

# S.P.A.C.E.

## Professional Resilience Model

*An original leadership framework*

Louise Mortimer  
2026

ACADEMY  
HR 

# Welcome to Academy HR



Investing in people.



Empowering leaders.



Nurturing potential.

## Hello and welcome to the Academy!

My name is Louise and I founded Academy HR with a clear vision - to support the people behind the professionals.

Expertly equipped through experience in senior human resources roles, providing strategic business partnership and over 15 years working in people facing industries, I've seen first hand how the right guidance can empower individuals to unlock their potential and create positive, productive workplaces. My passion has always been helping people navigate challenges with confidence while building strong, sustainable foundations for the future.


I believe that people are at the heart of every successful organisation. Whether you need tailored HR advice, leadership development initiatives, support managing ad-hoc projects, or long-term partnership to achieve your people strategy, I'm here to provide solutions that are both professional and personable.


Thank you for considering me as your trusted people partner. I'm proud to lead a consultancy that is committed to making a real difference for the people and businesses I work with.

**- Louise Mortimer, Director of Academy HR Limited**

## Contact me

 07840 429651

 [Louise@academyhr.org.uk](mailto:Louise@academyhr.org.uk)

 [www.academyhr.org.uk](http://www.academyhr.org.uk)



# Its time to create S.P.A.C.E to think differently...

- ⚠️ Do people challenges in your team never seem to improve despite the leadership techniques and mechanisms you try to implement?
- ⚠️ Is there an inconsistent level of psychological safety in your workplace and you're concerned about how this may be impacting your workplace culture?
- ⚠️ Perhaps you're experiencing misalignment between expectations vs output. Does it feel like there is a communication breakdown between you and those you lead?

This may be because you've not yet cracked understanding your people on a human centric level.

You can be the most technically skilled person in your field, the go-to expert for your industry, but if you don't know how to connect with your team as people and understand the context behind their behaviours or thought patterns on a human level, you're missing a golden opportunity to truly become an inspiring (and influential!) people leader. The modern working world demands more from business leaders than for them to be technical experts, employees are seeking empathy, understanding and authenticity.

Exclusive to Academy HR, is a training model which delves into the core areas for creating human centric, emotionally intelligent, empowered leaders of people. As well as the operational skills to follow process, truly effective leaders understand how to connect authentically with their teams, become cultivators of culture for their business and inspire high performance through their people.



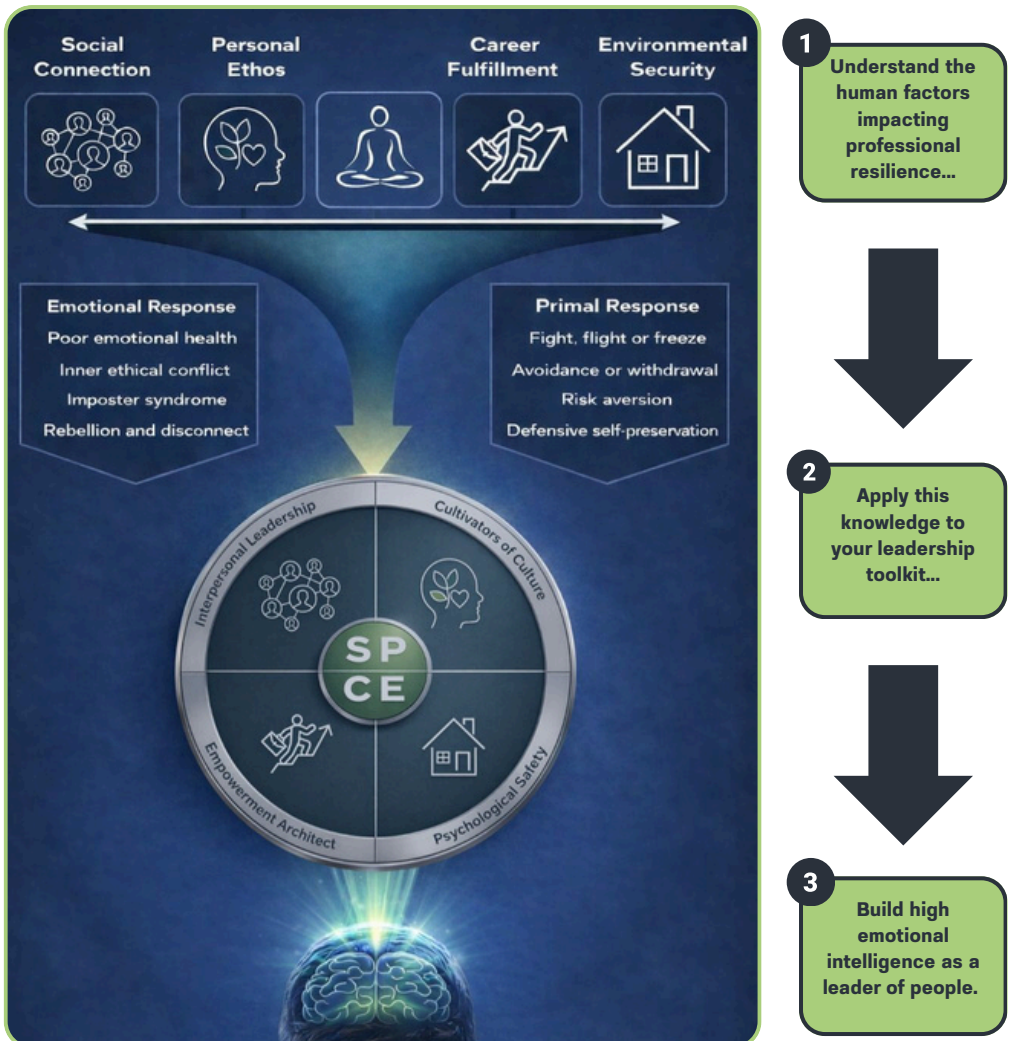
## A new perspective for business leaders...

- The S.P.A.C.E Model invites you to reimagine resilience as an evolution in human centric leadership.
- Deeper understanding of human behaviour enables smarter decision making, emotionally intelligent leaders and more constructive outcomes.
- A shift in leadership mindset is vital for business leaders to secure a sustainable workforce at a time where employment law changes are increasing the risk and stakes for ineffective management of employee disputes.

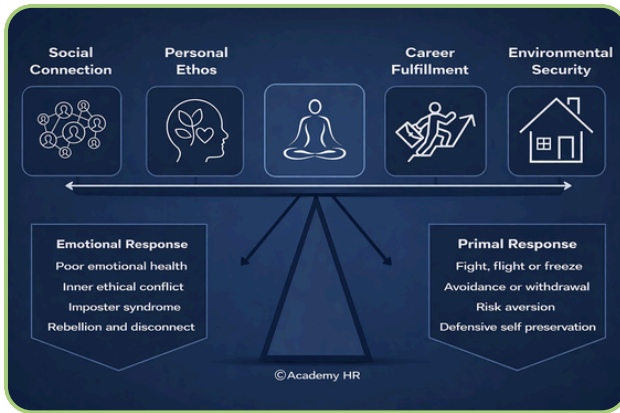
# The S.P.A.C.E Professional Resilience Model

This original training model works in two key parts:

1. **The Self Continuum of Professional Resilience** - Understanding the cognitive framework behind what contributes to an individual's level of professional resilience.
2. **The Leaders of Resilience Framework** - Optimising this knowledge to make stronger connections with teams as a people leader and drive high performing, psychologically safe workplace cultures.



## Part One - The Self Continuum of Professional Resilience



Human patterns of behaviour are a window into our current state of wellbeing and professional resilience.

Like a see-saw, our professional resilience levels will constantly move up and down. We will never be in one permanent state of resilience because we are human and our cognitive state will naturally respond to what's happening in the world around us.

The way we think, feel and act often reflects our internal capacity to cope with stress, adapt to change and overcome challenge. When our resilience is high, our behaviours and thought patterns tend to be more proactive and socially engaged. When we feel well balanced, we are more likely to perform to our best abilities, maintain healthier relationships and pursue goals with optimism.

However, when our inner resilience is unbalanced, our behavioural and thought patterns can shift toward withdrawal, irritability or avoidance as a means of self preservation. These behaviours and responses to external contributing factors are reflective of our psychological equilibrium, offering insight into how effectively we are able to regulate our emotions and respond to adversity.

This continuum concept for our professional resilience explains how we are continually impacted by four key contributing factors - social connection, personal ethos, career fulfilment and environmental security. When all factors are evenly balanced we may feel in control, content and thriving in our professional environment. When the scales tip one way or the other, we may see either emotional or primal responses, a natural human reaction, which directly impacts how we perceive and respond to interactions with others or to situations we are facing in that moment.

This self resilience part of the model helps us learn how, as an individual, we can understand our own and others' human responses and the context surrounding the behaviours we may observe or experience.

This training model breaks each of the four factors down so individuals can explore how each area may impact them, how to navigate through those experiences to rebalance and determine areas of focus for self development.



## Part Two - Leaders of Resilience Framework

So, how does this model support leadership development?

People leaders who do not have a high level of emotional intelligence or humanistic insights within their leadership toolkit, will struggle to truly connect with their team and are more likely to experience poor workplace culture, heightened staff conflict issues, reduced team engagement, higher absence levels and poor performance with their team.

With the stakes ever increasing for employers with regards to staff disputes and the evolving employment law changes, people leaders need a cognitive shift now more than ever to support business sustainability.

The S.P.A.C.E Leaders of Resilience Framework guides leaders through a deeper understanding of how to connect with their people on an authentic level. Equipping leaders with the confidence to intervene with conduct and capability conversations early and effectively to promote first stage resolutions and avoid unnecessary escalation.

Having a clearer understanding and appreciation of why their team members may be presenting with certain behaviours or responses will ensure they approach difficult conversations constructively, effectively navigate their team through organisational change, secure a working relationship built on psychological safety and drive high performing teams like they've never experienced before.

Each area of the Leaders of Resilience Framework anchors back to the four key contributing factors of the Self Continuum of Professional Resilience to consolidate the insights gained from deep diving into the self reflective part of the tool.

### **Social Connection = Interpersonal Leadership**

Leading with strong communication skills, regular team touch points, coaching style leadership, encourages healthy work vs life balance.

### **Personal Ethos = Cultivators of Culture**

Promoter of diversity, leads instead of dictates, demonstrates strong and consistent values or principles.

### **Career Fulfilment = Empowerment Architect**

High quality performance coaching, delegates with purpose, constructive feedback sessions, succession planner.

### **Environmental Safety = Psychological Safety**

Consistent emotional regulation, high emotional intelligence, leads with honesty, transparency and integrity.



# Leadership Development & Training

The S.P.A.C.E Professional Resilience Model is a unique development opportunity to delve into the human traits which make us thrive as professionals and coach leaders how to harness this knowledge to drive high performing teams.

If you're ready to develop your skills to the next level in human centric leadership, contact me today to explore a training programme which will empower you and your team.

## Invest in your leadership team's CPD

- ✓ **Bespoke training for your business and people strategy.**
- ✓ **Delivered by an experienced, senior HR professional.**
- ✓ **Build skills which will give lasting impact and long term results.**
- ✓ **Equip your people leadership team in preparation for an employment law shift.**

Partner with Academy HR Limited to build your bespoke training package.



## Contact me

- 📞 07840 429651
- ✉ Louise@academyhr.org.uk
- 🌐 www.academyhr.org.uk





Supporting the **People**  
behind the **Professionals.**

ACADEMY  
HR 