



# Resiliency Skills

*Based on "Developing Resiliency Skills" by Al Siebert, TD, September, 2006, p.88-89*

# Resilient People

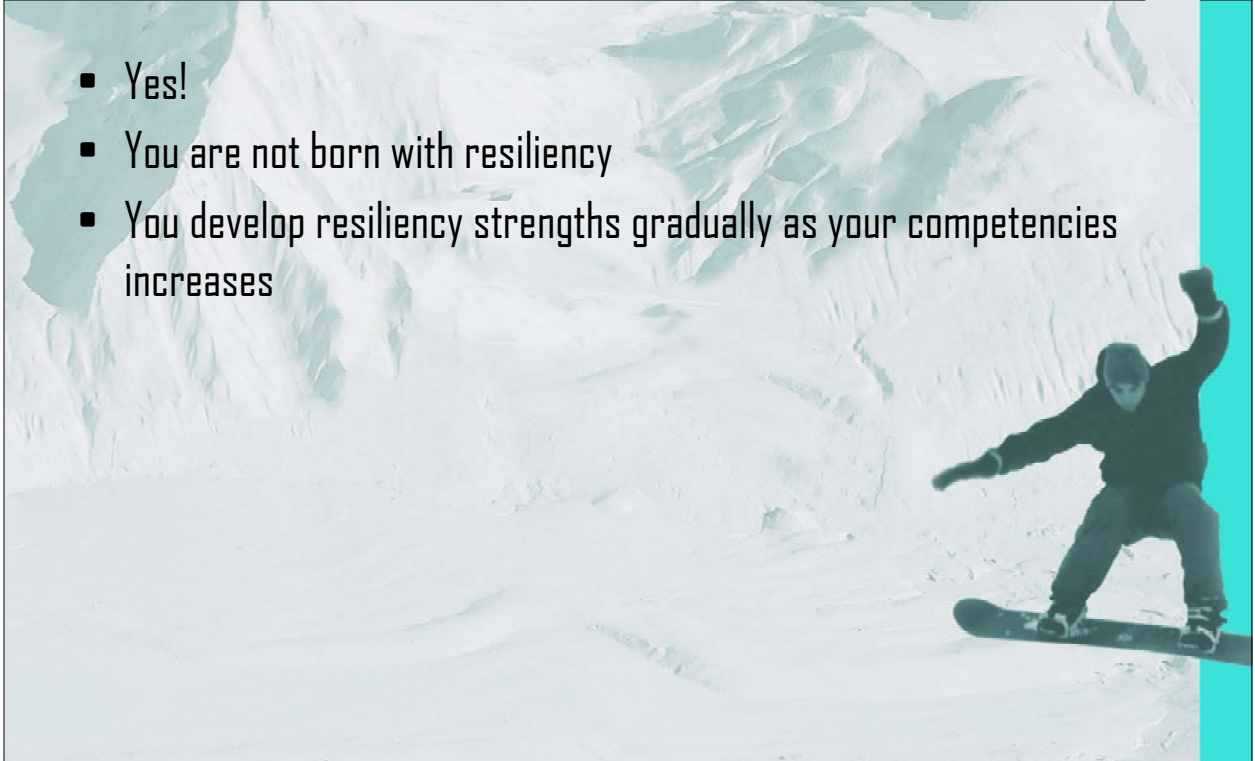
- Flourish in a constantly changing workplace,
- Hold up well under pressure,
- Orient quickly to new demands,
- Adapt to changing circumstances, and
- Work without an updated job description

***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

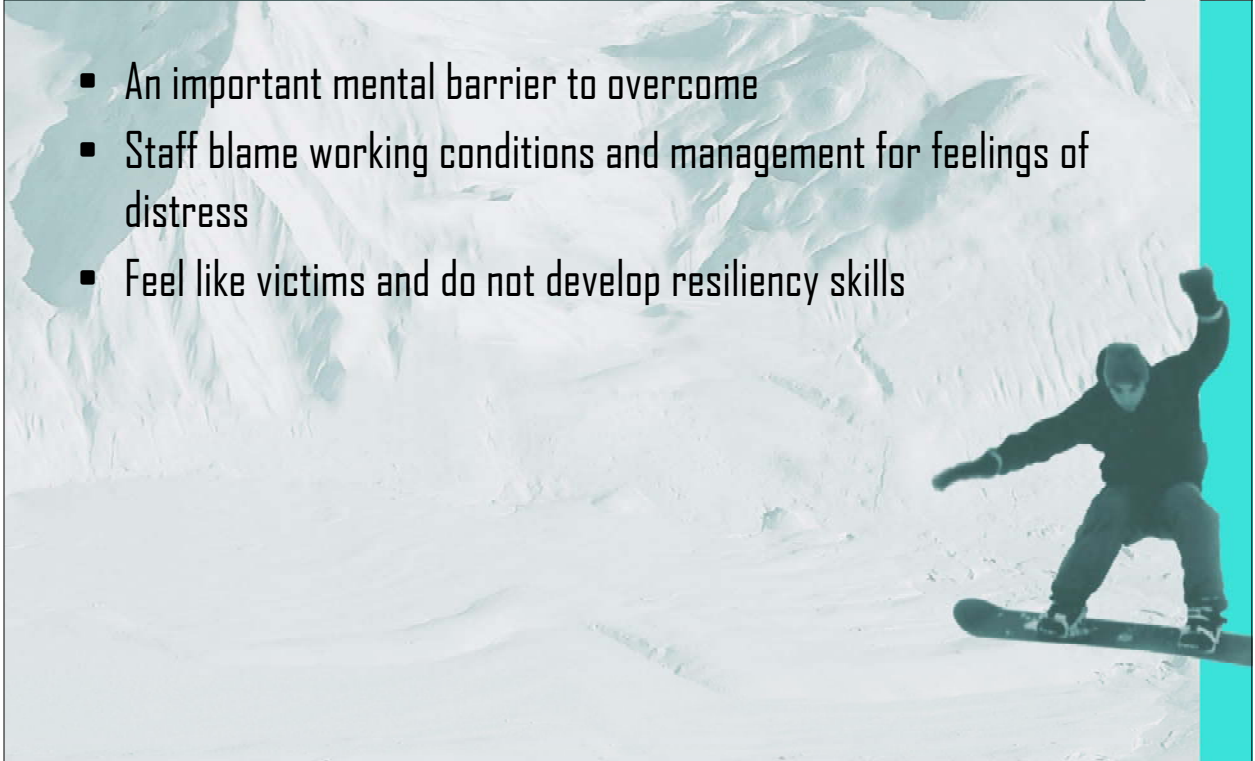
A person in dark winter gear is snowboarding down a snowy mountain slope. The background is a bright, snowy landscape with some shadows. The image is overlaid with a dark teal gradient at the top and bottom, and a light teal gradient in the middle.

Level One: Health and well-being

Click to add subtitle

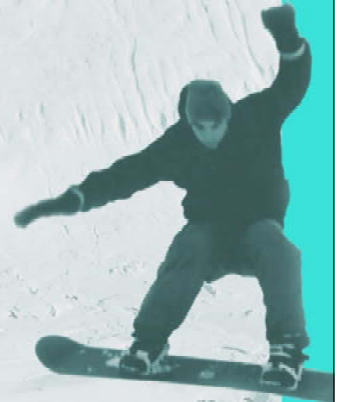
## The myth of stress

- 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

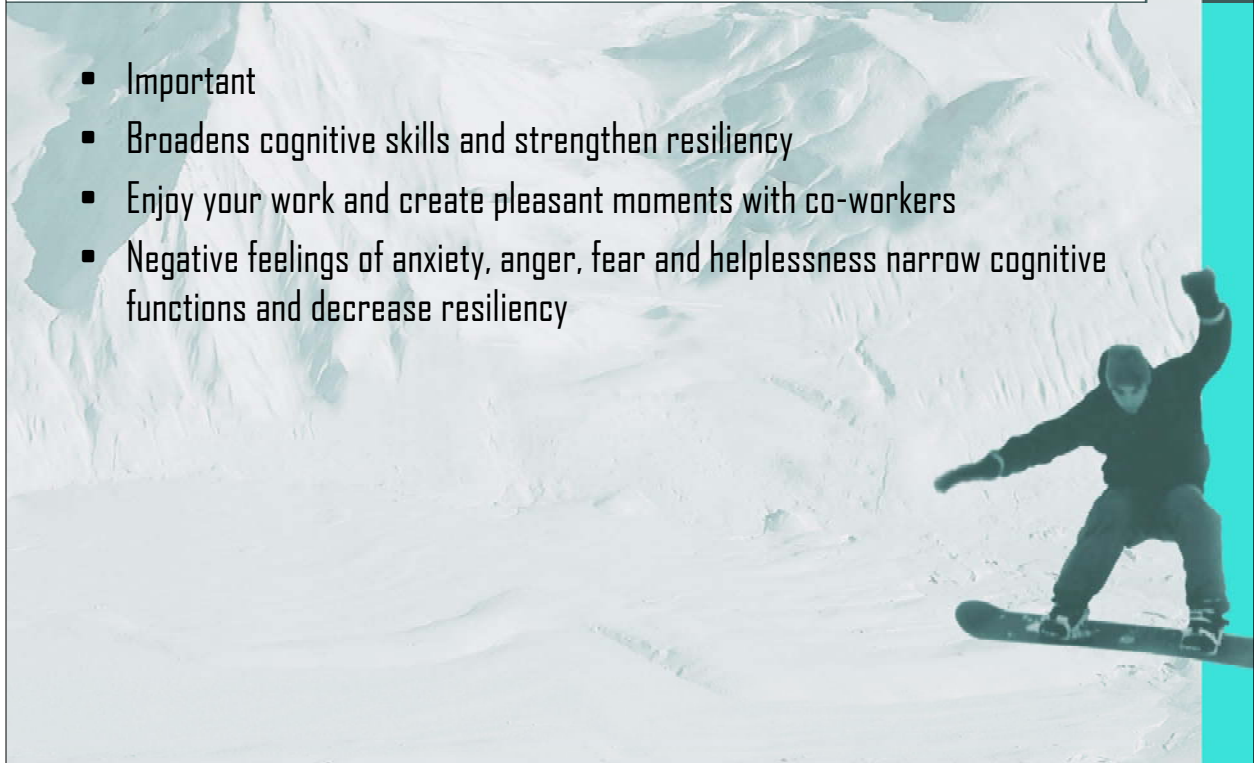
- Replace stress reduction classes with sessions on developing strengths for coping with emotional and workplace strains
- Make wellness and healthy lifestyle programmes a high priority
- Some strain is necessary to remain healthy - become aware of your personal, optimal strain zone
- Handle each work 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



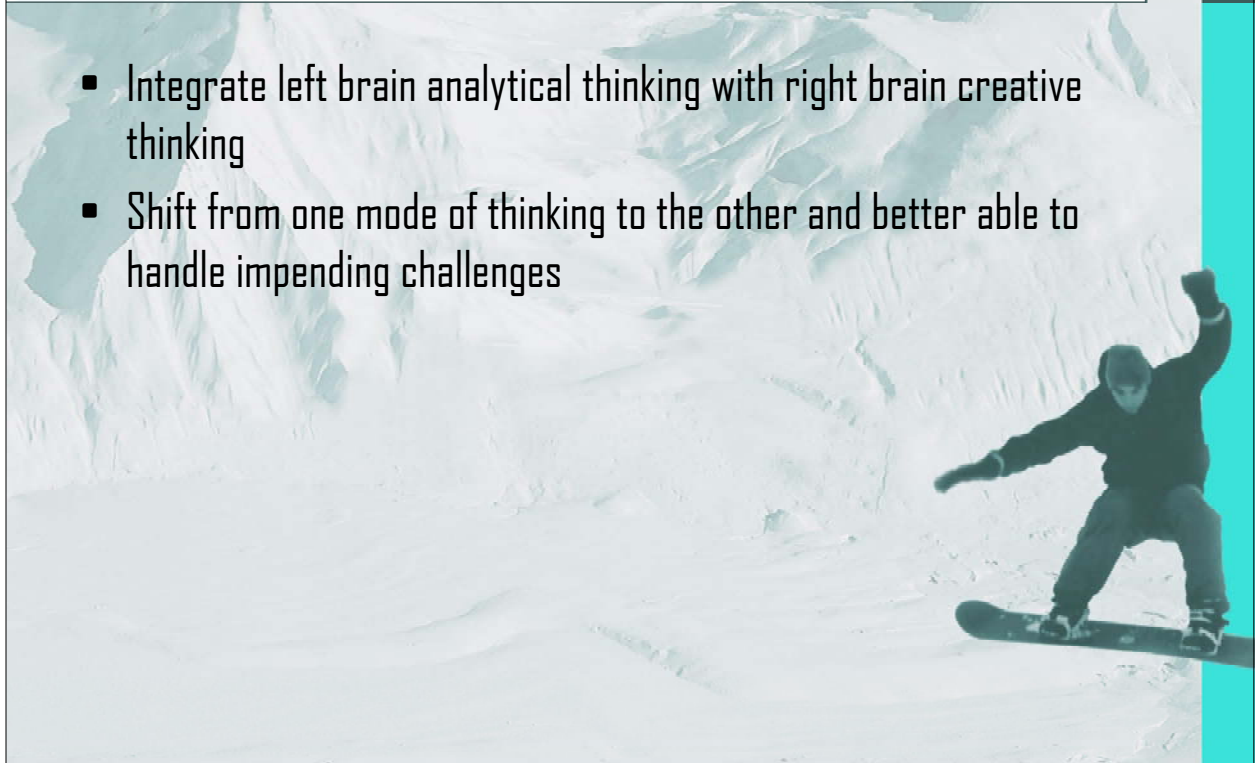
## 3 kinds of intelligences that determine success in life


- 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

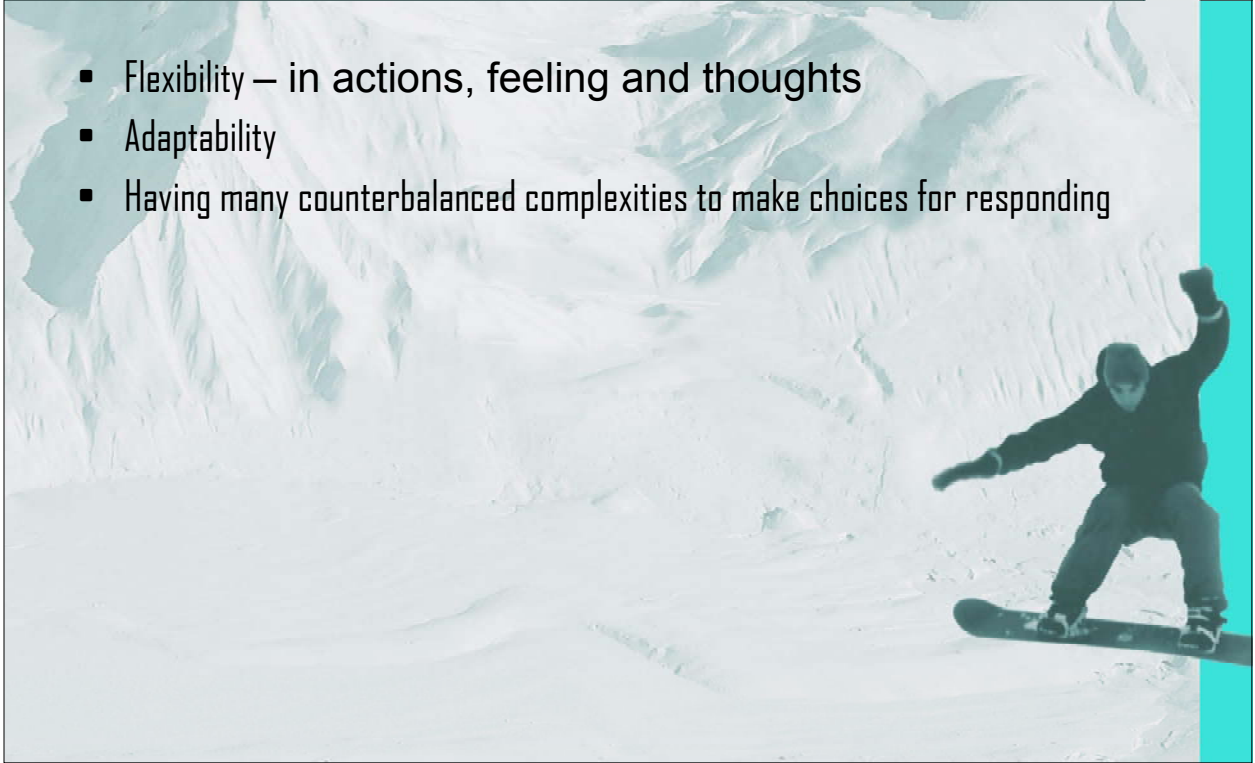
# Develop advanced resiliency skills

- 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

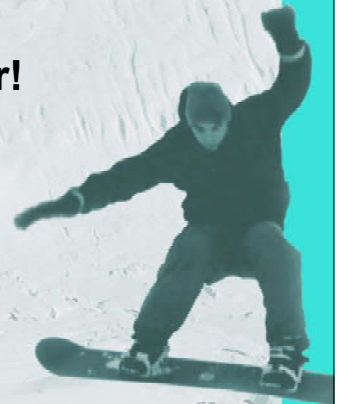


# Resilient individuals

- 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

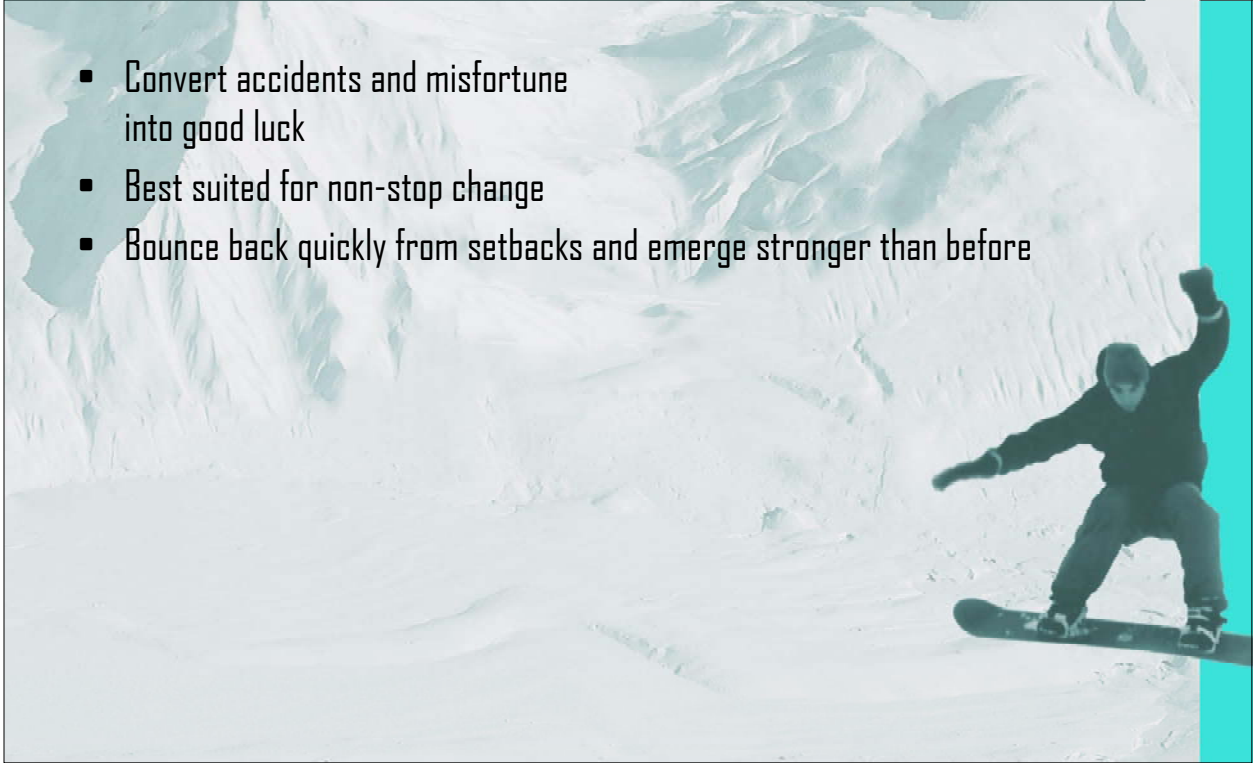




Level Five: Accentuate the positive

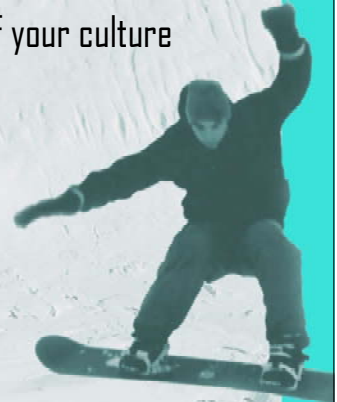
## Level five resiliency

- 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

