

Your Future **me** Design Thinking Problem Brief

Department:

People and Performance

Opening question:

How can mental toughness be developed within the HR profession?

Context:

Mental Toughness is a well-evidenced concept. It is a personality trait that describes “how we think” when things happen to us or around us. It is a significant factor in understanding why individuals and groups respond the way they do when confronted by events – including adversity, setback, opportunity and challenge. It also helps users to understand to a significant extent why individuals behave the way they do and why they respond emotionally the way they do.

We want you to consider ways in which we could help to develop mental toughness, thinking about the realities of this concept and how people in the HR profession may feel about it. This should be done in a human focused, empathetic manner that acknowledges the wide range of challenges faced by groups within the profession.

PGT Starting points/ prompts:

- What is mental toughness?
- What are its origins?
- How does the concept of mental toughness apply to the HR profession?
- How can we develop mental toughness and what tools are helpful to this process?
- How does mental toughness relate to mental sensitivity?
- What are some barriers that impede the development of mental toughness?
- Don't forget to attend the departmental workshops for further context and inspiration, including training for MTQPlus.