



Supporting your teams through the COVID Crisis

Mastermind online programme for managers

Why have we created the mastermind programme?

The COVID 19 crisis has caused unprecedented change with associated anxiety, stress and worry. Workload appears to have doubled, it's harder to concentrate and managers are often having to do the day job, manage the children, redesign your processes, cope with virtual working and manage anxious clients all at the same time!

Their teams are going through the exact same thing, and they're looking to their managers to help them through.

Whilst managers cannot (and should not) be responsible for their teams' mental health and wellbeing, providing a safe and supportive environment in which to work is more important now than ever. Yet many managers and leaders feel ill-equipped to deal with these challenges and may feel that they just don't have what it takes. They worry they might make things worse, say the wrong thing or put too much pressure on people.

We understand how it can feel like walking along a tightrope between wellbeing and productivity and know the pressures many leaders are under right now to perform at the highest level whilst making sure their teams are OK.

We believe that it shouldn't be a choice between managers being OK and teams being OK.

The Shapes Toolkit is a breakthrough resilience and productivity programme which has supported many managers and teams to maximise their own wellbeing and productivity whilst ensuring their teams are working together better than ever.

A Shapes Toolkit Mastermind Group Programme is a chance for managers to be mentored online with a small group of peers through the Shapes Programme so they can continue to provide clear and supportive leadership, be successful in their own work and prevent stress and burnout through this difficult time.

The Mastermind Shapes Toolkit online group programme will help senior managers to:

- Reduce their anxiety and stress due to the Coronavirus, uncertainty and change
- Navigate home working whilst caring for children or relatives
- Reduce their isolation and address logistical problems
- Ensure effective virtual working and communication with their team
- Support their teams for productivity and wellbeing
- Maintain their own wellbeing and resilience
- Focus and remain productive even in the midst of difficult circumstances.
- Stop 'rescuing' their teams, instead take a coaching approach

Who is it for?

Senior managers and leaders in high stress, high stakes jobs who have significant responsibility for managing people and who may feel overwhelmed and exhausted by the demands expected of them and worried about how they will maintain the level of support for their teams in the long term without burning out themselves.

The Shapes Toolkit training and the mastermind coaching support will help them reduce their stress, stay on top of their work, lead their teams compassionately and strategically and remain connected and resilient through the COVID crisis

How it works

The mastermind programme is a highly experiential and interactive experience and each module will be run online using a coaching approach. During each session there will be a check-in, interactive teaching around the Shapes, small group discussions, and some targeted group coaching. Each delegate will have some concrete actions to put into place following each session. Each group has a maximum of 10 people and will run for two hours once a fortnight for eight weeks. There are four modules in all.

To ensure that each person is supported and comes away with an actionable and sustainable plan, each delegate will receive one session of online one-to-one coaching from one of the Shapes Coaches

What you get:

- Four, 2-hour live mastermind online group modules delivered fortnightly through Zoom
- Shapes Toolkit course handbook and a dedicated online resources area
- A 'Power Hour' one-to-one coaching session with one of the Shapes facilitators
- Focussed online discussion group forum and support in between sessions
- An email hotline to the Shapes Facilitators

What is the Shapes Programme?

The Shapes Toolkit is a series of coaching and productivity tools that can be used to help teams become more resourceful and resilient in the workplace.

Each Shape represents a model that provides a way to support managers with important one-to-one conversations. The Shapes can also be used by individuals as a prompt to address issues of their own resilience at work. As they are visual and tangible, they provide a way for people to quickly and effectively identify a way of thinking that will work for specific situations. They help people to:

- Change their reaction to stressful events
- Identify and change the things that cause them stress at work
- Better prioritise their time and workload
- Recognise when they are heading towards stressful situations or even burnout
- Increase their own wellbeing and happiness at work
- Effectively support their teams to help avoid stress and burnout
- Have more productive conversations with their teams and colleagues
- More effectively take control of things that they can control
- Identify when they are stuck in unhelpful patterns of behaviour, taking the 'victim' mentality

Here's what we cover:

Module 1: Introduction and wellbeing

Module 2: Beating stress in the workplace

Module 3: Prioritise your time and take control of your work

Module 4: Better conversations to empower your team

See below for more details...



Module 1: Introduction and wellbeing

Goals, objectives and the Vortex of busyness

This module will introduce group members to the Shapes programme and identify the main challenges each member is facing. Using the stress curve and the vortex of busyness, this module will focus on how stress affects performance and how to maximise team wellbeing.

By the end of this module, participants will:

- Have set goals for themselves for the programme
- Identified how stress shows up in themselves and others
- Be able to use the stress curve to initiate conversations with their teams about stress and overwhelm
- Understand how stress and busyness can affect our performance
- Have used the vortex of busyness and the dials to audit their own wellbeing
- Have an action plan to increase and maintain their own wellbeing
- Be able to use the vortex and dials to help their teams increase their wellbeing



Module 2:

Beating stress in the workplace

The stressors hexagon and 'In the corner'

This module will examine the six key causes of stress in the workplace and will help participants to recognise when they are 'backed into the corner' and operating out of their fight or flight zone. Using the 'in the corner' shapes, delegates will learn how to question their thoughts and assumptions to be able to change their response to stressful events.

By the end of this module, participants will:

- Understand the key causes of stress in the workplace and how they can show up
- Have considered which of these causes of stress are factors for themselves and their own teams and have identified quick wins that are under their control
- Understand the neuroscience of our stress reaction – what happens in the fight or flight amygdala hijack reaction
- Be able to identify what triggers them to have this stress reaction and be backed 'into the corner'
- Understand what can trigger others into the corner especially through COVID 19
- Be able to recognise the signs that they have been triggered into the corner and identify what happens when team members have been triggered
- Have a list of ways in which they can give themselves time and space to change their response
- Understand how to interrogate the story in their head and what the actual truth is
- Have a list of strategies to help themselves and their teams get out of the corner and change their response to stressful events



Module 3:

Prioritise your time and take control of your work

The Zone of Power and the Prioritisation Grid

This module focusses on how to deal with the overwhelm caused by increasing workload and lack of control. Using the Zone of power, delegates will identify what is in or out of their control and what choices they have in particular challenging situations. The prioritisation grid is used to prioritise tasks and identify those things that are regularly cropping up as 'urgent' and blocking productivity and creativity.

By the end of this module, participant will:

- Understand the importance of autonomy and control in maintaining resilience and productivity
- Be able to use the Zone of Power to determine what's in your control and what's outside your control and to use this with your team members
- Be able to use the prioritisation grid to prioritise their time and work out what they can delegate or lose from their schedules
- Be able to use the prioritisation grid with their teams to help them to manage their workloads better
- Have discussed how productivity hacks in such as batching, taking breaks and timing of deep work can help them and their teams maintain productivity
- Have developed a plan to work virtually more effectively such as using email and online meetings better



Module 4:

Better conversations to empower your team

The Drama Triangle and the Coaching Pentagon

This module focusses on how to have empowering and productive conversations with their teams without trying to 'give advice'. Using the drama triangle, it looks at how managers can often spend all their time trying to fix things, taking on the role of 'rescuer'. The coaching pentagon is used as a simple model for how to change from a rescuer into a coach in order to empower our teams to solve their own problems

By the end of this module, participants will:

- Be able to list the different roles in the drama triangle and understand how they can undermine relationships and productivity
- Understand how as managers, they could be rescuing their team rather than empowering them
- Be able to take on a different role – as coach, catalyst or activator to empower themselves and their teams to solve their own problems
- Understand the advantages of taking a coaching approach
- Stop trying to give advice and 'fix' problems for their teams, instead be able to have a simple coaching conversation to empower their team members
- Be able to use the COACH model to structure their conversations

One-to-one Online Coaching

In order to fully cement learning and make this as practical and actionable as possible, each mastermind group member will receive a 1:1 individual 'Power Hour' 60-minute session to help them:

- Focus on how they will plan their working week
- Think through how they will manage their teams whilst working virtually
- Manage themselves for wellbeing and resilience
- Reduce their stress and anxiety
- Think through any area where they currently feel stuck
- Plan some structure into their day for maximum focus and productivity

About us

Dr Rachel Morris



The Shapes Toolkit was the brainchild of [Dr Rachel Morris](#), a GP with a background in Medical Education. A thought leader on resilience in the workplace, she is part of the Faculty for the University of Cambridge (Institute for Continuing Education Post Graduate Certificate in Medical Education) and regularly lectures around the country on leadership, resilience, workplace stress and thriving at work.

Rachel had 18 years' experience as a practicing GP within the NHS. During this time, she treated many patients with stress related symptoms, often work related. And as a busy GP she fully understands the challenges of working in a busy and highly stressful environment.

Rachel understands how the ability to cope with the demands of the job and respond well in a high-pressure environment is vital to good performance, and that people are looking to thrive rather than just survive. She understands the impact that the work environment has on wellbeing and productivity and is passionate about helping organisations empower their people to support each other effectively for resilience and productivity.

Rachel has worked extensively with managers and their teams delivering developmental training for resilience in a range of high stress organisations, including the NHS. Find out more about the [Shapes Toolkit](#) here and please contact Rachel to discuss requirements and discuss further details and costings, please contact Rachel at rachel@wildmonday.co.uk

What our clients say:

"I find that the Shapes has given me a comprehensive menu of tools which helps me reduce stress and get my work done. Having the material at my fingertips means that I am always well prepared for one-to-one sessions with my team."

"The Shapes really do help transform the way that I think about my work situation"

"I think this training should be mandatory – especially for anyone who is moving to a different level of management."

Senior Managers, City and Guild

"Rachel worked with me to develop a coaching programme for the marketing team. I was keen to build up a high performance culture and to improve team ambition and motivation. The results were immediate and also sustained - one year later we are still feeling the benefits."

Elizabeth Cater, Director of Marketing, Education Division, Cambridge University Press

Appendix 1: The Shapes

	What is it?	How does it help?
<p>The Stressors Hexagon</p> 	The 6 causes of workplace stress.	Enables people to identify the potential causes of stress in their workplace and make the necessary changes
<p>The Vortex of Busyness</p> 	The 8 'Ways to wellbeing' and signs of stress	Enables teams to have conversations to increase their wellbeing and recognise when colleagues are heading towards burnout.
<p>The Prioritisation Grid</p> 	The Urgent / Important time management matrix	Helps people to prioritise their workload and to set aside time to deal with the important things first
<p>The Coaching Pentagon</p> 	The GROW Coaching model	Enables managers to have empowering conversations in which team members are able to solve their own problems.
<p>In the Corner</p> 	How we react badly when stressful things happen (and our amygdala has taken over)	Helps team members recognise what triggers them to become stressed, and change their reaction to stressful events
<p>The Drama Triangle</p> 	The Karpman Drama Triangle - identifying when you are stuck in a game as either a victim, a persecutor or a rescuer	The drama triangle helps people to identify when they are taking an unhelpful role, be it as persecutor, victim or rescuer.
<p>The Zone of Power</p> 	The things you have control over, and the things that you can't control	This empowers teams to take more responsibility over the things that they can control and enables them to be more proactive.