

# S.P.A.C.E

## Professional Resilience Model



# 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 a senior human resources role, 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

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Do people challenges in your team never seem to improve regardless of the techniques and mechanisms you try to implement?



You never quite seem to gel? Always seems to be a level of tension and you're not sure why? Misalignment in expectations vs output?

That's because you've not yet cracked understanding your people on a human-centric level.

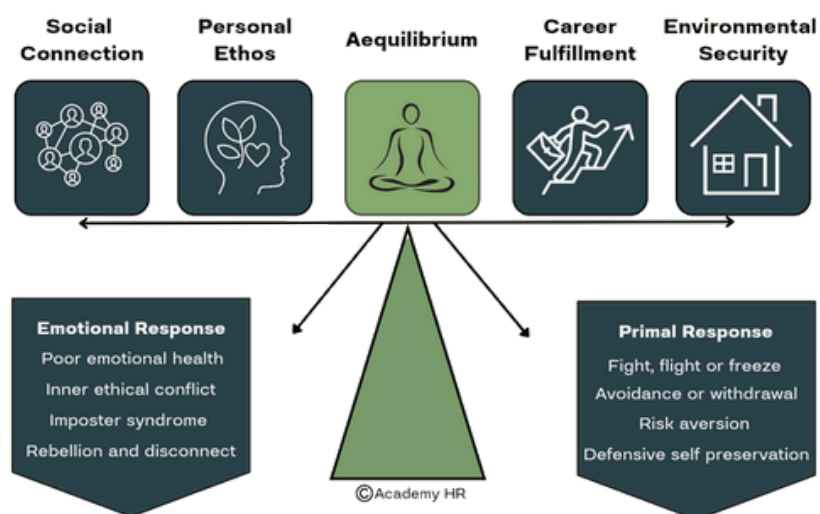
You can be the most technically skilled person in your field, the go-to expert for your industry, but if you don't know how to connect with your team as people and understand the context behind the behaviours or thought patterns on a human level, you're missing a golden opportunity to truly become an inspiring (and influential) people leader.

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 with their teams, become cultivators of culture for their business and inspire high performance through their people.



## The Resilience Continuum

The S.P.A.C.E Professional Resilience Model believes that human patterns of behaviour are a window into our current state of wellbeing and inner resilience.



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, balanced and socially engaged. When we feel well balanced in our overall wellbeing, 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 aequilibrium, offering insight into how effectively we are able to regulate our emotions and respond to adversity.

The S.P.A.C.E Professional Resilience Model is focused on a continuum concept where our professional resilience is constantly impacted by four key contributing factors – social connection, personal ethos, career fulfillment and environmental safety. 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.

## S.P.A.C.E Leaders of Resilience

So, how does this model benefit leaders?

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 and poor performance with their team.

The S.P.A.C.E Leaders of Resilience Model guides leaders through a deeper understanding of how to connect with their people on an authentic level. 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 Leadership Model relates back to the key contributing factors of the resilience continuum:

**Social Connection = Interpersonal Leadership**


**Personal Ethos = Cultivators of Culture**


**Career Fulfillment = Empowerment Architect**


**Environmental Security = Psychological Safety**

This training model systematically works through each of these quartiles and provides a thought provoking journey of development for people leaders.

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 your people.

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