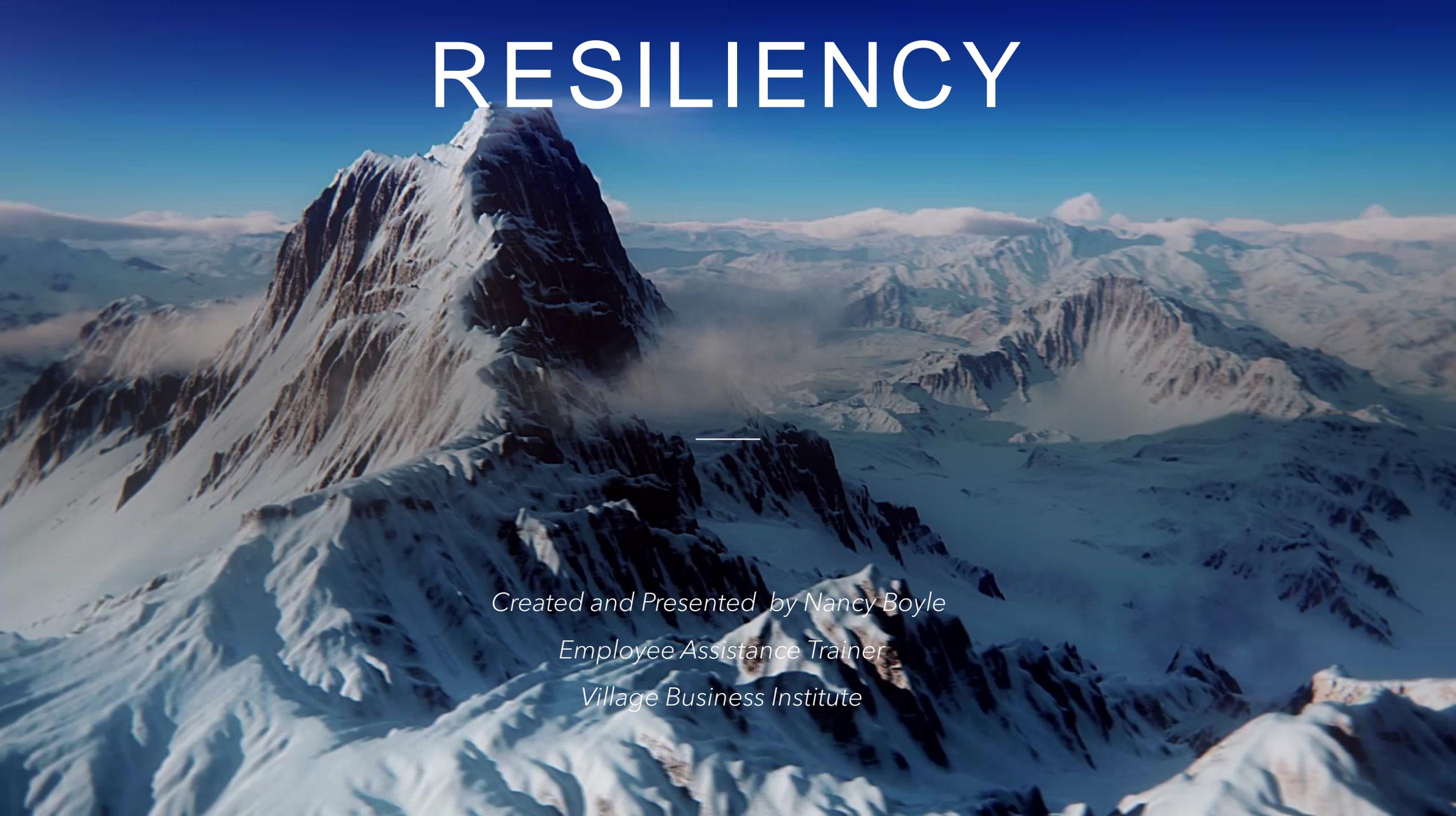


RESILIENCY

A high-angle, wide shot of a rugged mountain range. The primary focus is a sharp, jagged peak in the foreground, heavily laden with snow and partially covered in dark, rocky outcrops. The mountain's ridges and gullies are intricately detailed with snow. In the background, a vast, snow-covered valley stretches out, with numerous smaller peaks and ridges visible under a clear, vibrant blue sky. The lighting is bright, suggesting a clear day, and the overall atmosphere is one of serene grandeur and natural beauty.

*Created and Presented by Nancy Boyle
Employee Assistance Trainer
Village Business Institute*

LEARNING OBJECTIVES

- Define resiliency
- Learn the components of resiliency and how to put them into practice





Resilience is typically defined as the capacity to recover from difficult life events.

“It’s your ability to withstand adversity and bounce back and grow despite life’s downturns”



- “The greatest glory of living, lies not in never falling, but in rising every time you fall.” (Nelson Mandela)
- “It’s not the strongest of the species that survive, nor the most intelligent, but the most responsive to change.” (Charles Darwin)
- “What doesn’t kill me, makes me stronger” (Nietzsche)



- Resilience is not a trampoline, where you're down one moment and up the next. It's more like climbing a mountain without a trail map.
- It takes time, strength, and help from people around you, and you'll likely experience setbacks along the way. But eventually you reach the top and look back at how far you've come.



HOW RESILIENCE IMPACTS THE WORKPLACE

- Resilience is a key element in well-being.
- Resilience is associated with greater job satisfaction, work happiness, organizational commitment and employee engagement.

HOW RESILIENCE IMPACTS THE WORKPLACE

Raising resilience contributes to improved

- self-esteem
- sense of control over life events
- sense of purpose in life
- improved employee interpersonal relationships.





COMMON CHARACTERISTICS OF RESILIENCY

Resilient individuals tend to have these common characteristics...

- A positive attitude.
- Confidence and calmness.
- A willingness to ask for help.
- Empathy and understanding.
- Persistence and determination

RESILIENCY IS

- Recognize and manage your own emotions
- Understanding the feelings of others
- Sense of independence and self-worth
- Forming and maintaining positive mutually respectful relationships with others
- Able to solve problems and make informed decisions
- Sense of purpose and goals for the future



LAYERS OF RESILIENCY

1. Individual Resilience

- Being willing to be honest with self
- Individual coping skills
- Feeling valued in your role
- Personal values
 - compassion
 - professionalism



LAYERS OF RESILIENCY

2. Interpersonal/Team Resilience

- Team relationships/dynamics
- Social Support/safety
- Mentoring / sharing ideas / supervision
- Effective communication
 - Timely
 - Transparent





TRUST AND RESPECT

According to Merriam-Webster Dictionary:

- **Trust** is the belief that someone or something is reliable, good, honest, and effective
- **Respect** is a feeling of admiring someone or something that is good, valuable, or important.

LAYERS OF RESILIENCY

3. Organizational Resilience

- Leadership
- Creating learning opportunities and development from mistakes
- Effective communication
 - Timely
 - Transparent



CULTURE OF TRUST AND RESPECT

Strong companies create an environment where it is easy to build trust and respect at all levels by...

- **Listening** - Allowing people the opportunity to provide feedback and input
- **Inviting participation** - We all have experiences, and those experiences can be beneficial despite our job titles
- **Consistency** - allows for all involved to know what is expected of them



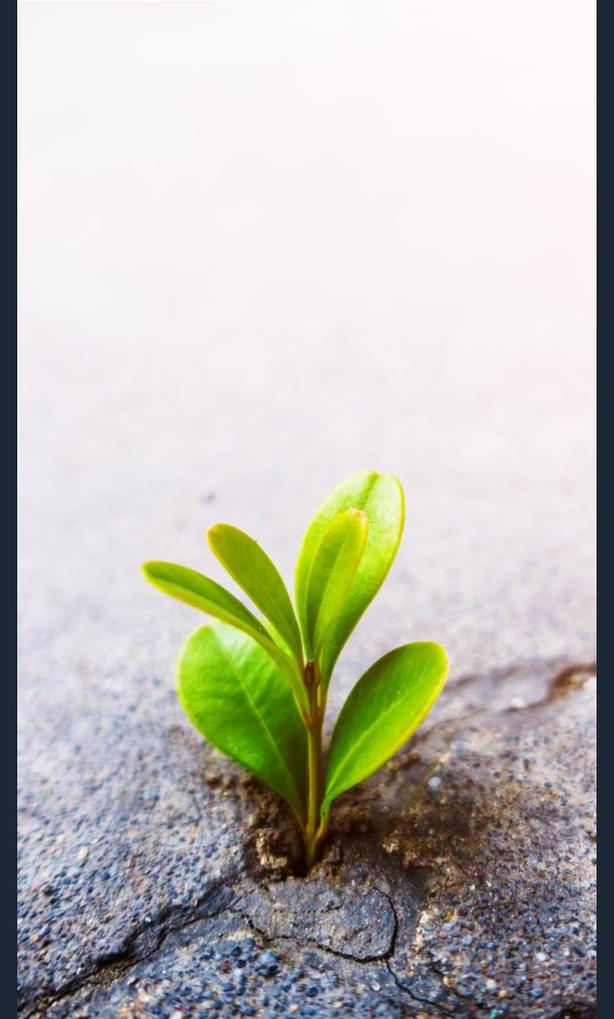
CULTURE OF TRUST AND RESPECT

Strong companies create an environment where it is easy to build trust and respect at all levels by...

- **Respect** – treating your fellow employees as though you value them and what he or she brings to the organization. Working to create a culture where disrespectful behaviors such as gossip, harassment, and discrimination are not tolerated.

RESILIENCY...

[HTTPS://WWW.MINDTOOLS.COM/
PAGES/ARTICLE/RESILIENCE-
QUIZ.HTM](https://www.mindtools.com/pages/article/resilience-quiz.htm)



BUILDING RESILIENCY

The four elements are:

- Confidence.
- Social support.
- Adaptability.
- Purposefulness.



BUILDING RESILIENCY

Confidence —

- Doing the right thing despite that of opposition being
- Willing to take risks
- Admitting to our mistakes
- Building self confidence



BUILDING RESILIENCY

- Thought awareness, mindfulness and cognitive restructuring are also essential for resilience



BUILDING RESILIENCY

Social Support

- Having good relationships
 - Allies
 - Venting partners
 - Trust



BUILDING RESILIENCY

Adaptability is understanding our failures reflecting on them being open to new ideas in situations and finding ways to complete difficult tasks rather than giving up



BUILDING RESILIENCY

Adaptability

- Introspective
- Managing stress





MANAGING STRESS & SELF CARE

- Relaxation Meditation
- Self-Care: Sleep, Nutrition, Exercise
- Hobbies & Interests
- Meaningful Activities
- Spirituality
- Gratitude

BUILDING RESILIENCY

Purposefulness

- Clear goals
- Committed
- Personal values





S



SPECIFIC

Be clear and specific so your goals are easier to achieve. This also helps you know how and where to get started!



M



MEASURABLE

Measurable goals can be tracked, allowing you to see your progress. They also tell you when a goal is complete.



A



ACTIONABLE

Are you able to take action to achieve the goal? Actionable goals ensure the steps to get there are within your control.



R



REALISTIC

Avoid overwhelm and unnecessary stress and frustration by making the goal realistic.



T



TIMEBOUND

A date helps us stay focused and motivated, inspiring us and providing something to work towards.

BUILDING RESILIENCY

You can help to protect and grow your resilience by looking after your health and wellbeing, building your support networks, and changing your thinking from negative to positive.



