

Resilience During Times of Uncertainty:

Maintaining high levels of effectiveness and well-being while dealing with high levels of challenge and disruption

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Chief Thought Leader



Agenda



Intro and Overview

Research on Resilience

Approaches for Individuals, Teams, the Organization

Return to Work, Q&A

Research Partner on
Resilience:

PROSILIENCE

*Building Your Resilience
for a Turbulent World*



Linda L. Hoopes

What is Resilience?

Maintaining *high levels of effectiveness and well-being* while dealing with *high levels of challenge and disruption*.

Linda Hoops, Author Prosilience



Optimistic

Focused

Seeks
Support

Problem
Solver

Self
Assured

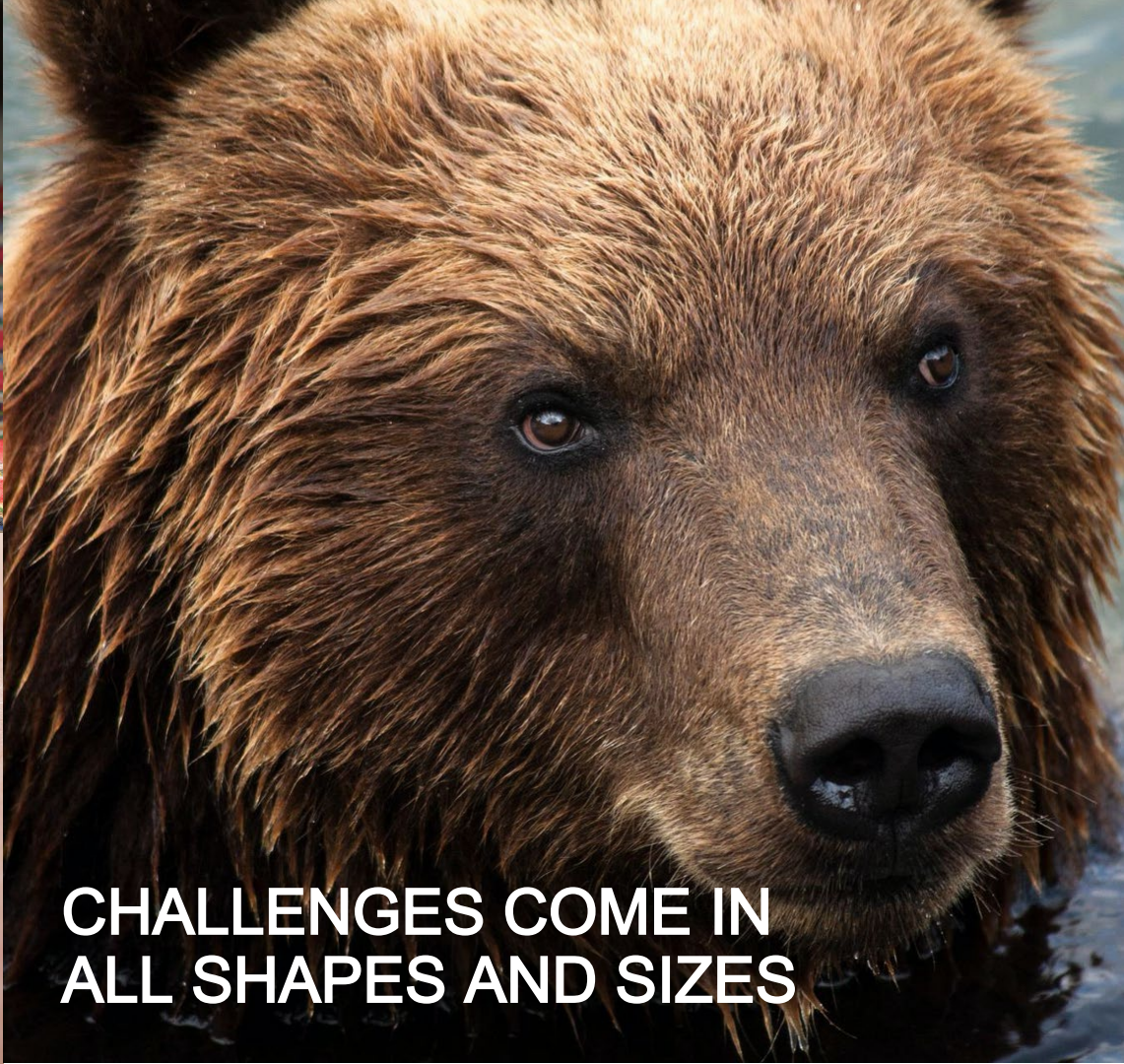
Open to
Ideas

Self
Aware

External
Locus of
Control

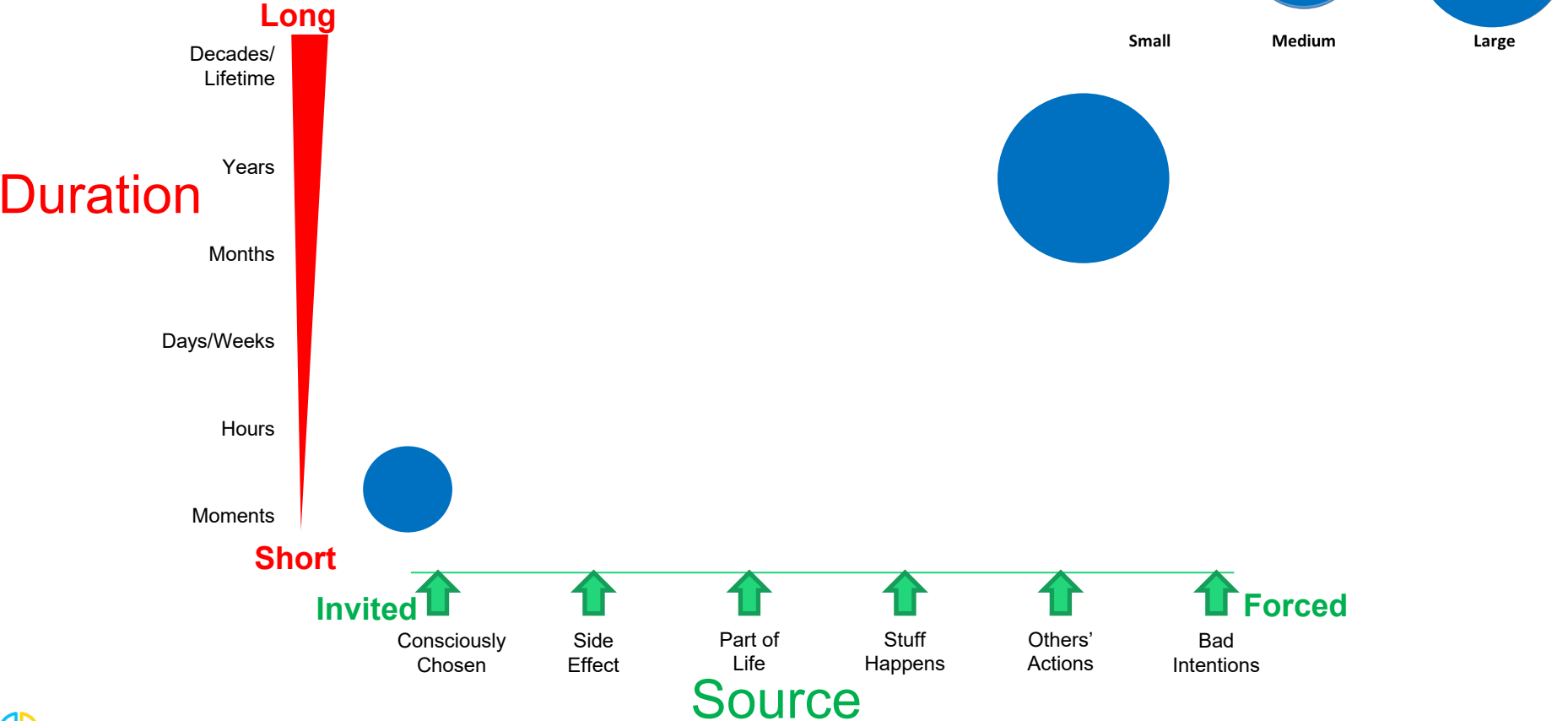
Emotional
Regulation

Proactive



**CHALLENGES COME IN
ALL SHAPES AND SIZES**

The Challenge Map



Resilience Myths...

- Being resilient doesn't mean that you don't experience hard times or that things don't bother you.
- People are born resilient.
- Resilient people don't need help.
- Resilience is always a good thing.
- Resilience is about "bouncing back".

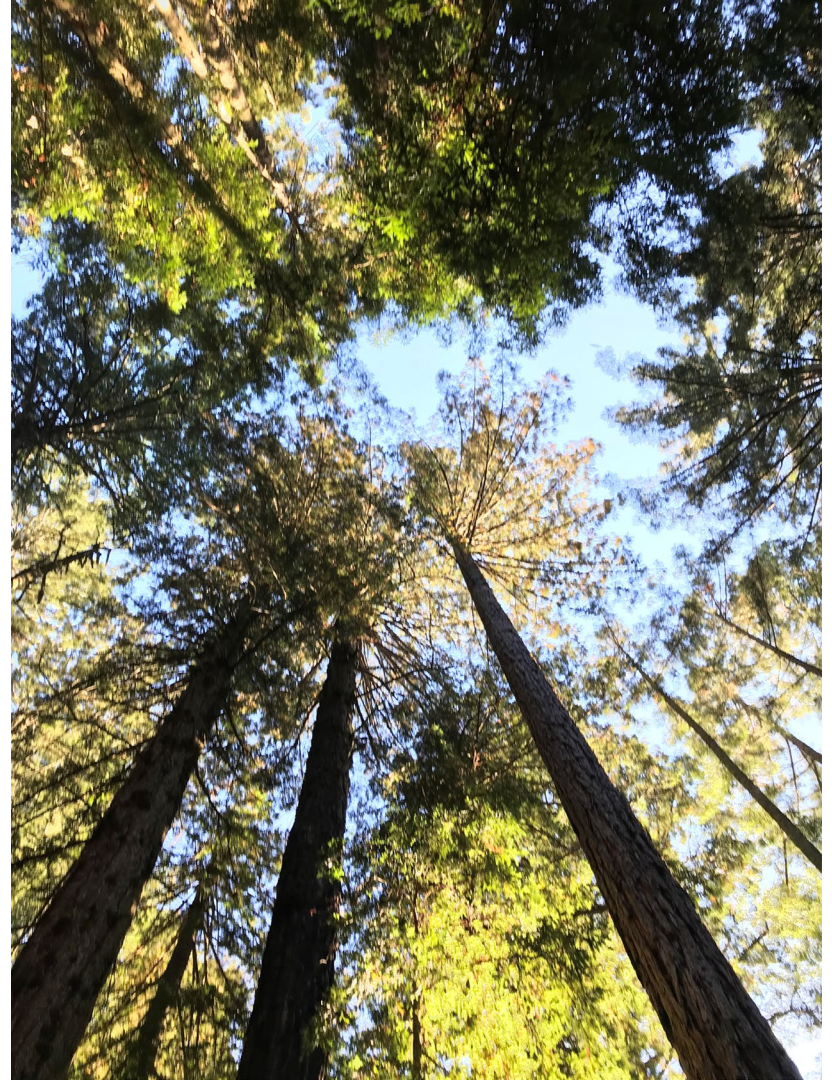


Bouncing
Forward



Benefits of Resilience?

- Better Stress Management
- Lower Absenteeism and Increased 'Presence'
- Less Likely to Quit
- More Satisfied and Connected
- Improved Physical/ Mental Health



Resilience Survey: Change takes time and energy:

48% said dealing with the current huge shifts in our world has taken **50% or more** of their time.

20% said **75% or more!**



What helped at work?

- Flexible work environment 48%
- Empathy and improved communication with my team 39%
- Discussing changes to strategy in response 32%

Personally?

- Making self care a priority 51%
- Taking extra precautions to prevent infection 35%
 - Spending time organizing/reorganizing 29%

Cognitive Diversity



**The One Thing you Need to Know
about your Brain that Will
Change your Life: Patterns!**



The Whole Brain Thinking® Model and HBDI®

A: ANALYTICAL

Logical
Analytical
Fact-based
Quantitative

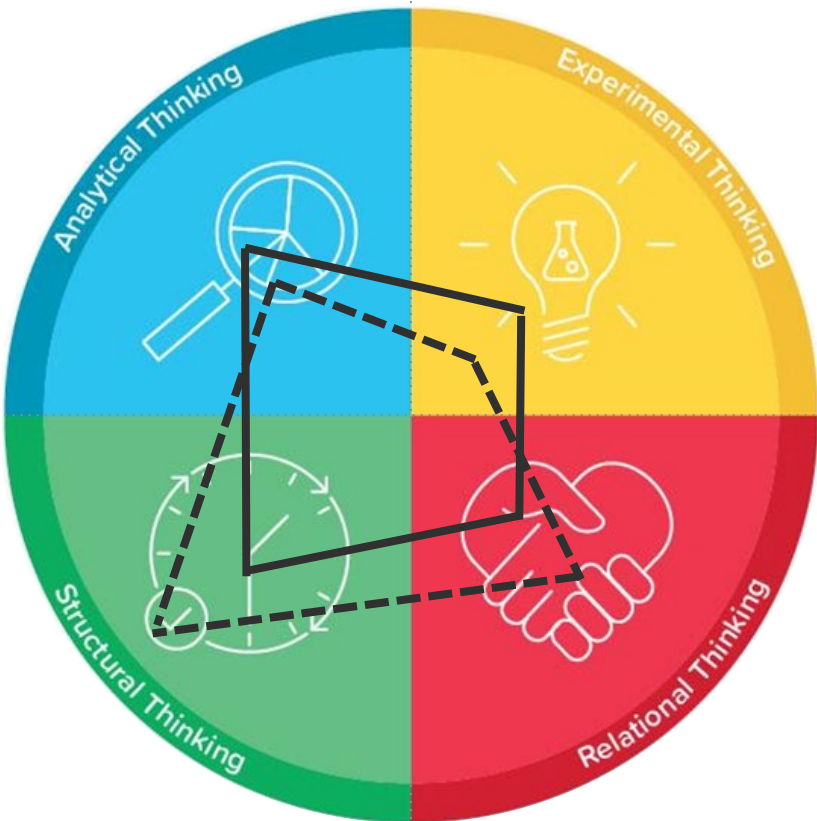
Asks “What?”

Asks “How?”

Organized
Sequential

Planned
Detailed

B PRACTICAL



EXPERIMENTAL D

Integrating
Synthesizing
Holistic
Experimental

Asks “Why?”

Asks “Who?”

Kinesthetic
Emotional

Interpersonal
Empathic

RELATIONAL C

Under Pressure!

59% said they've been operating in their HBDI® “under pressure” thinking profile since the onset of the pandemic.

Whole Brain “Resilience Muscles” to Build for Individuals

A

Problem solving:

Frame (and reframe) things as challenges to tackle, break them down and look at the facts.

Get real and prioritize what is *most important* to solve.

Focus primarily on what you can control or influence, and once goals are set be resourceful as you shift to action.

Using imagination:

Visualize how your stressors can provide *enhanced* results (vs. solely negative) e.g. uncertainty give you freedom to shift

Use change as an opportunity to learn, re-invent and do something different.

Focus in on and/or invent a longer term vision beyond today that you can dream about.

D

Progress:

Set aside time every day to do something you can “check off your list” that gives you a sense of control and progress.

Use your calendar to manage your workload and breaks to avoid the “blursday” feeling.

Compartmentalize your cognitive load.

Taking time for self and others:

Self care: eat well, sleep, exercise, get out in nature, take a nap, use a meditation app to help regulate emotions, take detachment breaks, decenter stress.

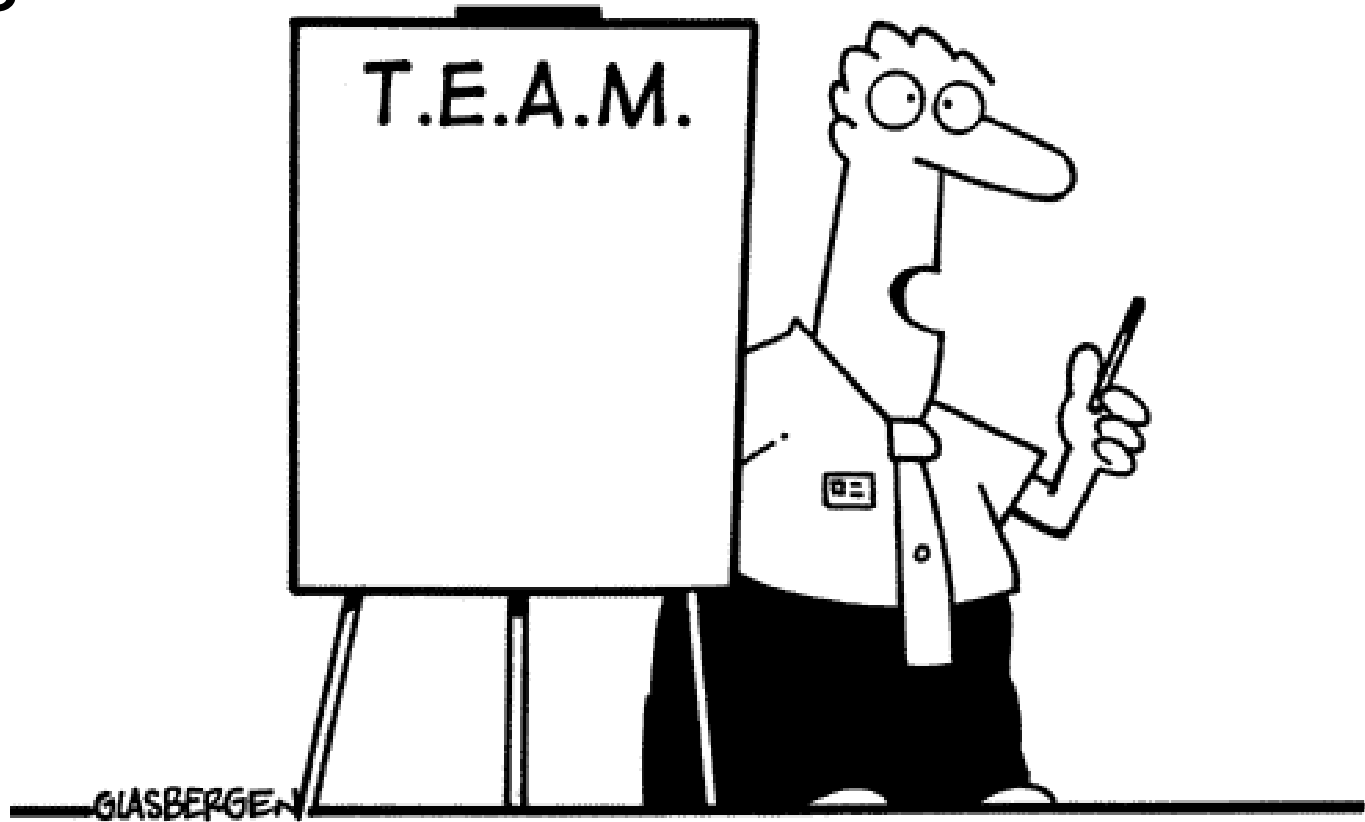
Start the day by taking a moment to think about what you are grateful for to build a mindset of optimism.

Cultivate compassion: Stay connected to important relationships and networks. Reach out.

C

B

Teams



Resilience is a team sport.

“Teams fail or succeed together,
and we collectively enhance or
detract from one another’s
resilience.”

Dr. Taryn Marie, Resilience Leadership

What about teams?

Where will resilience play the most important role for you and your team?

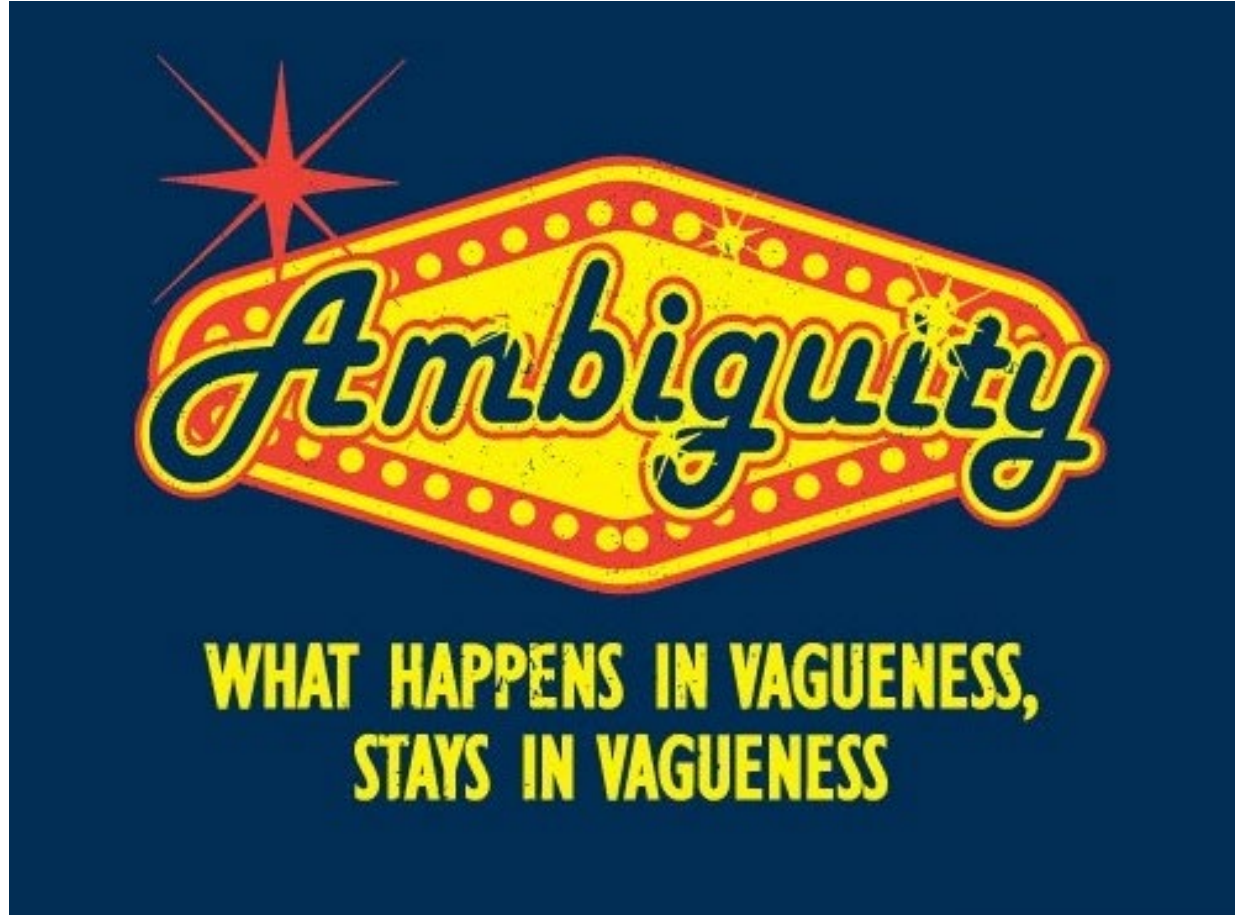
37% New approaches and strategy

25% Communication and collaboration

21% Adjusting processes to the org's "new normal"

12% Decision making and goal setting

Organizational Resilience



How Resilient is Your Organization?

60% said their organization had been resilient in response to current challenges

Most helpful approaches (in order of effectiveness) :

72% Creating new ideas and strategies

68% Increasing the degree/frequency of communication

64% Providing time / resources / support

60% Reframing goals and performance expectations

What are you doing as an organization?

Whole Brain® “Resilience Muscles” to Build as a Team/Organization

A

Solve Tough Problems: Tackle core issues decisively and transparently

Stay Goal focused: Direct your energy toward the most important goals and leverage technology

Invest in Resiliency resources: Evaluate what you are doing to build or inhibit resiliency

Adaptability: Pivot as swiftly as possible and think differently about future options

Creativity: Use change as a creative opportunity, leveraging cognitive diversity, geared toward the vision long term

Growth Mindset: Learning- in a fail safe environment- is an antidote to uncertainty

D

B

Be Prepared: Consistently review **systems** to be as ready as you can for ongoing disruption

Make Progress on Milestones: focus on taking actions that make tangible progress happen

Create safe spaces: Psychological and physical safety must be a priority

Empathy/Trust: use transparency and trust as the currency and glue for the culture.

Make Wellness a priority: Make resources available and adapt them as shifts occur

Facilitate Connections: Have systems to facilitate support and resources

C



True resilience fosters well-being, an underlying sense of happiness, love, and peace. Remarkably, as you internalize experiences of well-being, that builds inner strengths which in turn make you more resilient. Well-being and resilience promote each other in an upward spiral.”

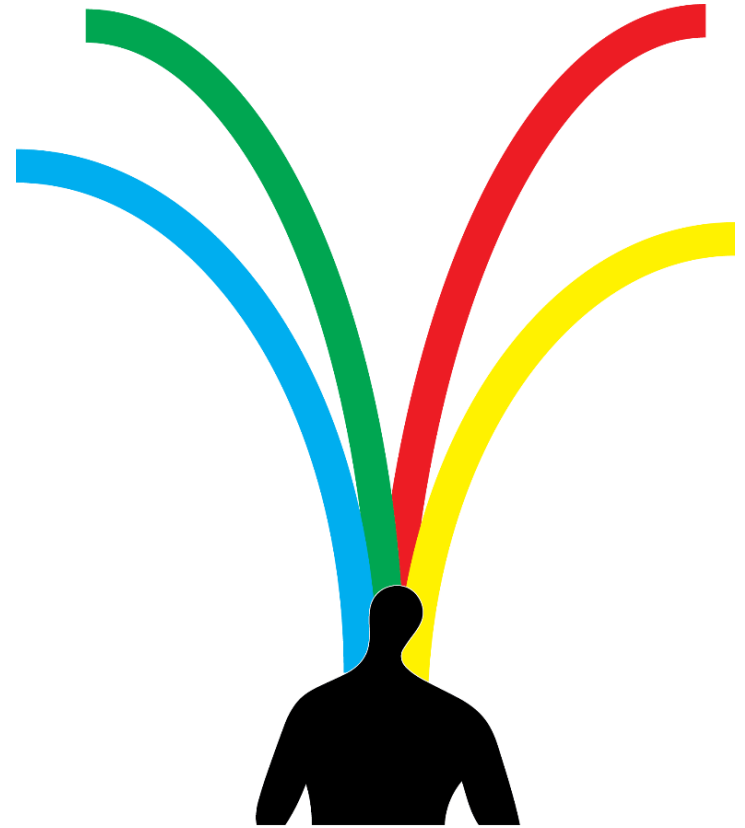
Going forward to work (not going back...)

Keith Farrazzi



Going Forward to Work

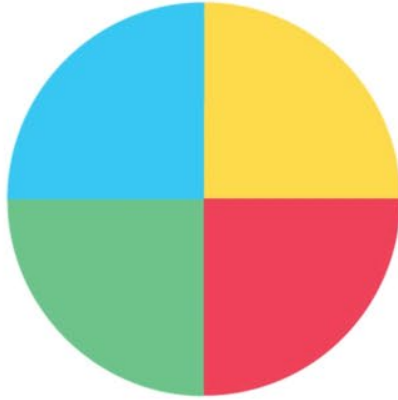
- Be decisive but ready to pivot
- Be as transparent as you can be and over communicate
- Don't let resilience be the 'trend du jour'
- Everyone is responding individually to a global phenomenon



Questions?



Thank you!



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