Resiliency Skills

Based on “Developing Resiliency Skills” by Al Siebert, TD, September, 2006, p.88-89
Resilient People

- Flourish in a constantly changing workplace,
- Hold up well under pressure,
- Orient quickly to new demands,
- Adapt to changing circumstances, and
- Work without an updated job description

Compliant individuals trained to fit in and follow orders flounder in an environment of non-stop change!
Can resiliency skills be learned?

- Yes!
- You are not born with resiliency
- You develop resiliency strengths gradually as your competencies increases
A five-level hierarchy of developing resiliency skills
Level One: Health and well-being
The myth of stress

- An important mental barrier to overcome
- Staff blame working conditions and management for feelings of distress
- Feel like victims and do not develop resiliency skills
Distress

- Not a result of what actually occurs
- Result of how you perceive what is happening
- “Stress” – internal, physical feeling of anxiety or strain you don’t like: a mental interpretation of an external event
- “Strain” – the internal effect
Developing Level One Resilience

- Replace stress reduction classes with sessions on developing strengths for coping with emotional and workplace strains
- Make wellness and healthy lifestyle programmes a high priority
- Some strain is necessary to remain healthy - become aware of your personal, optimal strain zone
- Handle each work day like you are at a fitness center
- Be conscious of your optimal strain level and pause between strains to relax before engaging the next strain
Positive Workplace Atmosphere

- Important
- Broadens cognitive skills and strengthen resiliency
- Enjoy your work and create pleasant moments with co-workers
- Negative feelings of anxiety, anger, fear and helplessness narrow cognitive functions and decrease resiliency
Level Two: Problem Confrontation
Problem Solving

- Strong connection with resiliency
- Makes you more resilient than people who are disengaged, helpless and highly emotional
- Individuals who use problem-focused coping in a constantly changing work environment more resilient, more self-confident and enjoy better health
- Least resilient individuals do not – **focus on their unhappy feelings and blame management for their unhappiness**
3 kinds of intelligences that determine success in life

- Analytical
- Creative
- Practical
Most effective people

- Integrate left brain analytical thinking with right brain creative thinking
- Shift from one mode of thinking to the other and better able to handle impending challenges
Need to place high level on level one and two resiliency skills

Develop good physical and emotional well being of your staff and problem solving skills to cope with new and unexpected challenges
Level Three: Mind versus Body
Three mind-body dimensions

- The three core “selves”
- Strong self-confidence;
- Healthy self-esteem; and
- Positive self-image
- Functions like gatekeepers to higher level resiliency abilities
- Focus on your strengths and what you have accomplished
Level Four: Self-direction
Develop advanced resiliency skills

- Through self-motivated, self-managed learning
- Be optimistic and self confident
- Enjoy child-like curiosity and playful humour
- Learn from experience
- Trust your intuition and “read” other people well
- Be the go-to people when something must be done right
- Steer groups through chaotic times
What it means to be resilient

- Flexibility – in actions, feeling and thoughts
- Adaptability
- Having many counterbalanced complexities to make choices for responding
Resilient individuals

- Optimistic and pessimistic
- Trusting and cautious
- Serious and humorous
- Unselfish and Selfish

Not limited to be either one way or the other!

Leave them alone to what they do best
Level Five: Accentuate the positive
Level five resiliency

- Convert accidents and misfortune into good luck
- Best suited for non-stop change
- Bounce back quickly from setbacks and emerge stronger than before
Developing level five

- Examine one of the worst experiences of your lives to determine if you learned a valuable lesson
- After a rough challenge at work, determine why it was beneficial that it happened
- Make learning valuable lessons from bad experiences part of your culture and your organization
Change happens
When change takes place

- Not the strongest or the most intelligent that survives
- Survivors are those who adapt and flourish in the new environment
- Everyone has an inborn motivation to become resilient and can learn to handle change easily and naturally
- Facilitate resiliency strengths development