Participant Guide

A More Resilient You
A More Resilient You

Overview

Today, more than ever, employees need to thrive in the changing workplace. How can you become more resilient and cope with the stress of change? In this seminar, you’ll learn several strategies to strengthen your resilience. As a result, you’ll become more productive and effective, while experiencing less stress.

Learning Objectives:

- Describe characteristics of resilient people.
- Assess your resilience.
- Utilize strategies to strengthen your resilience.
- Develop an action plan to build resilience.

Seminar Agenda:

- Introduction
- Resilience
  - The Need For
  - Definition
- Characteristics of Resilient People
  - Examples
  - Assess Your Resilience
- Strategies to Build Resilience
  - Physical
  - Mental
  - Social/Emotional
- Summary and Close
  - Q&A
  - Personal Action Plan
  - Additional Resources

Seminar Length: Approximately 1 hour
The Need for Resilience

• Ongoing change in the workplace
  • Reorganizations, new technology, downsizing
• Take on new responsibilities
• Learn new skills
• Do more with less
• Demoted or laid off

What changes have you experienced in the workplace in the past year?

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What is Resilience?

Resilience is the ability to persist and even flourish when handling challenges. These can be *temporary, major disruptions* – like not getting the promotion you hoped for, or moving across the country. Or they may be *ongoing changes* – like constant reorganizations or new plans every month.
Characteristics of Resilient People

- Think and act differently
  - Cope well with ongoing change
  - Adopt new ways to accomplish what’s needed
- Sustain good health under pressure
- Overcome adversity and bounce back easily
  - Learn from their experiences
Resilient People

Examples of Resilient People
Michael J. Fox & Selena Gomez

Who are other resilient people? What makes that person resilient?

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Resilience Assessment

To assess your level of resilience, complete the following questionnaire, which is a general assessment for instructional purposes. Using the following scale, indicate your level of agreement with the statements below.

Scale:

5 = Strongly Agree  
4 = Agree  
3 = Neither Agree nor Disagree  
2 = Disagree  
1 = Strongly Disagree

Statements:

1. I’m usually optimistic. I see difficulties as challenges, and expect to overcome them.
2. I find the humor in tough situations, and can laugh at myself.
3. I can tolerate high levels of ambiguity and uncertainty in situations.
4. I want to know how things work. I ask questions. I like to try new ways of doing things.
5. In a crisis, I calm myself and focus on taking useful action.
6. I’m able to recover emotionally from losses and setbacks. Feelings of anger, loss and discouragement don’t last long.
7. I’m good at problem-solving. I use logical thinking, common sense, or creativity to solve problems.
8. I’m very flexible. I can adapt quickly to new and different situations.
9. I learn valuable lessons from my experiences.
10. I bounce back from difficulties.
11. I have good social support. I have close friends I can talk with. I can express my feelings to others and ask for help.
12. I feel self-confident, and have a healthy concept of who I am.
13. I have a strong sense of purpose and meaning in my work and life.
14. I focus only on those situations I can influence, and accept circumstances that cannot be changed.
15. I view change as a challenge or opportunity, rather than a problem to avoid.
16. I take good care of myself, especially during stressful times. I eat a healthy, balanced diet and exercise regularly.

Scoring:

71 – 80 Highly Resilient  
62 – 70 Self-motivated Learner  
54 – 61 Somewhat Resilient  
53 or Less Poor at Handling Pressure
Resilience Assessment

- How did you score?
- Highly resilient
- Self-motivated learner
- Somewhat resilient
- Poor at handling pressure

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### Key Strategies for Individual Resilience

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<tr>
<th>Mental</th>
<th>Emotional</th>
<th>Physical</th>
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<tr>
<td>• Rethink stressors</td>
<td>• Draw on social support networks</td>
<td>• Make health a priority</td>
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<td>• Focus on what you can control</td>
<td>• Increase emotional intelligence</td>
<td>• Regular checkups</td>
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<td>• Practice mindful self-awareness</td>
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<td>• Better sleep</td>
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Strategies for Building Resilience

Mental

- Rethink stressors
- Focus on what you can control
- Practice mindful self-awareness

Practice Mindful Self-Awareness:

Mindfulness is the practice of bringing our awareness to what we are experiencing in the present, both internally and externally, without judgment (Kornfield, 2009).

Mindful Breathing Exercise:

Sit quietly and close your eyes. Focus your attention on your breath. It’s natural for your attention to become distracted. When that happens, simply return your focus to your breath.

Do this non-judgmentally. Do not be self-critical. Simply be aware of your breathing.

If you practice mindful breathing for one minute every day, you may find that your ability to focus and be mindfully self-aware in moments of stress will increase. Instead of unconsciously reacting to stressful situations and making them worse, you may find that your ability to focus on even one breath will decrease your stress and give you the ability to respond more consciously and appropriately to situations.
Rethink Stressors:

Reframe negative thoughts into positive ones. For example, when you open your 401K statement, think: “If I change my investment strategy, I’ll do better” – instead of – “I’ll never recoup my losses.”

Reframe “failures” as new opportunities.

Perceive change as an opportunity rather than a problem.

Focus on What You Can Control:

What is within your control?

What things are outside of your control?

Resilient people focus their energy on those events they have influence over, rather than situations beyond their control. Therefore, they don’t spend time worrying about things they cannot affect and are able to let go.
Strategies for Building Resilience

Emotional/Social

• Build good social support
• Increase emotional intelligence

Your Support Network

Who is in your support network? Draw lines from the circle to your supporters. List their names and what they do to support you. Draw a solid line to strong sources of support and a dotted line to those who are sometimes supportive.
How strong is your support network?

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What or who is missing?

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How will you gain more support?

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Strategies for Building Resilience

Physical

• Make health a priority
  – Regular check-ups
  – Exercise
  – Eat right
  – Better sleep

Make health a priority! Those who do are more resilient and live longer.

Get regular check-ups

Regular health exams and tests can help find problems before they start. By getting the right health services, screenings, and treatments, you are taking steps that help your chances for living a longer, healthier life.

Exercise regularly

Exercise is a great stress reliever. People who exercise regularly are healthier and live longer. Make exercise a regular part of your daily routine.
Emotional Intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and influence relationships positively.
Questions
Review your Resilience Assessment and the strategies to build resilience. Then identify 2-3 actions you will take to develop your resiliency.

Examples:
1. Get to bed by 10:00 pm on weeknights
2. Get together with a good friend
3. Write down ways that a challenge is an opportunity

1. ........................................................................................................................................
2. ........................................................................................................................................
3. ........................................................................................................................................
CONCERN: EAP Services

The Resilience Hub™ & Life Adviser

- Online members exclusive resources center
- Articles, videos, training courses and more
- Self-help toolkits, guides and tips
- Triumph over stress, improve your well being
- Learn how to manage stress, build resilience and create positive habits

www.concern-eap.com
800-344-4222
Resources

Books

• Make the Right Choice: Creating a Positive, Innovative, Productive Work Life
• Resilience at Work: How to Succeed No Matter What Life Throws at You
• The Power of Resilience
• The Resilience Factor: 7 Keys to Finding your Strength and Overcoming Life’s Hurdles
Seminar Evaluation Form: CONCERN: Employee Assistance Program

Please fill out and return to presenter or HR Representative. Your feedback is very important to us. Thank you!

Seminar Title: A More Resilient You  Date: ____________________

Presenter: __________________________  Company: __________________

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<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
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Additional Comments

1. What would you recommend to make this seminar more effective?
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2. What part of the seminar did you find most helpful?
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3. Additional comments/suggestions for speaker’s improvement?
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Thank You for Your Feedback!