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RESILIENCE

10 WAYS TO BUILD RESILIENCE WITH YOUR TEAM
FOR LEADERS

ASK YOUR TEAM, WHAT IS RESILIENCE?

Resilience enables us to take setbacks in our stride.

The dictionary definition is the capacity to recover quickly from difficulties.

Psychologists define **resilience** as the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors.

ACTION; Get your teams to score themselves right now? Understanding this score is essential to revisit after the workbook is complete

- **Score your Resilience right now**
- **On a scale of 1 to 10**
- **"With a one meaning non-existent to a ten, where you feel you are able to bounce back easily, where are you right now?"**

EXPLAIN; Resilience is a fundamental life skill, which you can learn.

WHAT DOES IT DO FOR YOU?

- **Resilience will keep you focused when the outside world threatens to unsettle you.**
- **It is great for your emotional well-being and inner calm and helps you deal with pressure.**
- **It enables you to keep a positive perspective and prevents you from taking things out of context.**
- **It helps you cope better with the ambiguity and uncertainty caused by change and transition and what's going on in the world.**
- **It's more than just coping and surviving; resilience is a fundamental and learnable life, management and leadership skill that is critical right now.**

SHARE; A quote from **ELEANOR ROOSEVELT**

This quote sums up our resilience levels

“PEOPLE ARE LIKE TEABAGS, YOU DON'T KNOW-HOW STRONG THEY ARE UNTIL YOU PUT THEM IN HOT WATER.”

DISCUSS; Why is resilience important?

When our resilience is strengthened, our ability to rebound from failure quickly and see that failure as a stepping-stone to success.

We can also do the following more easily...

- Hold on
Hold on to a sense of perspective when things are difficult.
- Be
Be proactive in addressing challenges.
- Remain
Remain optimistic even when things are tough
- Be
Be creative in finding ways of doing things even when resources are limited.
- Talk
Talk openly about frustrations with trusted colleagues, friends or family.
- Acknowledge
Acknowledge the difficulties of change and accept what has to be let go of

DISCUSS; What happens when we lose Resilience?

When we lose our resilience, we become rigid in our thoughts, narrow in our emotions and unable to see that we have choices.

EXERCISE; Places to look to recognise where you need to build resilience

Ask you team to score themselves on how well they cope in the following areas out of 10 - 1=not coping 10=got it

- **Dealing with the demands of your life**
- **Being flexible to adapt to whatever you are presented with**
- **Knowing what is important in your life**
- **Changing direction when the preferred route is not working**
- **Asking for help when you need it**
- **Finding what you can take control of when things aren't certain**
- **Controlling your emotions when you are feeling pressured**
- **Facing reality, even when it is difficult**
- **Managing your way through difficulties**
- **Focusing on actions that move you towards longer terms goals**
- **Recognising when others need support**

- **Making decisions when others are holding you back**

Ask them to look at their low scores and identify the areas they need to work on.

Now you know the areas you need to work on – let's look at what can help you.

What makes you more resilient? Explain the following three prompts

Self-belief

Awareness is the first step to change.

- By starting to look more closely at how you behave in everyday situations which require resilience, you can identify an awareness of when you are at your most or least resilient.
- This will help you build your 'resilience toolbox.

When we have high resilience, we have:

Self-belief

Trusting your own abilities, actions and your capacity to deal with whatever comes your way in whatever circumstances, increasing your choices and possibilities.

Elasticity

Adapting to changing circumstances and not staying attached to what is familiar and comforting.

Meaning

- Having a sense of purpose and meaning to get through difficult times helps you identify what you're working towards and why.
- The meaning may come from goals, values, beliefs or principles.

Until this pandemic, it wasn't world events or tragedies such as terrorist attacks, as we would expect or even famine. Instead it was our co-workers.

A massive 75% said that the most significant drain on their resilience reserves was "managing difficult people or office politics at work". That was followed closely by stress brought on by overwork and by having to withstand personal criticism.

Let's look at ways to build resilience.

Sometimes life knocks us harder than we expect.

When that happens, it's useful to have strategies to hand to help develop resilience while the knock is impacting us.

1.MINDSET

Typical comments you hear in your head: I am not good enough, I always get it wrong, I can't do new things.

Ask the question? What are you saying to yourself internally?

Choose positive and constructive vocabulary.

2. STEP OUT OF YOUR COMFORT ZONE

Spend every day doing something that takes you outside of your comfort zone – this will give you a higher capacity for adapting to change.

Break down the issues you face when out of your comfort zone and gauge what actions you can address alone.

Acknowledge what you fear first and act in small steps.

Create momentum by focusing on an element and rewarding yourself rather than looking at the whole undertaking in one go, which can be overwhelming.

3. RECOGNISE YOUR OWN STRENGTHS

EXERCISE REFLECTION ON YOUR PAST EXPERIENCES

ACTION, INVITE YOUR TEAM TO SHARE EXPERIENCES IN THE PAST WHERE THEY HAVE HAD TO COPE IN ADVERSITY, (If willing) ENCOURAGE THEM TO RECOGNISE WHAT THEY WERE GREAT AT - THEN INDIVIDUALLY GET THEM TO

Take some time to journal their answers to these questions.

List their strengths

Recognise the impact of these strengths in tough, challenging and difficult times?

What picture is emerging from the combination of strengths you have?

Where do they have the greatest impact?

4. Disassociate themselves from their work

Understand that someone challenging their work, giving feedback is challenging their :

- Thinking
- Ideas
- or
- Work quality

NOT them as a person

The improvement in your work has a broader purpose and understanding the value of landing something well and adding the most significant value possible, is more important.

Being open to feedback which enables them to grow will help them to build resilience.

Revisit the SBI model to reinforce this, Situation: Behaviour, Impact

Invite them to take action: Find people around them who can interrogate their work so that they build inner strength to being challenged.

5. CHANGE YOUR LANGUAGE

EXPLAIN

The language we use provides insight into our mindset – whether you're thinking in a way that is conducive to your success and moving forward or it is the opposite. For example

We also know that changing language can significantly impact how you feel and see yourself and the situation and its results.

When you're experiencing challenges, try thinking or writing about what you're trying to achieve using positive language.

6 –CREATE A LARGER CIRCLE OF INFLUENCE

- When our resilience is impacted, we often feel that we can't influence much, and we only focus on our circle of concern which gets larger and larger.
- Finding solutions makes us feel so much better in tough, challenging and difficult situations and expands our choices, empowering us to move forward.
- Look for the bigger picture in any situation. Instead of focusing on your concerns, switch places with someone and consider their perspective.

7.PERSONAL VALUES

GIVE OUT A LIST OF VALUES TO THE INDIVIDUALS

Values are the qualities of a life fully lived from the inside out. When we honour our values, we feel an internal 'rightness' – a harmony.

When we are not living our values, there is dissonance, and our life feels off-kilter.

Values also root and anchor us when things are changing around us. When we consciously work with them, live them out and use them to guide our decision-making in challenging or pressured times, we feel more focused and purposeful.

Google a list of values and choose your top 6 or download my free values workbook here:

In the moment, help

8 RESPONDING NOT REACTING

- **Many scientists believe that the limbic system is the part of the brain where emotions are generated. It is stimulated by events and situations before our rational mind engages.**
- **In fact, emotion is triggered subconsciously, kicking in a full six seconds before the brain's rational side.**

In challenging situations, our emotions can become heightened, we may lose our sense of perspective, and we react rather than respond.

DISCUSS - With the individuals in what circumstances are your unhelpful emotions triggered?

A way of maintaining emotional control is to do the following:

- **First - accept the experience is (or is not) happening.**
- **By accepting the experience for what it is, then acknowledge your feelings as unhelpful thoughts.**
- **At that moment, if we can accept what's happening and acknowledge how we feel about it, we can respond to it (act thoughtfully) rather than reacting (taking impulsive action), which has a more positive outcome.**

9. THE POWER OF PERSPECTIVE

Sometimes we get absorbed when our resilience is impacted, and we lose sight of the bigger picture.

Are your team to think of a time their resilience was stretched. What would have happened if they had stopped and paused in those moments to regain perspective by asking themselves:

- Will this thing matter in 2, 5 OR 10 years plus?
- What would my old wise/future self advise me right now?

Accepting past situations can't be changed and stopping is not always feasible.

It should demonstrate that our perspective impacts our resilience.

10.RELATIONSHIP/SUPPORT MAP

- **Relationships are fundamental to sustaining resilience, ask your team these questions.**
- **Who are you reaching out to in times of need?**
- **What is it that they offer you? Advice, perspective, a shoulder to cry on, feedback, space to reflect, encouragement?**
- **What could you be giving those people? What do they need? When we give to others, our self-worth is validated.**
- **What could you be giving those people? What do they need?**
- **Reminder when we give to others, our self-worth is validated.**

Consider how you could give to others which also increases your resilience.

Final stage - your plan – Using the GROW model.

- **OPTIONS - Which of the strategies for dealing with impacted resilience works for you? Make a note of one or more and how you can use them. What support do you need?**
- **REALITY –From your score sheet – look at the lowest scores and think about the reality right now – what needs to be worked on - now that you have some ideas**
- **IDENTIFY YOUR GOAL - What are the main resilience suckers in your day-to-day life that we may not have mentioned**
- **WAY FORWARD - Looking at your resilience higher scores? Where are your strengths? Think about how you can use these, what are you going to do & by when to become even more resilient**

Final thought

Do ask for help from professionals if you feel you need it.

I offer a full two-hour interactive webinar on this theme if you would like it for your staff – do get in touch. £450 for up to 20 staff

Did you find this workbook helpful with your teams?

About UK Coach Training:

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