

## Adaptive Resilience in a Pandemic-Driven and Volatile World (Zoom Webinars)



### Introduction:

COVID-19 is posing unprecedented challenges to individuals and organizations throughout the world. The socioeconomic impact of the virus requires business leaders to be resilient. Companies, employees, and

customers rely on leaders to be the stabilizing force for support and reassurance.

**The Mental Health and Wellbeing in the Workplace Survey\* from the summer of 2020 indicated that one in four Hong Kong employees experienced mental health issues.** The most common symptoms reported were tiredness, feeling mentally drained and sleeping issues. The three key workplace issues were stigma associated with mental health, presenteeism, and middle-managers experiencing mental health problems.

Presenteeism is costly to employers, and its impact is insidious. It happens when employees report to work but their productivity declines due to fatigue, anxiety, illness and other conditions. Mistakes are common when one operates at less than optimal capacity. These mistakes often cause inefficiencies and delay in work progress.

The symptoms are common for those who experience chronic stress. Excessive stress causes productivity, performance and engagement to decline. To position for long term success, employers need to put priority on training employees to rise above their circumstances. Training leaders of organizations to be resilient is the right starting point.

\*Reference - Mental Health and Wellbeing in the Workplace Survey - <https://www.oliverwyman.com/media-center/2020/sep/mental-health-and-wellbeing-in-the-workplace-survey.html>

## Highlights:

This course consists of four 75-minute modules. Participants will be given the right tools to feel more in control of their lives and be able to rise above their circumstances. They will be more energized, agile, innovative, empathetic and successful in approaching any challenges. The following highlights the structure of the course:

### **Module 1 - Setting the Foundation (Saturday, 8 May)**

- Establish a basic understanding of how the human system responds to stress and change. Gain insight on why common responses to stress and change are counterproductive. Learn practices to optimize your system for peak performance.

### **Module 2 - Cultivating Self-Awareness (Saturday, 22 May)**

- Debunk the stigma of emotional distress and increase your emotional intelligence. Learn the purpose of uncomfortable feelings and how to turn them into your allies for greater self-awareness and self-management.

### **Module 3 - Accelerating Growth through A Paradigm Shift (Saturday, 5 June)**

- Expand your capacity by tapping into other parts of your brain so that you can be more agile instead of reactive. Strengthen your resilience as you learn to harness the power of both your heart and mind.

### **Module 4 - Integration for Success (Saturday, 19 June)**

- Explore the keys to building resilience in a sustainable way instead of falling back to engrained patterns. Gain clarity of your vision and inspire others for positive change.

Each module will be held two weeks apart so that participants can use the time in between sessions to practise the tools discussed. The course design offers consistent support and holds participants accountable so that they can get the most out of the modules.

Many people assume that changes will happen naturally when one is aware of the benefits and know-how. In reality, most people struggle with incorporating what they have learned because of distractions, engrained mindset, resistance, or lack of a supportive environment. The training facilitator will be available to respond to participants' needs via email in between modules and throughout the engagement.

## Who should attend?

*Middle and top level managers in businesses; employees who are charged with leading teams within and outside of organizations; human resources personnel; customer service representatives; providers of community and public services; educators*

## Speaker Profile:



*Carmen K. Lee* is a whole-person coach, trainer, facilitator, and energy healer who helps change leaders rise above their circumstances to achieve their goals and dreams. Her holistic and practical approach allows clients to accelerate in their growth and experience greater clarity, deeper self-trust, enriching relationships and personal fulfillment.

In an organizational setting, Carmen specializes in advancing leaders' emotional intelligence and mental clarity, creating a safe environment for honest and constructive communication in the workplace. Her insight into human dynamics, ingenuity, and levelheadedness allow her to neutralize land mines and resolve conflicts so that teams are empowered to move projects to new heights.

Carmen is a certified Clinical Ayurvedic Practitioner and Health Educator, Happy For No Reason Trainer, and Divine Mother Healing Practitioner. Her background in engineering and organizational development offers a potent and practical approach to holistic coaching and lifetransformation.

Carmen received her Bachelor of Science in Engineering from Harvey Mudd College in California and a Master of Science in Civil and Environmental Engineering from University of California, Los Angeles. Her career of 20+ years was diverse, ranging from program management, leadership development, workplace culture improvement, and strategic planning.

For more information about Carmen's services and clients' success stories, visit

<https://www.carmenlee.com>

## Event Details:

Date:	Saturdays - 8 May, 22 May, 5 and 19 June 2021
Time:	9:30 am to 10:45 am Hong Kong Time (each session)
Medium:	English
Fee:	<b>Enjoy early bird rate if register and pay before <u>Friday, 30 April 2021</u></b>  HK\$ 2,600/head ( <i>regular for public</i> ) HK\$ 2,400/head ( <i>regular for ICC-HK/ HKIArB/ HKICS/ JCI/ HKMAAC/ LAW SOCIETY members</i> ) HK\$ 2,200/head ( <i>'early bird' for public</i> ) HK\$2,000/head ( <i>'early bird' for ICC-HK/ HKIArB/ HKICS/ JCI/ HKMAAC/ LAW SOCIETY members</i> )
Registration:	Please fill in and return the registration form attached <b><u>along with payment by Friday, 30 April 2021</u></b> . Paid registrants will receive a link and password confirming their attendance by email.
Zoom:	You may attend the session through computer, iPad or mobile phone <b><u>AFTER</u></b> sign-in your Zoom account. (Suggest using computer for better connection).
Cancellation:	There will be no refund for cancellation of booking initiated by the applicant. However, the registration may be transferred to another person from the same company or another member at no extra charge, subject to the prior consent of ICC-HK.

## Supporting Organization



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