



Resilience:

HR Jargon that completely misses the point?
Or something that could actually make a difference to your life?

Cheryl Lee
@CherylLeeAssoc

Our objectives for today:

We have a whole glorious hour to think about you, your resilience and well-being

We will cover:

- The link between pressure and performance
- What factors contribute to feeling resilient?
- Your life! Are you in the space of survive or thrive?
- Building resilience in your team and the wider profession

I will leave you with some questions for the train or car journey home.







What is resilience?



Some research...

<p>2%</p> <p>of GDP. Is the cost of tired employees¹</p>	<p>30%</p> <p>Adults who sleep for less than 7 hours per night are 30% more likely to be obese² AND 30% more likely to develop dementia³</p>	<p>4</p> <p>in 10 people were still worried somewhat or very worried about COVID on their lives⁴</p>
<p>30%</p> <p>of people who had reported a cost of living increase, said that they had reduced their spend on food shopping and essentials.</p>	<p>47%</p> <p>of people are considering a career change and 22% said that the pandemic made them realise their current role isn't for them⁵</p>	<p>21%</p> <p>Prevalence of depression in the UK doubled last year to 21% according to the OECD⁶</p>



Crisis

Losing control

Denying

Questioning

Recognising

Resilient

Extreme risk

Very high risk

Significant risk

Moderate risk

Slight risk

No risk

- Physical & emotional exhaustion
- Broken relationships
- Can take years to fully recover

- Overwhelm, disillusionment & despair
- Serious fatigue
- Mistakes & irrational behaviours

- Low energy & coping resources
- Emotional detachment
- Cynicism & Irritability

- Emotional & physical signs of strain
- Question ability to cope

- Overdrive in response to high demands
- Inadequate recovery
- Unhealthy coping

- Mental clarity & focus
- High energy
- Adapt positively to challenge & change

How resilient are you: The Well-being Project

When was the last time you had a discussion about how you behave as individuals and as a team and the environment that you create in your workforce?





What depletes resilience at work?

Mixed or unclear priorities

- Build a vision together for your customers
- Work together to agree your priorities
- Reflect often on your progress

Uncertainty

- Control what you can
- Label what you can't
- Manage catastrophising thoughts & over thinking

A lack of connection

- Get to know your people "as people"
- Create an infrastructure that encourages connection
- Be explicit about building personal relationships

A toxic team

- Encourage belonging
- Get communication right
- Nip problems in the bud

A poor boss

- Create psychological safety
- Challenge directly and care personally
- Lead the team

Team Culture

PATIENT SAFETY

Exclusive: Bullying, sexism and racism 'prevalent and tolerated' at national regulator

By [Annabelle Collins](#) | 21 January 2022

An external review into the national safety watchdog has revealed 'damaging' cultural problems, including bullying, sexism and racism which go 'right to the top of the organisation'.



“Being able to feel safe around other people is probably the single most important aspect of mental health; safe connections are fundamental to meaningful and satisfying lives”

THE BODY KEEPS THE SCORE

Mind, brain and body in the transformation of trauma



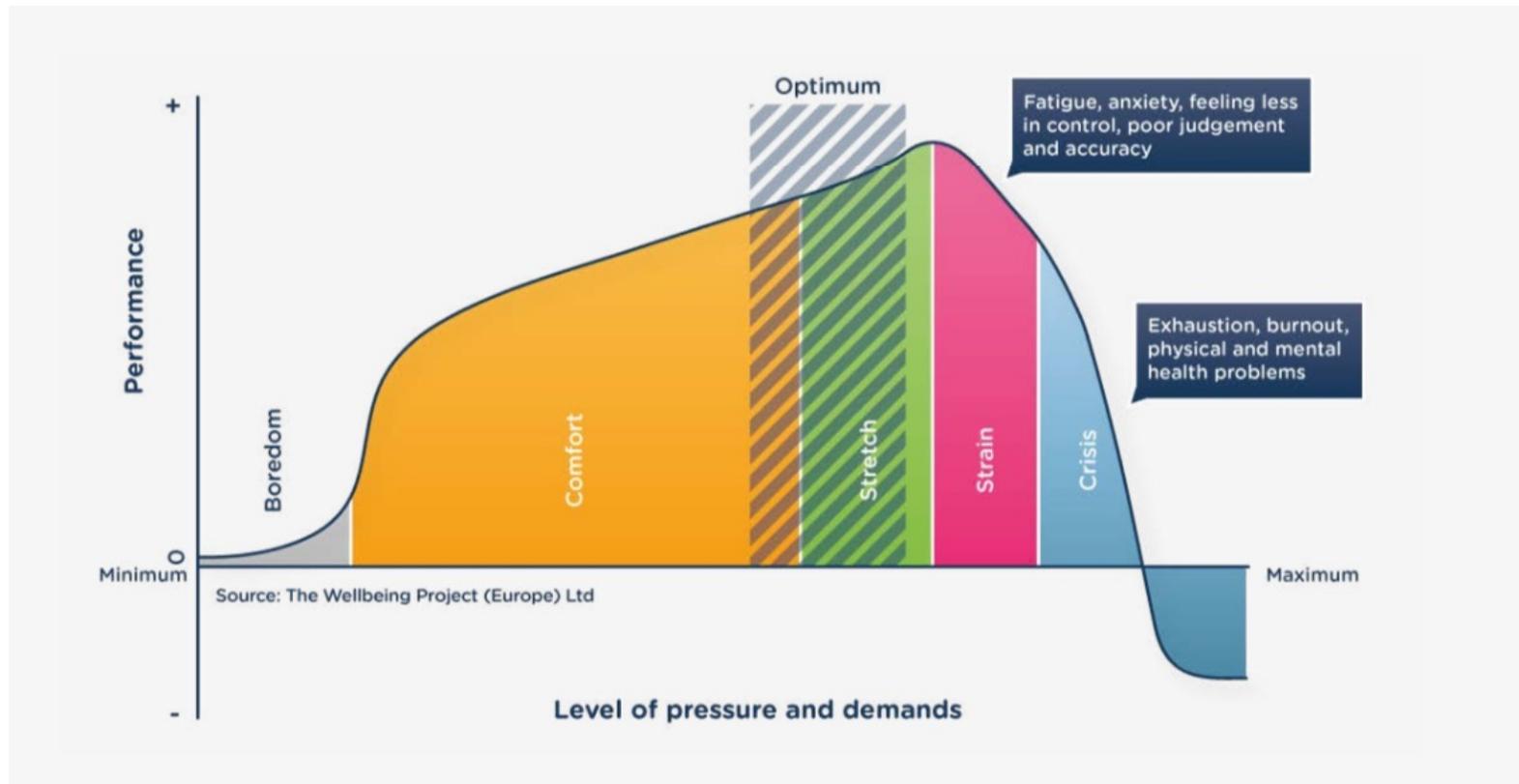
‘Fascinating, hard to put down, and filled with powerful case histories . . . the most important series of breakthroughs in mental health in the last thirty years’

NORMAN DOIDGE, AUTHOR OF THE BRAIN THAT CHANGES ITSELF

BESSEL VAN DER KOLK



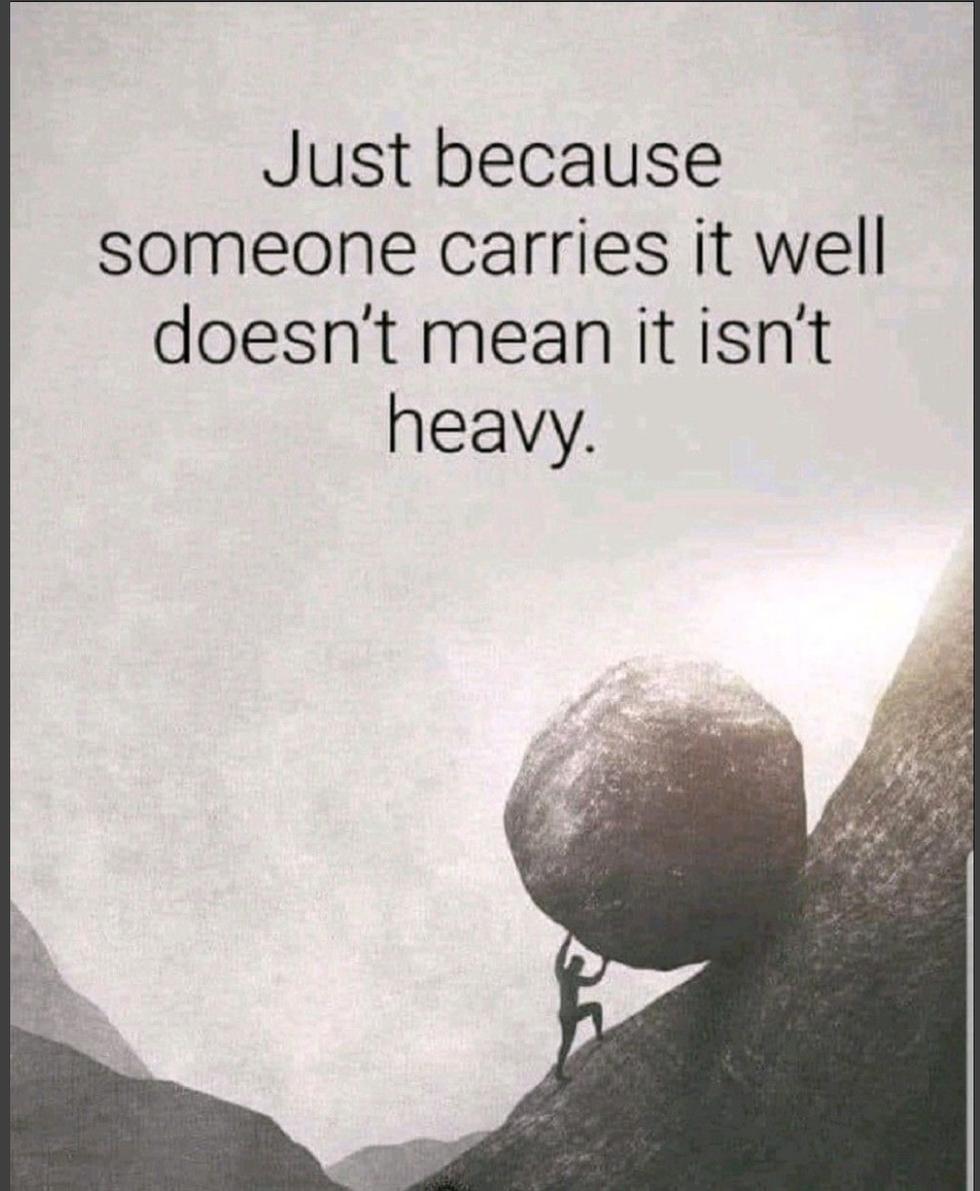
The links between pressure and performance



What can
you do to
boost your
resilience?

The case for
change!

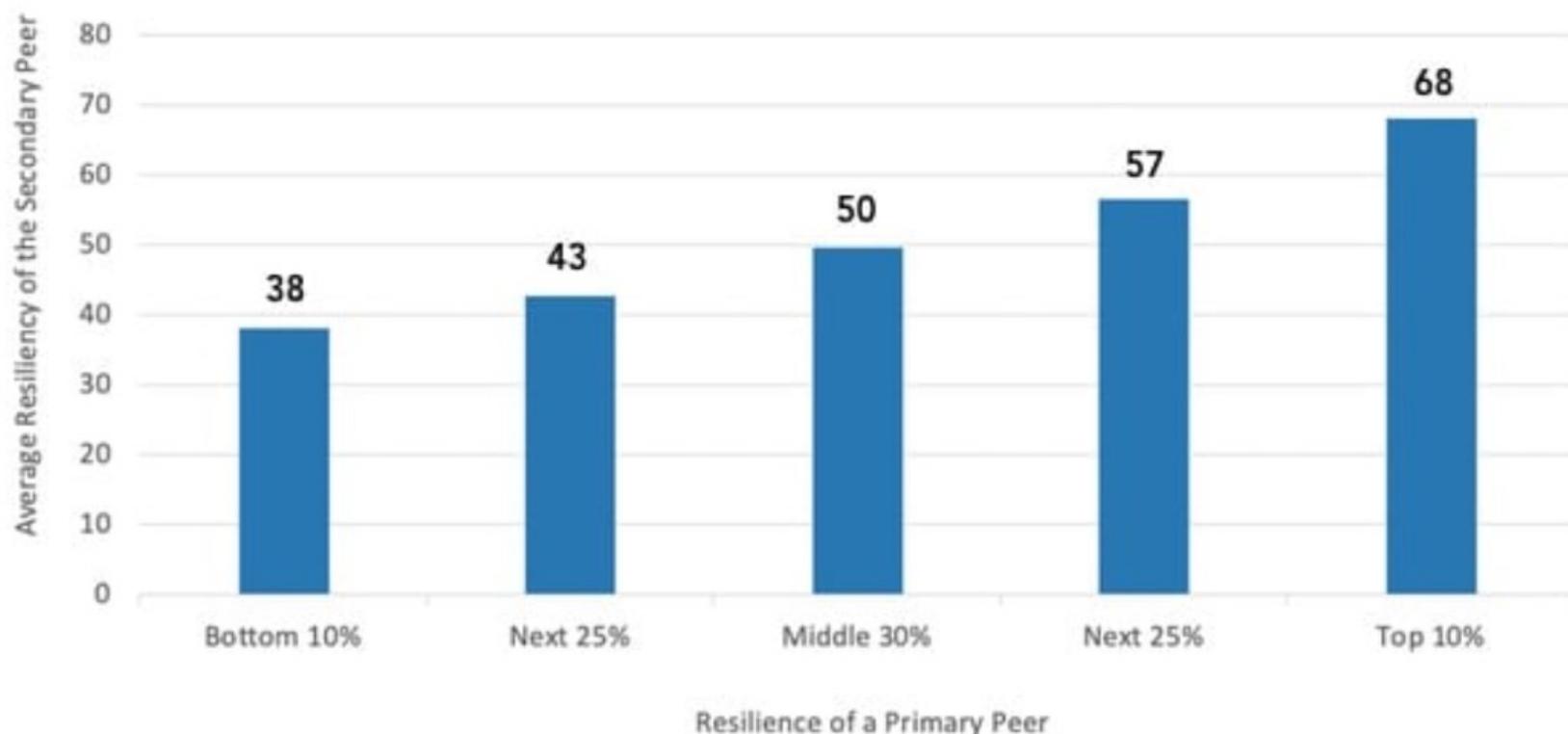
Just because
someone carries it well
doesn't mean it isn't
heavy.

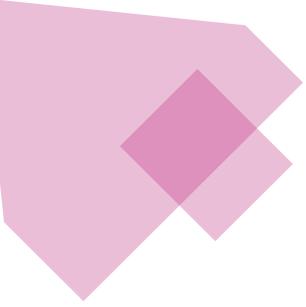




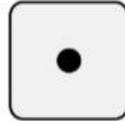
Your RESILIENCE directly influences your peers.

25,248 peers participated in a study that evaluated their resilience. Peers with very low resilience scores (bottom 10%) pulled down the resilience scores of their peers to the **38th percentile**. Conversely, peers in the top 10% pulled up the ratings of their peers to the **68th percentile**.

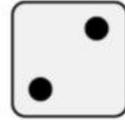




Dice Debrief



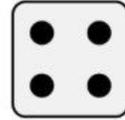
Name one new thing you learned today.



Acknowledge someone for a job well done.



Describe a good idea you heard.



Describe a feeling you experienced.



Describe something that pushed you outside your comfort zone.

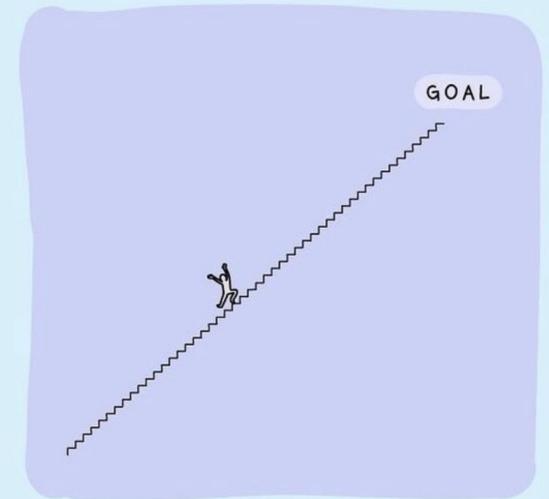
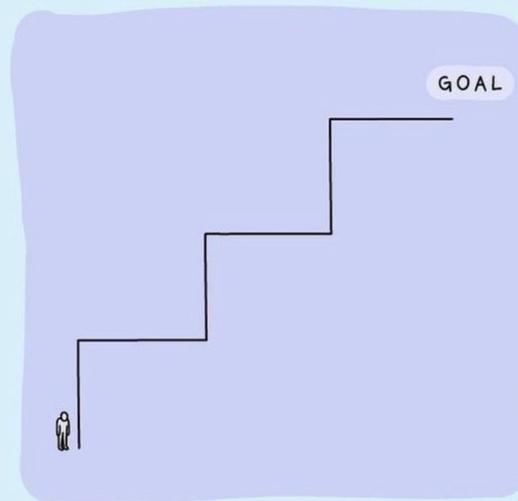


How will you apply what you learned today?



What can
you do
personally
to boost
resilience?

THE POWER OF SMALL STEPS



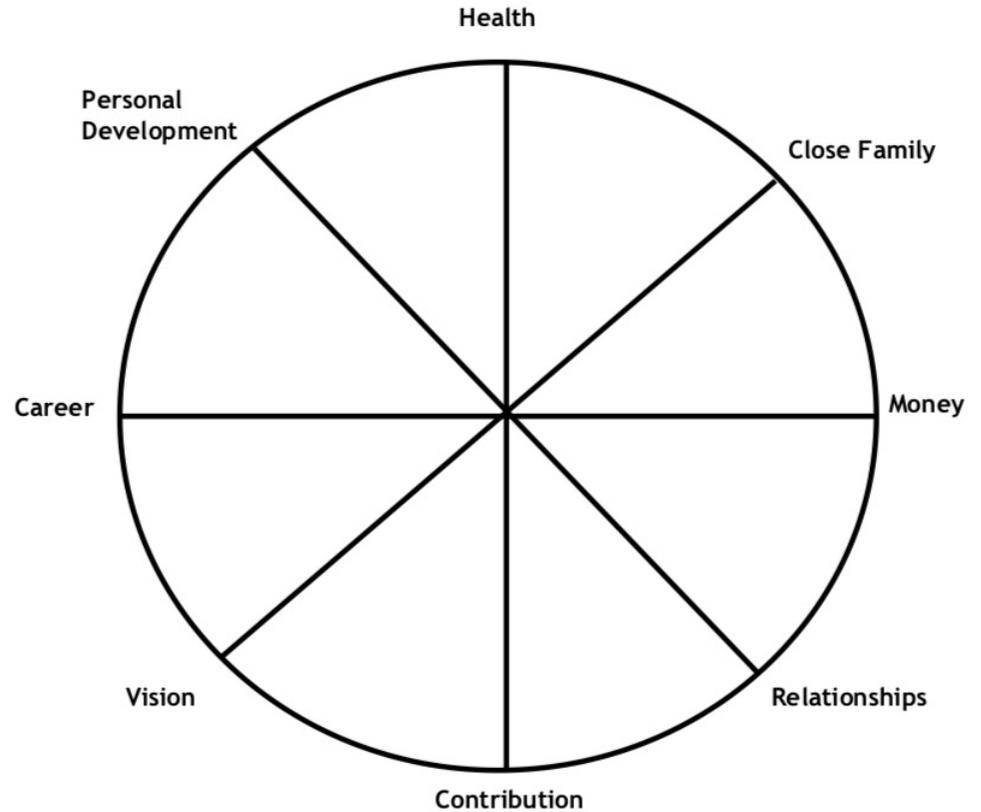
LIZ FOSSLIEN

The Wheel of Life

(Michael Heppell)
How to have a brilliant life

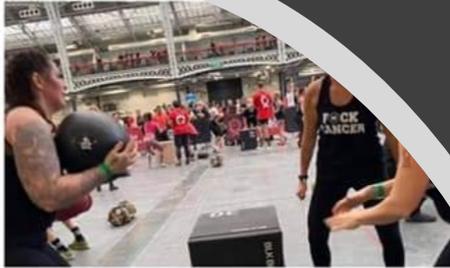
A score out of 10:

- a) Today
- b) Pre-pandemic
- c) In your early 20s!

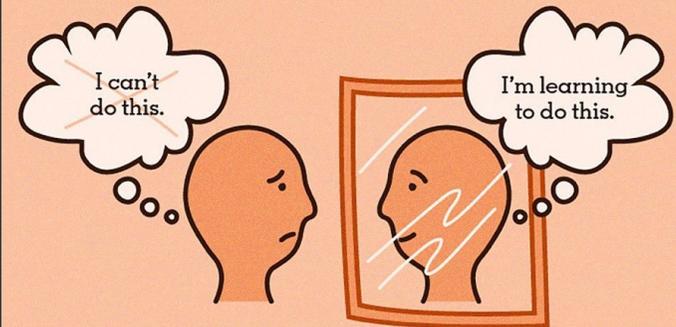


Talk nicely
to yourself.

How you speak
to yourself
matters.



Reframing



Physical Health



Vitality

Emotional Health



Intimacy

Contribution Health



Prosperity

Sunday Lists.....

Adapted from Graeme Cowan's Self-Care VIP Snapshot

Physical Health: Vitality

Rate 0 -10

In the last week, have you:

Had enough exercise?	
Had enough good quality sleep (scored 73+ on my fitbit)	
Eaten well (3 balanced meals and not too much snacking)	
Had enough "me time"	
Felt that my health was good in general	

Nudge Plan:

Relationship Health: Intimacy

Rate 0 -10

In the last week, have you:

Spoken to a good friend or relative that I can rely on for good advice?	
Spent at least a couple of hours quality time with my partner / good friend?	
Checked in with work colleagues / team members to see how they're doing?	
Talked to work colleagues about things that aren't related to work?	
Spent time on a hobby or interest to you (preferably with others)	

Nudge Plan:

Contribution Health: Prosperity

Rate 0 -10

In the last week, have you:

I found my work professionally and personally fulfilling (on the whole)	
There was opportunity to do what I do best each day	
I was able to bring my whole self to work	
I felt cared about at work	
I made a contribution to a better community	

Nudge Plan:

What can you do to restore your own resilience?



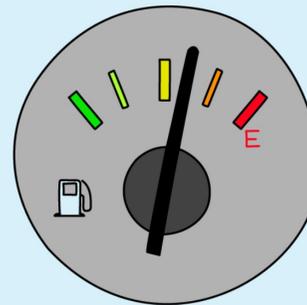
Adam Grant ✓
@AdamMGrant

The holidays shouldn't be a time to recharge. They should be a time to celebrate.

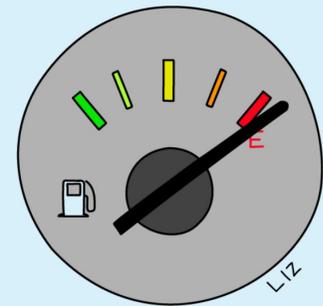
If work is exhausting people to the point that they're using their time off to recover, you might have a burnout culture.

A healthy organization doesn't leave people drained in the first place.

WHEN WE SHOULD
TAKE A BREAK



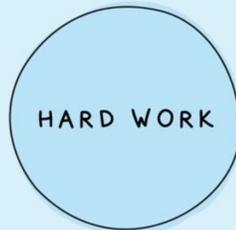
WHEN WE ACTUALLY
TAKE A BREAK



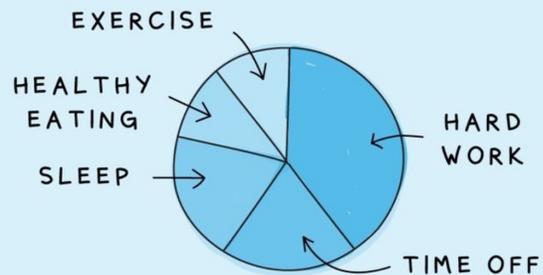
@LIZ AND MOLLIE

Closing thoughts

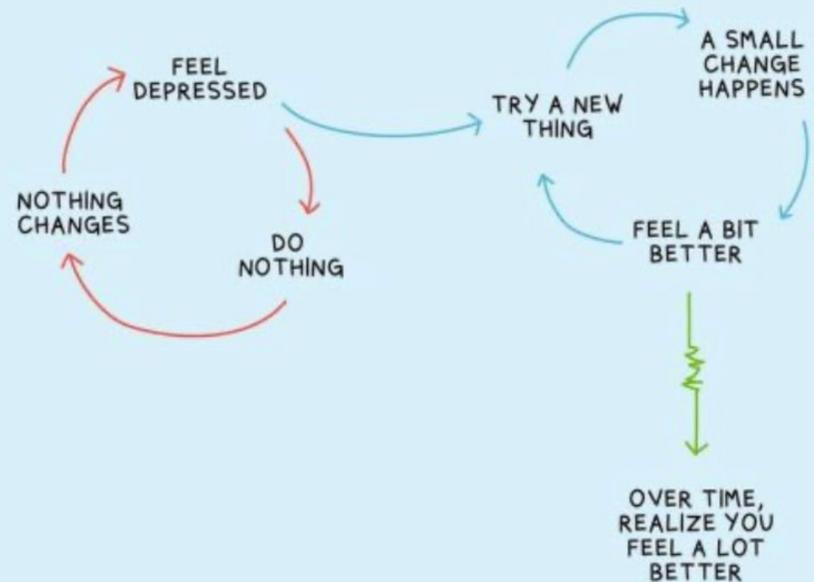
WHAT I THOUGHT WOULD
MAKE ME PRODUCTIVE



WHAT ACTUALLY DOES



@LIZ AND MOLLIE



Questions....