

# What is Mental Toughness?

Mental Toughness describes the mind-set that every person adopts in everything they do. It is closely related to qualities such as character, resilience and grit. It is defined as:

*"A personality trait which determines, in large part, how people respond to challenge, stress and pressure, irrespective of their circumstances".*

Published research and case studies from around the world show that Mental Toughness is a major factor in:

- Performance – explaining up to 25% of the variation in performance in individuals
- Positive Behaviour – more engaged, more positive and a "can do" attitude
- Wellbeing – more contentment, better stress management
- Aspirations – more ambitious, prepared to manage more risk

Mental Toughness is important in almost all work applications. For instance, studies show a close link between mental toughness and leadership level.

## MTQ Plus

Using the MTQ PLUS we can assess Mental Toughness through a unique 60 item psychometric measure using the four key traits of Mental Toughness, known as the 4 C's.

## Features of The MTQ Plus

- Reliable and Valid
- Efficient - taking approximately 10 minutes to complete online. Data is processed to provide normed results almost immediately and can be emailed same day
- Cost Effective – \$140 per development report for each individual

## MTQ Plus Reports You Receive

1. DEVELOPMENT REPORT  
Provides feedback on results to the individual and contains suggestions for their own development.

2. COACHING REPORT  
Provides the manager/coach with narrative about the persons mental toughness and offers coaching suggestions to help them to guide more effectively.

3. ASSESSMENT REPORT  
Provides the manager/coach with information that can be utilised to assess mental toughness as a pre-employment tool and provides questions that can be asked at interview.

## The 4 Cs



BAKJAC  
CONSULTING

# From Surviving to Thriving

Bakjac Consulting assists individuals, teams and organisations to move from surviving to thriving.

## We do this by...

- Accelerating resilience and mental toughness to manage adversity
- Enhancing wellbeing potential
- Building confidence and capability
- Challenging automatic responses and increasing adaptability
- Increasing commitment to manage uncertainty in times of change
- Activating and maximising potential by working with strengths

## Bakjac Consulting offers a comprehensive suite of services in:

- training
- facilitation
- coaching
- counselling
- consulting and
- leadership development

to accelerate and maximise capacity to thrive in a fast paced and dynamic landscape.

The wide range of services can be tailored to the needs of each individual and organisation.



MICHELLE BAKJAC

Michelle is a Psychologist, Trainer/Facilitator and Coach with more than 25 years of experience.

Her expertise ranges from facilitating workplace wellness training and organisation wellbeing strategy, to personal and leadership coaching to organisational development and leadership training programs.

Combining qualifications in Psychology, Organisational Coaching and Leadership, Michelle has insight into the motivators for behaviour and what influences well-being.

Michelle is a Mental Toughness Practitioner/Coach who specialises in assessing and developing Mental Toughness in individuals and teams.

Michelle also provides individuals counselling through private sessions and EAP services as a Registered Psychologist.

Michelle's goal is to accelerate resilience, growth and success for both individuals and organisations.

0412 0475 90

michelle@bakjacconsulting.com

www.bakjacconsulting.com

All progress takes place **OUTSIDE** the comfort zone.

Michael J Bobak



BAKJAC CONSULTING  
Psychology. Coaching. Training.

# Mental Toughness

## Workplace Development, Training Solutions, and Coaching



# Lunch and Learn Sessions

Don't have a whole day? Consider a "Lunch and Learn" series that can be facilitated for staff over their lunch break. Tailor the sessions to your staff/organisation's needs or consider one of these options:

## Developing Mental Toughness

1 hour | For all Staff

- Defining and Understanding Mental Toughness as Resilience plus Confidence
- Understanding the four pillars of Mental Toughness – Control, Commitment, Challenge and Confidence
- Considering personal traits required to enhance Mental Toughness

## Getting Comfortable with Being Uncomfortable

1 hour | For all Staff

- Recognising the need to be constantly evolving and responsive to change
- The impact of VUCA (Volatility, Uncertainty, Complexity, Ambiguity)
- Understanding the various responses to change and managing thinking and responses
- Reframing and flexibility and assisting to manage emotional responses to challenges

## Using Mental Toughness to Manage Stress and Promote Wellbeing

1 hour | For all Staff

- Managing personal stress responses.
- Enhancing opportunities to sustain and promote wellbeing
- Personal goal setting

## Confidence for Best Self

1 hour | For all Staff

- Recognising Confidence is like a muscle
- Understanding what can fuel self-doubt
- Tools to build self-confidence
- Building the resilience of your team
- Managing interpersonal communication
- Team building



# Take a Day Workshop

## Building Resilience and Mental Toughness To Unleash Your Potential

Full day | For Staff and/or Leaders

Resilience and Mental Toughness are becoming much sought after attributes in leaders, individuals, organisations, schools, colleges and universities. Building and developing mental toughness and resilience is especially important to those experiencing significant change or stress, or those wishing to improve performance or wellbeing.

This dynamic, energetic, engaging workshop challenges participants to unleash their full potential to reach peak performance in their personal and professional life. The session explores the term Mental Toughness, the 4 C's framework together with practical exercises that develop and introduce strategies and techniques to building resilience. The session brings the Mental Toughness 4Cs Framework to life through group activities so be ready to participate in some challenges.

### Workshop Outcomes:

Participants will gain an understanding of the Mental Toughness 4Cs Framework as well as the history, origins and applications of mental toughness. Participants will be equipped with models and strategies to increase resilience and mental toughness to better deal with setbacks and stressors, and stay on track in achieving career and life success through:

- An understanding that a positive mindset is key to achieving peak performance and success

- The ability to bounce back and see challenges as opportunities
- Increased interpersonal confidence and confidence in own abilities

### Workshops Include:

- MTQ-Plus assessment
- Test results with development report on how to become mentally tougher
- Comprehensive workbook and course materials
- Practical activities and strategies to continue building mental toughness
- Personal action plan

### Workshop Outline:

- Objectives – to set each participant's specific objectives
- Introduction to Mental Toughness
- Understanding The 4C's Framework – Control, Commitment, Challenge and Confidence
- Understanding Your Current Personal Mental Toughness Profile
- Practical Mental Toughness Development Activities
- Building Mental Toughness – practical skills, tools, techniques and strategies
- Mental Toughness to manage change and challenges
- Building personal and interpersonal confidence.

# One on One Coaching

Consider One on One Coaching to develop Your Mental Toughness. Sessions can be in the form of face-to-face or skype. You can purchase a package or design your own session content and goals.

## Develop Mental Toughness Coaching Package

4 sessions x 1 hour | For Individuals and/or Leaders

- Personal and tailored advice, guidance and coaching on assessing and developing your mental toughness
- Michelle Bakjac will analyse and interpret your MTQ-Plus results and work with you on your Mental Toughness
- Practical exercises and strategies to develop your mental toughness

This is an ideal package to help you get the most from your MTQ assessment and your commitment to become mentally tougher.

## Mental Toughness Career Coaching Package

4 sessions x 1 hour | For Individuals

Career coaching assists you to develop a clear career path and a solid job search foundation to achieve your career goals.

As an experienced career coach, Michelle will help you build a framework to assist you reach your job search and career goals.

With the use of MTQ-Plus you begin with an insightful measure of how resilient and confident a person you are.

Package Includes:

- MTQ-Plus assessment
- Four personal advice and guidance sessions with an experienced career coach on personal branding, job search and career management including LinkedIn profiles

This is an ideal package to help you develop a career plan and an action plan for your job search.

## Mental Toughness To Manage VUCA

4 sessions x 1 hour | For Individuals and/or Leaders

We live and work in a world where VUCA (Volatility, Uncertainty, Complexity and Ambiguity) is the new normal. This high pressure world demands high performance every single day.

Individuals and leaders need to develop their agility to maximise their potential in this fast pace environment which involves daily challenges.

Package Includes:

- MTQ-Plus assessment
- Four coaching sessions to maximise capacity to manage challenges, embrace risk, develop agility to manage VUCA and maximise personal goal setting capacity

# Half Day Workshop

## Developing Mental Toughness Maximising You and Your Team's Potential

4 hours | For Leaders

Leaders are constantly faced with challenges in our current VUCA environments. This facilitated workshop assists leaders to understand and maximise their own Mental Toughness and develop both resilience and confidence within their teams. Session content is highly interactive with significant group interaction and problem solving with opportunity for group and individual self-reflection.

### Content Includes:

- Defining Mental Toughness as Resilience plus Confidence
- Understanding the four pillars of Mental Toughness – Control, Commitment, Challenge and Confidence.
- Debriefing results of MTQ Plus and recognising personal opportunities for development.
- Considering personal traits required to enhance Mental Toughness

- Recognising the need to be constantly evolving and responsive to change.
- The impact of VUCA (Volatility, Uncertainty, Complexity, Ambiguity)
- Considering traits required to manage Change readiness. Understanding the various responses to change and managing thinking and responses – the psychology of change.
- Reframing and flexibility and assisting to manage staff responding to challenges.
- Fostering leadership agility and adaptability.
- Controlling emotional responses.
- Enhancing capacity to deal with pressure and creating a strong mindset.
- GROW Coaching to develop agility for staff



## Arrange a Session

To make an enquiry or booking for workshops or coaching with Bakjac Consulting contact Michelle Bakjac.

0412 0475 90

michelle@bakjacconsulting.com

www.bakjacconsulting.com