



WORKSHOP OVERVIEW AND COURSE OUTLINE

RESILIENCE AND PERFORMANCE THROUGH ENHANCING CUSTOMS STAFF WELL-BEING

Overall objective: To contribute to boosting Customs Administrations' organizational resilience and performance through an enhanced customs staff well-being programme

Learning Objectives

By the end of this workshop, participants will be able to:

- Knowledge**
- Define what a health and staff well-being programme is;
 - List the benefits of a robust health and staff well-being programme for the organization, the manager and the employee;
 - Describe the key components and dimensions of a staff well-being programme;
 - Describe the "staff well-being programme" cycle (design, plan, implement and monitor, evaluate);
 - Explain the critical role of managers in ensuring their team's well-being;
 - Describe the key elements of an organizational well-being culture;
 - Define the concept of "stress at work";
 - Describe the negative impact of stress on the employee's performance and well-being.

- Skills**
- Develop a staff well-being programme following a recognized step-by-step approach;
 - Identify stress triggers and effectively apply stress management techniques;
 - Improve employees' well-being at work as a manager;
 - Implement an organizational culture of well-being and stress management at work;
 - Provide effective mental and emotional support to staff in the new working models through counseling and coaching;
 - Develop a work-life balance policy/proposition.

- Attitudes**
- Promote the concept of the employee value proposition as a key element for enhanced employee engagement;
 - Promote the importance of staff well-being at work;
 - Advocate for work-life balance and workforce diversity;
 - Advocate for the establishment of a conducive work environment, including infrastructure and equipment.

- Assessment**
- Pre-workshop**
- Top managers' assessment
 - Line managers' assessment
 - Self-assessment



During the workshop

- Pre-learning test at the beginning of the workshop.
- Group exercises and discussions.
- Case studies and play role.
- Individual exercises.
- Facilitators' assessment of learners' progress through recap sessions and exercises.
- Post-learning test at the end of the workshop
- Self-assessment at the end of the workshop

After the workshop

- Follow-up activities through the 10%, 20% and 70% approach (Virtual refresher, coaching sessions).
- Level of implementation of individual and organizational action plan.
- Line managers' assessment 3 months after the workshop.
- Assessment of the impact after 12 to 24 months.

Topics

- Organizational Well-being Programme.
- Staff and organizational Resilience.
- Mental and Physical Health.
- Social well-being and work-life balance.
- Stress-management.

Target Group

- Senior managers from the operations and support areas.
- Middle managers with high potential.

Assumptions

- Senior managers are released to participate in this training.
- A group event will take place on Day 0 – the evening before the workshop starts to facilitate team building and learning throughout the week.
- The training will take place in a venue conducive for introspection, team building and socialization.
- All necessary material is available (flip-charts, projectors...).
- The facilitators and participants are equipped in terms of laptop but also with the right attitude for such a training.



Workshop programme – Day 0: Check-in and Happiness Retreat

Sessions	Check-in and pledge	The path to Happiness	The magic of Forgiveness	The power of Gratitude
15h00 – 18h00	Why are we here? Commitment	Missing tile syndrome	Moving forward.	Be grateful for your life and with others

Workshop programme – Day 1 to 5: Well-being, Resilience and Stress Management journey

Sessions	Day 1	Day 2	Day 3	Day 4	Day 5
09h00 – 10h30	Opening Session: Welcome remarks, workshop presentation, pre-test assessment, introduction of key concepts/definitions (resilience, mental health, well-being...)	Recap Day 1 How to promote resilience in the workplace?	Recap Day 2 Social well-being Work-life balance. Positum approach to life . Individual Exercise Group.	Recap Day 3 Psychological well-being: Costs and benefits of reducing work-related stress Impact and costs of stress on the organization. Benefits of tackling workplace stress. Group exercise Discussion?	Workshop learning recap, discussions and action planning
10h30 – 11h00	Health/Coffee/ Tea Break	Health/Coffee/ Tea Break	Health/Coffee/ Tea Break	Health/Coffee/ Tea Break	Health/Coffee/ Tea Break
11h00 – 12h30	Well-Being Programme What is a holistic well-being programme (definition, benefits, drivers...)?	Unleashing resilience during change	Social Well-Being: How is workplace culture tied to social well-being?	Stress-management: Concepts and types of stress, Consequences of Stress by T. Cox, Social readjustment rating scale exercise The Stress Bucket – A model for understanding stress	Closing session: Workshop evaluation, post-test assessment, closing remarks
12h30 – 13h30	Lunch Break	Lunch Break	Lunch Break	Lunch Break	Lunch Break



<p>13h30 – 15h00</p>	<p>Well-Being Programme What are the building blocks of a well-being programme?</p>	<p>Building individual resilience Logical level pyramid, self-awareness, self-management...</p>	<p>Physical Well-being: Employees' health problems. Chronic diseases, absenteeism and consequences for organization. Group discussion</p>	<p>Stress management: Stress-management techniques The 4 elements Tool for stress reduction Practice</p>	<p>Unwinding and team building social activity (recreational, sports...)</p>
<p>15h00 – 15h30</p>	<p><i>Health/Coffee/ Tea Break</i></p>	<p><i>Health/Coffee/ Tea Break</i></p>	<p><i>Health/Coffee/ Tea Break</i></p>	<p><i>Health/Coffee/ Tea Break</i></p>	<p><i>Health/Coffee/ Tea Break</i></p>
<p>15h30 – 17h00</p>	<p>Well-being Programme Step-by-step approach to establishing a well-being programme.</p> <p>Day 1: Key messages</p> <p>EVENING: Reflective social activity</p>	<p>Building individual resilience Logical level pyramid, self-awareness, self-management...</p> <p>Day 2: Key Messages</p>	<p>Physical Well-being: Wellness, occupational health and. safety standards</p> <p>Day 3: Key Messages</p> <p>EVENING: Social Activity (cultural, board games...)</p>	<p>Emotional Burnout Syndrome Introduction. Definition of emotional burnout syndrome. Risk groups among civil servants. Causes and Signs of the development of emotional burnout syndrome. Stages of emotional burnout. Approaches to overcoming the syndrome of emotional burnout.</p> <p>Day 4: Key Messages</p>	

