



Resilience: Courageously Adapt and Build Back

ATD Nashville



Participant Guide

"When nothing in life seems to be going right...go left."

~ Unknown Author

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As a workplace culture expert, Tracy Stock provides individuals and organizations with strategies to enhance employee engagement, energize workplace culture, and empower high performance.

Course Overview:

When life-changing situations and stressful conditions arise, your degree of resilience can dramatically affect how you deal with and move through the hardship. This program focuses on understanding factors that influence resilience and adopting strategies to further enhance your own level of it.

Program Objectives:

- Learn what resilience is and why some are more resilient than others.
- Realize specific factors that influence your ability to adapt better or worse to difficult events.
- Discover key strategies and approaches for building resilience, realizing that what works for one person might not work for another.
- Understand how focusing on past experiences and sources of personal strength can help you determine what strategies for building resilience might work best for you.
- Develop a personal action plan for enhancing your ability to adapt well in the face of adversity.

Resilience:

The process of _____ well in the face of adversity, trauma, tragedy, threats, or even significant sources of stress—such as family issues, relationship problems, serious health concerns, workplace worries or _____ stressors.

Exercise: Independently, write down the name of someone who signifies resilience to you and describe why.

Resilience Self-Assessment

Resilience is the ability to bounce back from difficulty, to navigate tough challenges with awareness, intention, and skill.

Directions: Rate yourself on the items below, using the following scale. In the past year, how often has this statement been true for you?

	1 = Never or rarely	2 = Sometimes	3 = Often	4 = Always or almost always
Connections	I am close to at least one person, whom I trust and will seek for support.			1 2 3 4
Benefiting Others	I contribute to the wellbeing of others.			1 2 3 4
Physical Self-Care	I exercise aerobically three or more days a week, sleep enough to have energy throughout the day, spend at least an hour a day outdoors, and usually eat a balanced and wholesome diet.			1 2 3 4
Stress Reduction Practice	Four or more days a week, I participate in at least one practice to quiet my mind and body. (<i>Examples: deep breathing, time in nature, playing a musical instrument, yoga, meditation, journaling, etc.</i>)			1 2 3 4
Flexible Thinking	When I am going through a difficult time, I consider multiple perspectives on it as well as multiple options for responding to it.			1 2 3 4
Self-confidence	I trust myself, my intuition, and my abilities.			1 2 3 4
Openness to Experience	I seek and enjoy new and unfamiliar experiences.			1 2 3 4
Workability	I approach every challenge as though I can work through it somehow.			1 2 3 4
Awareness	I notice the world around me, and I can often anticipate opportunities and challenges because of what I notice.			1 2 3 4
Experience Facing Big Challenges	I have faced difficult challenges before and have found healthy and adaptive ways to work through them.			1 2 3 4
Willingness	When challenges arise, I face them and I <u>do not</u> deny them, ignore them, or use alcohol or other drugs to avoid or cope with them.			1 2 3 4
Engagement	I engage in one or more activities that focus my attention and efforts <u>and</u> that deeply satisfy me.			1 2 3 4
Big Picture	I keep perspective on my challenges by considering the bigger picture.			1 2 3 4

Developed by Andrew C. Weis, Ph.D., LP. Last revised 3.15.2010

Sum Score:

Score	Assessment: <i>Assessing Your View of Your Resilience</i>
36 or higher	You are likely to view yourself as resilient, and if your view is accurate, you are likely to thrive in the face of challenges and could serve as a strong support and role-model for others.
27 – 35	You are likely to view yourself as having typical resilience, and you will likely do fine with most challenges. Unless you are selling yourself short on your assessment, you have some room for enhancing your resilience.
26 or lower	You are likely to view yourself as not very resilient. You have ample room for enhancing your resilience. Lower scores are common among people who have had few challenges early in life or have been overwhelmed by challenges early in life. History is not destiny.

Four Types of Resilience

1. **Physical** – The body can withstand more stress and _____ itself faster.
2. **Mental** – You have more mental focus, discipline, determination and willpower.
3. _____ – You have the ability to provoke powerful positive emotions, like curiosity or love, when you need them most.
4. **Social** – You get more strength from friends, neighbors, family, and community.

Video Segment Notes:
“A Game that Heals,” by Jane McGonigal



Four Phases of Resilience

- Phase 1:** Experience the issue; emotional; usually ineffective.
- Phase 2:** Decreased energy and interest; feelings of helplessness, doubt, guilt, avoidance; limited effectiveness.
- Phase 3:** Reacting process begins; concentration is difficult; feelings of irritability and being overwhelmed are common; level of effectiveness is improving.
- Phase 4:** Positive outlook; sense of purpose; optimal performance and effectiveness; embraces challenges.

Activity:
Brainstorm ideas of ways you can become more resilient.

10 Strategies to Become More Resilient

Strategy #1: Nurture a Positive View of Yourself



- Remind yourself of your _____ and accomplishments.
- Avoid thinking like a victim; rather, view yourself as a survivor.
- Even though the situation may be unavoidable, stay focused on a positive outcome.



Strategy #2: Develop a Strong Social Network



- Having caring, supportive people around you acts as a protective factor during times of crisis.
- It allows you to share your feelings, gain support, receive positive feedback, and consider possible solutions to problems.
- Accepting help and support from those who care about you strengthens resilience.



Strategy #3: Be Flexible and More Accepting of Change

- Accepting circumstances that cannot be changed can help you focus on circumstances that you can alter.
- By being more adaptable and flexible, you'll be better equipped to respond when faced with a life crisis.
 - Let yourself experience strong emotions, at times.
 - Take action to deal with problems.
 - Nurture, rest and _____ yourself.
 - Spend time with loved ones to gain support and encouragement.



Strategy #4: Take Steps to Solve Problems

- Resilient people are able to spot the solution that will more likely lead to a safe outcome.
- Calmly and rationally look at a problem and envision a successful solution.
- Focus on the progress you make and plan your next steps, rather than becoming discouraged by the amount of work that still needs to be completed.
- Whenever you encounter a new challenge, note important details and make a quick list of potential ways you could solve the problem.

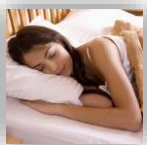


Strategy #5: Establish Goals and Take Decisive Action

- Set reasonable goals to deal with the problem.
- Brainstorm possible solutions and then break them down into manageable _____.
- Ask yourself, “What is one thing I know I can accomplish today that will help me move in the direction I want to go?”



Strategy #6: Take Care of Yourself



- When you're stressed, it can be all too easy to neglect your own needs.
- Losing your appetite, ignoring exercise, and not getting enough sleep are all common reactions to a crisis.



Strategy #7: Keep Things in Perspective

- Try to consider the stressful situation in a broader context and keep a long-term perspective.
- Avoid blowing the event out of _____.
- You can't change a particular situation; however, you can alter how you interpret and respond to the event.





Strategy #8: Seek Opportunities for Self-Discovery

In the face of crisis or tragedy, finding a sense of purpose can play an important role in recovery.

This might include becoming more involved in your community, cultivating your spirituality, or participating in activities that are meaningful to you—providing a heightened appreciation for life.

Strategy #9: Maintain a Hopeful Outlook



- Expect that good things will happen in your life.
- Visualize what you want, rather than worrying about what you _____.

Strategy #10: Ask for Help

- It is essential to ask for help when needed.
- During a crisis, people can benefit from the help of psychologists and counselors specially trained to deal with these types of situations.



Post-Session Activity: Learning from Your Past

Focusing on past experiences and sources of personal strength can help you learn about what strategies for building resilience might work best for you. Working independently, answer some/all of the following questions listed on pages 6-7:

What kinds of events have been most stressful for you?

How have those events typically affected you?

Have you found it helpful to think of important people in your life when you are distressed?

Who have you reached out to for support in working through a traumatic or stressful experience?

What have you learned about yourself and your interactions with others during difficult times?

Has it been helpful for you to assist someone else going through a similar experience?

Have you been able to overcome obstacles, and if so, how?

What has helped make you feel more hopeful about the future?

Personal Action Plan



Capture 2-3 things you are going to take action on today to better adapt in the face of adversity, tragedy, or even significant sources of stress—like workplace issues, relationship problems, serious health concerns, financial stressors, etc.

1.

2.

3.

Virtual Speaker Biography:

Tracy Stock is one of the most in-demand and top-rated female speakers in North America today because of her ability to inspire behavior change and *achieve positive outcomes*. She proudly holds the designation of Certified Speaking Professional® (CSP), the highest honor in her profession, held by only 12 percent of speakers worldwide.

As a former director of learning and development for a mutual property and casualty insurance company, Tracy was accountable for talent management and employee development, and parlayed her career to become a workplace culture expert and a best-selling author—now with five published titles. With 20+ years of speaking experience, a few of her trusted clients include the U.S. Army, Motorola, True Value, US Bank and Subway.

As an engaging and interactive speaker of choice, Tracy is committed to helping energize workplace culture, enhance employee engagement and empower high performance. For more information or to connect with her:

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