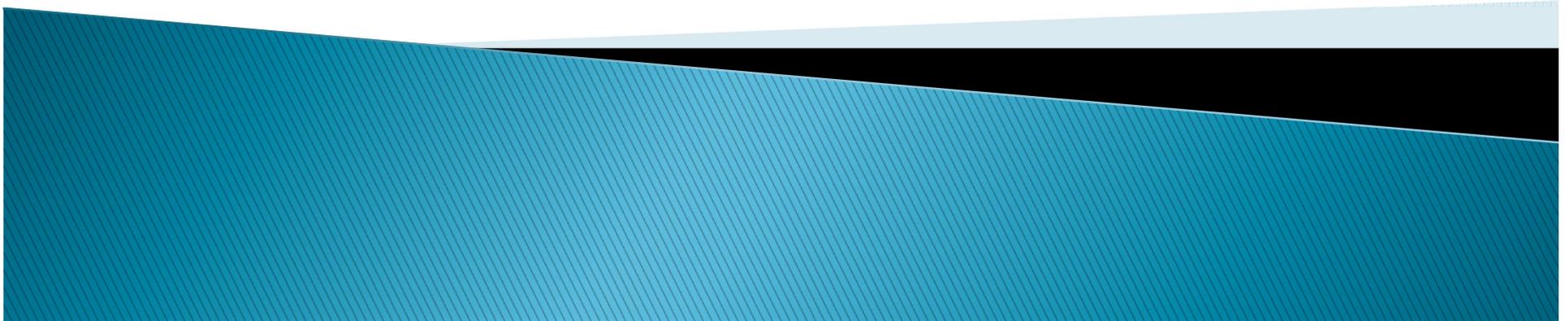


Building Self and Team Resilience



Providing Support for Organisations
and their Employees



What is Resilience?

From Latin: *resile* — *to leap back*

- ▶ the ability to recover from or adjust easily to misfortune or change.
- ▶ . . . the capability of a strained body to recover its size and shape — to bounce back — after being subjected to adversity or stress.
- ▶ “The process of adapting well in the face of significant stressors. It means bouncing back from difficult experiences”.

American Psychological Society leaflet

- ▶ “The capacity to bounce back, withstand hardships, and to repair yourself.” (Wolin & Wolin, 1993)
- ▶ “My ability to cope with challenges I face in life”



What is Resilience?

Resilience is the capacity for an individual to deal effectively with stressors, pressures and challenges and perform to the best of their abilities irrespective of the circumstances in which they find themselves.

Adversity is the test of effective leadership – resilient leaders are defined by what they do during the worst of times, not the best of times.

Resilient leaders re-energise, motivate and inspire optimism in others.



Why we need resilience at work?

- ▶ Rapid changes in our environment
- ▶ Multiple changes occurring simultaneously
- ▶ Pressures to do more with less
- ▶ The need to play multiple roles, wear multiple hats, and satisfy multiple customers in our jobs
- ▶ Trial by media
- ▶ Work/life balance OUT of balance
- ▶ Greater workplace diversity—with diversity comes differences . . . which can lead to conflict
- ▶ Changing job descriptions

Why we need resilience at work?

- ▶ Increasing pressure to achieve higher levels of performance.
- ▶ Outsourcing, downsizing, and the fear of job loss.
- ▶ Project overload.
- ▶ Loss of control over our work.
- ▶ Uncertainty about the future . . .
- ▶ Because *change is constant* . . . *It's how we respond to it that makes the difference*

It is not the strongest of the species that survive, nor the most intelligent, but the most responsive to change.

Charles Darwin, British naturalist c. 1809-1882



Factors which influence an individual's resilience

- Robust personality
- Caring, supportive relationships
- Positive optimistic view of self
- Confidence in strengths & abilities
- Communication
- Ability to manage strong feelings and emotions
- Clear realistic goals

Resilience is a mindset

- ▶ Resilience is less about who we are than about how we *think*.
- ▶ Our mindsets or “mental models” directly influence and shape how we view the world and how we view ourselves in the world.
- ▶ This view of self, in turn, influences how we respond (our behaviours) to adversity and stress — with a healthy/productive response or an unhealthy/unproductive response
- ▶ The strength of our resilience mindset and the force of our behaviours enable us to, in turn, influence or shape our environment.

Steps to Building Resilience

- ▶ Identify challenges
- ▶ Visualise what you want
- ▶ Boundaries to manage impact
- ▶ Self-care /awareness strategies
- ▶ Take support -family, friends, colleagues and services
- ▶ Accept change as a part of life
- ▶ Develop assertive attitude and behaviours
- ▶ Take clear action (plan ahead)
- ▶ Maintain a hopeful outlook - avoid catastrophising
- ▶ Manage your time effectively
- ▶ Delegate

Strengthen Your Resilience

- ▶ Know what's important to you — define your personal vision and your core values
- ▶ Reframe your mental models — challenge your assumptions about yourself and others
- ▶ Identify what you can change/influence and what you can't and focus on what you can influence

Strengthen Your Resilience

- ▶ Assume a “can-do” proactive attitude
- ▶ Take care of yourself – mentally and physically
- ▶ Reach out to others – find new connections and strengthen existing ones
- ▶ Create/build a discipline that gives you the structure/stability and order you need
- ▶ Learn from mistakes



The Four Agreements

- ▶ Organisation! *New understandings for a new life (especially during times of stress and change) . . .*
 - **One:** *Be impeccable with your word*
 - **Two:** *Don't take anything personally*
 - **Three:** *Don't make assumptions*
 - **Four:** *Always do your best*

A Framework for Leadership

- ▶ Sensemaking
- ▶ Relating
- ▶ Visioning
- ▶ Inventing

Final Thoughts from Mahatma Gandhi

- ▶ We must be the change we wish to see in the world
- ▶ Whatever you do will be insignificant but it is very important that you do it!



Think Trees!



Staffcare

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