

By Sheila Armitage, PhD
& Mary Faria, PhD

Resilience & Meaning
During Chaotic Times: A
Model

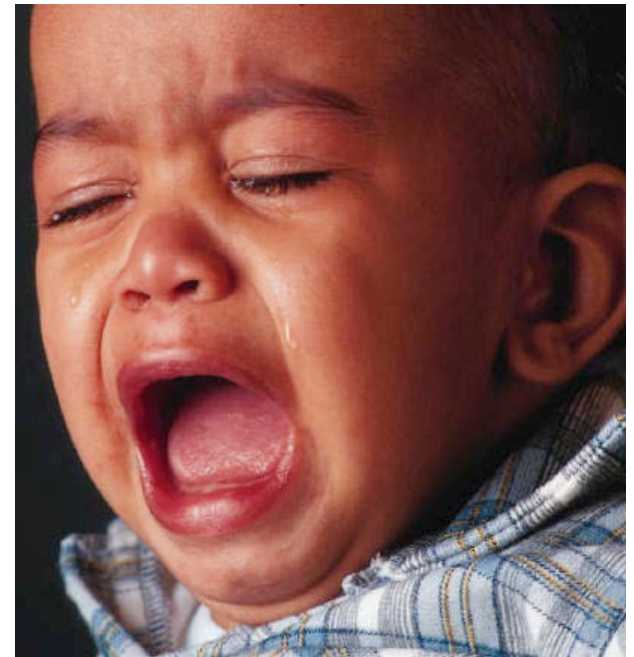


In Life,
Why.....



Do some people cope?

And others not?





Suffering, Meaning, Resilience

To live is to suffer, to find
meaning in suffering is to
survive. Friedrich Nietzsche



The logo consists of a thick orange circle with a white center. A blue horizontal bar is superimposed across the middle of the circle, containing the word "UNDERGROUND" in white, uppercase, sans-serif font.

UNDERGROUND

The sign is painted in white, uppercase, sans-serif font on a grey tactile paving surface. The paving consists of rectangular tiles with raised parallel lines. Two parallel yellow lines are painted on the ground, one above and one below the text.

MIND THE GAP

Objectives

- Define what resilience is and why it is important
- Review a resilience model - close the gap
- Assess your level of resilience
- Explore the link between individual and organizational resilience
- Generate tips to build a resilient workplace as a manager



*Closing the gap between
what we know and what
we do*



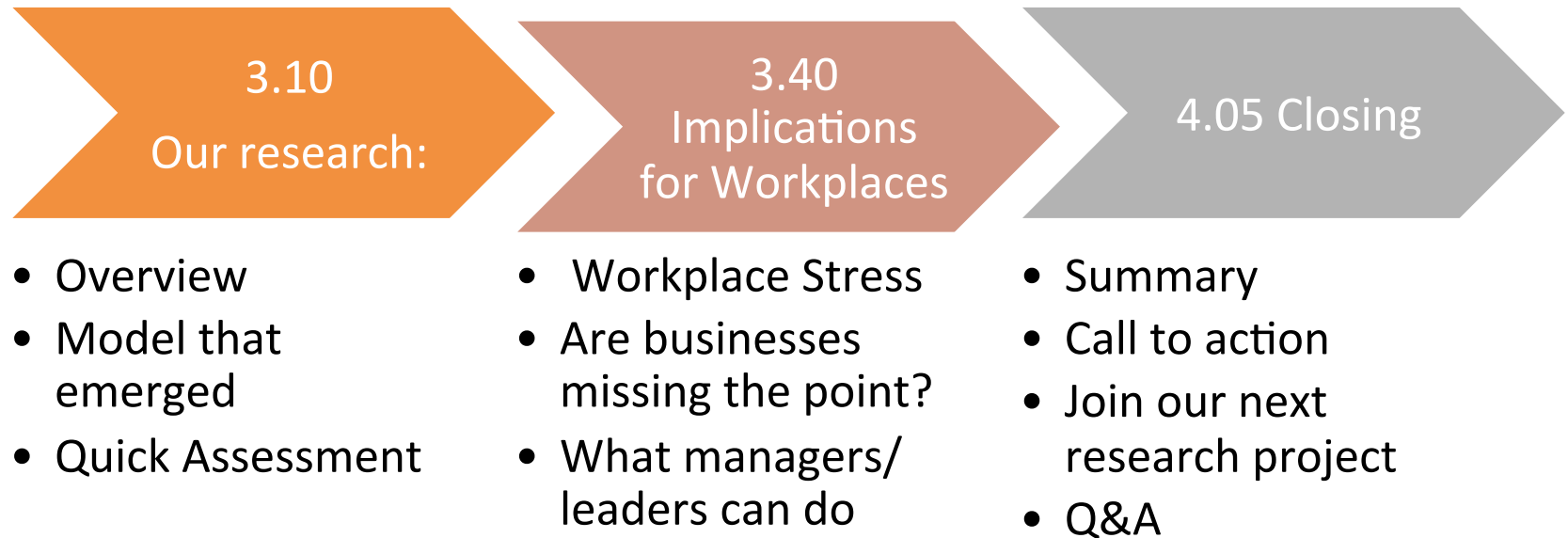
Let's take 1-2
minutes to
Establish a
goal for
yourself from
this session

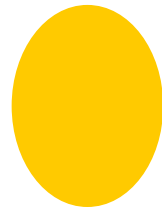
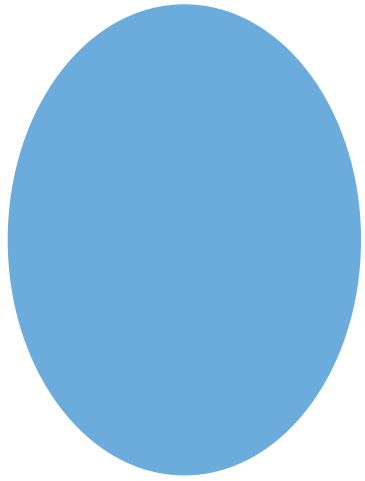


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Agenda

Introduction – 3.00

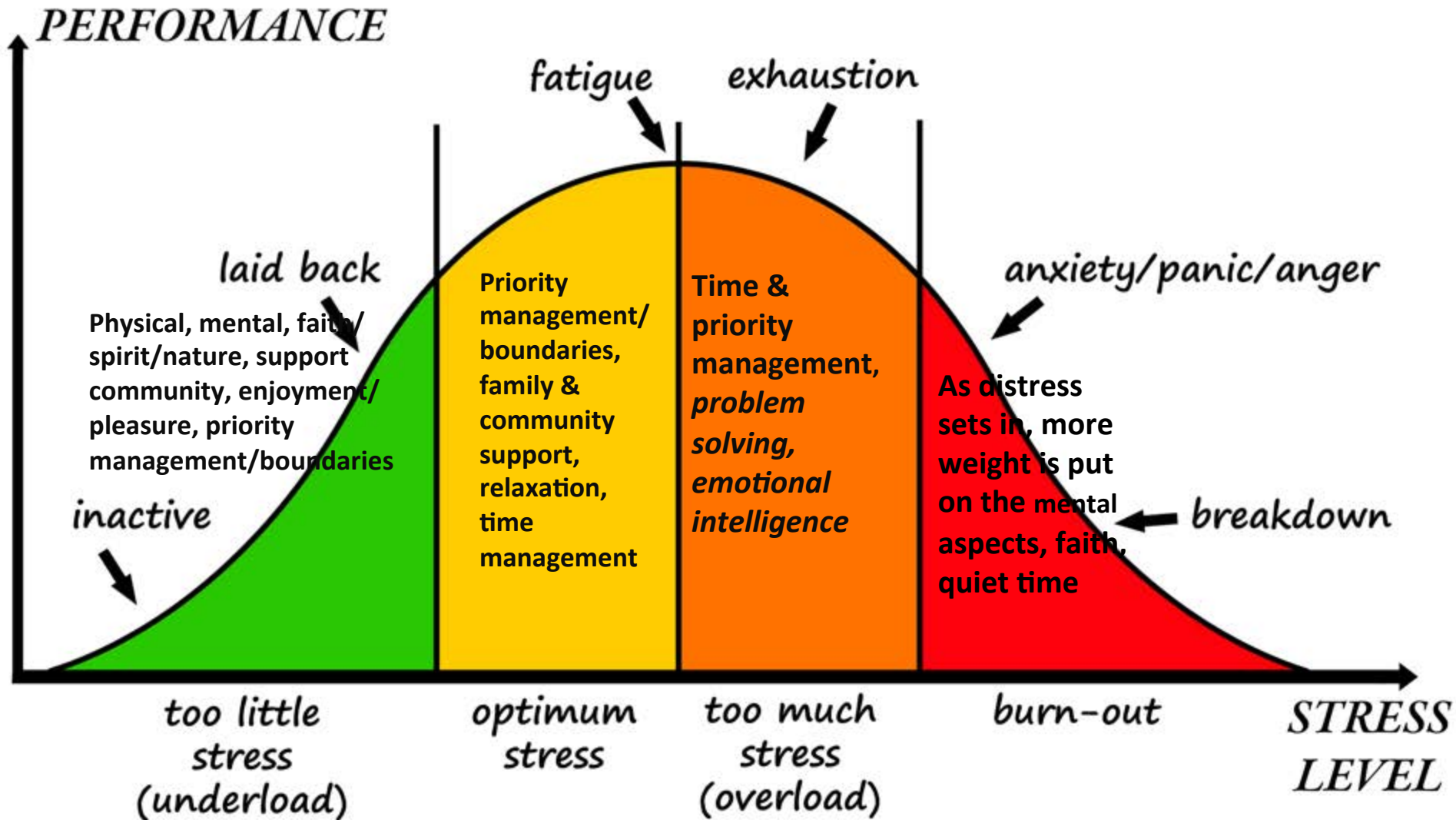




250 Pages of
Research Distilled



STRESS CURVE



A Tale of Two Companies

We wanted to explore:

- What people who do resilience/balance **well** do
 - Small, rich qualitative study
- Impact of a stressful context
 - Healthcare and credit union
- What HR data points revealed
- Outcomes – health, work and personal productivity
- 6 month data collection, 4 levels



A Tale of Two Companies

We asked “strongly-balanced” staff in two companies:

1. “What do you do to maintain your well-being daily?”
2. What do you do when stress rises?”

Then we mined deeper for specific examples



Resilience Defined

The capacity
to recover quickly
from difficulties
Toughness

Merriam Webster



How do you know
when you have
resilience?

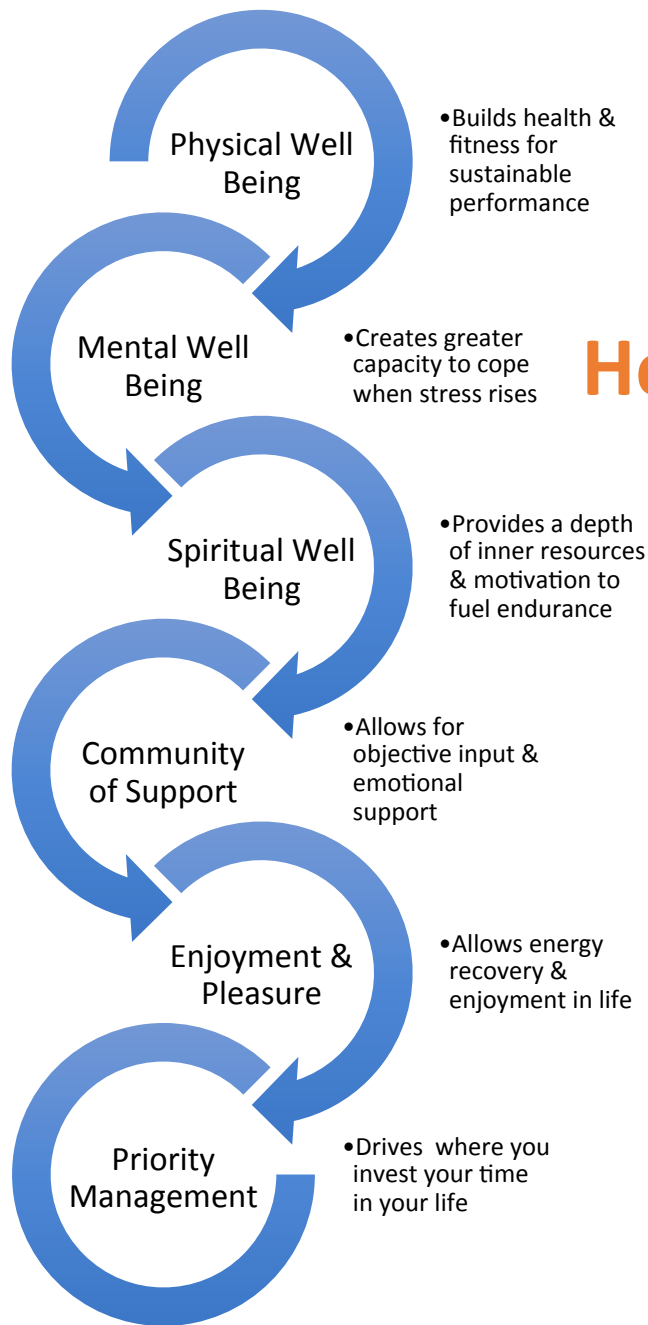
What does it look like?

Why Is Resilience Important? stress

- Global survey of 100k staff found that:
 - Anxiety, depression and stress make up 82.6% of EAP cases in 2014 (Global Corporate Challenge)
 - 75% of staff experienced moderate to high stress
 - 36% felt very stressed
- Stress can cause **distress or flourishing**; teaching people how to transform stress can boost health and business productivity

5 Ways to Boost your Resilience at Work, R. Fernandez, HBR





How Did You Do?





Physical Well Being

- *Builds health & fitness for sustainable performance*

1. Eat healthy
2. Exercise
3. Sleep & rest
4. Make healthy choices
5. Keep home clean and organized for peace of mind





Mental Well Being

- *Creates greater capacity to cope when stress rises*

1. Let things go
2. Live by values
3. Growth/learning
4. Flexible, open or positive attitude
5. Kindness
6. De-stress
7. Appreciate
company culture





Spiritual Well Being

- *Provides a depth of inner resources & motivation to fuel endurance*

1. Faith/spirit/nature
2. Pray
3. Reflect
4. Be present
5. Meditate
6. Yoga
7. Be in nature or outside
8. Me-time/check-in
9. Faith





Community of Support

- *Allows for objective input & emotional support*

1. Time with family & friends
2. Ask for/accept help
3. Let manager know when you are overwhelmed





Enjoyment & Pleasure

- *Allows energy recovery & enjoyment in life*

1. Take vacations
2. Hobbies & creative outlets
3. Being with animals/pets
4. Relaxation, leisure, fun





Priority Management

- *Drives where you invest your time in your life*

1. Time/priority management
2. Setting boundaries
3. Disconnecting from tech
4. Financial Discipline
5. Give myself flexibility



Resilience Quickie Self-Assessment

How Well do I Attend to My:

SCALE: 1 Poorly 2 Average 3 Great

1. Physical health? (Eat healthy, exercise, sleep/rest, healthy choices)
2. Mental health (Let things go, avoid perfectionism, live by my values, embrace growth & learning, remain flexible/open, maintain a positive attitude, show kindness, de-stress)
3. Faith/Spirit/Nature (Pray, reflect, be present, meditate, do yoga, be in nature, me-time, practice faith)
4. Community of Support (Time with family & friends, ask for & accept help)
5. Enjoyment & Pleasure (Set aside time for vacations, invest in hobbies & creative outlets, invest time in being with my animals/pet, invest time in relaxation/leisure/fun)
6. Priority Management (Practice time management, set boundaries, practice financial discipline, give myself flexibility)



Workplace Stress

Stress can cause distress or flourishing

Teaching people how to transform it can boost health and business productivity





How Stress Affects Businesses

- The scope, scale and speed of business is accelerating (*acc. to a large-scale 2015 global study by IBM Institute for Business Value*)
- Hyper-connectivity, frenetic working patterns blur boundaries
- Staff do not know how to navigate complexity
 - 57% of respondents to 2014 Deloitte survey rated their businesses as weak when helping staff to manage



Managers Are a Key to Organizational Resilience

Other factors:

Culture

Wellness programs

Work loads

Flexwork



Individuals Have Choice

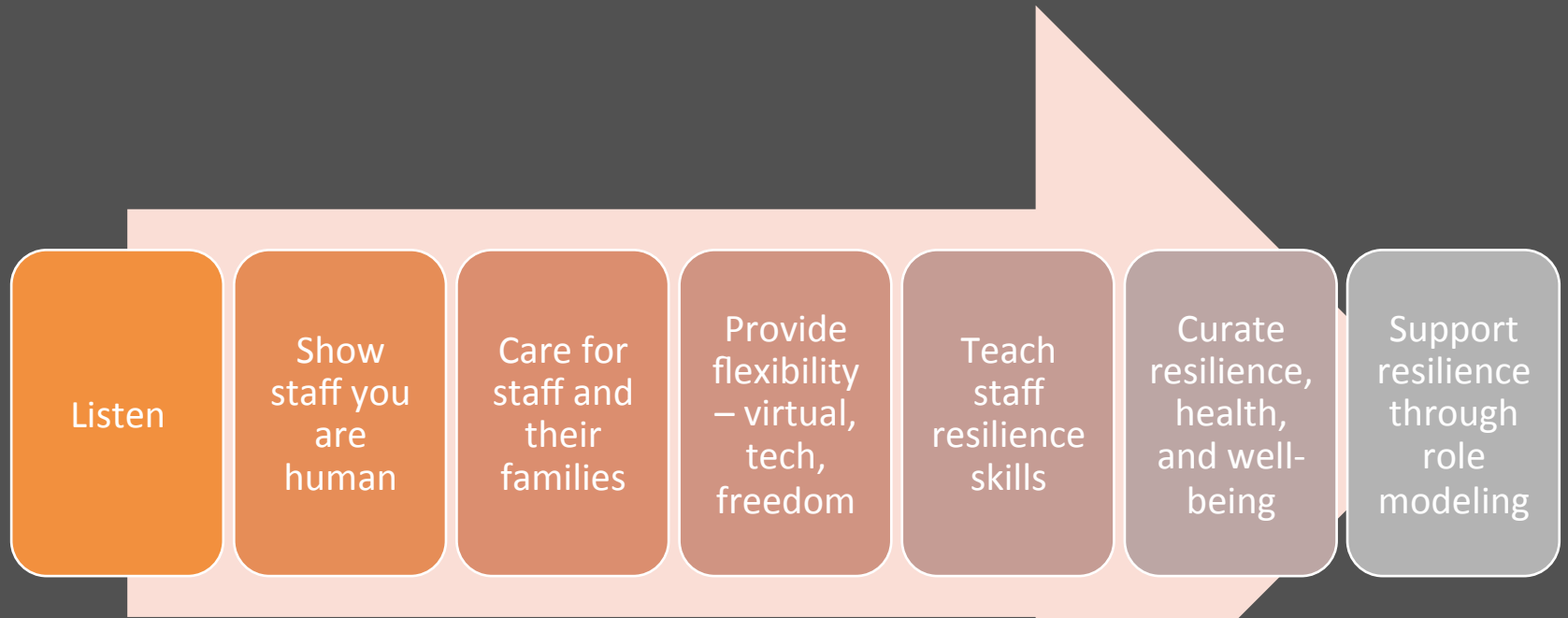
Businesses and leaders who care about their staff as humans rather than “widgets,” drive:

*Gallup Research,
“Wellbeing,” Rath &
Harter*

- Higher overall performance
- Higher quality work
- Less illness
- Lower staff turnover
- Fewer injuries

What’s Best for Employees
is Best for Business

Things Businesses & Managers Can Do



What are the top 3 actions you can take today for great meaning and resilience – no matter your work context?

Where do you need to dial up and down in life?

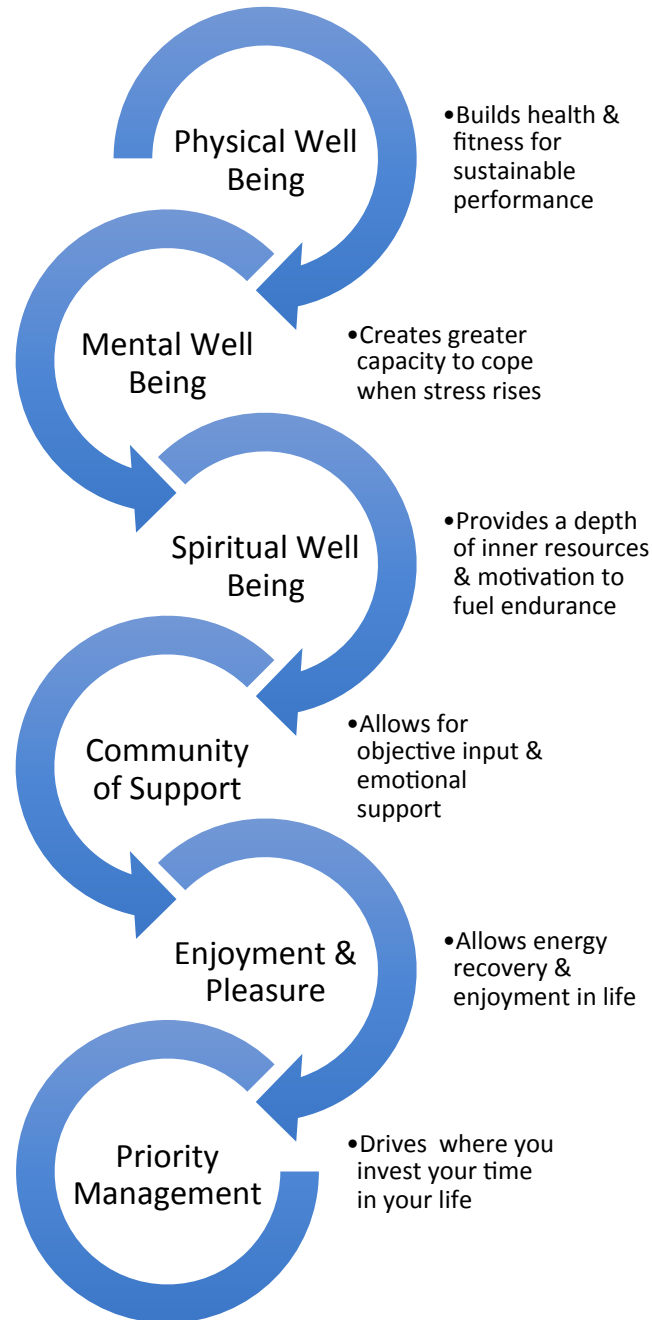
Explore these questions in your group for 7mins

Choose a speaker to report out

Commitments

Time and priority management are consistently important

Learn to dial-up and dial-down behaviors and time

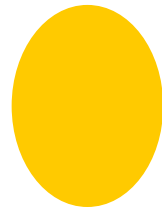
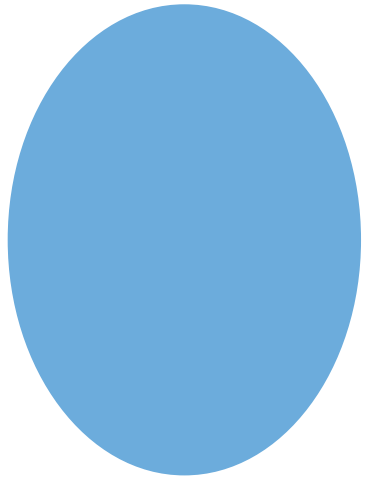


As stress rises, reliance on family, support community and relaxation grows

Then, priority management, emotional intelligence and problem solving

As distress sets in, more weight is put on the mental aspects, faith, quiet





Check-in on your goals
Did you get what you
needed today?



Some Next Steps

- Practice - KISS
- Take a fuller assessment
- Have a lunch and learn on resilience

- Visit www.thewindhorsejourney.com for resources





Thank You

