

Developing Resilience . . .

Developing Resilience in Yourself

- Know what's important to you – define your personal vision and your core values
- Reframe your mental models – challenge your assumptions about yourself and others
- Identify what you can change/influence and what you can't and focus on what you can influence
- Assume a "can do," proactive attitude
- Take care of yourself – mentally and physically
- Reach out to others – find new connections and strengthen existing ones
- Create/build a discipline that gives you the structure/stability/order you need

Developing/Encouraging Resilience in Others

- Remind people what ISN'T changing
- Increase opportunities for social connections
- Increase communication about the coming changes/challenges
- Shift grouching/whining toward problem solving
- Listen to their anxieties/fears
- Acknowledge their losses
- Engage staff in developing a shared vision of a realistically optimistic future
- Encourage a healthy work/life balance
- Hold "brown bag" seminars on health, wellness, stress management, taking care of yourself, etc.
- Promote EAP (employee assistance program) services
- Explain the "whys" of the change/challenges
- Celebrate the little victories along the way
- Keep the team together
- Break problems/challenges into bite-size pieces