imperative. Research shows that employees in inclusive workplaces are more engaged, demonstrate higher advocacy for their company, and have a higher retention rate. For diverse workforces, it is essential that employees from different backgrounds, perspectives, and experiences feel accepted and can work together effectively.

What this means for you as a Licensed Partner:

To achieve an inclusive culture, your employees need to have the skills to be able to seek understanding and common ground with others that have vastly different points of views. When employees feel they can trust their colleagues, regardless of their differences, they are more likely to feel valued and respected. This will lead to a more engaged and a committed workforce, which will benefit your organization as a whole.



Challenge #3: Make conflict an opportunity for growth and understanding

Surveys find that workplace conflict are on the rise, perhaps partly due to the increasing stresses put on today's workers. Conflict involving individuals at work costs businesses an estimated £28.5 billion in the UK and \$359 billion in the US a year. This ranges from relationship breakdowns with colleagues or managers right through to tribunal hearings and everything in between, including presenteeism and sickness absence. Poor communication is the number one cause of conflict. Nearly 1 in 4 people think their managers handle conflict poorly or very poorly. The more time that an individual spends dealing with conflict at work, the lower their job satisfaction and the less included they felt. Nearly half a million employees resign each year in the UK as a result of conflict.

What this means for you as a Licensed Partner:

'Conflict competence' is an essential skill for management and employees in an effective organization. Handling disagreements and complaints early before employment relationships are damaged will save your businesses money. A key outcome of our resilience and resourcefulness training is to equip employees with the capabilities to handle conflict in a collaborative way that preserves relationships. Workplace conflict can lead to staff stress, anxiety or depression which has a knock-on effect on productivity, absenteeism, and retention. In more extreme cases conflict leads to costly disciplinary procedures, and tribunal hearings. Conflict management skills are critical to maximising productivity and efficiency in organizations.

“10 million people experience conflict at work each year. This ranges from relationship breakdowns with colleagues or managers right through to tribunal hearings and everything in between, including presenteeism and sickness absence.

'conflict competence' is an essential ingredient in good management and it has a positive impact on organizational effectiveness and performance.”

Estimating the Cost of Workplace Conflict Report, Acas



Challenge #4: Win the war for talent

Amidst 'The Great Resignation' of our times, organizations are having to work harder than ever to attract and retain great talent. In our current AI world, access to information will no longer be the foundation for the competitive advantage of an organization. Instead, it will be quality of the culture and an organization's ability to help its employees grow and thrive that will enable an organization to attract the best talent. Research suggests one in four workers are planning to change employers in 2022. A positive, wellness supporting working environment is a key determinant for a candidate's decision to join one organization over another. Surveys have found that more than 25% of employees would consider moving jobs to secure better health and wellbeing support. Having an emotionally healthy culture is a powerful differentiator when it comes to attracting and hiring top talent and people with diverse backgrounds and experiences.

What this means for you as a Licensed Partner:

It's important that you support a resilience and resourcefulness work culture so that your workplace remains attractive to candidates and retain your current valued employees. This means training and supporting staff to handle difficult emotions and knowing how to communicate supportively around difficult situations.

Challenge #5: Avoid reputational damage

The ability to effectively handle their emotions and the emotions of others, is a crucial skill for managers. When managers lack the capabilities for healthy emotional management, they may struggle to handle conflicts and personal differences in a constructive manner. Situations may escalate in ways that lead to complaints and grievances from employees, and if not addressed properly, can result in formal tribunals or even lawsuits that cause reputational harm to the organization. Poor emotional management in managers can lead to poor communication and low morale among employees, which can negatively impact productivity and lead to a toxic work environment. This can also damage the reputation of the organization, both externally and internally.

What this means for you as a Licensed Partner:

In order to avoid these negative outcomes, it is important for you to invest in the development of emotional and relational skills of your managers. I-HUMAN: Science-Backed Tools for Resilience and Wellbeing providing training and resources on these essential skills of effective communication, conflict resolution, and emotional management. By fostering a culture of resilience and resourcefulness, you create a more positive and productive work environment, and avoid reputational harm.



About I-HUMAN: Science-Backed Tools for Resilience and Wellbeing

About I-HUMAN: Science-Backed Tools for Resilience and Wellbeing

I-HUMAN: Science-Backed Tools for Resilience and Wellbeing is created by Dr. Anne Hsu. Dr. Hsu has a PhD in neuroscience and is an associate professor at Queen Mary, University of London and also the founder of the workplace training company, Emotional Health Essentials, which combines human training and artificial-intelligence powered tools for resilience and resourcefulness.

Dr. Hsu has over 50 internationally published journal articles on topics covering neuroscience, artificial intelligence, behaviour change, motivational psychology and wellbeing. The workshop material is based on science-research, including from Dr. Hsu's own laboratory. Dr. Hsu is also an accredited workplace mediator with the OCN.

Over the past 15 years, Dr. Hsu has provided training and coaching to many of the world's leading organizations – including FTSE 250 businesses, international banks, global law firms and more – to transform the way they talk to self

and others to inspire action and bring connection. Equipping teams with the capabilities to handle conflict and interpersonal differences and respond resiliently to challenge is the lowest hanging fruit that organizations can address to supercharge their performance. Science gives us many solutions for how to effectively handle emotionally difficult situations. With I-HUMAN: Science-Backed Tools for Resilience and Wellbeing, we've condensed all the insights from the latest neuroscience and psychology research into a power-packed story-based 2 hour workshop. Learnings are distilled into practical, easy-to-apply techniques that you can deliver flexibly as in-house training.

The I-HUMAN: Science-Backed Tools for Resilience and Wellbeing Program will transform the way your staff approach change, uncertainty, and challenging situations. It's designed to help your whole organization be connected, inclusive, engaged, resilient and productive, a truly thriving modern workplace.

