The Resilience Institute

PILLAR 3 · INTERPERSONAL RESILIENCE · 3.2

Building Bridges

Turn cross-team friction into collaboration.

In uncertain times no single leader or team has all the answers, yet pressure pushes people into silos and old habits. Building Bridges gives teams the skills to stay calm when tension rises, see each other's perspective and have the conversations that move work forward.

At a glance

FOR	Matrix, cross-functional and multicultural teams
FORMATS	Half-day or full-day masterclass
DELIVERY	In person or virtual, cross-team cohorts
STYLE	Highly interactive, real conversations

WHY ORGANISATIONS BRING US IN

- Functions clash or teams are coming together
- Tension gets avoided instead of resolved
- Hierarchy and cultural norms slow decisions

WHAT TEAMS LEAVE WITH

- **Calm** in tense moments, so they respond well
- **Empathy** for different working styles and needs
- **Human-to-human** connection beyond job roles
- **Clearing conversations** that reset trust

THE PROGRAMME

The 3Es of interpersonal resilience

SELF · 1

Emotional agility

Notice triggers early, steady yourself and shift the mood of the room when things get tense.

OTHERS · 2

Empathy

Understand different working styles and needs, and see the situation through the other person's eyes.

TOGETHER · 3

Elevated conversations

Move from role to role to human to human, surface what's unsaid and create shared meaning.

"See the other person not as difficult, but as someone with different needs."

HOW IT RUNS

From friction to shared ground

1. **Explore** — The adaptive challenges your teams face now
2. **Regulate** — Practise staying calm when triggered
3. **Connect** — Map working styles and step into others' shoes
4. **Elevate** — Real conversations and team commitments

Go further: add resilience buddies, Psychological Safety & Trust, or Thriving Together team coaching.

IN PRACTICE · L'ORÉAL SAPMENA TEAM PROGRAMMES

5 bookings from the Operations team alone

8 countries since 2023

5.0/5 facilitator rating, Operations leadership

Also delivered for teams at Danone, BASF, Nestlé and Sanofi.

> *"One of the most powerful reminders he consistently shared was that we connect as human to human, not role to role. This simple yet profound perspective shifted the way I approach relationships."*
>
> **Senior leader, Sanofi**

WHY THE RESILIENCE INSTITUTE

- 22 years of resilience research
- Led by Manish Arneja, former Fortune 500 HR leader
- Trusted by L'Oréal, Sanofi, Danone, BASF and Nestlé

B Corp Certified · ISO 27001 · ICF CCE Provider · HRM Asia Gold 2023

Let's build bridges across your teams

Book a 30-minute conversation on where collaboration is stuck, plus a free Resilience Assessment for up to 5 people.

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Explore the series