



# Building Personal Resilience

Learning to Thrive in Turbulence

# What is Resilience?

The ability to deal with *high levels of challenge and disruption* while maintaining *high levels of effectiveness and well-being*

- ✓ Dealing with high levels of ambiguity
- ✓ Adapting quickly and effectively
- ✓ Thriving in adversity
- ✓ “Bouncing back”
- ✓ Using challenges to grow stronger
- ✓ Increased tolerance for change



# Signs of Overload

- Poor communication
- Errors and accidents
- Increased conflict
- Ineffective teamwork
- Apathy
- Promoting negativity
- Illness
- Absenteeism
- Turnover





# Four Kinds of Energy



Physical



Mental



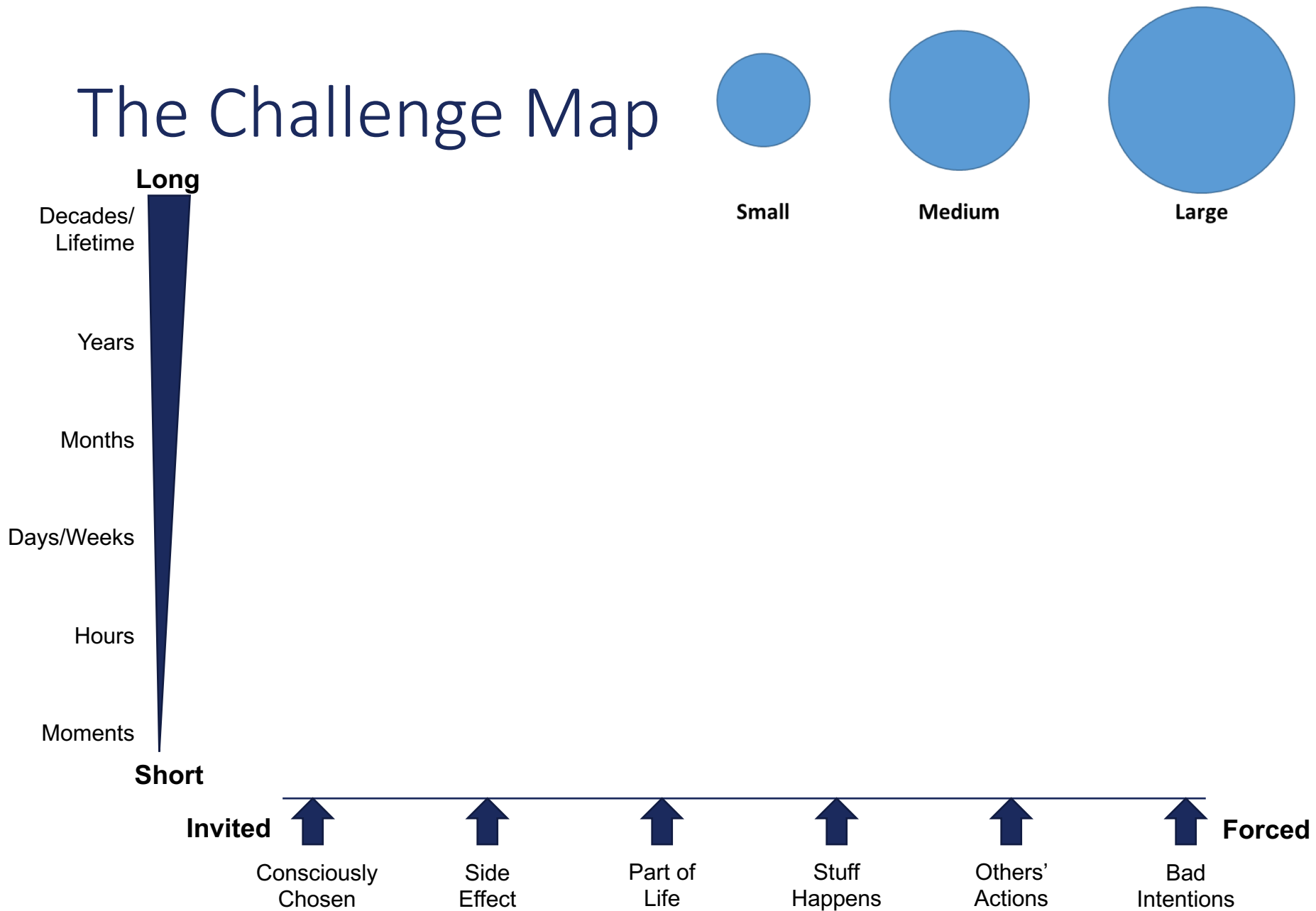
Emotional



Spiritual

- ✓ It takes work to overcome challenges and adjust to situations that don't fit our expectations
- ✓ We use **energy** to do this
- ✓ We have a **finite supply** of energy
- ✓ We can **replenish** our energy
- ✓ The various forms of energy are **interconnected**

# The Challenge Map



# Four Building Blocks of Resilience



Calming Yourself



Choosing a Strategy

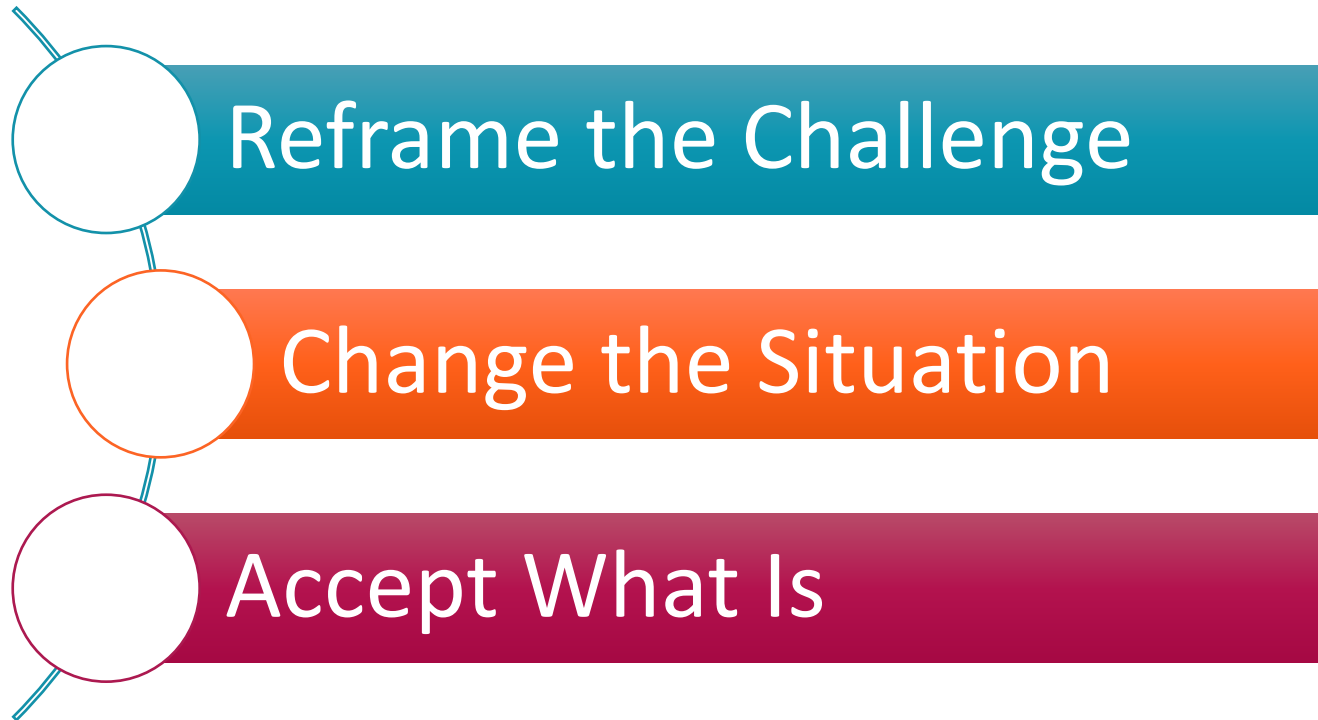


Solving Problems



Managing Energy

## 2. Choosing a Strategy



- ◆ Best approach depends on the situation
- ◆ Usually applied in combination
- ◆ Any approach can be overused or misused

# 3. Solving Problems





# Overusing Your Resilience Muscles

Resilience Characteristic	Signs of Overuse
<b>Positivity</b>	Ignore problems; overlook risks
<b>Confidence</b>	Overconfidence; arrogance
<b>Priorities</b>	Tunnel vision; failure to revise goals
<b>Creativity</b>	Overwhelmed with ideas; thought but no action
<b>Connection</b>	Over-relying on others; not trusting own judgment
<b>Structure</b>	Get lost in details; miss the big picture
<b>Experimenting</b>	Taking too much risk; seeking adrenaline rush

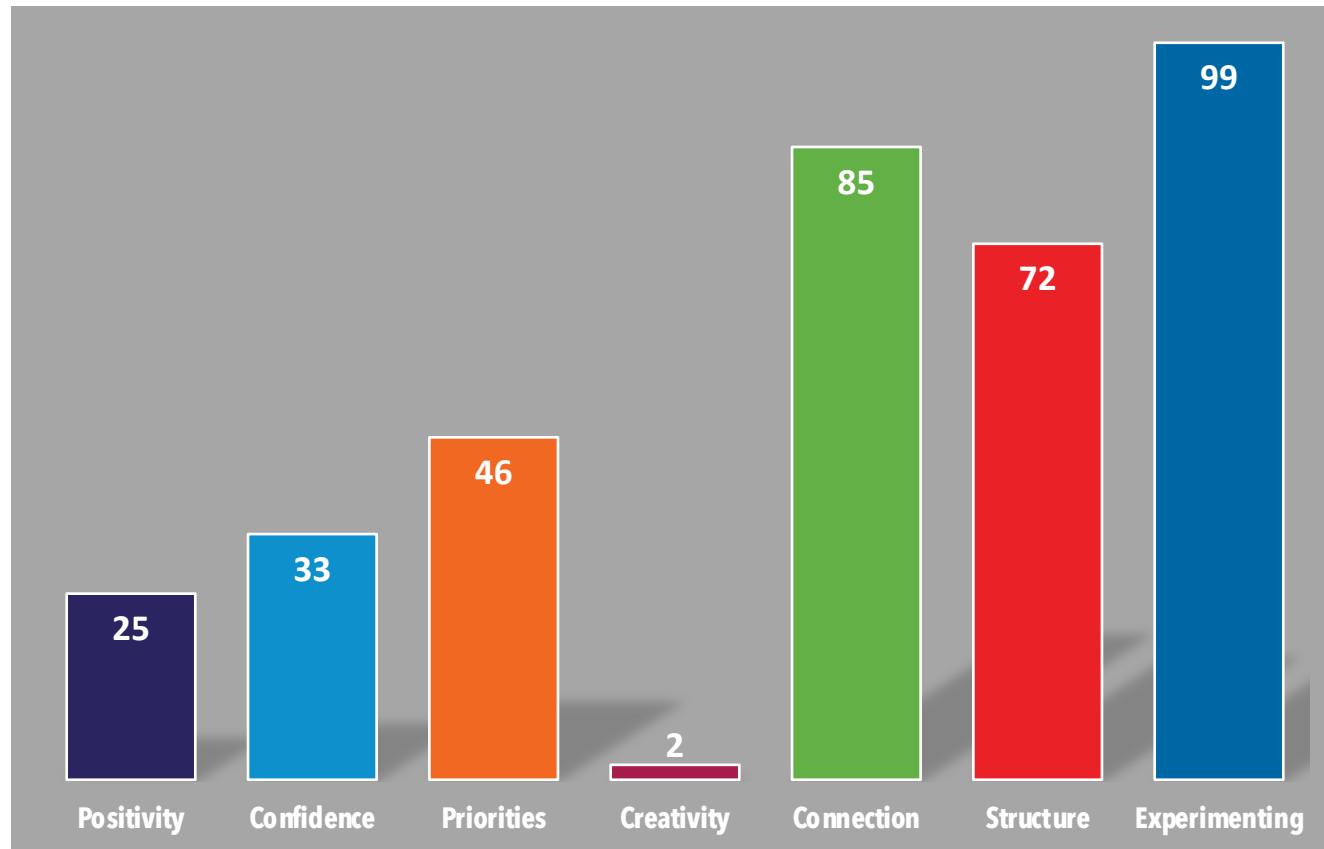


Your Personal Resilience Profile

# The Personal Resilience Profile

- ◆ Database of over 100,000 people from many organizations, job types, and locations
  - Scores are **percentiles**—they range from 1-99
  - Example: 42 means approximately 42% of respondents have scores falling below yours
- ◆ Provides scores on each of the **7** Resilience Characteristics
- ◆ Describes your approach to **challenges & situations that disrupt your expectations** rather than to everyday life
- ◆ Designed for **personal development**; your scores are **confidential**

# Sample Profile



# Group Resilience: Averages

