
Building Resilience in a Remote Workforce: BONUS HANDOUT

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Presented by

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Characteristic of Resilience	Actions to Develop This in Your Self or Employees
<p>Emotional Maturity: Enhance positive emotions, maintain self-assuredness, and transform negative emotions. Develop a positive outlook about self, work unit or team, the organization, and life in general.</p>	<ul style="list-style-type: none">• Employees express and feel appreciation• Employees/teams focus on the positive aspects about people and situations• Encourage employees to immerse themselves in positive feelings when they experience them (don't quickly dismiss positive feelings – milk them for all they are worth!)• Employees have opportunities (time) to cultivate positive emotions (hobbies, enjoyable activities) outside of work
<p>Self-Care: Maintains a healthy lifestyle despite hardship or challenge.</p>	<ul style="list-style-type: none">• Get adequate, quality sleep• Exercise regularly• Eat healthy• Get outside and in nature at least once a day• Work a balanced workweek• Avoid alcohol and mood-altering drugs
<p>Flexibility: Demonstrate adaptability and flexibility in the face of uncertainty and stress. Try out new strategies and learn from mistakes. Accept the need to shift and redefine (if necessary) direction, focus, and vision as one learns new information from the environment, peers, customers, family, and other sources.</p>	<ul style="list-style-type: none">• Employees try on different perspectives on a challenging situation• Teams break overwhelming tasks into doable subtasks• Accept, experience, and move through traumatic or unpleasant events/tasks rather than avoiding them.• "Change up" routines• Yoga (physical flexibility can aid in flexibility overall)

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<p>Clear Thinking: Develop personalized methods, structures, and systems for organizing and managing confusion, chaos, and ambiguity. Demonstrate mental agility and ability to problem solve. Avoid thinking traps.</p>	<ul style="list-style-type: none"> • Create a “stake in the ground” to enhance the clarity of a situation • Alleviate thinking that causes undue stress (example: negative self-talk, blaming, predicting the negative, harsh self-judgment) • Separate fact from story (see book <u>Crucial Conversations</u>) • Employees are aware of their own “confirmation bias” • Leaders use language of “hope” and “becoming”
<p>Spiritual: Personal connection with meaning and purpose through something greater than (outside of) the self. A belief in a higher power, or a devotion to a set of deeply held beliefs and values, or a connection to an eternalness that facilitates meaning and purpose in life.</p>	<ul style="list-style-type: none"> • Help employees clarify vision, mission, and values through internal career development opportunities • Leaders show compassion toward themselves and others • Offer coaching/executive coaching for leadership or team development • Offer quiet space for meditation • Encourage forgiveness of self as well as others • Encourage employees to become involved in a cause that is bigger than themselves
<p>Interpersonal competence: Create, engage in, and sustain positive, healthy relationships. Demonstrate responsiveness, empathy, and caring for others. Ask for help when needed and offer help whenever possible.</p>	<ul style="list-style-type: none"> • Employees are encouraged to establish and maintain connection with co-workers, mentors, & coaches who uplift and support them • It’s OK for employees ask for help when they need it • Offer mentoring and/or coaching opportunities • Offer regularly-scheduled social activities • Offer volunteer opportunities for employees • Invite employees to express themselves honestly and without judgment • Create a culture where employees say thank you/offer positive feedback to one another

The 11 Resiliency Builders

1. Humor
2. Internal Locus of Control
3. Competence
4. Positivity
5. Altruism
6. Growth & Learning + Novelty
7. Relationships
8. Self-directed/Independence
9. Self-worth
10. Perseverance
11. Environment

For more information on resilience-related strategies or neuroscience-based executive coaching, team coaching, or training, contact:

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