



Personal Resilience
Practical Hints and Tips

Living Authentically



Values in Relation to Work - Reflection Exercise

What have you/are you reacting to at work that demonstrates an important value for you?

How do you maintain your values when compromised or under pressure?

How consistent are your values with your work/boss and the organisation/system more broadly?

If you are unable to live your values at work – how is that impacting you?

Determining your Strengths Exercise

What do you consider are your personal strengths? Are your strengths being over-used and working against rather than for you (more likely to happen when you are under pressure)?

In what way could you craft your job to better use your strengths?

What aspects of your job are not aligned with your strengths and are there ways to decrease the time you personally spend on those?

How do I use my strengths outside of work? We know that using strengths in as many aspects of our lives as we can, will enhance our overall resilience.

Managing Personal Emotions at work

Read around Emotional Intelligence and reflect on strengths and development areas.

Change your body language (take deep breaths, move to a relaxed, open body stance, relax your facial muscles etc)

Replace judgement with curiosity – I wonder what...? What options could ...? Let me take a few moments in this situation to be mindful and watch what is happening around me/us.

Reflect on what triggers you, how can you notice these triggers earlier and differently?

Debrief with someone.

Finding your Calling - Purpose



What is the 'why' in your job? How do you connect the work of your staff with the bigger picture (we know assisting others to make the connections helps us with our 'why')?

Purpose is also about our sense of belonging – what do you do to help contribute to a sense of connectedness with colleagues?

What could you do more of to promote belonging? Take an interest in colleagues as people (not just staff members), make time for social interaction, experiment with different ways to help people share time at meetings, make time for/reach out to communities (at work, peers, community etc).

Maintaining Perspective and Adaptability

Letting go of what you cannot influence and focus on what you can



Learn optimism by:

Attributing good events/outcome to your efforts.

Seeing setbacks as temporary and not necessarily your fault. Try to keep issues compartmentalised so a setback doesn't infiltrate other aspects of your life.

Looking for and appreciating what is working well (creates optimism and gets events into perspective).

Keeping perspective and going into problem solving mode (for self and with team) rather than becoming stuck in the problem- it's about how we make sense of the event that matters.

Ask questions with solutions focus – what is the first step I/we could take? What would it look like if it was working? What strengths can I bring to this? Who can assist me/us with this?

Create Positive Energy

Demonstrating positivity assists with adaptability and engenders personal motivation from those around us, so

1. Smile, be approachable and look interested in others; look at people directly and warmly when you interact.
2. Be open to exploring new ideas and values/respect others' viewpoints
3. Take time to talk about good news and events within the team.
4. Change your body posture to look calm and in control.
5. Give genuine positive feedback, frequently.
6. Don't share your angst – talk privately with select individuals about anything you are negative about
7. Actively look for what is working and acknowledge it alongside the problems.
8. Have outlets in and outside of work with whom you can debrief and recharge.
9. Use humour. A free de-stressor – they do say laughter is the best medicine. What are some actions you can take at work to generate more positive energy? What do you need to do to ensure your positive energy?
10. Be appreciative and grateful. Expressing gratitude is especially powerful as it makes us happier and creates a connection with others. Being grateful amplifies good memories and therefore enhances positivity.
11. Count your blessings – each evening record/say out loud/discuss three things that you are grateful for in your life. Promote attention on the small things in life that create joy. Use it with your team – get them to consider three things that went well and why. This can help both sides to explore aspects of teamwork that are helpful and valued.
12. Manage negativity in others – emotion is contagious. Focus on decreasing airtime of negative colleagues – agree in principle, offer a different perspective, move on.

Mastering Stress and Self Care



Focus on identifying strategies that work best **FOR YOU** – and embed them into your daily routines so they are habitual, non-negotiable and less subject to disruption (put them in your diary and keep to them like you would any work appointments).

Blend passive and active relaxation. Engage the creative side of our brain – helps disconnect from higher-level cognitive thinking and activate different parts of the brain for stress release.

BE PERSISTENT – stick with it – small changes matter.

BE IN THE MOMENT – be attentive to what's happening in the moment (with all your senses – see it, hear it, smell it, feel it), be on purpose, be non-judgemental. Mindfulness can help us keep calm and assists us to be more creative and productive.

KNOW AND NOTICE YOUR EARLY WARNING SIGNS OF OVERLOAD – might be cognitive, physiological and/or physical. Ignoring early warning signs and not responding with a self-care plan risks longer term consequences for your health.

MANAGE TIME AND WORKLOAD AND ENERGY - get organised, because when we are disorganised it creates additional pressure on ourselves and others.

WORKLOAD MANAGEMENT – remember to negotiate priorities and be willing to delegate.

CREATE WORKLIFE BALANCE – what constitutes balance varies across our life span and as priorities and interests shift. Be aware of 'do as I say not as I do'. If you insist that there is no need to respond to emails over the weekend and then don't follow your own advice, the unintended message is that you should work over weekends if you want to get ahead. Set boundaries around what is important.

DEVELOP A WORK-HOME TRANSITION – a routine that assists you to separate work and home.

Staying Healthy and Energy



Maintaining energy levels could be about small incremental changes including:

Pacing yourself (e.g. taking an extra 1 or 2 seconds to do things can be the difference between calm and controlled or busy and tense).

Work with your body rhythms (are you a morning person? When does your energy lag?)

Take breaks – little and often.

Small shifts in diet and exercise – sustaining small changes everyday is more achievable than massive changes.

Build in recovery time – at work and at home.

Prioritise sleep.

Interacting Co-operatively and Support

Seeking feedback, being willing to ask for advice and support when you need it, and readily providing support to others.



Seeking Feedback and acting on it

- Information about our performance helps reduce our anxiety – we don't then assume the worst-case scenario. It is crucial to receive feedback positively and act on it. Being unwilling to do so limits our performance and may impact on our relationships with others. Where do you need more feedback? Who is the best person to provide objective and valid feedback? How will you approach asking for feedback? How can you improve the manner in which you receive feedback/criticism?

Asking for Support –

realising when you need help and being able to ask for it. Being independent and conscientious are great attributes – but can be deployed too much. Confident vulnerability involves recognising and working with your strengths but being able to be vulnerable when you need to be and able to ask for help. You might need to suspend your ego and be willing to say you can't do everything yourself. Ideally, have a network of people you can call on to support you in different ways.

Providing support to others

– mutual support engenders collective responsibility and builds a strong sense of cohesion, consideration and respect. Readily assisting others while asserting your own needs is a healthy approach. What type of support do you give to colleagues without waiting to be asked? What stops you asking for the help you need? If support is not forthcoming in your work environment – where else can you access it?

Building Networks



It's a case of quality not quantity.

Recognising the key things for which you need support.

Identify those best able to assist you – who are likely to be both willing and able to help.

Develop mutually supportive and on-going relationships.

Nurture the relationships – make time to invest in these relationships so that they are current and reciprocal.

Consider both work and home needs – a lack of support at home can spill into work and vice versa.

Watch for over reliance – depending heavily on one or two people.

Map your network – are you using your networks to full advantage or are there gaps? Map using headings such as professional career advice, job advice, organisational advice/knowledge, emotional support, debriefing, perspective/ideas, social, practical back up at work, practical back up at home, influencing/advocacy, introductions, other.



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