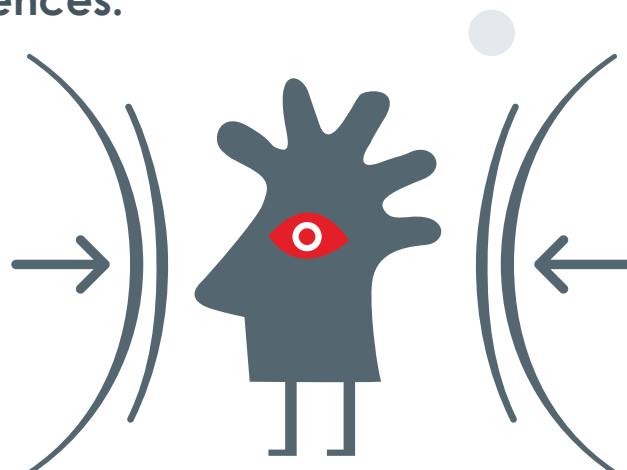






Is the ability to adapt
to difficulties, adversity,
and even life-changing
experiences.

Is the ability to prevent
patterns of stressful
experiences.



CREATING A FRAMEWORK OF RESILIENCE

This Framework of Resiliency consists of **six major skills** that will help you successfully meet the challenges and changes in your life.

THESE ARE:

- 1 Perseverance**
for success in spite of adversities
- 2 Confidence**
in reconciling with the challenges you experience
- 3 Emotional Calmness**
as a response to unpredictable crises
- 4 Openness**
in expressing, expanding and developing in terms of wisdom
- 5 Personal Responsibility**
in creating and being accountable for the circumstances in your life
- 6 Realistic Assessment**
of the future and your ability to adapt in a positive way

LEARNING OUTCOMES:

In-depth understanding of the six major resiliency skills.

Greater ability to apply each skill to personally challenging situations.

Understand of how to adapt to unexpected distressing situations with emotional calmness.

Learn to use both cognitive and behavioral approaches to resolving difficulties and adversity, and

Become significantly more self-aware, empowered, and resilient.

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Books, Montclair, New Jersey
07042.



1st

Skill

PERSEVERANCE

“Perseverance is the **willingness to endure** whatever challenges necessary to achieve a desired objective or goal.”

”



INDIVIDUAL EXERCISE:

Commitment

Sacrifice

Dedication

Feeling

Value/Importance

03

4 most important workplace Values and meaning for you

- 1.
- 2.
- 3.
- 4.

NOTES:

SUGGESTIONS FOR CONTINUOUSLY REINFORCING PERSEVERANCE

- 1 Identify the one personal value that you would not sacrifice.**
Do you support others in having and practicing it also?
- 2 Discover your passion in life.** Then ask yourself, “Does it support the well-being of others, in practice.” If not, then make a personal assessment of how your passion can contribute to others
- 3 Assess how badly you really want something—** such as a successful outcome and its consequences along the way.



How would you evaluate yourself overall in terms of Perseverance?

Excellent

Very Good

Average

Fair

NOTES:

PERSONAL OVERVIEW

1 What more did you learn about Perseverance that you can apply in your daily working life?

2 How can you help others in your team demonstrate more perseverance in the challenges they experience?

NOTES:

2nd Skill

CONFIDENCE

"Confidence is **a state of certainty** that allows the individual to have positive but also a realistic perception of himself and his abilities. Is bases upon an ability to flexibly resolve whatever challenges that might occur along the way of achieving your desired outcome"

”



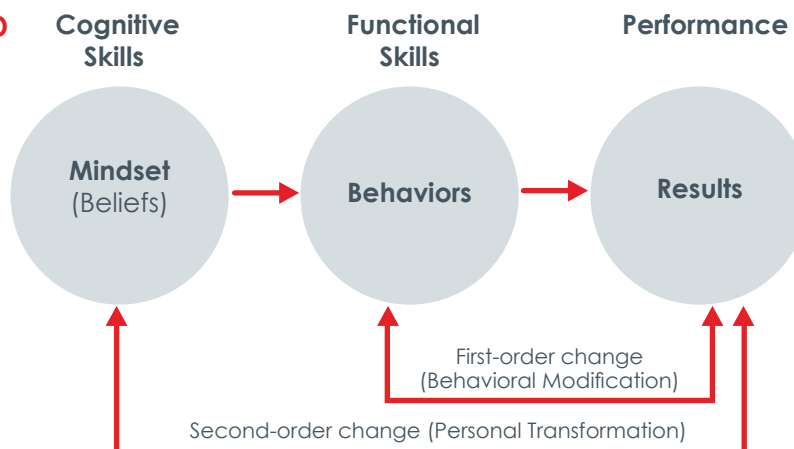
INDIVIDUAL EXCERCISE: A shift in perspective

Characteristics

Behaviors	1.	2.	3.
Similar behaviours?	1. Yes		2. No
Same Characteristic?	1. Yes		2. No

07

STATE OF MIND DIAGRAM



NOTES:

SUGGESTIONS FOR CONTINUOUSLY REINFORCING CONFIDENCE

- 1** Consciously build upon your everyday accomplishment to set more challenging goals.
- 2** Practice self-understanding ("Know yourself") as a way of gaining greater self-confidence.
- 3** Focus on the outcome you want to achieve.



How would you evaluate yourself overall in terms of Confidence?

Excellent

Very Good

Average

Fair

NOTES:

PERSONAL OVERVIEW

1 What more did you learn about Confidence that you can apply in your daily working life?

2 How can you help others in your team demonstrate more confidence in the challenges they experience?

NOTES:

3rd

Skill

EMOTIONAL CALMNESS

"Emotional Calmness is a **centered state of mind** in response that requires patience, understanding and acceptance of reality"

”



INDIVIDUAL EXERCISE: Emotional Calmness

1. _____
2. _____

Group Exercise: Case Study

Based on the case study exercise, complete the questions below for this skill:

1. Joy _____ Anticipation _____ Anxiety _____ Anger _____
Resistance _____ Other _____

Why?

2. Behavioral Modification _____ Personal Transformation _____

Why?

3. Emotions you experience:

5. Joy ____ Anticipation ____ Anxiety ____ Anger ____ Resistance ____ Other ____

Why?

4. Biggest challenge for you

Why?

5. Joy ____ Anticipation ____ Anxiety ____ Anger ____ Resistance ____ Other ____

Why?

6. What will you do to learn this new skill?

NOTES:

SUGGESTIONS FOR CONTINUOUSLY REINFORCING EMOTIONAL CALMNESS

- 1** Distance yourself from the situation and shift your focus to your inner self.
- 2** Ask yourself openly: What can I learn from my discomfort and accepting reality?
- 3** Make a plan to adopt the new skill to master this new reality.



How would you evaluate yourself overall in terms of Emotional Calmness?

Excellent

Very Good

Average

Fair

NOTES:

PERSONAL OVERVIEW

1 What more did you learn about Emotional Calmness that you can apply in your daily working life?

2 How can you help others in your team demonstrate more Emotional Calmness in the challenges they experience?

NOTES:

4th

Skill

OPENNESS

"Openness is an **open-mindedness** to the ideas, opinions, and experiences of others, as well as the exploration of possibilities beyond your present reality."

”



INDIVIDUAL EXERCISE: Vulnerable or Fear

Feeling _____

How did I handle it _____

SELF-ASSESSMENT

Openness to Change and Transformation

- | | | | |
|-----|-----------|-----------------|----------|
| 1. | Yes _____ | Sometimes _____ | No _____ |
| 2. | Yes _____ | Sometimes _____ | No _____ |
| 3. | Yes _____ | Sometimes _____ | No _____ |
| 4. | Yes _____ | Sometimes _____ | No _____ |
| 5. | Yes _____ | Sometimes _____ | No _____ |
| 6. | Yes _____ | Sometimes _____ | No _____ |
| 7. | Yes _____ | Sometimes _____ | No _____ |
| 8. | Yes _____ | Sometimes _____ | No _____ |
| 9. | Yes _____ | Sometimes _____ | No _____ |
| 10. | Yes _____ | Sometimes _____ | No _____ |

Total: Yes _____ Sometimes _____ No _____

Based upon the total score in each category, how would you evaluate yourself in terms of openness to change and transformation?

Very Open _____ Fairly Open _____ Not Open _____

NOTES:

SUGGESTIONS FOR CONTINUOUSLY REINFORCING OPENNESS

- 1** Be more open to the opinions of others which are significantly different from yours. It's the easiest way to learn something new.
- 2** Create an authentic relationship with someone who can significantly expand your reality.
- 3** Create the habit of listening more and talking less. (80/20% Rule)



How would you evaluate yourself overall in terms of Openness?

Very open _____ Fairly open _____ Not open _____

NOTES:

PERSONAL OVERVIEW

1 What more did you learn about Openness that you can apply in your daily working life?

2 How can you help others in your team demonstrate more Openness in the challenges they experience?

NOTES:

5th

Skill

PERSONAL RESPONSIBILITY

"Personal responsibility is the **willingness to view** oneself as the source of the events, circumstances, and conditions which exists in one's life."

”

"Love responsibility.
Say: It is my duty, and mine alone,
to save the earth. If it is not saved,
then i alone am to blame"

Nikos Kazantzakis

INDIVIDUAL EXCERCISE: Personal Responsibility

1. _____
2. _____

Group Exercise: Case Study

Mary is promoted to manager of the department she used to work in, as a result of changes related to COVID-19. The department is developing dynamically, despite the external challenges. She herself has a lot of experience and knows the subject well, as she has been working in the department for the last 15 years. When the department became less profitable under her management, she was reassigned to her former position. Before resigning, she agreed to an online coaching session about personal responsibility, with three successful managers.

1. To what percentage is Mary personally responsible for the decrease in her department's profitability? _____
2. To what percentage is a manager responsible for their team's performance?

3. To what percentage is each team member responsible for their role's outcome?

4. To what percentage is the Executive team responsible for shifting the culture of an organization and increasing its performance? _____

SELF-ASSESSMENT

I'm 100% responsible for:

- | | | |
|-----------------------|-----------------------|------------------------|
| 1. Yes _____ No _____ | 5. Yes _____ No _____ | 9. Yes _____ No _____ |
| 2. Yes _____ No _____ | 6. Yes _____ No _____ | 10. Yes _____ No _____ |
| 3. Yes _____ No _____ | 7. Yes _____ No _____ | |
| 4. Yes _____ No _____ | 8. Yes _____ No _____ | |

Total: _____ x 10 = _____ %

SUGGESTIONS FOR CONTINUOUSLY REINFORCING PERSONAL RESPONSIBILITY

- 1** When you experience unfairness, ask yourself, "What new skill must I learn to be successful whatever the case?"
- 2** When you experience a formidable challenge, do you take action or do you expect others to come to your aid?
- 3** When you are involved in a conflict, evaluate if you feel that you have 100% control for how you react or respond.



How would you evaluate yourself overall in terms of Personal Responsibility?

Excellent

Very Good

Average

Fair

NOTES:

PERSONAL OVERVIEW

1 What more did you learn about Personal Responsibility that you can apply in your daily working life?

2 How can you help others in your team demonstrate more Personal Responsibility in the challenges they experience?

NOTES:

6th

Skill

REALISTIC ASSESSMENT

"Realistic Assessment is the **positive attitude** around resolving the consequences of a clearly understandable challenging situation."

”



INDIVIDUAL EXERCISE: Realistic Assessment

1. _____
2. _____

Group Exercise: Case Study

1. A Moral Choice:

Give Speech ____ Refuse to Give Speech ____

What does this choice imply about your value system?

2. A Customer Discount:

Discount ____ Refuse politely ____

What does this choice imply about your value system?

3. Adaptation to Change —"Dilemma":

Remain ____ Leave ____

What does this choice imply about your value system?

NOTES:

SUGGESTIONS FOR CONTINUOUSLY REINFORCING REALISTIC ASSESSMENT

- 1** Gather accurate information about the situation
- 2** Talk to people that have different opinions
- 3** Think about what you would have to give up to make the right decision for you
- 4** Have the determination and commitment to face the consequences of your OWN decision
- 5** Stay positive and stay tuned



How would you evaluate yourself overall in terms of Realistic Assessment?

Excellent

Very Good

Average

Fair

NOTES:

PERSONAL OVERVIEW

1 What more did you learn about Realistic Assessment that you can apply in your daily working life?

2 How can you help others in your team apply Realistic Assessment in the challenges they experience?

NOTES:



your **HR** partner

