



Resilience Building Techniques in the workplace

Date: 9th December, 2019

Venue: Lake Naivasha resort

TIME: 9:15--10.30 AM

Resilience



This, too,
shall pass.



Resilience



“Resilience isn’t a single skill. It’s a variety of skills and coping mechanisms. To bounce back from bumps in the road as well as failures, you should focus on emphasizing the positive.”

- Jean Chatzky

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Resilience skills set.



Resilience skills set.



1. Positivity

By taking a positive stance at work,

2. Emotional Insight

Developing and strengthening emotional insight. Social Intelligence

3. Balance

Achieving a healthy work life balance. Technology can give you access to work 24 hours a day, 7 days a week.

4. Spirituality

This reduces vulnerability and the impact of adversity in the workplace

5. Reflection Being in tune with one's emotions and emotional reactions serves as buffer to the effect of stress

Mindset.



MINDSET MATTERS

Change your words to
change your mind.

I made a
mistake.

Mistakes help
me learn.

I can't
do it.

I'm on
the right
track.

It's good
enough.

Is this my
best work?

I give up.

Let me
try
another
way.

I'm not good
at this.

I'm just
getting
started.

I'm a natural.

I improve
with practice.

This is too
hard.

This may take
some effort.

Where you want to get!



What is Grit?

Grit is that fighting spirit that sets some employees apart.

Where you want to get!



You are **not** born
with a **fixed** amount
of **resilience**. Like a **muscle**,
you can **build it up**, draw on it
when you **need it**.
In that **process**,
you will **figure out**
who you really are
and you **just might** become
the very best version
of yourself.

SHERYL SANDHERR I AMPOCARLESSOUL.COM

How to build personal Resilience.



- Cherish social support and interaction..
- Treat problems as a learning process..
- Avoid making a drama out of a crisis..

How to build personal resilience.



- Celebrate your successes.
- Develop realistic life goals and a sense of purpose.
- Take positive action.

How to build personal resilience.



- Nurture a positive view of yourself.
- Keep a realistic perspective.
- Practice optimism.

How to build team resilience.



- **Checklists and Guides**

Some common challenges and stressors can be anticipated at work.

How to build team resilience



Training

1. Promotes cohesion of the team and promotes positive team coordination.
2. Team-members to consider desirable resilience behaviors.
3. Training could provide the team with a scenario for a possible event (i.e. an emergency)
4. Then ask them to think about the problem and discuss what they would do in the scenario

How to build team resilience



- **Debriefing Sessions.**

1. After a challenge or stressful event, offer the team a 'post-challenge' debriefing.
2. These sessions will encourage reflection about the experience.
3. It helps facilitate team discussion about the challenge and how employees coped and how to support one another.
4. This process can also include action planning for the team.

How to build team resilience



- **Work Culture**

The culture of a team is a key to promoting resilience.

- Speak up, and ask any questions
- Openly share bad news, and report early warning signs of potential problems
- Maintain composure during ‘emergencies’ and times of heightened stress

How to build team resilience.



Work culture.

- . Do you seek out expertise rather than simply relying on another worker's rank or seniority
- . Keep an eye on one's work colleagues, and be there to offer support throughout the challenge –
- . Be able to express when there is a need in the workplace to switch to and from 'emergency' modes of operating

Great resilience stories.



Thank you.

