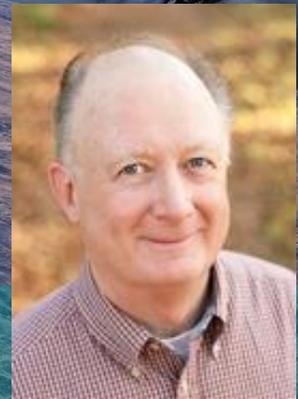




# THE RESILIENCY IMPERATIVE

WHO SURVIVES?  
WHO THRIVES?



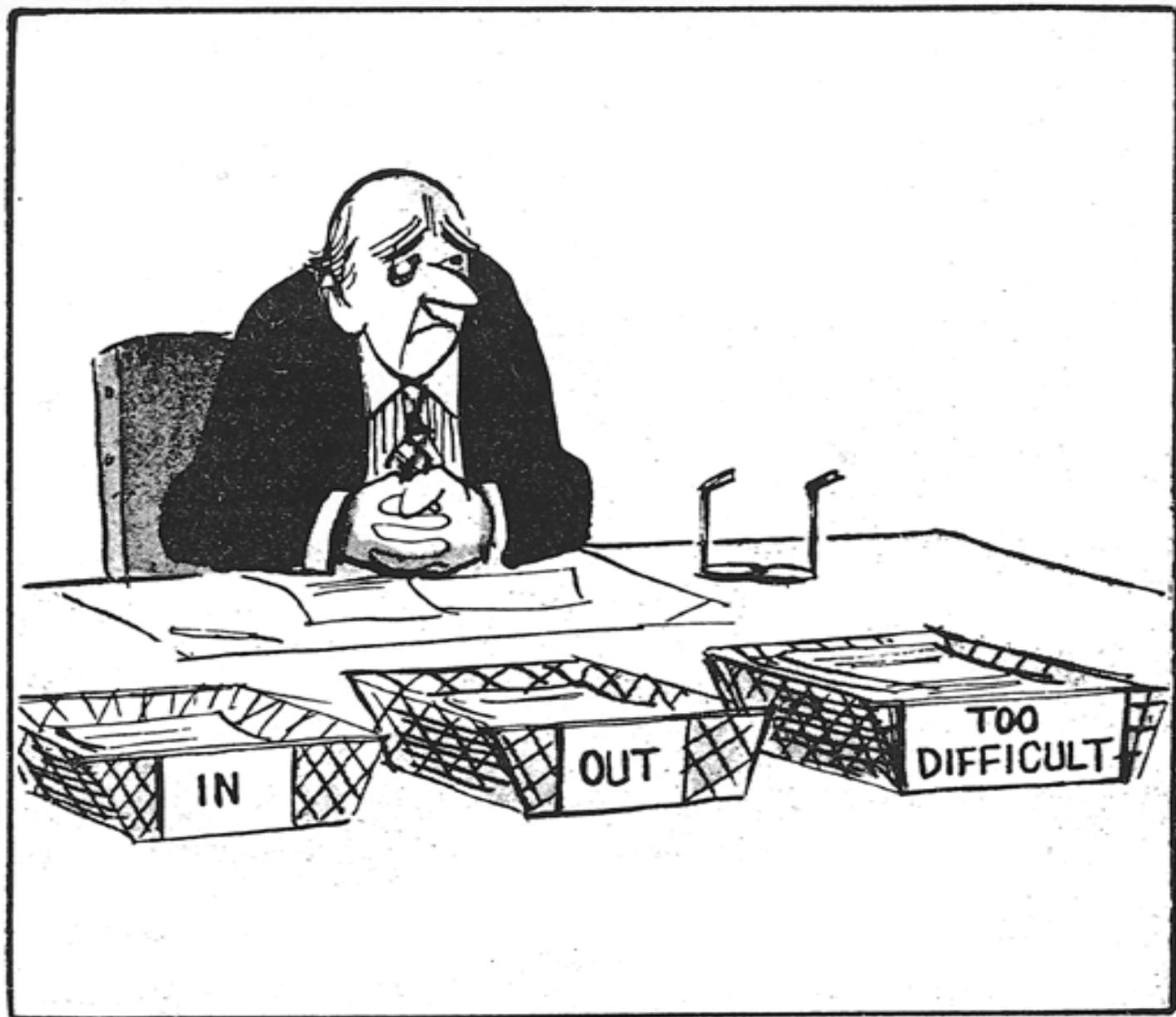
Glen Fahs, Ph.D  
Director of Training  
and Organization  
Development



# 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**

# 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



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

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

# 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

---

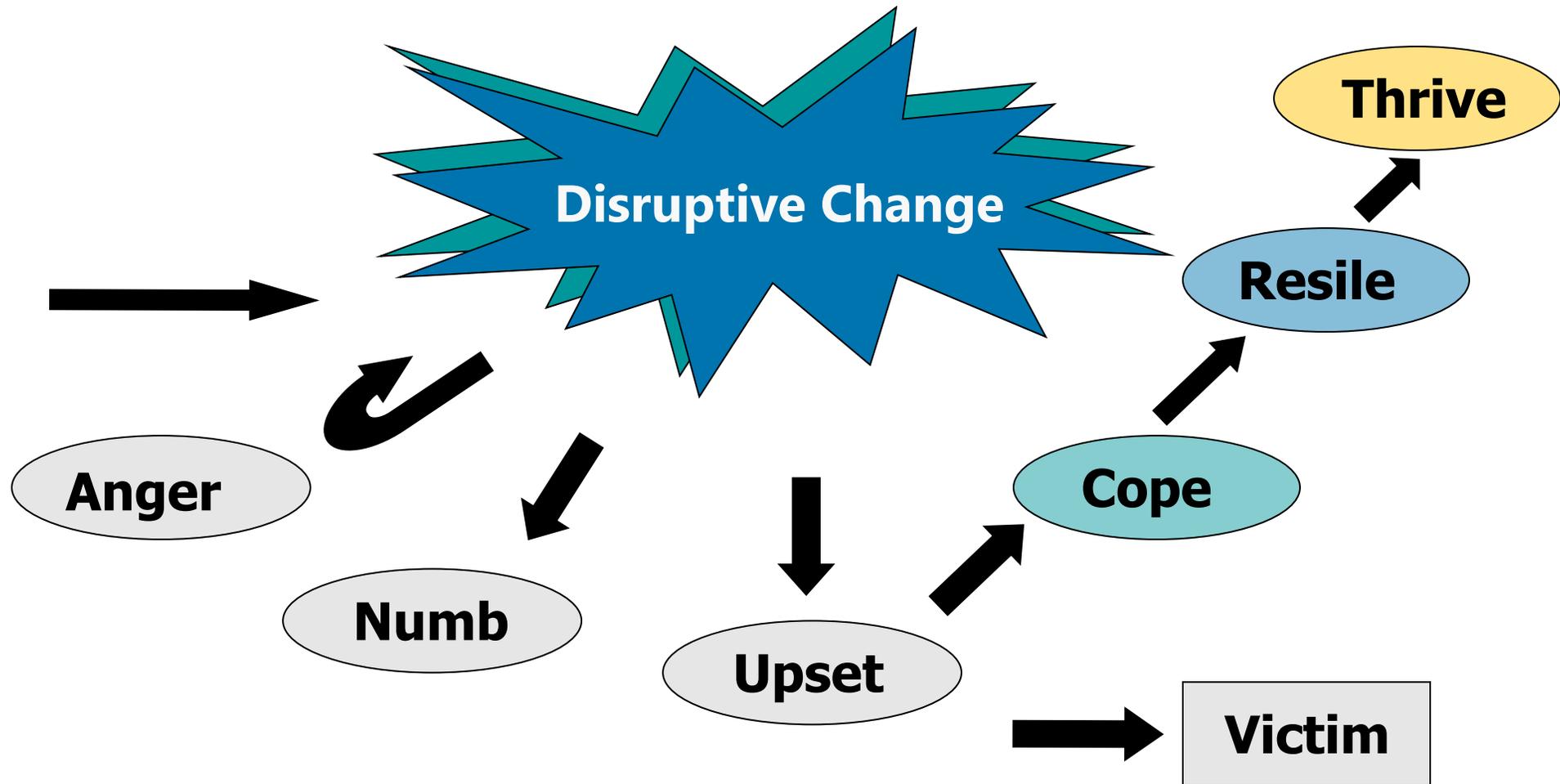
Optimistic

Responsible

Active | Rapid

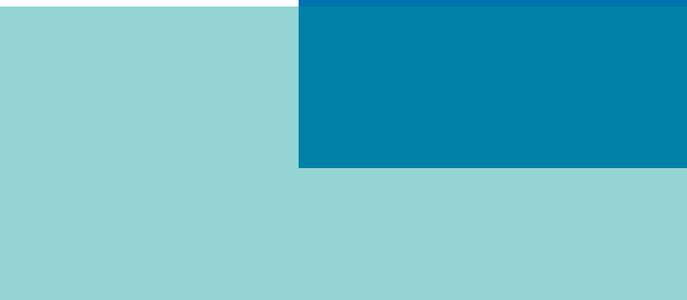
Learning | Synergistic

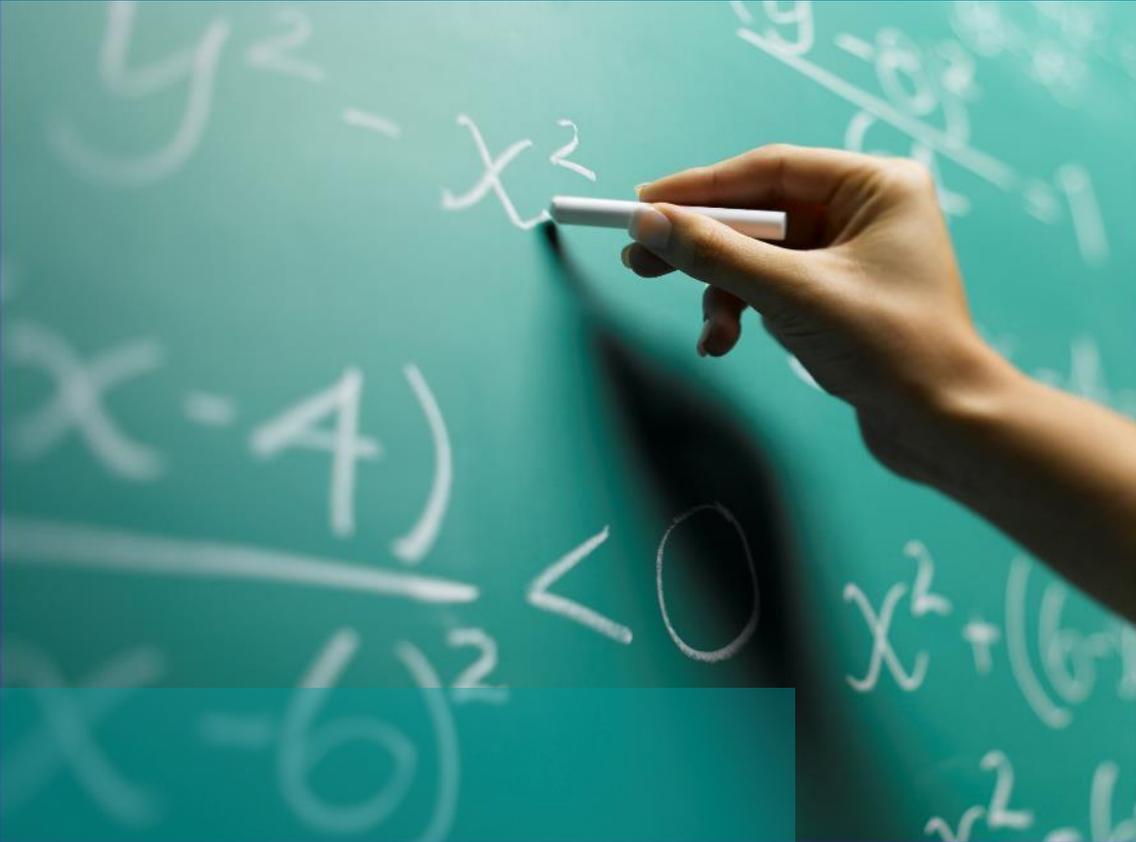
# The Resiliency Process





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.

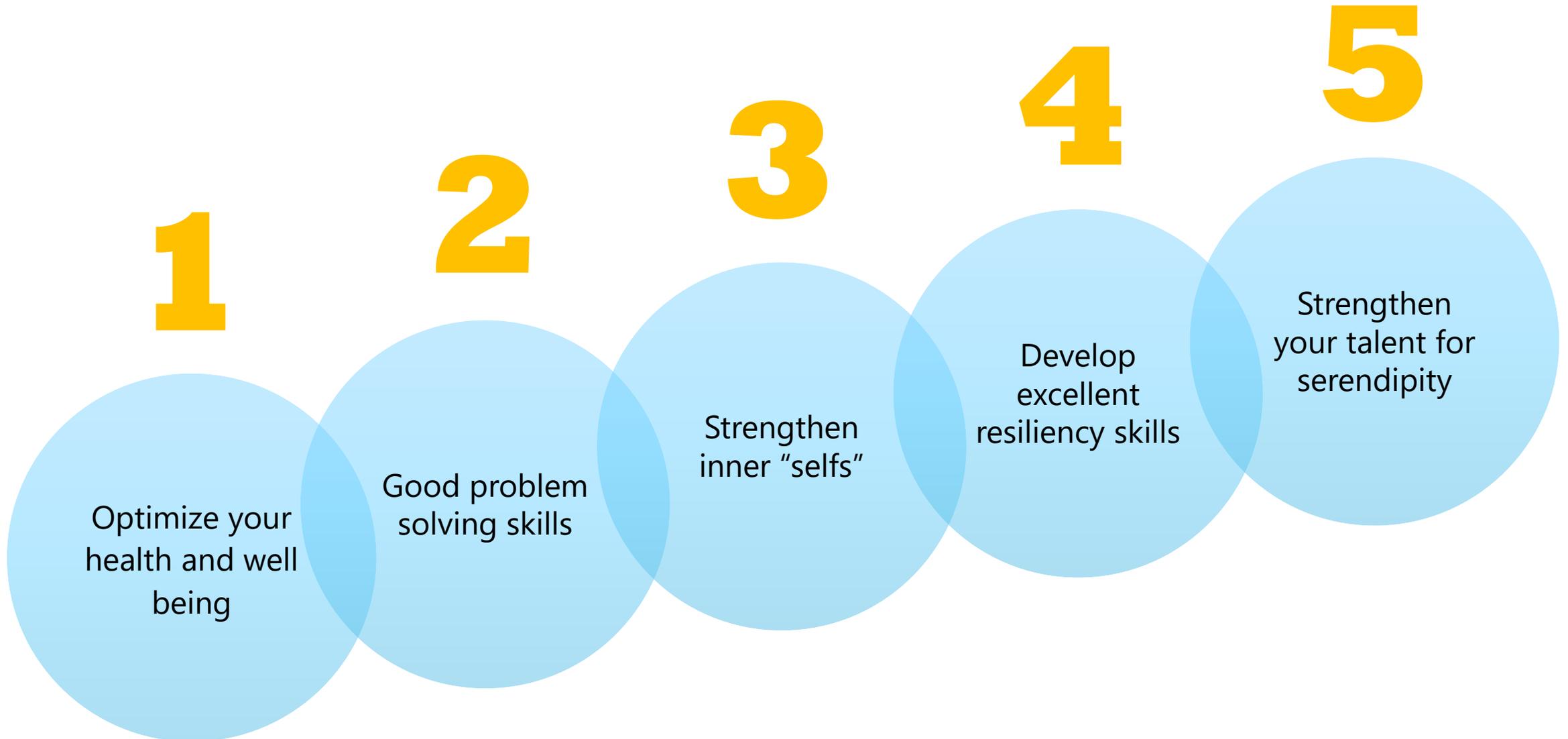
2

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

3

**HOW  
RESILIENT ARE  
YOU?**

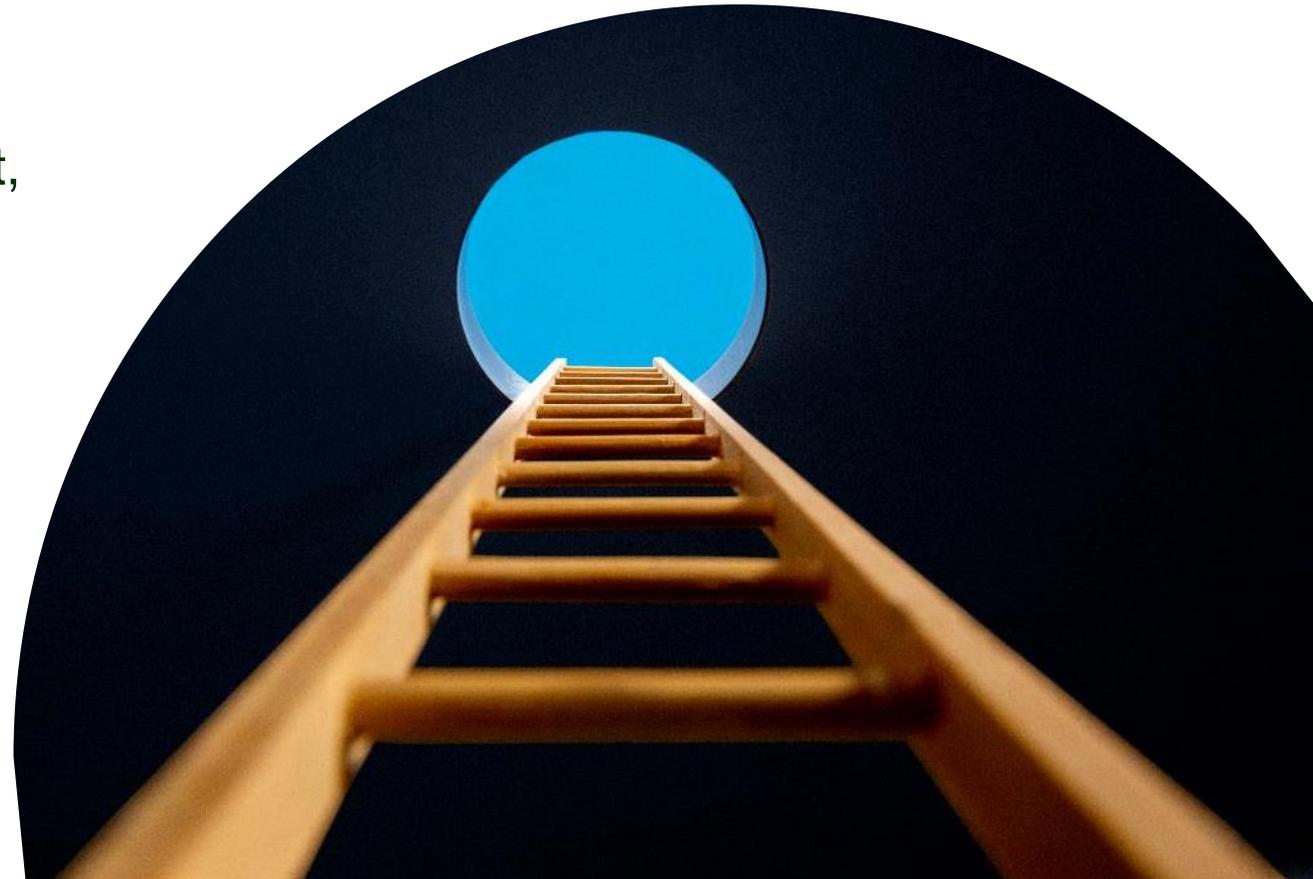
# Five Levels of Resiliency



# 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

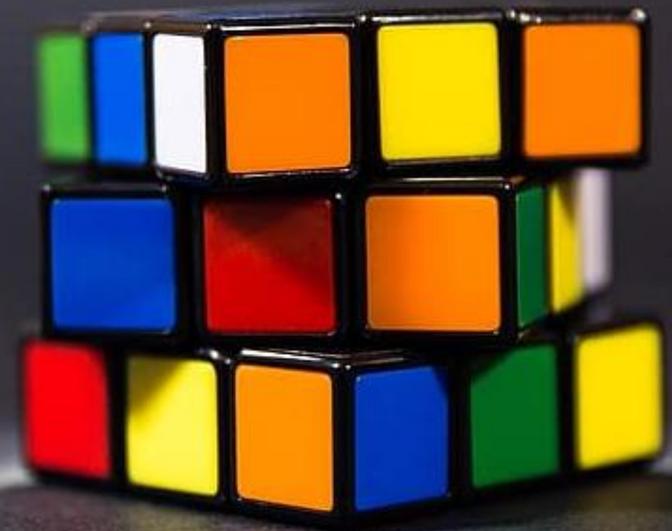
and..... **RELAX**

# 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:

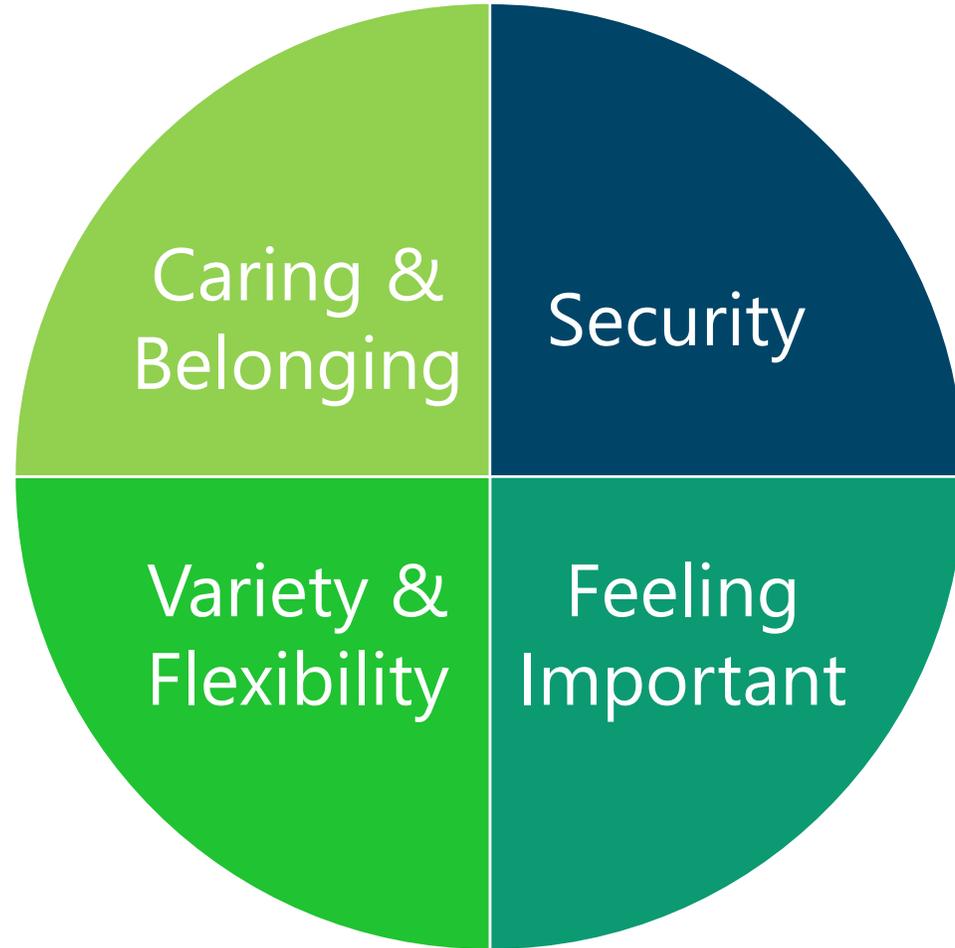
- Healthy Self-Esteem

### 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.

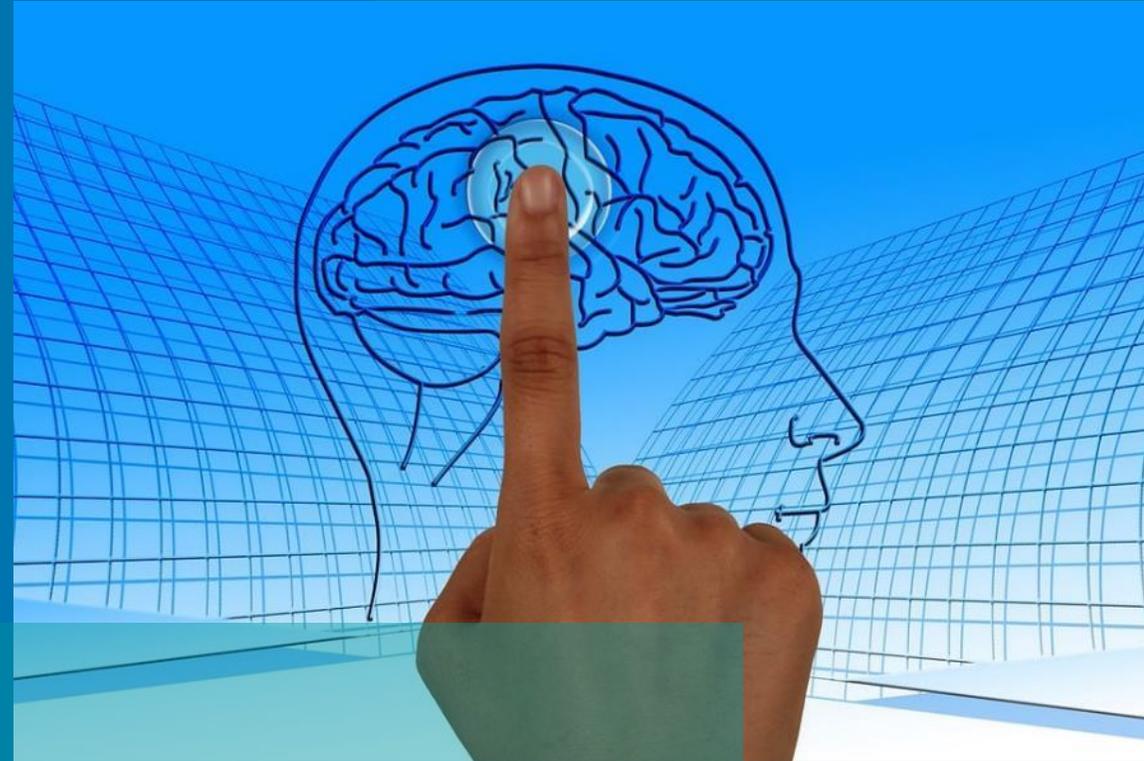


# How Do People Become Better and Better?



**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

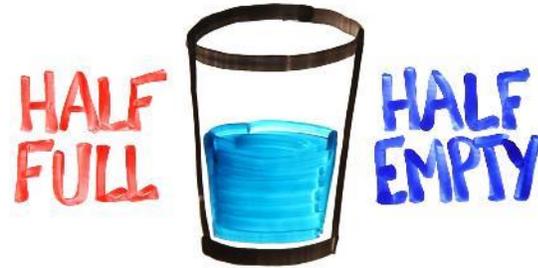


# Optimistic Expectations



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...

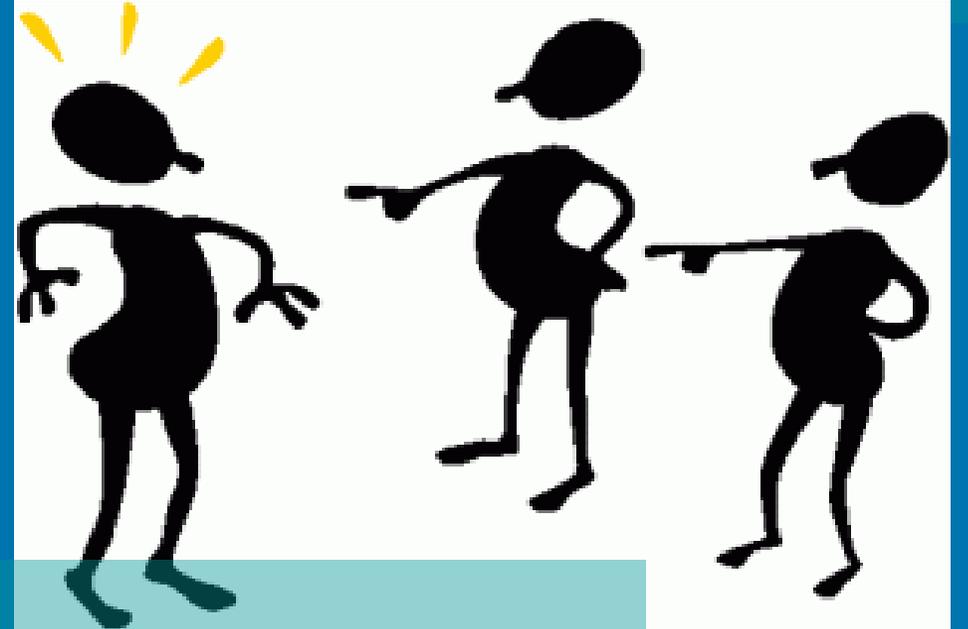
.....have a negative attitude about negative attitudes!

# 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...

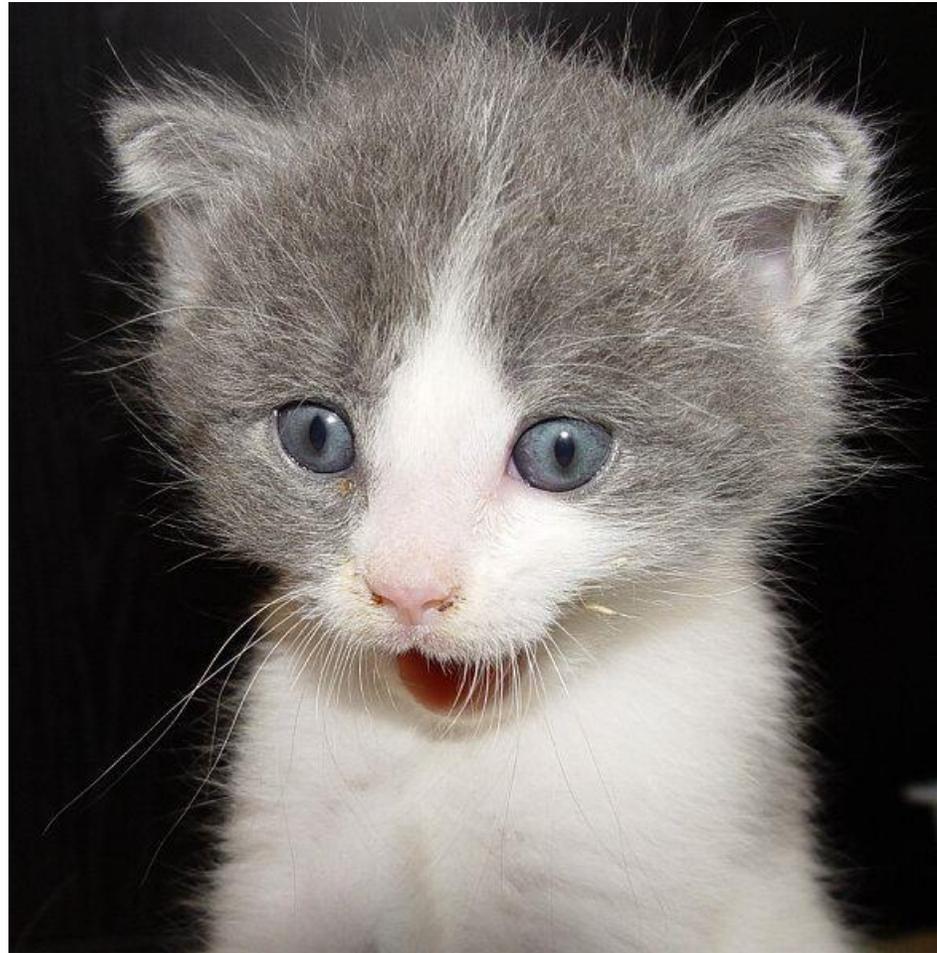




**Remember the buddy system...because  
two have more fun than one!**



**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**