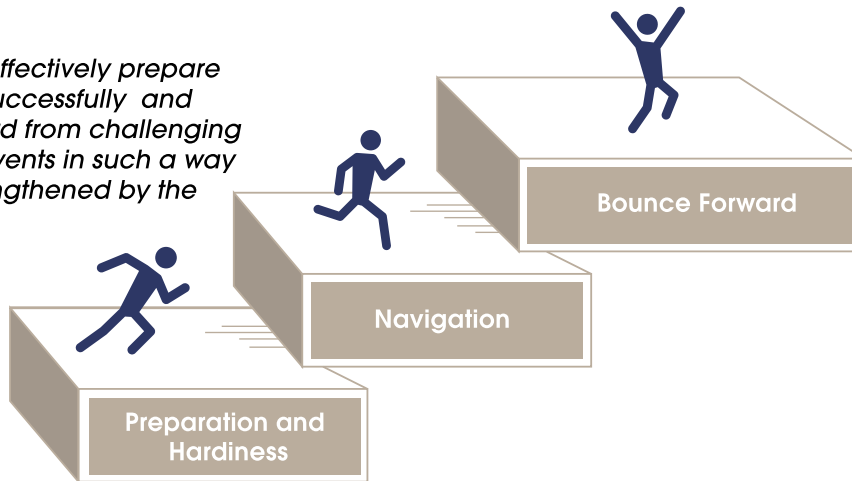


What is Resilience?

Resilience:

Our ability to effectively prepare for, navigate successfully and bounce forward from challenging and stressful events in such a way as we are strengthened by the experience.



Tools to Build Long Term Resilience

Preparation and Hardiness

- “The Fitness Five”
- Optimistic Orientation
- Three “Cs”
 - Commitment
 - Control
 - Challenge

Navigation

- Be Present
- Manage Energy and Not Time
- Build Body Wisdom

Bounce Forward

- Rest is Part of the Journey
- Find the Right People
- Innovate

The Short Cut to Resilience



How We Think?

1. Build A Growth Mindset:

People with a growth mindset know they can keep growing and looking for learnings all around them.

- Stop Self-Limiting Messages
- Take on Challenges
- Incrementality Leads to Mastery
- Model Others and Ask for Feedback

2. The Relaxation Response:

Your Vagus Nerve invokes your sense of calm that relieves your stress response.

- Sing in the Shower
- Breathe
- Mindfulness Practices
- Laugh

3. The Way We Think:

Cognitive biases are short cuts our brain takes to quickly solve problems. They usually work well but not always.





Confirmation Bias:

Tendency to interpret information in such a way as to seek agreement with preexisting beliefs or ideas.

Self-Serving Bias: Tendency to claim more responsibility for success than failures

Event	Stress Management	vs.	Stress Resilience
What is stress?	Avoid at all costs		You grow with events that are difficult
How to deal with stress?	Cope as best you can and then collapse		Prepare, Navigate, & Recover
How do you recognize stress?	Physical symptoms alert you that you are stressed		You know stressful events are coming & you build hardiness
What are the team & organizational strategies?	No way to deal with it in the workplace		Engage team members in frank discussion about workplace pressures and how to support the mission and each other

Applications of Resilience At Your Workplace

	Personal	Change Management	Workload Management	Failure Management
Issue	 <ul style="list-style-type: none"> o “Stressed Out” o Not effective in your role o Unhappy o Tired 	 <ul style="list-style-type: none"> o New initiatives demand new thinking o Change in personnel or management o You don’t personally handle change well 	 <ul style="list-style-type: none"> o Team working at night and on weekends o Unsure of priorities o Not getting things done on time o Unsure of priorities and how to use your time and energy 	 <ul style="list-style-type: none"> o People blame others o Low standards are accepted o Team does not learn from failure <ul style="list-style-type: none"> • We don’t learn from failure • Accountability is lacking
Strategy	<ul style="list-style-type: none"> o Evaluate and Validate Causes: Create a Plan o Pick a Resilience Continuum tool to focus on improving <p>Thinking Opportunities:</p> <ul style="list-style-type: none"> • Negativity Bias: Don’t succumb to negative thinking. Focus on what is working. • Murphy’s Law: It may seem like the world is against you, but it’s not. • Catastrophizing: Your concerns are real; no need to make them worse than they are. 	<ul style="list-style-type: none"> o Build your 3 Cs o Know where you are on the <i>Change Curve</i> and what you can do about it <p>Thinking Opportunities:</p> <ul style="list-style-type: none"> • Anchoring: Create a new framework for how you want to work in the future and forget about the old one. • Loss Aversion: Don’t worry about what you are losing; Consider what you are gaining. • Sunk Cost Fallacy: Just because you have invested already in your project, you can still move in a new direction. 	<ul style="list-style-type: none"> o Change how you manage time o Clarify the urgent vs. the important <p>Thinking Opportunities:</p> <ul style="list-style-type: none"> • Planning Fallacy: We always think we can get more done than we can; give yourself more time. • Information Bias: You’ll never have all the information. When 80% ready, go! • Authority Bias: Speak up regarding realistic timeframes. Don’t just defer to your boss. 	<ul style="list-style-type: none"> o Understand nature of failures at work o Add a failure management system <p>Thinking Opportunities:</p> <ul style="list-style-type: none"> • Fundamental Attributive Error: Don’t blame someone else, consider a careful analysis of what worked/didn’t work. • Overconfidence Bias: Gather all the facts and just don’t rely on your own perceptions. • Self-serving Bias: Honor your mistakes as much as your victories.
Actions	<ul style="list-style-type: none"> o Build a daily practice to create a more positive mindset, (e.g. gratitude) o Focus on small wins that help you feel better o Check your networks o Recognize your strengths 	<ul style="list-style-type: none"> o Step back and look at the big picture: <i>Why is this happening?</i> o Don’t hang around with whiners, find positive people o Take action to secure new experience o Have a personal business plan related to the change o Expect the unexpected 	<ul style="list-style-type: none"> o Discuss workload capacity o Create meeting and project efficiencies o Clarify priorities o Do important work in the first 2 hours of your day o Improve meeting productivity o Manage the 80/20 rule o Keep rebalancing 	<ul style="list-style-type: none"> o Own your mistakes and acknowledge them so as to create a psychologically safe environment o Conduct post-mortem that predicts mistakes and discusses risk o Use a failure management system o Keep track of what you learn o Know how to influence others to help understand challenges