

Build Your Capacity. Enhance Your Impact.

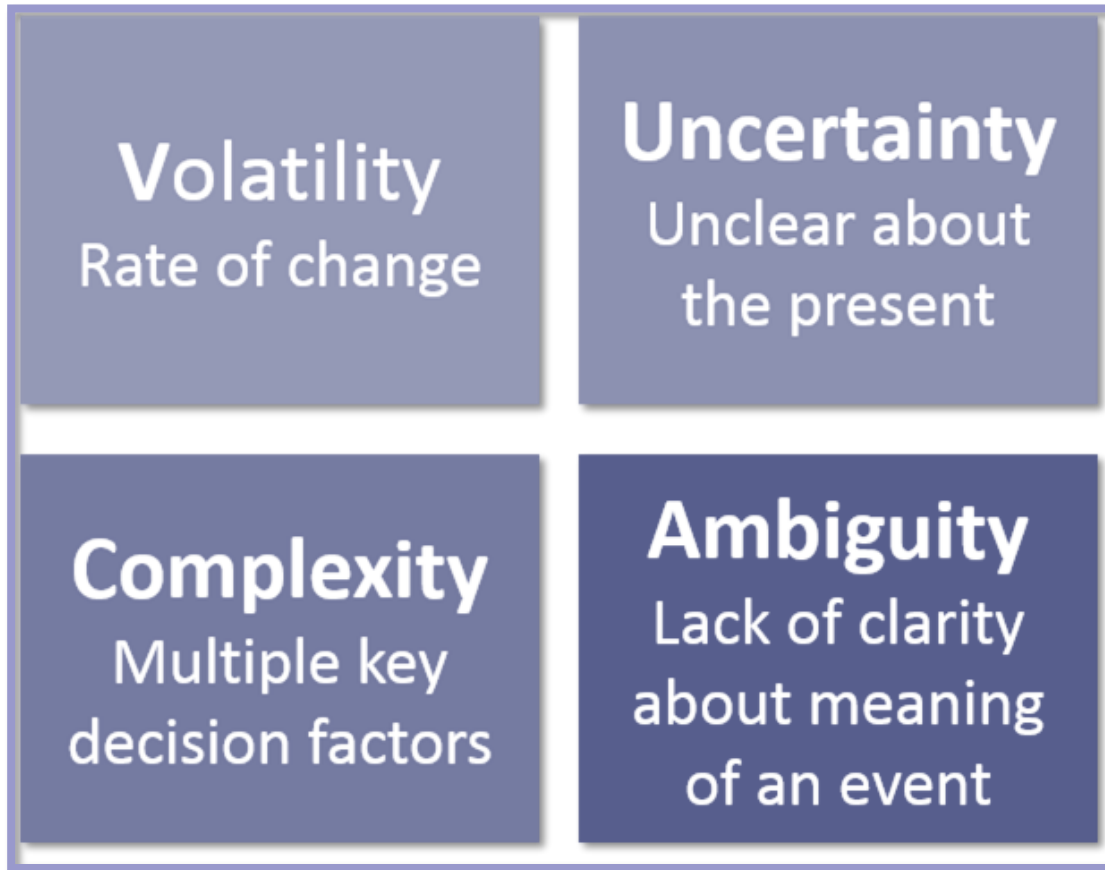


How to Build Resiliency During Times of Change

LeaderShift Applied Leadership E-Learning Series

Welcome

Our VUCA World



What is Resilience?

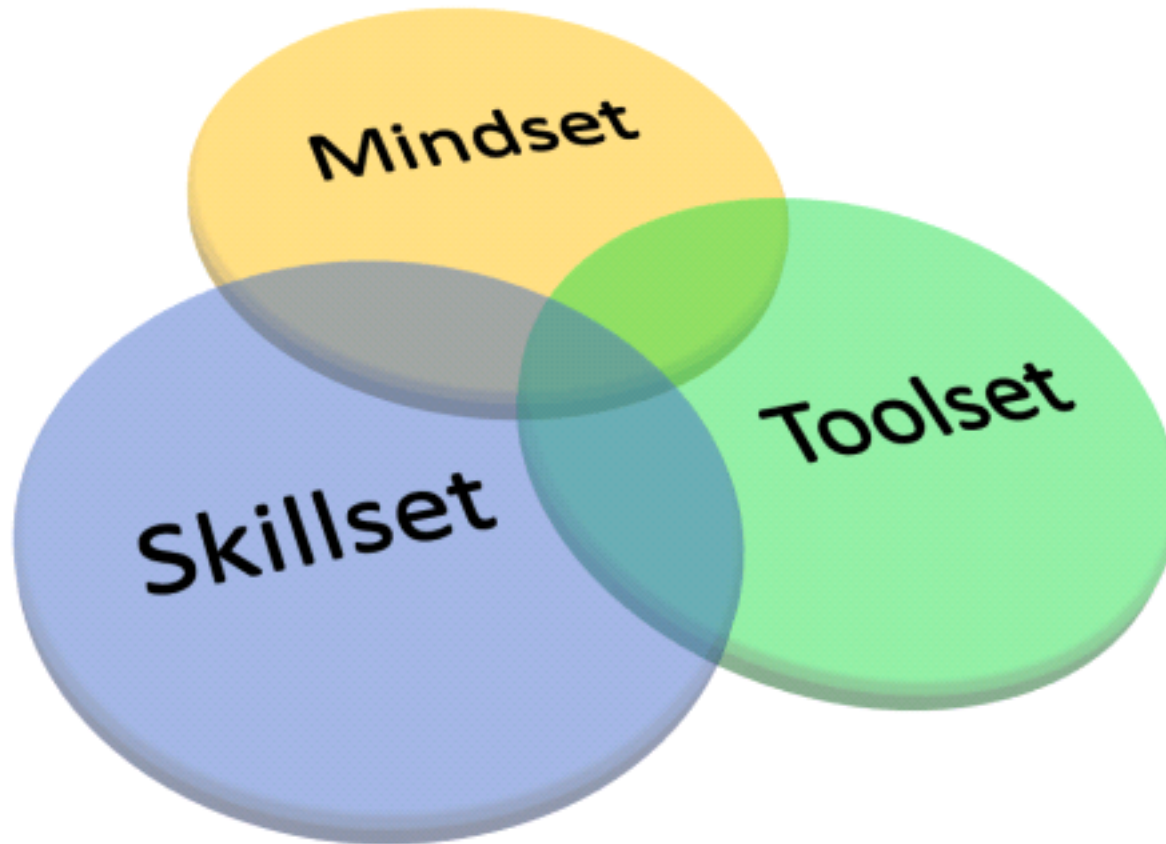
Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors. As much as resilience involves "bouncing back" from these difficult experiences, it also involves profound personal growth

Being resilient doesn't mean that a person won't experience difficulty or distress. In fact, the road to resilience is likely to involve considerable emotional distress.

What is Resilience?



What is Resilience?



What Kind of Mindset Do You Have?



I can learn anything I want to.
When I'm frustrated, I persevere.
I want to challenge myself.
When I fail, I learn.
Tell me I try hard.
If you succeed, I'm inspired.
My effort and attitude determine everything.



I'm either good at it, or I'm not.
When I'm frustrated, I give up.
I don't like to be challenged.
When I fail, I'm no good.
Tell me I'm smart.
If you succeed, I feel threatened.
My abilities determine everything.

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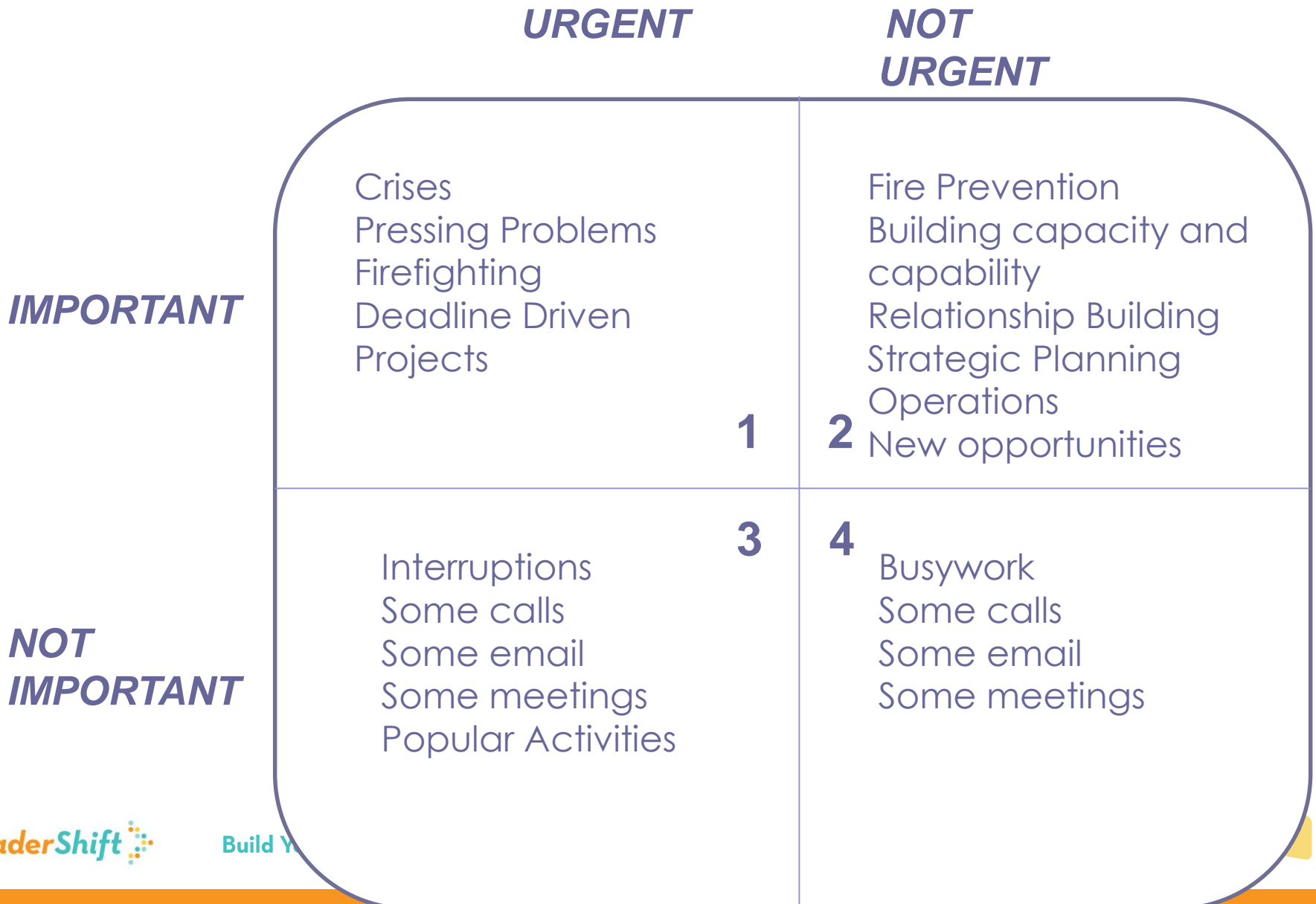
Adaptive or Technical Leadership Challenges

*While technical problems may be very complex and critically important, they have known solutions that can be implemented by current know-how. They can be resolved through the application of authoritative expertise and through the organization's current structures, procedures and ways of doing things. **Adaptive challenges can only be addressed through changes in people's priorities, beliefs, habits and loyalties.** Making progress requires going beyond any authoritative expertise to mobilize discovery, shedding certain entrenched ways, tolerating losses and generating the new capacity to thrive anew.*

The Continuum



Covey's 4 Quadrants





A Coach Approach to Change

ASKING VS. TELLING

What are staff thinking?

- *WIIFM?*
- *What if I can't do it?*
- *What if I don't like it?*
- *Not again!*
- *Why is this changing?*
- *If it wasn't for.....*

A Coach Approach to Change

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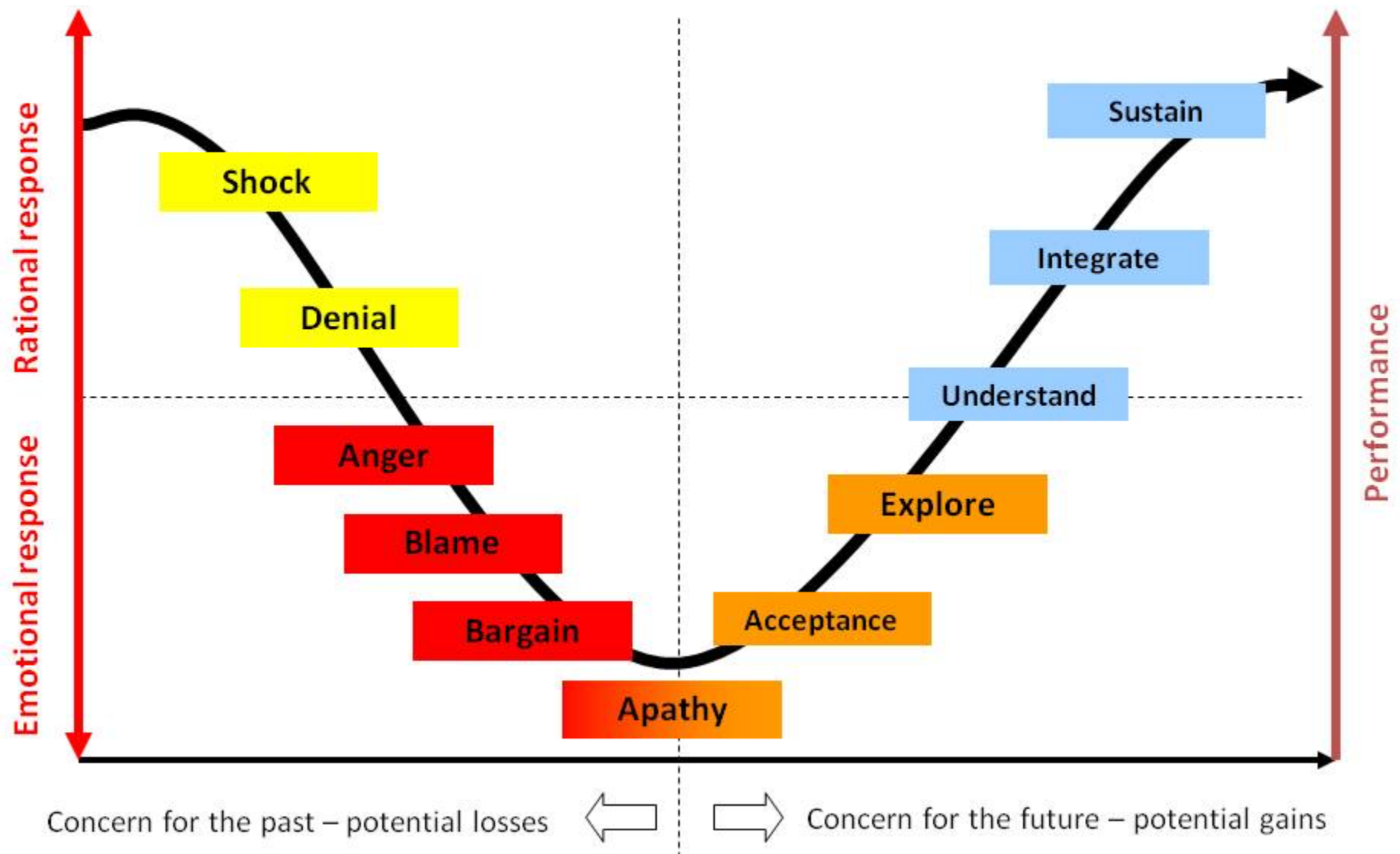
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What can we ask?

- What are your concerns?
- What information do you need?
- What would it take for you to be successful?
- What is the opportunity in this for you?

Human Response to Change Cycle



ADKAR

ADKAR consists of five phases that occur when change impacts us:

Awareness of the need for change (why).

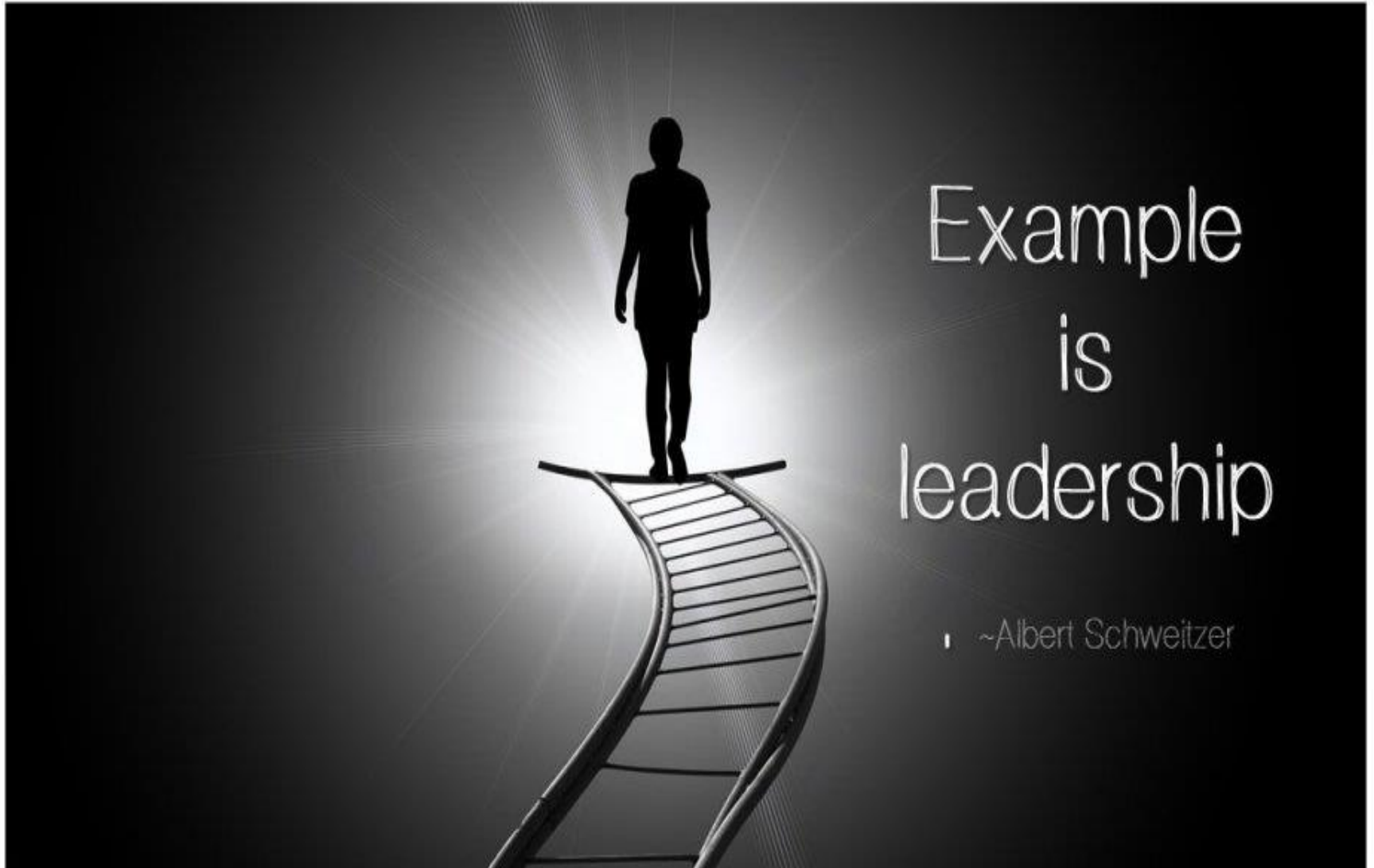
Desire to support and participate in the change (our choice).

Knowledge about how to change (the learning process).

Ability to implement the change (turning knowledge into action).

Reinforcement to sustain the change (celebrating success).

What Are You Modeling?



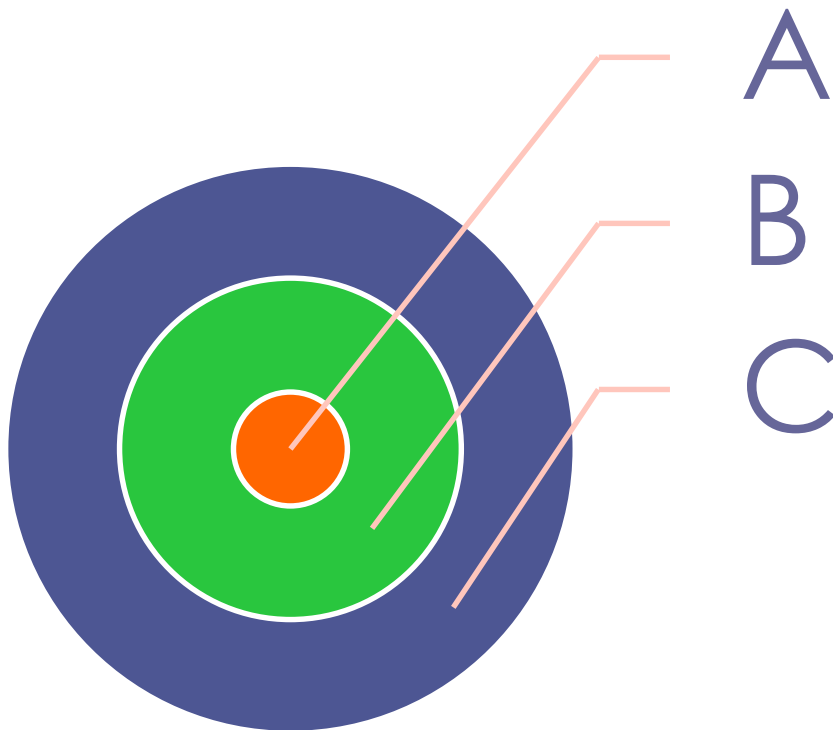
Example
is
leadership

~Albert Schweitzer

Take Decisive Action



Build and Leverage SUPPORTIVE Relationships



A = 20%

B = 60%

C = 20%

Be a Continuous Learner

How do you show up that demonstrates you are a continuous learner?



Be a Continuous Learner

How do you show up that demonstrates you are a continuous learner?

Curiosity

Fearlessness

Perseverance

Open minded

Happiness



Self Care

Honestly???



Resilience Is Like a Car



ACTION

