

Boost Your Resilience in a Changing World

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About You



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Change: The New Normal

We Choose How We Handle Change



Attitude



Actions



Performance
and Outcomes

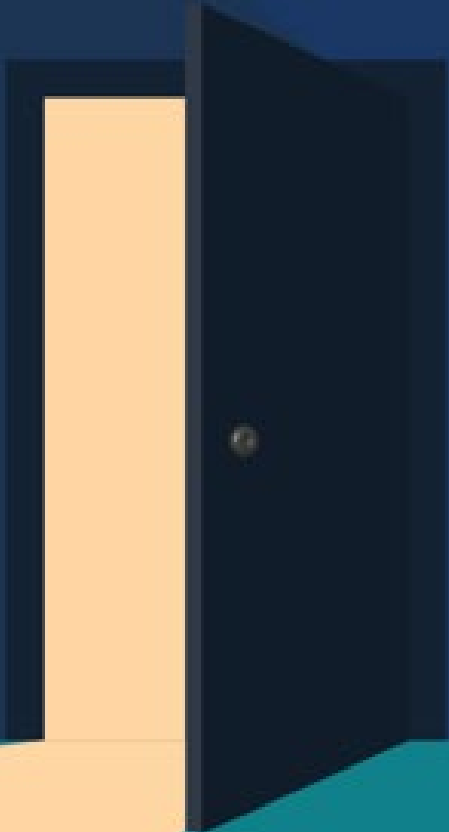
Change Equals Opportunity

Why don't we always see opportunities that come from change?

- Change causes disruption.
- We feel that we have no control.



Seeing the Open Door



Door Closing, Door Opening Exercise

- What door closed?
- What new door opened?
- What helped you open the new door?
- How long did it take to realize a new door was open?
- What prevented you from seeing the new open door?
- What can you do next time to recognize the new opportunity sooner?
- Did the experience bring anything positive?
- What character strengths did you use in this change?
- What does a closed door represent to you now?

Commotion is Normal

Recognize that life is never stagnant, and change can bring rewards.

- Be willing to learn from your personal experience of dealing with change.
- Realize that worry doesn't solve anything.
- Accept that the ride isn't going to always be smooth, and commotion is normal.

What is Resilience?

Your Special Power

The Power of Resilience

Resilience: The ability to absorb disruption and adapt to change without negatively affecting your performance.

The reality:

- Resilience is not just a character trait that some people are lucky to have; it's a trait that has to be learned.

The Truth About Resilience

You have to experience and adapt to change in order to develop resilience.



Develop Your Resilience Toolkit

Sharpen Your Skills

Setting the Stage for Resilience

Change is a part of living. What you learn through each experience will help you better deal with the next situation.

- Start by bringing optimism to the table.
- Acknowledge losses and celebrate wins.
- Make connections - it provides support and enhances resilience.
- Keep your sense of humor.
- Listen to yourself.

Thriving Through Change

You're ready for resilience when you:

- Demonstrate flexibility, durability, an attitude of optimism, and an openness to learning.

You can start
right now.

Managing Control

It's a fact – there are some things that you won't have power over.

Resist being the “victim” – recognize that there are things you can't control and focus on what you can control.

Using Organization Effectively

Prioritize tasks, set small goals, and make long-term plans.

- Get the facts straight from reliable sources.
- Proactively assess the risks and how those risks can be managed or mitigated.
- Try to identify possible roadblocks.
- Plan your action.



Considering Your Options

Remember, there are choices and options to achieve success in almost any situation.

- Understand that success may look different to others in your group. Be open to their views and openly share yours.
- Don't dwell in the past, but look to it for strategies and supports in your current situation.



Staying on Task

Keep your eyes on
the goal.



Identify the final
state of success.



And plan a path to
get there.

- If you start to lose direction, recognize it – acknowledge and get back on track.
- If it becomes overwhelming, step back and break it down into smaller pieces that are easier to manage.

Focusing on Your Health

- Sleep well.
- Eat well.
- Exercise.
- Engage in activities that you find relaxing.
- Pay attention to your needs and feelings.

Keeping your mind and body healthy will help you prepare for the stress that can come with change, and help you retain a positive outlook.



Managing Through Change

Being Resilient While Helping Others

Teaming Up for Transition

If you manage a team or work with a team of colleagues, you can help.

Being a champion for change can increase your leadership strengths.

- Lead
- Support
- Connect



Recognizing the Needs of Others

Respect and validate the feelings of others.

- Share information as soon as you have it – if you don't have the answers, say so. Follow up when you do have the answers.
- Avoid speculation and gossip. Address rumors as soon as they arise.



Listening

Spend more time listening than talking.

Ask open-ended questions.

- Hear what the other person is saying.
- Reiterate the message to ensure that you understand.
- Get clarity on open issues or questions.
- Respond.



Sticking Around

By being available, you increase trust.

- Meet in person when possible.
- Use technology to stay in touch when you can't have in-person discussions.
- Ensure consistency. Don't give special information to some and not to others.



Putting It On Your Calendar

Simply putting a personal reminder on your calendar can help ensure that you can touch base on a regular basis.

- If possible, walk around the office to touch base and say hi.
- Schedule formal meetings to allow team members dedicated time to voice concerns.
- Hold virtual meetings with the group if you work remotely.
- Leave more time for questions in meetings than usual.

Learning From Diversity

Be aware of differences and take advantage of different viewpoints.

- Recognize that every person (even if they are all the same race, gender, or organizational level) has different experiences and knowledge to build from.
- Engage in dialogue to ensure that you understand the different perspectives.
- Realize that your own perspective might change with the input of others.

Next Steps

Moving Ahead With Greater Resilience

Developing Your Action Plan

Consider how you'll use the techniques and tools going forward.

- What strengths are you using today?
- List the ways that you can become more resilient.
- Who or what are the resources that you can count on for support?
- How will you make sure that you stay on track – what milestones or checkpoints can you create to stay in touch with your resilience goals?



Questions?

Thank you for your time today.

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