

Workbook



These materials were developed by Elaine Carr and Laura Grimes of Harrington Consulting Group

https://www.harringtonconsulting.us/



#### **Course Overview**

The **goal** of this course is to understand what **resilience** is, why it is important, and how to build it. We will be looking at resilience as a **skill** that can be developed.

While resilience is not the same thing as stress, managing stress can contribute to higher resilience, so we are also going to look at **stress management**.

#### **Agenda**

- Introduction
- About Resilience
- Developing Resilience
- Managing Stress
- Close

NICE-CXOO

#### **About Resilience**

#### The Definition of Resilience

Resilience is the willingness to engage with challenge, change, and complexity actively; to **allow ourselves to be enhanced** by the experience, not diminished.

-Dr. Taryn Marie Stejskal Resilience Leadership Institute

#### **Resilient People are More Likely to:**

- Perform better
- Attain work-life balance
- Be more engaged with their work
- Manage change with less psychological distress
- Make a difference with their ideas
- Succeed

#### **The Nature of Change**



NICE - CXOO

## **Characteristics of Resilient People**

- Realistic but positive outlook
- Self-aware
- Use strategies for dealing with adversity
- Able to bring together cohesive solutions and actions
- Pivot and adjust with changing circumstances

# **Developing Resilience**



Confidence



Social Support



Adaptability



Purposefulness



Positivity

NICE - CXONO

#### **Confidence**



- Strive to do your best
- Focus on personal strengths and positive character traits
- Practice positive self-talk rather than negative self-talk
- Practice good posture
- Be grateful
- Compliment other people
- Speak up
- Exercise
- Look outwards

#### **Social Support**



- Express appreciation and show gratitude
- Be patient with other people
- Assume positive intent
- Listen more than speak
- Paraphrase to ensure understanding
- Be present and authentic with other people
- Help each other
- Have fun together
- Address problems
- Be kind to yourself

NICE - CX

## **Adaptability**



- Acquire a range of coping strategies, not just a few
- Practice persistence
- Challenge rigid thinking
- Pause Consider Choose
- Accept what you cannot change
- Do emotionally expressive writing
- Listen closely
- Talk with someone with whom you disagree
- Watch for stories turning into facts

#### **Pivoting**

Ask yourself:

- Is my goal (still) attainable?
- How is the pursuit of this goal negatively impacting other important areas of my life?
- What will I save by pivoting?
- How will I feel about the decision in 10 days, 10 months, 10 years?

NICE - CXONO

#### **Purposefulness**



- Determine your values and what is truly important to you
- Create a purpose statement
- Create goals
- Specific
- Measurable
- Achievable
- Recordable
- Time-sensitive
- Be curious and mindful
- Take decisive action

#### **Negativity Bias**

## **Increasing Positivity**



- Reset your primitive alarms
- Reframe your attitude
- Refresh your body
- Refresh your spirit
- Take personal responsibility rather than blaming
- Observe others

- Upon waking, what 1 thing will add the most value to my day? Put it on your to-do list.
- Before sleeping, list your small personal wins
- Increase positive emotions
- Use your social support

NICE - CXONO

## **Managing Stress**

#### What is Stress?

Stress is the feeling of being overwhelmed or unable to cope with mental or emotional pressure.

- Mental Health Foundation

Stress can be defined as any type of change that causes physical, emotional, or psychological strain. Strain is your body's response to anything that requires attention or action.

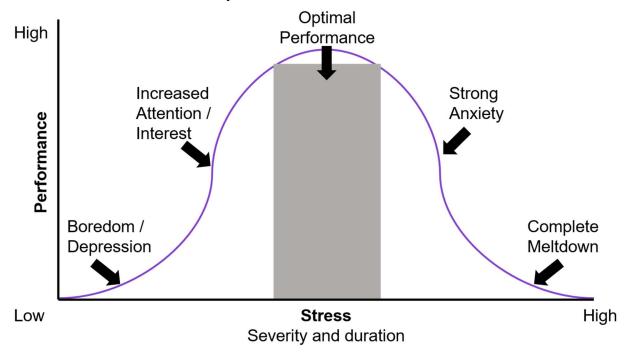
- VeryWellMind.com

Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. Stress is your body's reaction to a challenge or demand.

- medlineplus.gov

#### **Core Concepts About Stress**

- Stress is a physical, emotional, AND psychological reaction
- Stress is unique to each individual
- Some stress is necessary

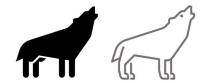


#### **Wellness**



- Exercise
- Sleep
- Eat healthy
- Limit caffeine
- Breathe
- Laugh

#### **A Tale of Two Wolves**



## **Managing Your Emotions**

- Regulation, not repression
- Identify your feelings and interrupt them
- Accept your emotions
- Give yourself some space
- Keep a journal
- Breathe
- Meditate
- Talk to someone

NICE - CXON

## **Action Plan**

My goal is:	
The <b>barriers</b> to my goal are:	The <b>enablers</b> to my goal are:
To deal with these barriers and to secure/nurture the enablers, I will take these	
actions:	

NICE-CX