

## Being Resilient

- the Power of get going...

Managing uncertainties &  
change



LEVERAGING PEOPLE FOR TOMORROW...

# Context.. The Current Situation...

COVID

LOCKDOWN

WFH – Work From Home

UNCERTAINTIES & ANXIETIES

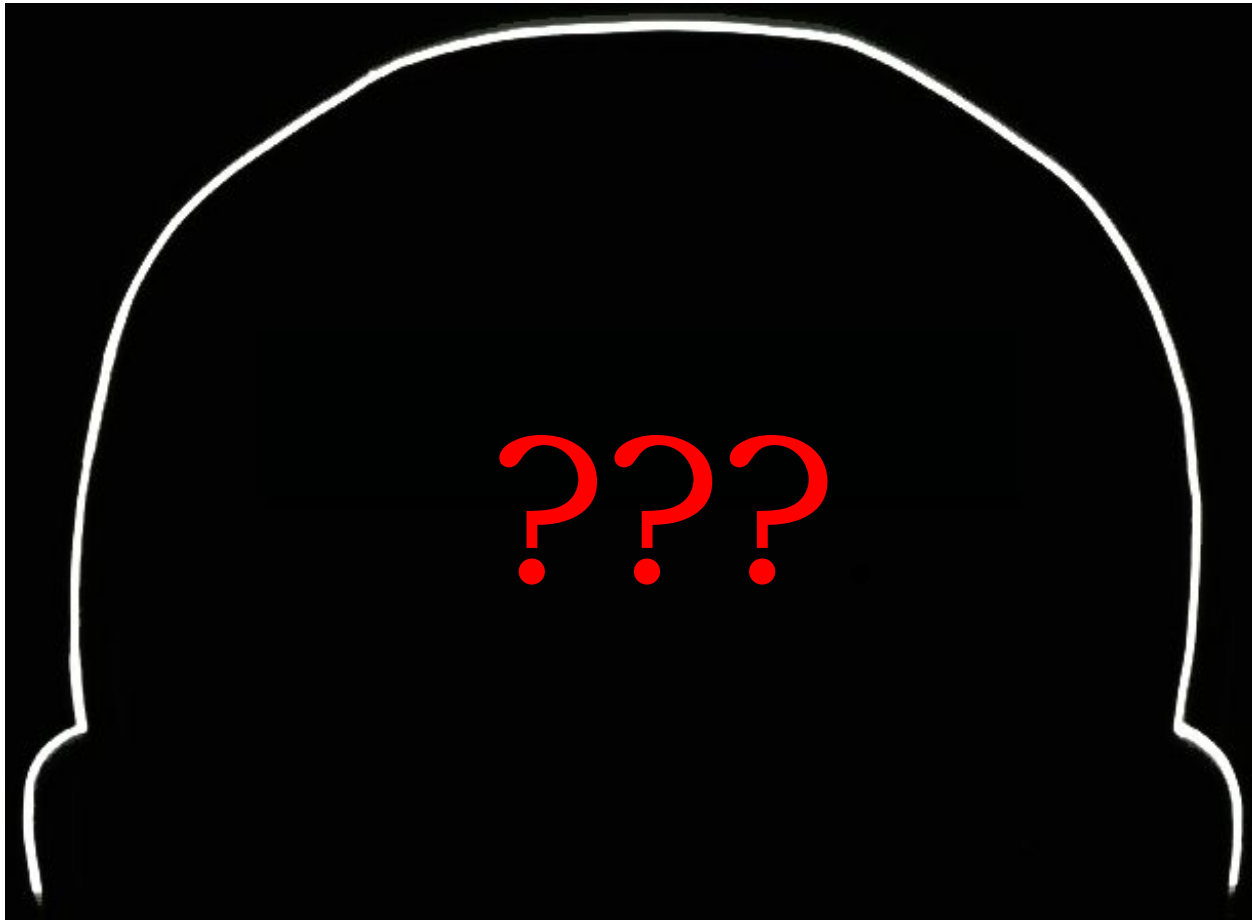
HEALTH & SAFETY CONCERNS

In what ways, you as an Individual or Group handle & manage this unprecedented time.. How it is different from pre COVID days?

**Share your response in one or two words in CHAT BOX....**

# Resilience

What comes to your mind.....



# Program Objective's

- Recognize how people react to adversity
- Navigating successfully through uncertain times & distress
- Key indicators at the root of resilience
- Factors that help Resilience
- Factors that affect Resilience
- How to be Resilient/ Can resilience be taught
- Domains to build Resilience around
- Understand different forms of Resilience



# What is Resilience

Resilience is the ability to:

- ❑ Bounce Back
- ❑ Rise above diversity
- ❑ Tap into hope
- ❑ Endure
- ❑ Cope when things look bleak
- ❑ Take on difficult challenges & still find meaning in life
- ❑ Transform unfavorable situations into wisdom, insight & compassion



# What is Resilience

Resilience is the quality that allows people to be knocked down by life & come back stronger

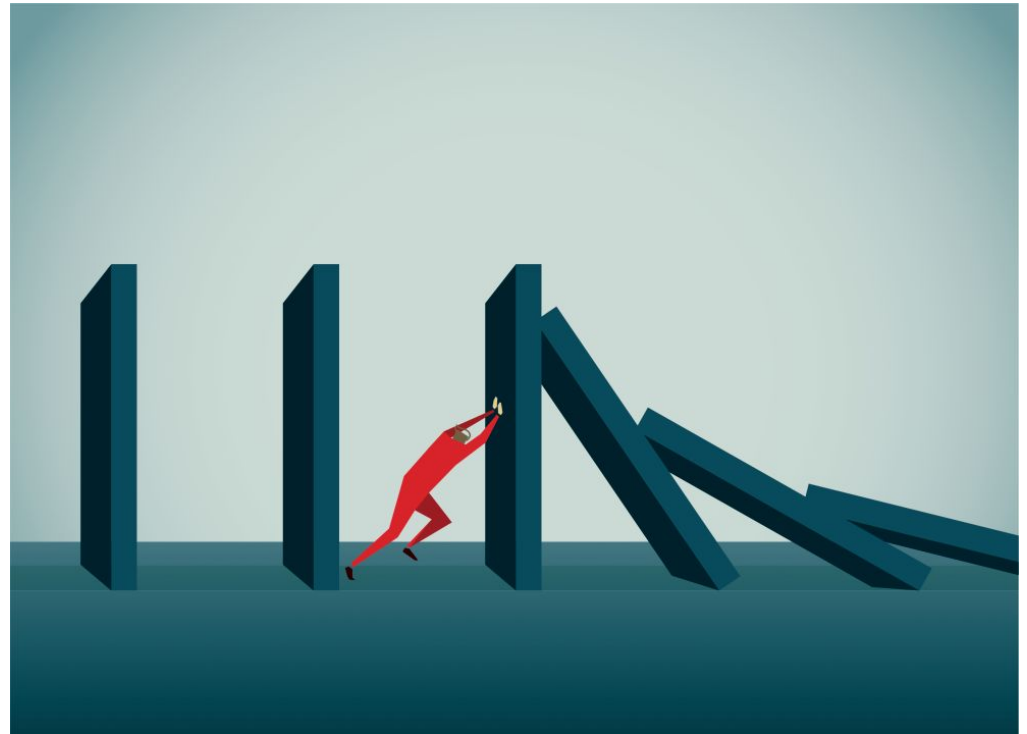
It involves behaviors, thoughts & actions that can be learned & developed in anyone

It is influenced by environment which, if positive leads to positive & negative leads to negative

**I have learned that people will forget what you said, and what you did, but people will never forget how you made them feel.... Maya Angelou**

# Resilience in simple words

1. Optimism
2. Flexibility
3. Self Confidence
4. Insightfulness
5. Competence
6. Perseverance
7. Self-control
8. Perspective
9. Sociality



**Resilient organizations are made of resilient Individuals ....**

# Reactions to Adversity

## Four Typical Reaction

1. Denial
2. Resistance
3. Exploration
4. Engagement

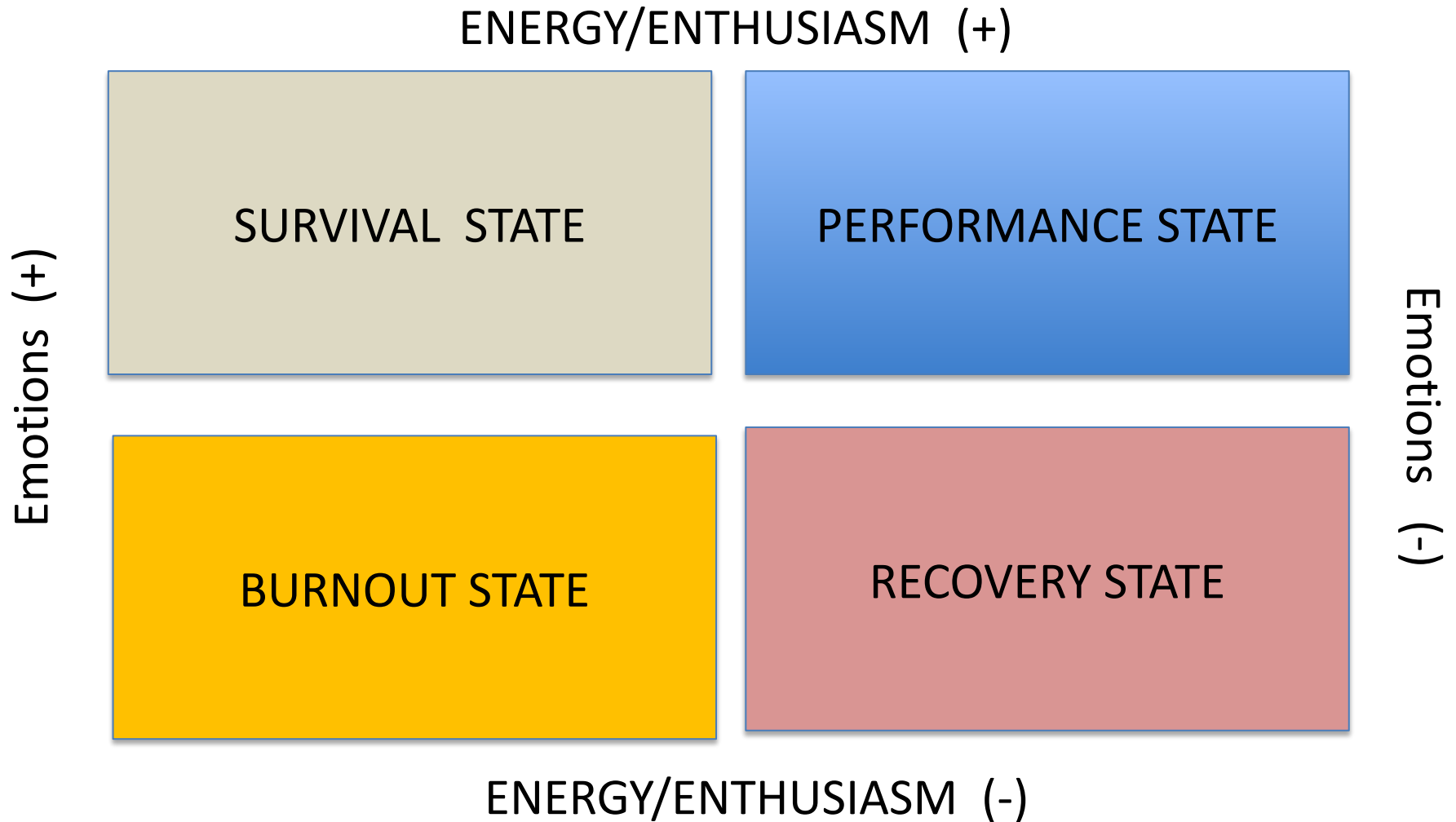
## Transition Model

1. The Ending
2. The Neutral Zone
3. The New Beginning



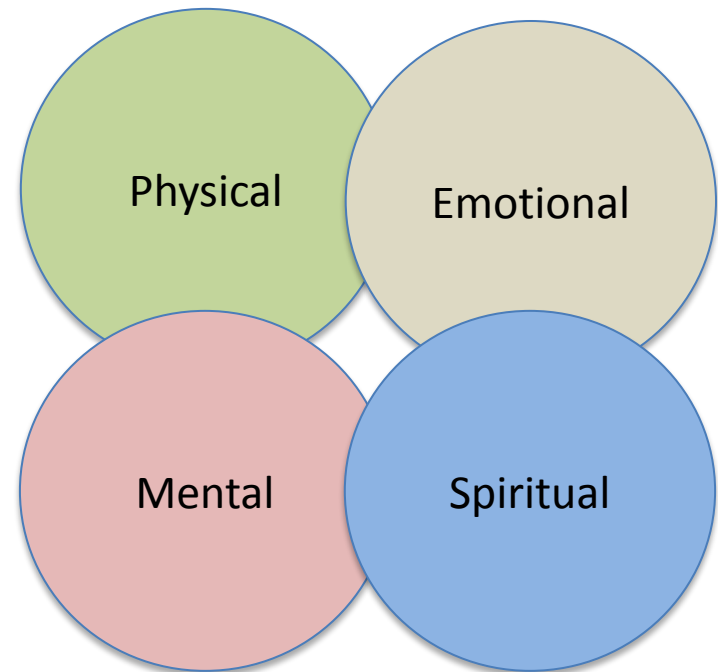


# Energy/Enthusiasm Grid



# Dimensions of Resilience

1. Physical - Energy
2. Emotional – Impulsive
3. Mental – Perspective
4. Spiritual – Values & Beliefs
  - Self Awareness
  - Self Regulation
  - Self Motivation
  - Sense of Agency



# Indicators of Resilience

1. Resourcefulness/Ability to influence
2. Connecting & Networking with People Around
3. Support/Assistance available
4. Curiosity/Anxiety to gather information
5. Hold on to your inner strengths & sustain it
6. Collect & analyze the data available



# Resilient Workplace Culture

## **The Key to thriving during Challenge & Change**

Highly resilient employees are

43% More productive

47% More engaged at work

2X as likely to stay at their current organization

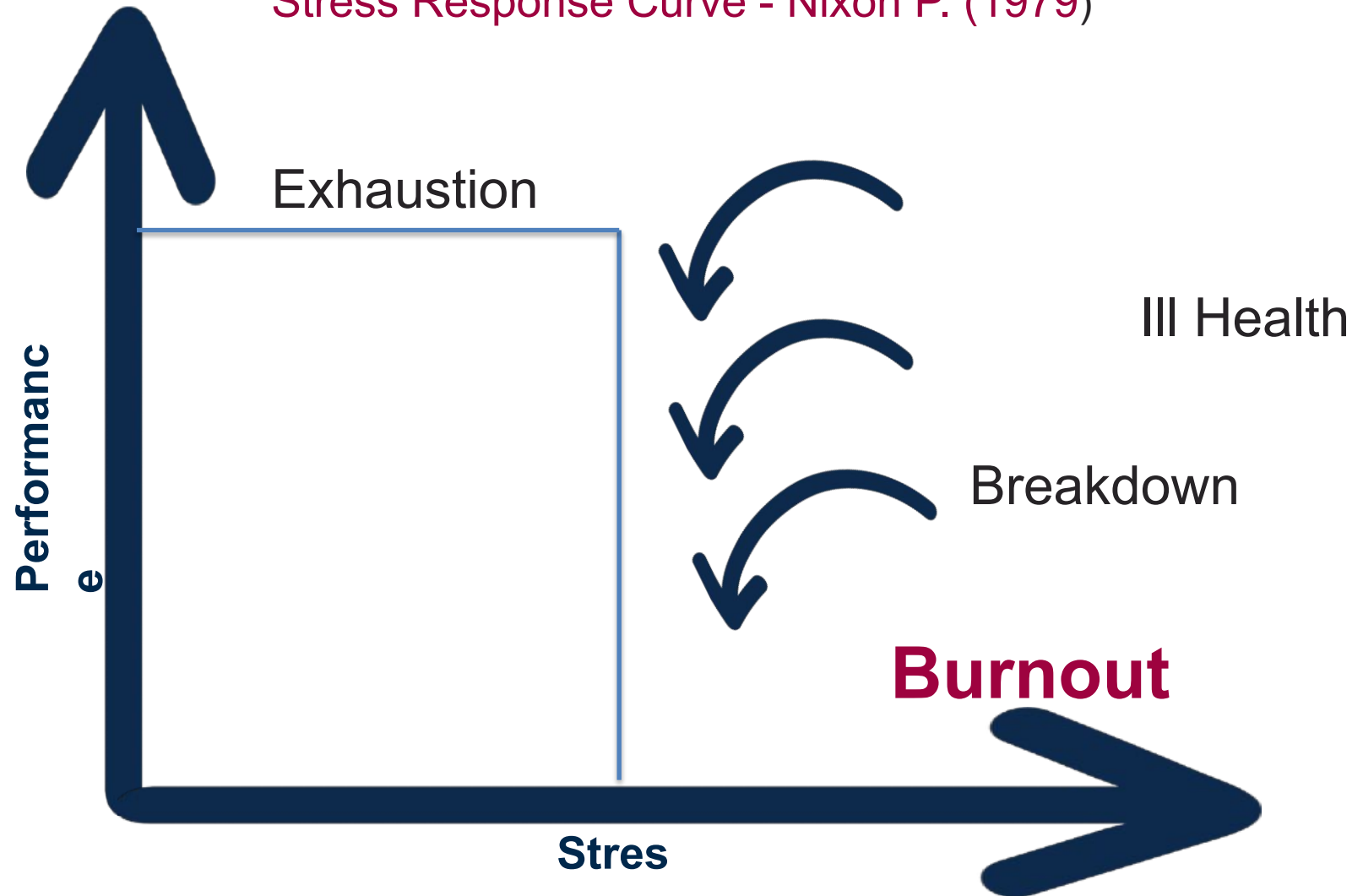
In comparison to those with low resilience

**Employees stress & anxiety accounted for 82.6% of emotional health cases**

**As per survey, 1 in 4 people view their job as the number 1 stressor in their lives...**

# Stress Responses Curve

Stress Response Curve - Nixon P. (1979)



# Why Resilience is Important

1. Pace of technology is redefining the world drastically – use of Digital/Virtual Platforms is on the rise
2. Global Market & competitions
3. Data Explosion – lot of information available – how to use it
4. Definition of Work, Worker & Work-Place has been redefined
5. Gig Employees are on the rise
6. Work from home is appearing to be the new normal – Remote Working
7. Stock Markets are volatile
8. Government regulation/notification is changing every day

**Question of Business Survival before Sustenance & Thriving upward**

# Resilience is Important

1. It Acts as a buffer against stress
2. It influence your job performance
3. It affects engagement & happiness

It helps....

**“An individual’s capacity to adapt positively to pressure, setbacks, challenge & change in order to achieve peak performance & well being”**

**Can resilience be developed? The answer is YES....**

# The Good News is that Resilience can be developed ...

1. Many studies demonstrated that psychological resources can help you deal with challenge & change
2. Resilience is a capacity and comprised of strategies that can be enhanced
3. Your brain is plastic & can be developed through concerted efforts



# How to build Resilience



# Ways to build Resilience

- ❑ Maintain good relationship with close family members, friends & others
- ❑ Avoid seeing crises or stressful events as unbearable problems
- ❑ Accept circumstances that cannot be changed
- ❑ Develop realistic goals & move towards them
- ❑ Take decisive action in adverse situations
- ❑ Look for opportunities of self-discovery after a struggle with loss
- ❑ Develop Self confidence
- ❑ Keep long term perspective & consider the stressful event in broader context
- ❑ Maintain hopeful outlook, expecting good things & visualizing the dreams
- ❑ Take control of mind, body, feeling & soul

# Factors that makes someone Resilient

- ❑ Positive Attitude – Positive Self image – Positive Outlook
- ❑ Self Confidence – Regulate Emotions
- ❑ Effective Communication
- ❑ Optimism
- ❑ Trusting Relationships
- ❑ Health & Wellbeing – Yoga/Meditation/Spirituality
- ❑ Love & Care, Helping Others
- ❑ Encouragement both from within & outside family
- ❑ Problem Solving skills
- ❑ Self-Disclosures – sharing state of mind
- ❑ Seeking Help & Social Support
- ❑ Ability to see failures as a form of feedback
- ❑ Manage strong feelings

# Factors that affect Resilience

- ❑ Low self esteem
- ❑ Poor Social skills
- ❑ Lack of Empathy
- ❑ Abuse & neglect
- ❑ Death or loss in family
- ❑ Family violence/conflicts/fights
- ❑ Divorce/or Break up in relationship



**Culture & Environment influence the resilience  
& plays an important role**

# Culture influence on Resilience

- ❑ Culture capacity to maintain & develop cultural identity, knowledge/practices
- ❑ Culture have impact on individual feelings & capacity to cope up with adversity
- ❑ Culture parameters are embedded deep in an individual
- ❑ Culture background influence deeply in how one respond to different stressors
- ❑ Assimilation could be a factor in cultural resilience, as it could be a positive/negative way for a person to manage environment

# Domains of Resilience



# Forms of Resilience

- Individual Resilience – Personal Ability to Cope up
- Family Resilience – Ability to cope up by family as a unit
- Organizational Resilience – Ability to cope up at Workplace
- Community Resilience- Ability to cope up by community as a whole



# Resilience Development in Action

- One to one Coaching – Focused Sessions helping individuals
- Workshops – Well Designed Group Sessions
- Integrated Well being programs



# Steps to Develop Resilient Organization

## **Embrace the concept of ...**

### **1. The Learning Organization**

Systematic Thinking/Personal Mastery/Shared Vision /Mental Models/ Team Learning

### **2. Change Management**

Create Urgency/Form a Powerful Coalition/Create Vision for Change/Communicate the Vision/Remove Obstacle/Create Short Term Wins/Don't Let up/Anchor the Changes in Culture

### **2. Employee Engagement**

Care about people/Showing interest in them/Care as to how they feel/Support their health & well-being

# Cycle of Resilience



# Benefits of being Resilient

- ❑ Resilience enables to bounce back from all types of stress caused by environment
- ❑ It helps to cope up with uncertainties & change processes
- ❑ Work like shock absorber to take away the pressure of fast change VUCA – Vistas & Vision, Understanding, Clarifying the issues & Agility
- ❑ Adjust the wind of change/disruptions it works like sails with boat in a rough sea
- ❑ Allows to maintain productivity & steady growth

# Best Practices to manage Adversity

MANGING MINDSET

IMPROVING WELBEING

BUILD CAPABILITY

EXPAND YOUR NETWORK

**REISILIENCE HELPS TO TRANSFORM CHALLENGES INTO OPPORUTNITY**

# How to Measure Resilience

The degree of resilience is measured by the speed at which the individual progress to the next transition phase **without developing dysfunctional behaviors ....**

How strong are your Relationships/Bonds...

Internalize the success & Externalize the failure

**Being resilient involves learning... it is important to measure it**

# Need to measure 8 psychological strategies

## **Reframing Strategies:**

Self Belief – Individual confidence to deal with issues/obstacles

Optimism – Believes that they will experience good outcome in life

## **Behavioral Strategies:**

Purposeful Direction – Having clear meaningful Goals with Commitment

Adaptability – Willingness to adapt behavior to changing times

Challenge Orientation – Challenging status quo & enjoy new experience

Ingenuity – Generating range of solutions to problems

## **Interpersonal Strategies:**

Emotional Regulation – Stay calm & control emotions in Stress

Seeking Support – Open to seek help/support in handling tough times

# In summary

- ❑ Build your identity
- ❑ Focus on Small Behaviours, not on life changing events
- ❑ Build Mental Toughness
- ❑ Create an Action plan
- ❑ Seek help/support
- ❑ Get to the habit of NIKE... Just do it....
- ❑ Don't get into Depression/Anxieties/Fear/Mental Illness Syndrome

**Although the risks & contradictions in life goes on, being a social product; the duty & necessity of coping with them has been delegated to our individual selves**

# In conclusion ....Bounce Back



**RESILIENCE**



**Harness your resilience in the changing world**

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# Time to take deep dive ...



Let us clarify our  
doubts.....

# Welcome & Embrace the future..







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