



THE RESILIENCY IMPERATIVE

WHO SURVIVES?
WHO THRIVES?



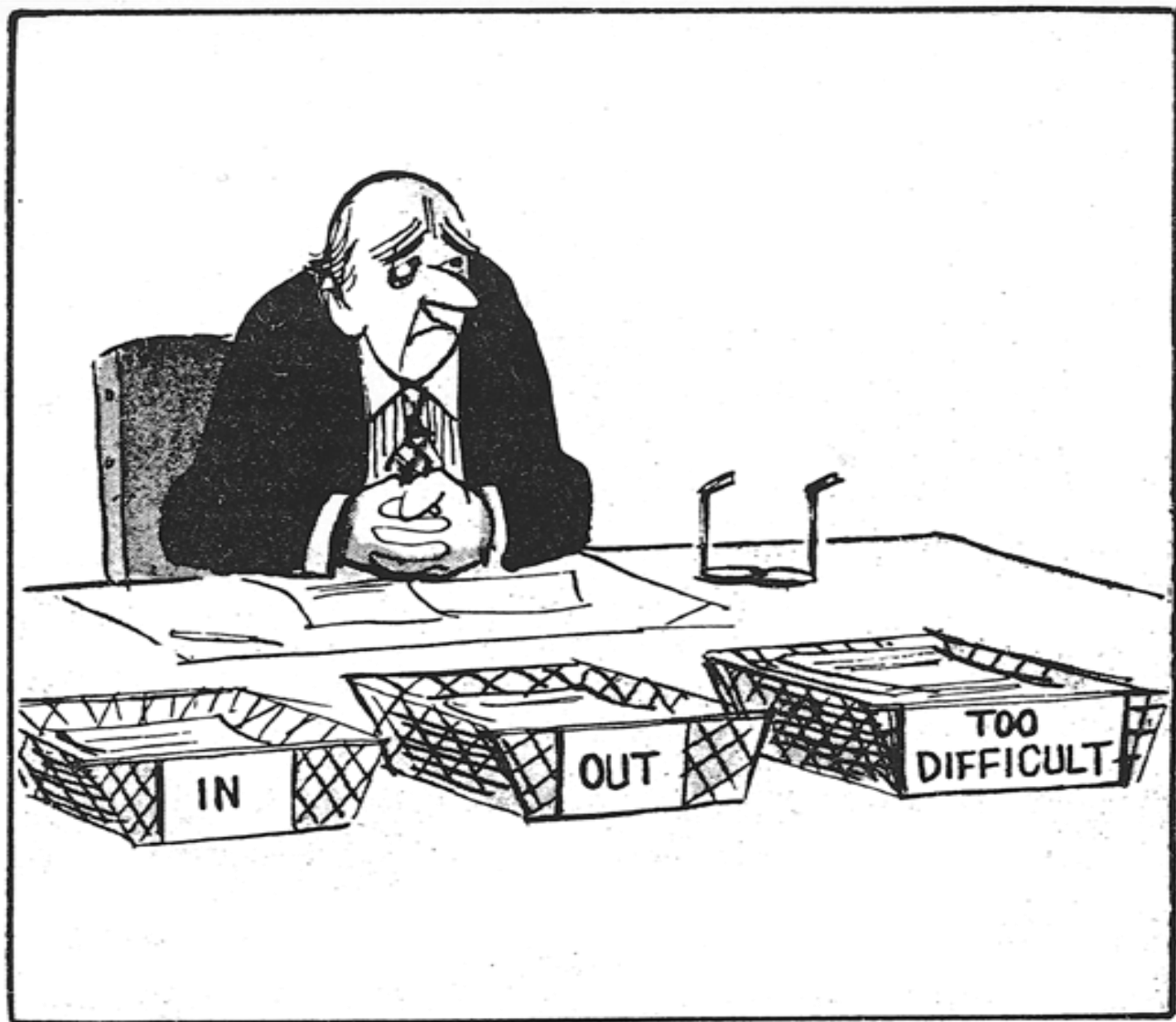
Glen Fahs, Ph.D
Director of Training
and Organization
Development



Workplace Pressures



To get more work done,
of better quality,
in new ways,
with fewer people,
in less time,
with a reduced budget, while
worrying about job security.



Real World Pressures



Personal (health/self-esteem/self-image)

Family (financial/legal/stability)

Job/Workplace (uncertainties)

Community (crowds/traffic/crime)

Institutions (services/politics)

Real World (natural/man-made disasters)



The Resiliency Imperative



I believe that adaptive capacity or resilience is the single most important quality in a leader, or in anyone else for that matter, who hopes to lead a healthy, meaningful life.



~ Warren Bennis, “Introduction” to special Leadership issue, *American Psychologist*, January, 2007.

The Resiliency Advantage

Master Change, Thrive Under Pressure,
and Bounce Back From Setbacks

Al Siebert, PhD

Author of the bestselling
The Survivor Personality

"This breakthrough book demonstrates that
all of us can develop greater resiliency and
teaches how in an interesting, readable way."

— Wilbert J. McKeachie, PhD, *past president of
the American Psychological Association*

Resilience Definition



- ✓ An ability to cope well with high levels of ongoing, disruptive change
- ✓ Sustain good health and energy under constant pressure
- ✓ Bounce back easily from setbacks

- **The Resiliency Advantage,
Al Siebert, PhD**

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Resilience Definition



- ✓ Overcome adversities
- ✓ Work in new ways
- ✓ Without doing dysfunctional things

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The Resiliency Imperative



Why is resiliency important in
the work you do?

Describe Resilient People



Make two lists:

What are the differences between highly resilient people and the least resilient people you've known?

Basic Response Patterns



Victim Reaction

Pessimistic

Blaming

Helpless

Overwhelmed



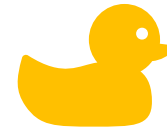
Rage Reaction

Angry

Threats

Destructive

Dysfunctional



Resiliency Response

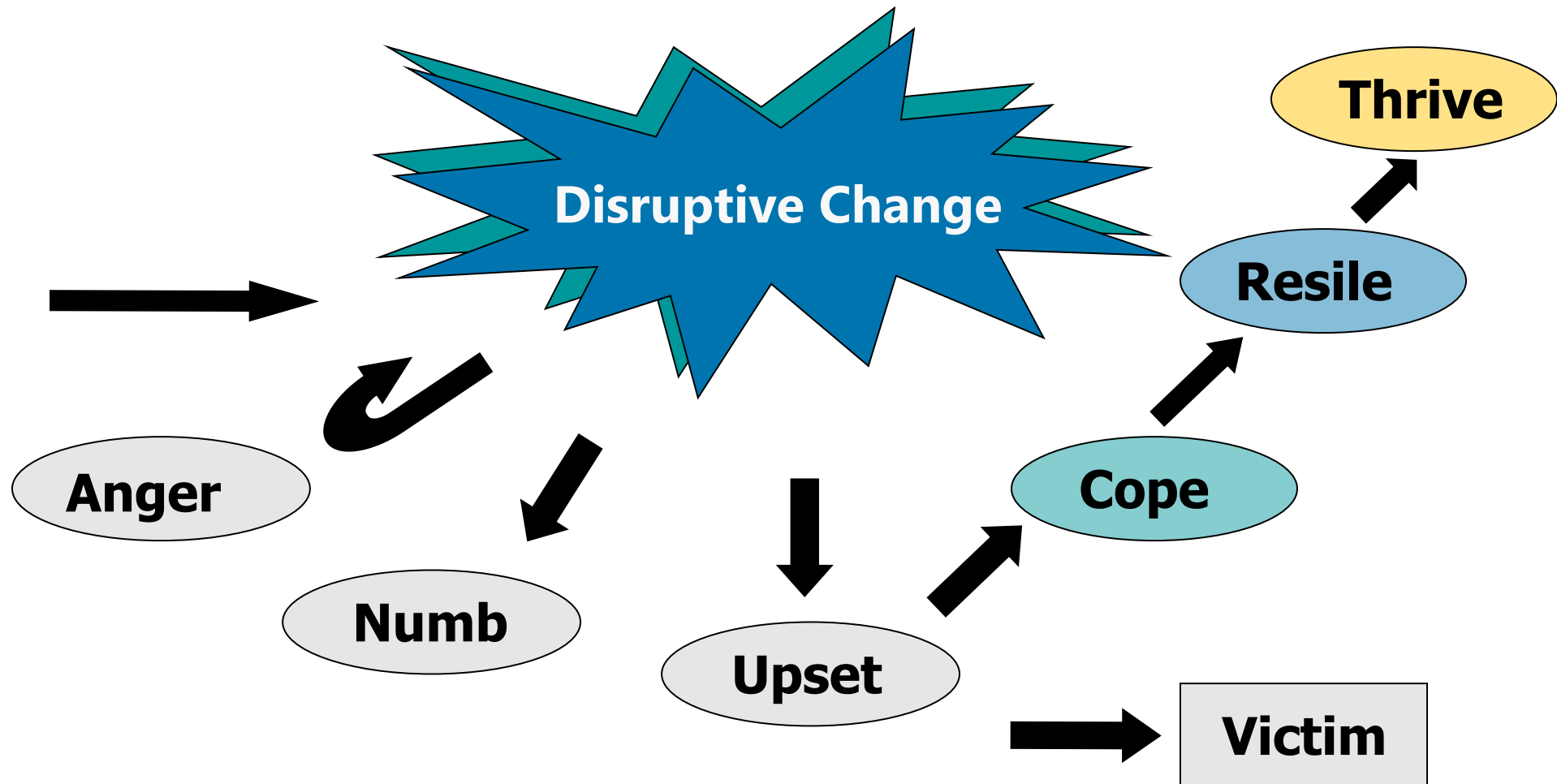
Optimistic

Responsible

Active | Rapid

Learning | Synergistic

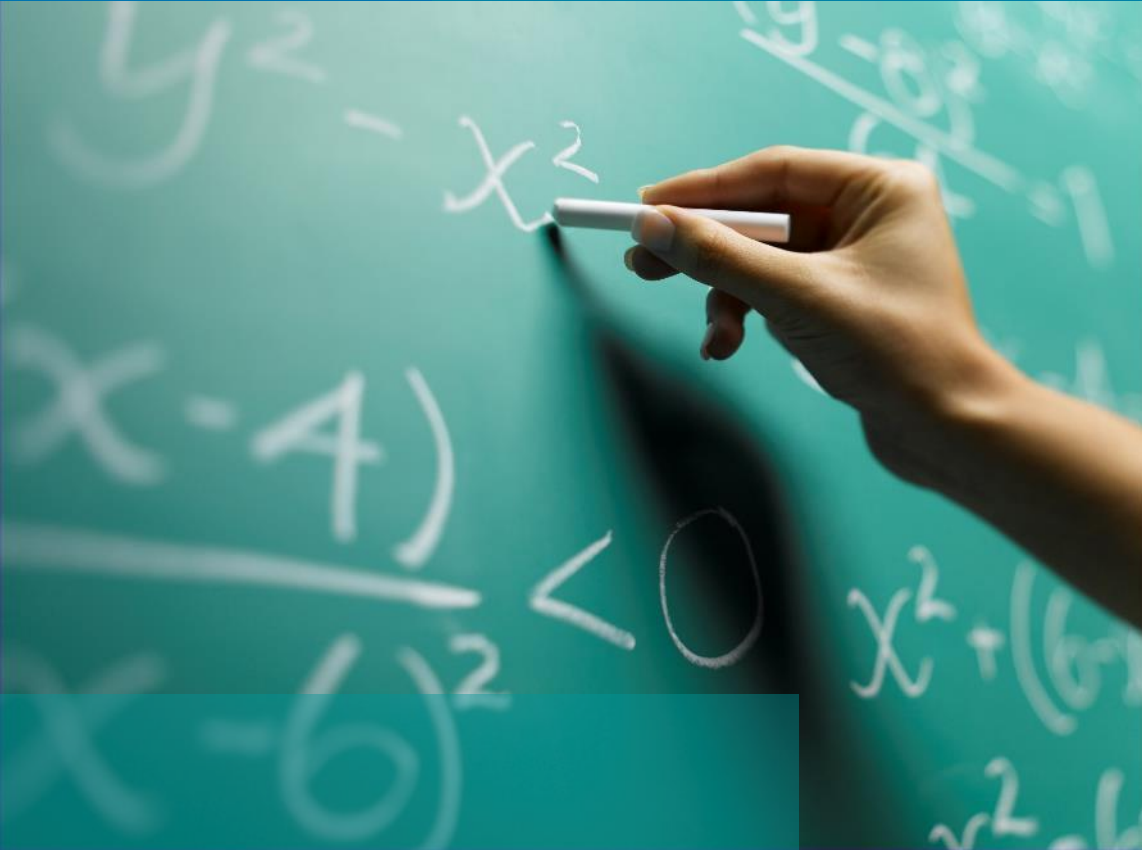
The Resiliency Process





It isn't the situation,
it is your response to it that counts.





How to Avoid Being a Victim



Learn from experiences so that you handle challenges tomorrow better than you did yesterday.

Resiliency Principles



When hit by disruptive change you will never be the same again.

1

Your mind and attitudes create either barriers or bridges to good outcomes.

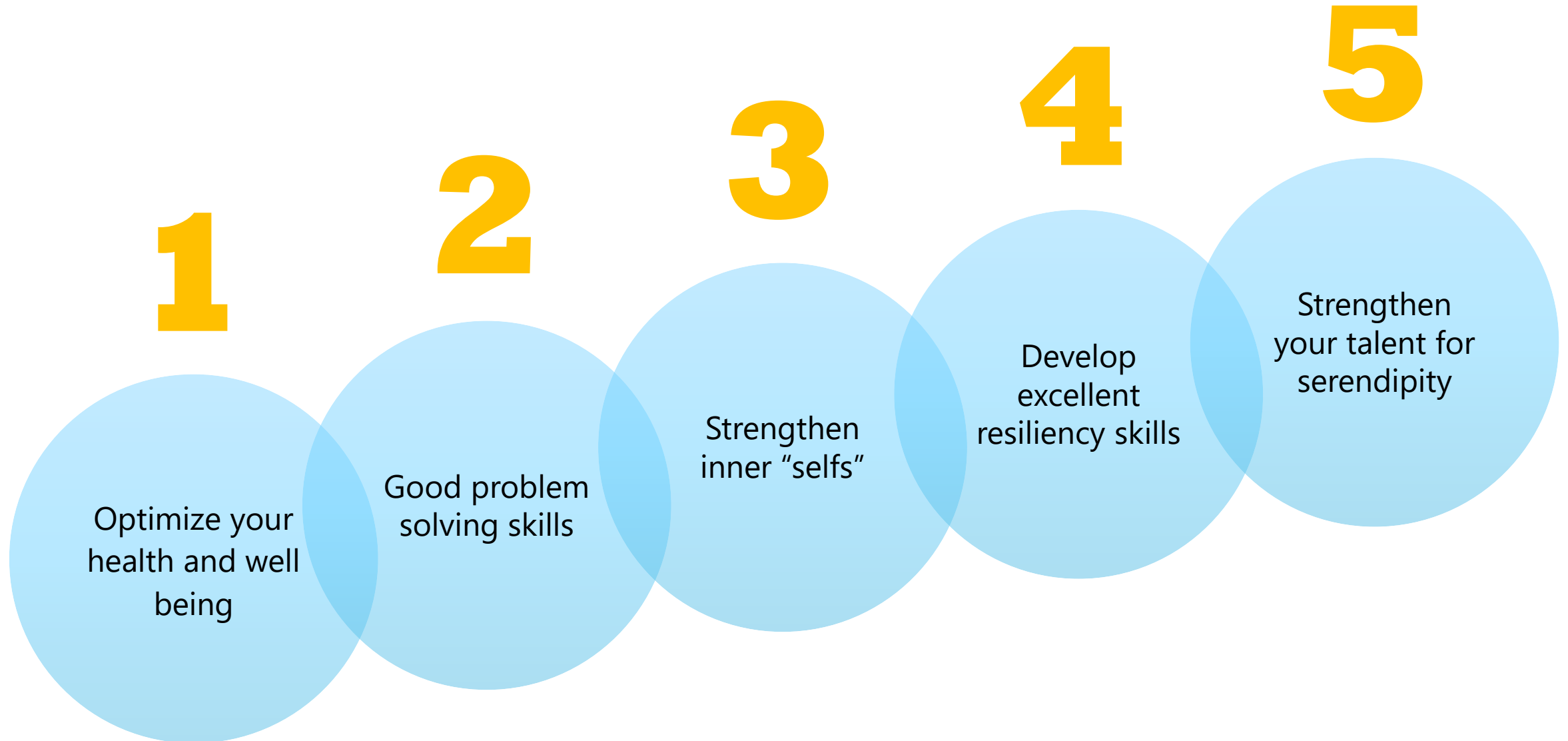
2

You will be transformed or victimized – become either better or bitter.

3

**HOW
RESILIENT ARE
YOU?**

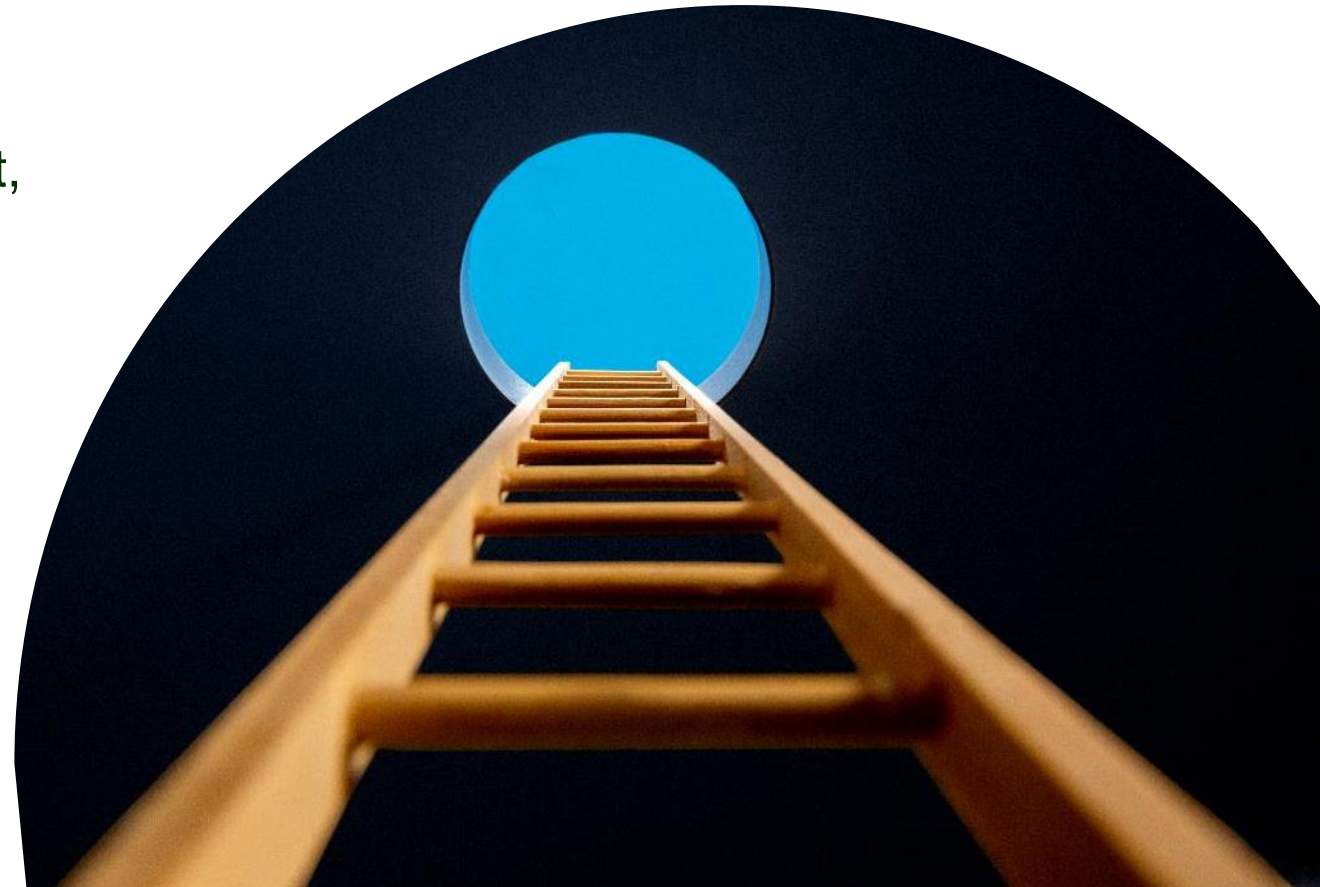
Five Levels of Resiliency



Level One: Optimize your health and well being

1

- Avoid feeling helpless and hopeless.
- Hold up under pressure with good spirit, good energy, and avoid burnout.
- Experience many positive feelings.



Useful questions to ask one another:



How do you feel about all the pressures?
What do you do to take care of yourself?

Emotional States Affect Resiliency

**Positive emotions build
resiliency.**



**...Negative emotions weaken
resiliency.**

Handle each day like a workout at a fitness center:



strain/pause/breathe

strain/pause/breathe

strain/pause/breathe

and..... ***RELAX***

Level Two: Good problem-solving skills

2

- Left brain: verbal, rational, logical, objective, linear...
- Right brain: non-verbal, artistic, emotional, musical, intuitive, creative, gestalt patterns...

Combined = Practical Intelligence



Level Three: Strengthen inner “selfs”

3

Main Gatekeeper:

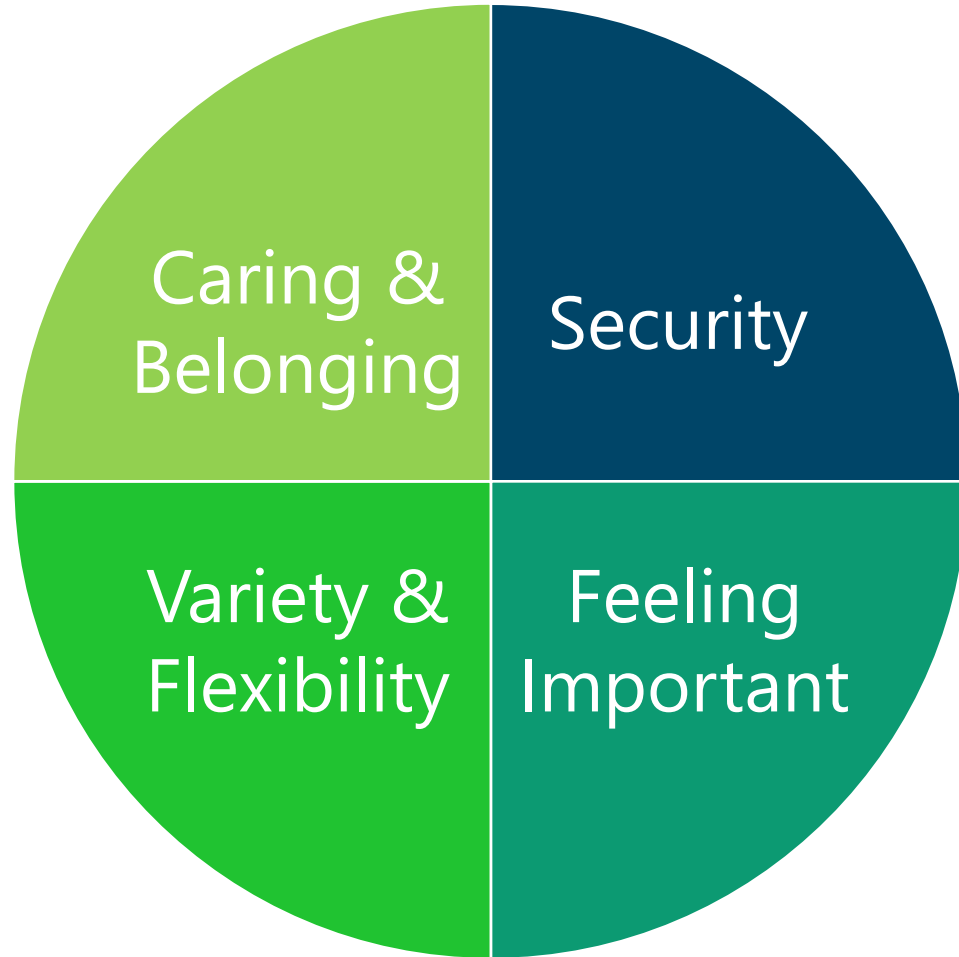
- Healthy Self-Esteem

The Role of Self-Confidence:

- Your expectation of how well you will handle future challenges



Basic Human Needs





The Role of Self-Esteem



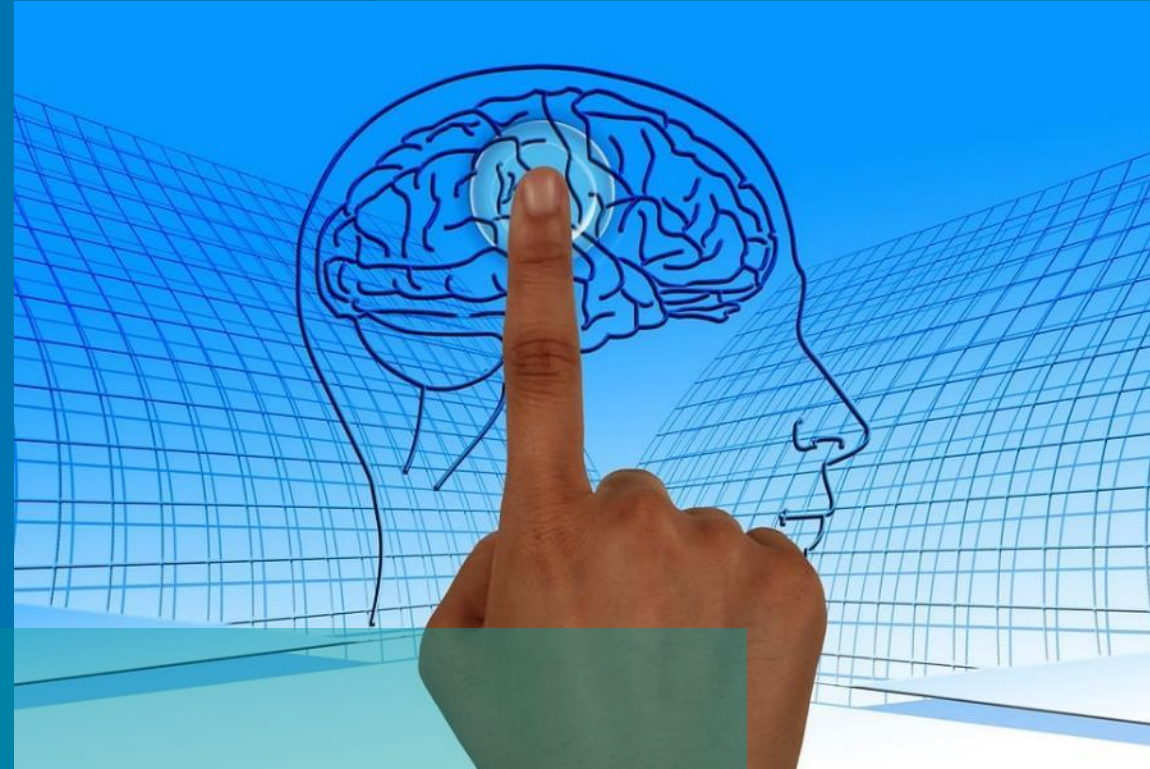
- ✓ Acts as a protective padding against hurtful statements.
- ✓ Lets you absorb and enjoy compliments.
- ✓ Determines how much you learn after something goes wrong.

How Do People Become Better and Better?



Humans have three inner systems for learning:

1. Instruction... parent to child, teacher to student, authority to beginner
2. Imitating role models
3. Learning directly from experience





Guidelines for Learning from Experience



- ☐ Observe and describe what happened.
- ☐ Ask “What can I learn from this?”
- ☐ Ask “The next time, what could I do differently?”
- ☐ Imagine handling the next time very well.
- ☐ Rehearse the successful new response.

Inner Flexibility Comes From Emotional Complexity



sensitive & tough
cautious & trusting
unselfish & selfish
calm & emotional
serious & playful
optimistic & pessimistic



“The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty”

– **Winston Churchill**



Level Four: Develop excellent resiliency skills

4

Core resiliency skills:

- Optimistic expectations
- Child-like curiosity
- Playful humor
- Constant learning
- Paradoxical inner qualities
- Intuitive and empathic
- Supportive relationships
- Good synergy

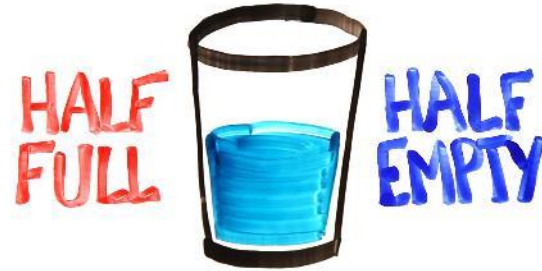


Optimistic Expectations



1. The difficulty is temporary
2. Limited to this situation
3. I (we) will find a way to cope with it

A Positive Attitude Disadvantage



Most people with positive attitudes...

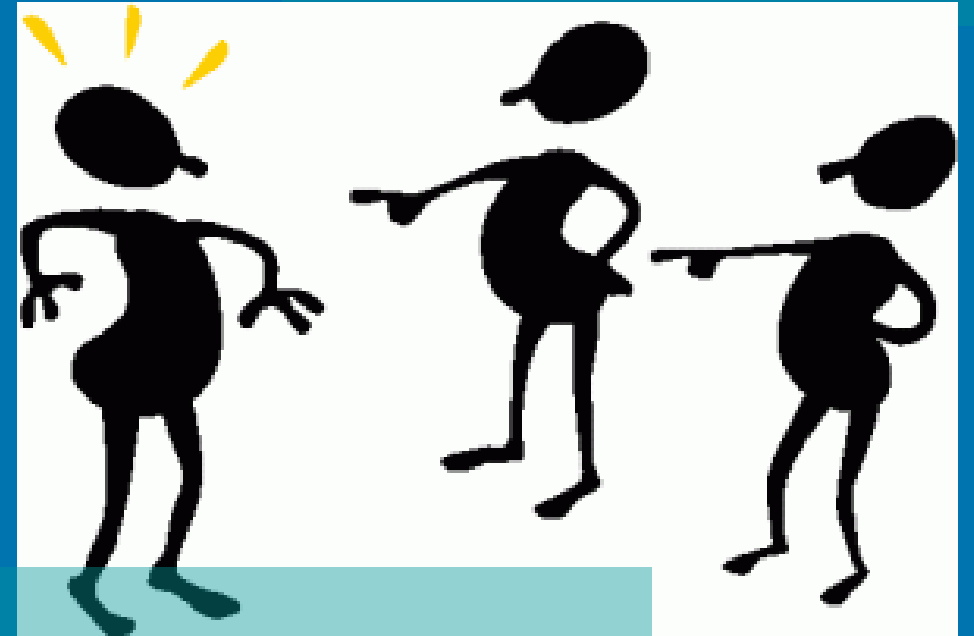
.....have a negative attitude about negative attitudes!

A Test of Emotional Intelligence



Avoid getting stuck in the Theme Song of The Human Race:

"If only other people would change, things would be better!"



Synergy Motivation



- ☐ Practice interacting with situations so that things work well for everyone.
- ☐ Your way of interacting to create an easy energy flow will be unique to you and different in every situation.

Level Five: Serendipity

5

A talent in which you...

..use sagacity to convert an accident or mishap into good fortune by asking “Why is it good that this happened?”

Horace Walpole, 1754



Resiliency Benefits



- ✓ hold up under pressure
- ✓ become more self-confident
- ✓ bounce back faster and easier
- ✓ are highly change-proficient
- ✓ get better and better every year
- ✓ convert difficulties into good luck
- ✓ become healthier and live longer



What Are Ten Ways You Can
Build Resiliency in Discouraged
People?

What Discourages Resiliency?



1. Telling them too much
2. Showing too much sympathy
3. Enabling them by lowering standards



Movie Examples of Extraordinary Resiliency



Precious, Slum Dog Millionaire, The Miracle Worker...





**Remember the buddy system...because
two have more fun than one!**



Take time once in a while to just enjoy the moment...



**When someone tries to surprise you, let them
think they got away with it.**



Beauty is in the eyes of the beholder...



Try to give a gentle lift to a friend in need...



**Search for the best route to what you're
hoping for...**



**No goal is too hard to attain when you
persevere...**



**Sometimes it's better to watch from a
distance and plan your next move
carefully...**



**Whenever possible, jump and
clap for joy!**

THANK YOU