Today you will learn to...

- understand what resilience is and how it relates to our experience of managing stress.
- Identify the research supporting resilience as a key factor for making positive transitions.
- Learn three evidence-based strategies that have been proven to help individuals thrive in change.
Change

Effects of Ongoing Stress

Source: bridget-edwards.com
Reactions to Change

**Emotions**
- Alienation
- Apathy
- Low confidence

**Behavior**
- Accident prone
- Appetite loss
- Restlessness
- Smoking and alcohol

**Mind**
- Anxiety
- Hasty Decisions
- Negativity
- Impaired Judgment

**Body**
- Headaches
- Skin Problems
- Breathless

Resilient Approach to Change

**Resilience Strategies**

= Resilience to **Experience**
= Resilience to **Emotions**
= Resilience to **Behaviors**
The dynamic interaction between perceived risk and a range of protective coping skills that provide an individual with the ability to negotiate, manage and adapt well in the face of adversity and thrive in everyday life.
Resilience and Workplace Stress

“Resilience gets to the root cause of stress and unhealthy behaviors by helping people challenge and adapt their thinking.”

Resilient People are:

- 4x more likely to have high job satisfaction
- 47% less likely to miss at least one day of work per month
- Half as likely to quit
- 57% less likely to suffer burnout
- Better able to handle stress
- Quicker recovery from stress event

Resilience Can be Learned

3 Strategies That Foster Resilience In Times of Change

Strategy 1

THINKING WITH OPTIMISM
Optimistic Thinking

Optimism is a way of thinking, not a character trait.

Examine Your Beliefs

\[ A \text{ (Adverse event)} \rightarrow B \text{ (Beliefs)} \rightarrow C \text{ (Consequence)} \]

- \( A \): The change event you face
- \( B \): The belief systems and automatic thoughts
- \( C \): The feelings or behaviors your experience

Source: (Ellis, 1962; Seligman, 2006)
Benefits of Optimism

The more optimistic you are (Seligman, 2006):

• the less likely you are to suffer from psychological disorders, such as depression and anxiety
• the more likely you are to adapt better to negative events
• the more likely you are to exert more continuous effort and tend not to give up
• the more successful treatment outcomes are for life threatening diseases, such as cancer and heart disease
• Optimists tend to be more productive in the work place (Carver & Scheier, 2000)
The 3 P’s of Explanatory Style

1. **Personalization** > Me vs. Not Me
2. **Permanence** > Always vs. No Always
3. **Pervasiveness** > Everything vs. not Everything

Thinking With Optimism During Change

<table>
<thead>
<tr>
<th>When Difficult Change Happens</th>
<th>NOT ME (External)</th>
<th>NOT ALWAYS (Temporary)</th>
<th>NOT EVERYTHING (Local/Specific)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The change is related to a lot of outside factors</td>
<td>This change is just one moment and it won’t last forever</td>
<td>This change is an isolated event related to only this particular situation</td>
<td></td>
</tr>
</tbody>
</table>
MAINTAIN A GROWTH MINDSET

Mindset (n): a set of beliefs or a way of thinking that determines one's behavior, outlook and mental attitude.

Dr. Carol Dweck, Stanford University
Fixed Mindset

...your intelligence is something very basic about you that you can't change very much?

...you can learn new things, but you can't really change how intelligent you are?

...you're a certain kind of person, and there isn't much that can be done to really change that?

Dr. Carol Dweck, Stanford University

Growth Mindset

...no matter how much intelligence you have, you can always change it quite a bit?

...you can always substantially change how intelligent you are?

...no matter what kind of person you are, you can always change substantially?

Dr. Carol Dweck, Stanford University
Growth Mindset and Your Resilience

- See setbacks as useful
- You can still enjoy life, even if everything isn’t perfect
- Persist through the adversity
- Strong and stable confidence
- Inspired by others
- Learn from their mistakes

Growth Mindset at Work

Employees with a Growth mindset:
- have increased performance
- aren’t afraid to fail so they take on harder work and set higher goals
- tackle challenges and setbacks head on
- perceive struggle as opportunity to learn
- create more opportunities for innovation
- make better leaders
  - Managers with a growth mindset are more attuned to changes in their employees’ performance, better listeners, better mentors, better at receiving feedback.

Dweck’s 4 Steps to Changing Mindset

1. Learn to hear your fixed mindset voice
2. Recognize you have a choice
3. Talk back to it with a growth mindset
4. Take the growth mindset action
### Changing Your Fixed Mindset Thinking

<table>
<thead>
<tr>
<th>INSTEAD OF...</th>
<th>TRY THINKING...</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m not good at this</td>
<td>What am I missing?</td>
</tr>
<tr>
<td>I give up</td>
<td>I’ll use a different strategy</td>
</tr>
<tr>
<td>It’s good enough</td>
<td>Is this really my best work?</td>
</tr>
<tr>
<td>I can’t make this any better</td>
<td>I can always improve</td>
</tr>
<tr>
<td>This is too hard</td>
<td>This may take some time</td>
</tr>
<tr>
<td>I made a mistake</td>
<td>Mistakes help me to learn</td>
</tr>
<tr>
<td>I just can’t do this</td>
<td>I am going to train my brain</td>
</tr>
<tr>
<td>I’ll never be that smart</td>
<td>I will learn how to do this</td>
</tr>
<tr>
<td>Plan A didn’t work</td>
<td>There’s always Plan B</td>
</tr>
<tr>
<td>My friend can do it</td>
<td>I will learn from them</td>
</tr>
</tbody>
</table>

### Strategy 3

**FOCUS ON THE PRESENT**
What is Mindfulness?

Mindfulness means paying attention in a particular way, on purpose, in the present moment non-judgmentally.

Jon Kabat-Zinn

Creator of the eight-week course, Mindfulness-Based Stress Reduction (MBSR)

Present Moment
Mindful Attention


Mindfulness Practice
Mindfulness and Emotional Resilience

- Internal Experience vs External Expression
- Creates the space between the change event and the way we react
- Emotional intelligence and awareness


Mindfulness and Resilient Thinking

- HOW we pay attention
- Make a new space for something before our emotional or behavioral reaction
- Training our mind not fighting with it
- “Don’t believe everything you think”
Understanding Explanatory Style

Brief Mindful Meditation
Thank you for your time!