



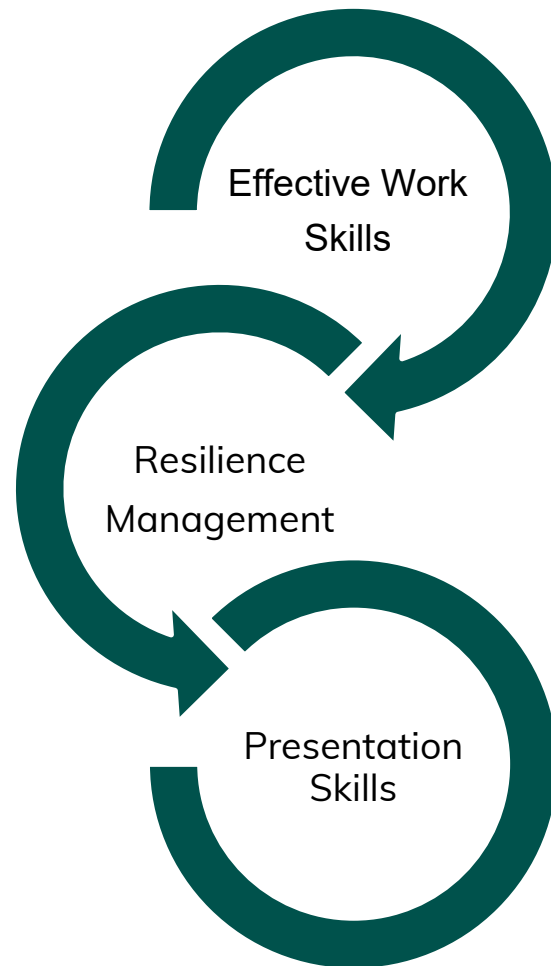
Resilience Management Masterclass

Efficiency North

Nov 26th 2024



The EN Masterclass series



The Masterclass series: Outcomes

- To create space for whole staff group to connect and support each other
- To improve cohesion across colleagues by understanding each other at a deeper level, enabling trust and reliance on each other as a foundation for a connected and high performing staff
- To improve individual and team performance through the lens of developing work skills, managing resilience and improving presentation skills



Resilience Management Masterclass

Outcomes for the Day

- To understand what resilience is and how it is formed
- Reflect on your own personal resilience
- Be aware of the physical and physiological impacts of stress
- To understand the importance of consciously paying attention to resilience and costs to individuals teams and organisations when not managed well.
- Build strategies, practical tools and mindsets for managing individual and team resilience.
- To continue to build your coaching skills by having coaching conversations



Check in - which chair are you sitting in as you arrive today



WHICH CHAIR ARE YOU sitting in today?



Structure for the day

- 08.30** Arrive & Informal Networking
- 09.00** Welcome & Introductions
- 09.15** Check In + Contracting
- 09.50** Resilience definition and Resilience River
- 10.30** BREAK
- 10.45** Resilience and how it is formed
co- coaching your resilience timeline
- 11.30** What happens in your mind and body when
resilience is low
- 11.45** Breaking resilience into its component parts
co- coaching
- 12.15** Resilience engine
- 12.30** LUNCH
- 13.15** Mindset – 1st cog of resilience engine – co coaching
- 14.00** Outcomes – 3rd cog Resilience Engine moving
toward something new
- 14.15** Adaptability - 2nd cog of Resilience Engine
4S's model – Resilience Strategies – co coaching
- 14.45** Biophilia and wellbeing
- 15.00** BREAK
- 15.15** Wellbeing Strategies – co coaching
- 16.00** Long Term Resilience ADAPT - Noticing lack of
resilience in others
- 16.30** Pulling it all together Take aways and Commitments
- 17.00** Close

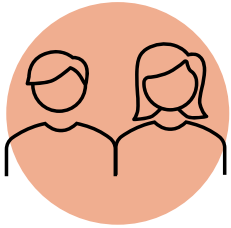


Getting the best from each other today

Our predictors to success:



Give **respect** by being totally **present**



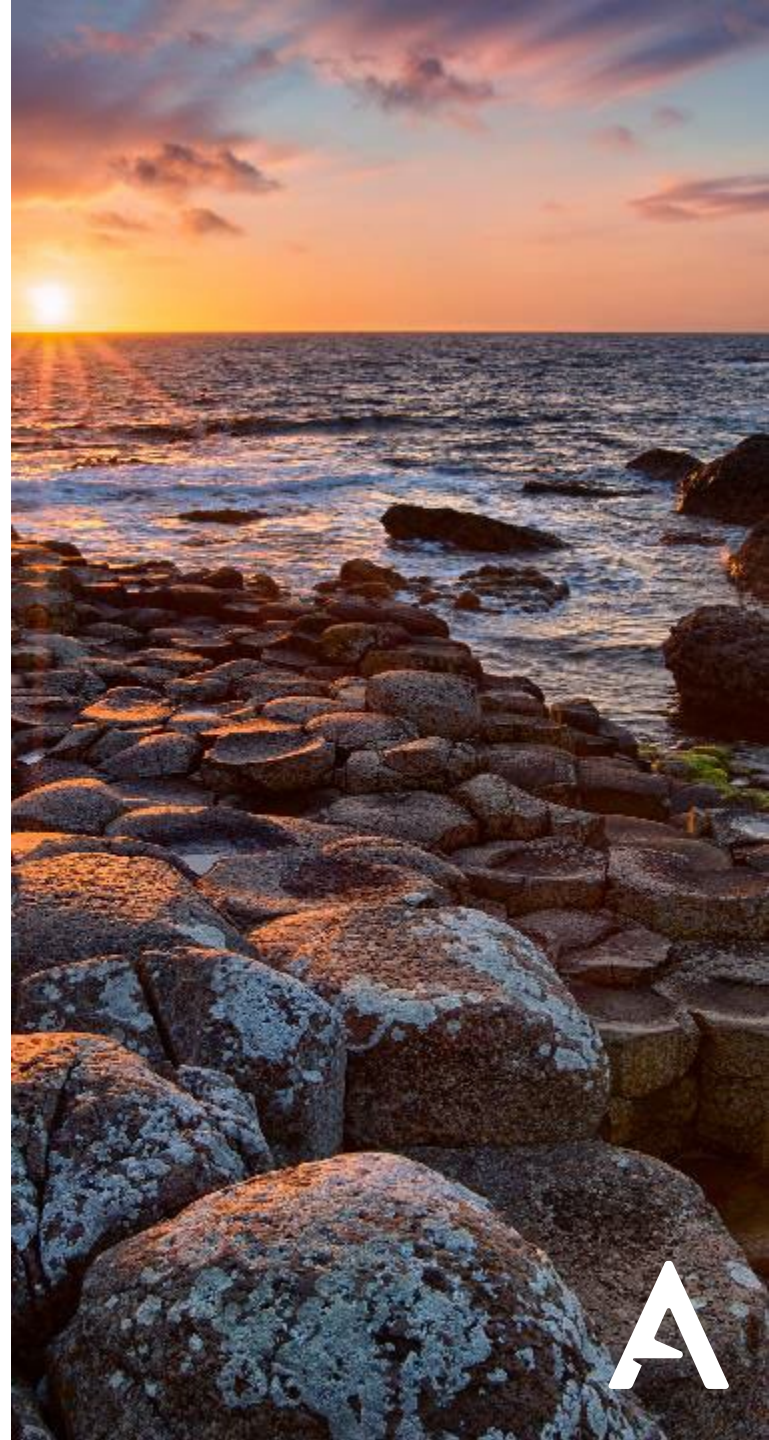
Everyone's voice is valid and **equal**, be **curious**



Challenge with positive intent and **encourage** each other



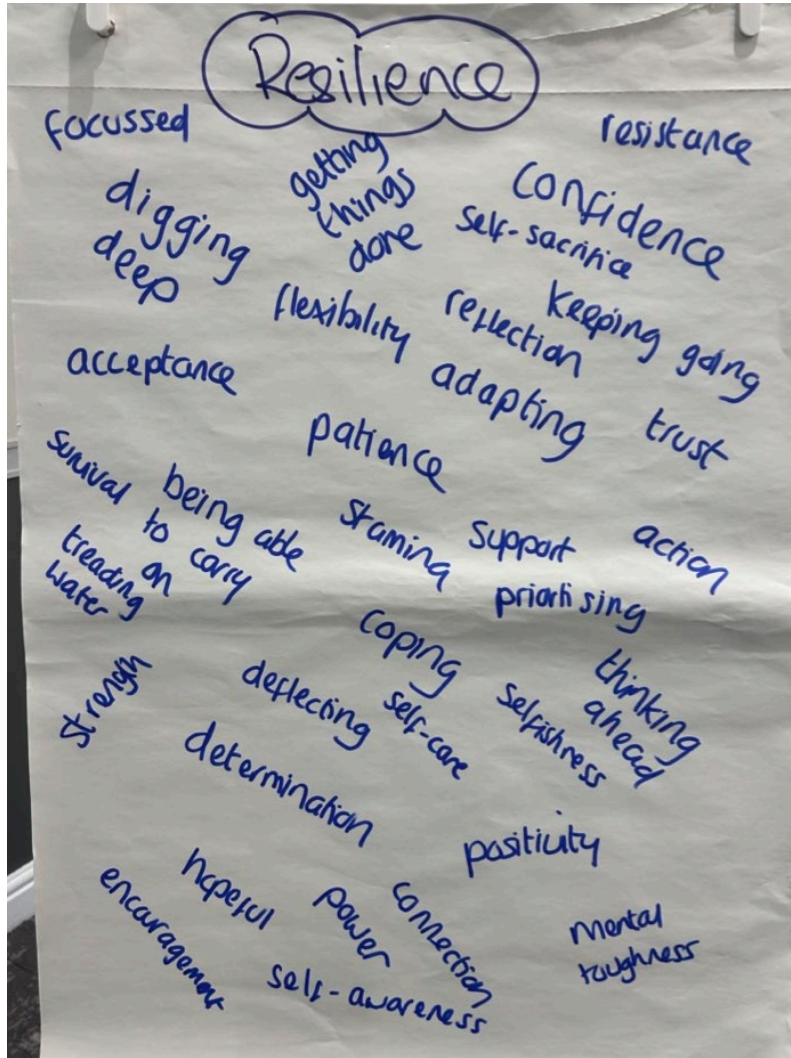
Confidentiality in the room and only share what you feel comfortable to share



Resilience



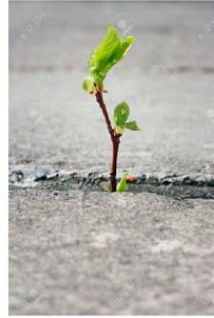
What does resilience mean to you?



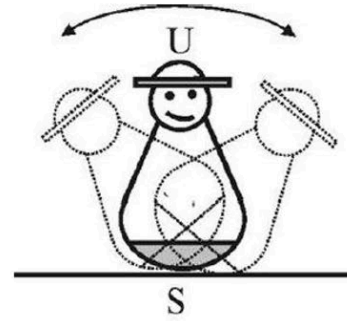
What is resilience?



Physical sciences



Natural sciences



Psychology



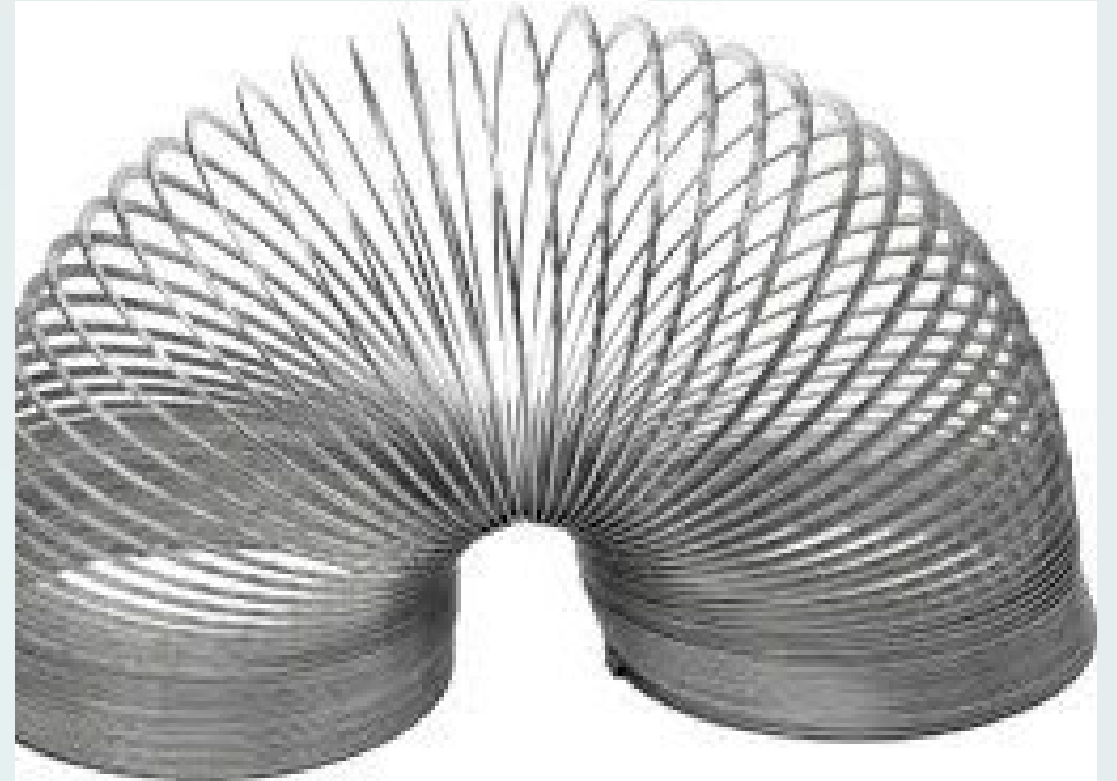
Sports Psychology



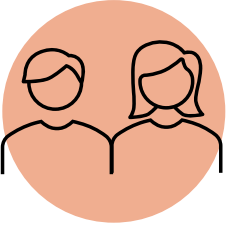
Resilience: A Definition

The ability to remain flexible in our thoughts, feelings and behaviours when faced by a life disruption or extended periods of pressure, so that we emerge from difficulty stronger, wiser and more able.

Carol Pemberton: Resilience



Your resilience river



In pairs - conversation then move to a new partner

Round 1

- How is your Resilience River right now and why?
- What drew you to work at EN?

Round 2

- How was your Resilience River last week and why?
- What's important to you about your role at EN?

Round 3

- How do you feel about your Resilience River next week and why?

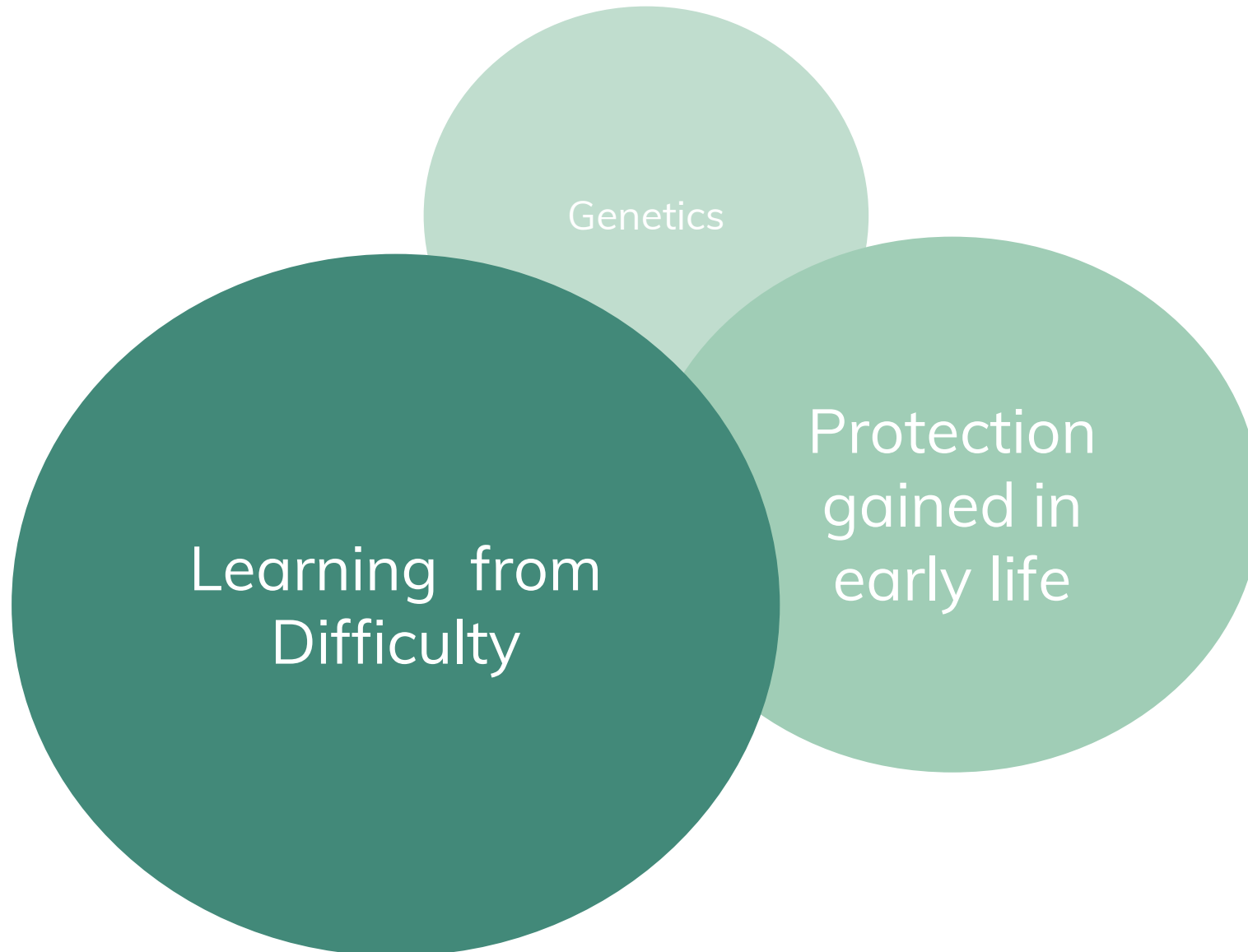


Your resilience river

<https://www.youtube.com/watch?v=NHntpLfqY0I>



Where does resilience come from?



Completing a Resilience Timeline

Completing a resilience timeline is a reflective activity that enables you to recall previous experiences that have you have found challenging.

Draw a line on a piece of paper and go back as far as your want in your life, up to today.

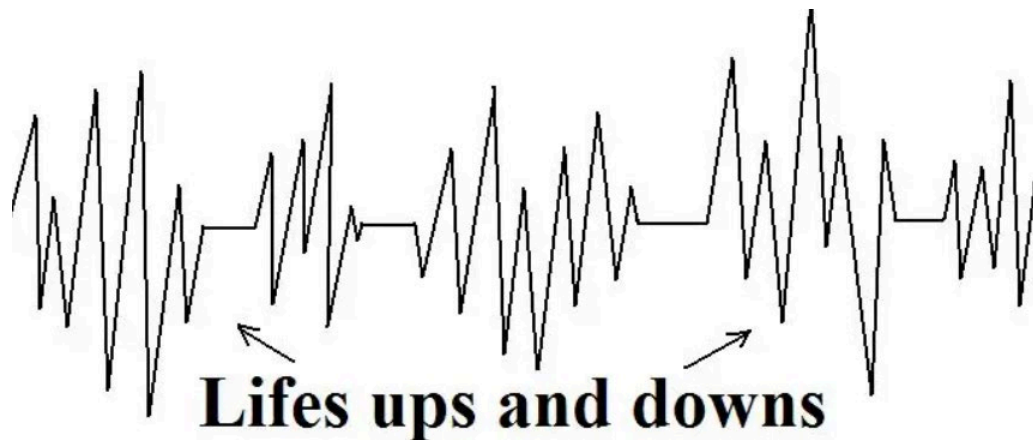
Recall times when you have had to draw on your resilience and mark these on your timeline.

Some may be big events such as:

- the loss of a loved one
- the end of a relationship
- the loss of a job

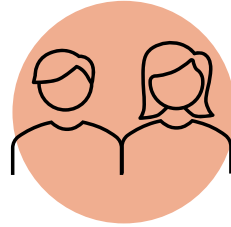
Some may seem smaller but were significant for you

- receiving difficult feedback
- not achieving something you set out to



Resilience Timeline Exercise

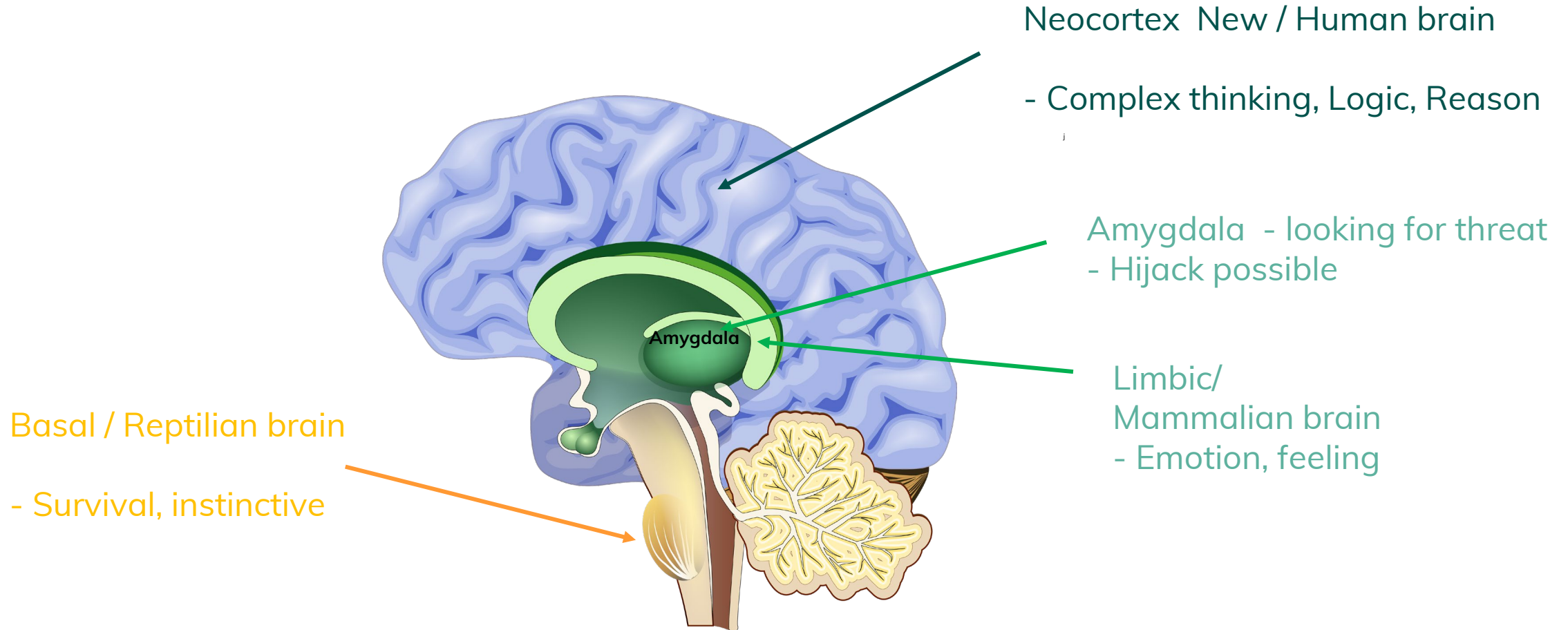
In Coaching Pairs –
Share your timeline



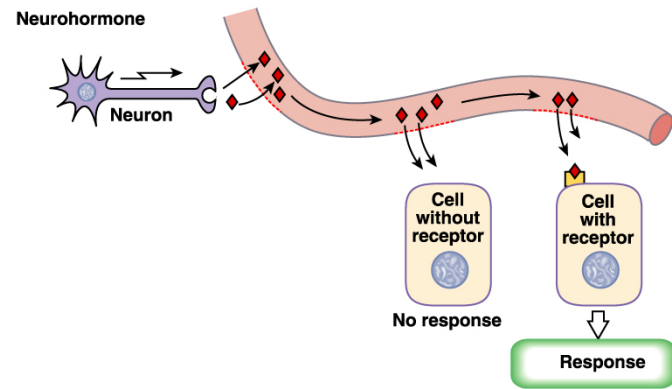
- How have you developed your resilience?
- What qualities and capacities have you acquired which help your resilience?
- Learning that you have taken from setbacks and which you use in your life.
- What differentiates those situations where you stayed strong and those which caused resilience wobble? What were you telling yourself?
- When you lose resilience how do you know



The Triune Brain



What are our emotions for?



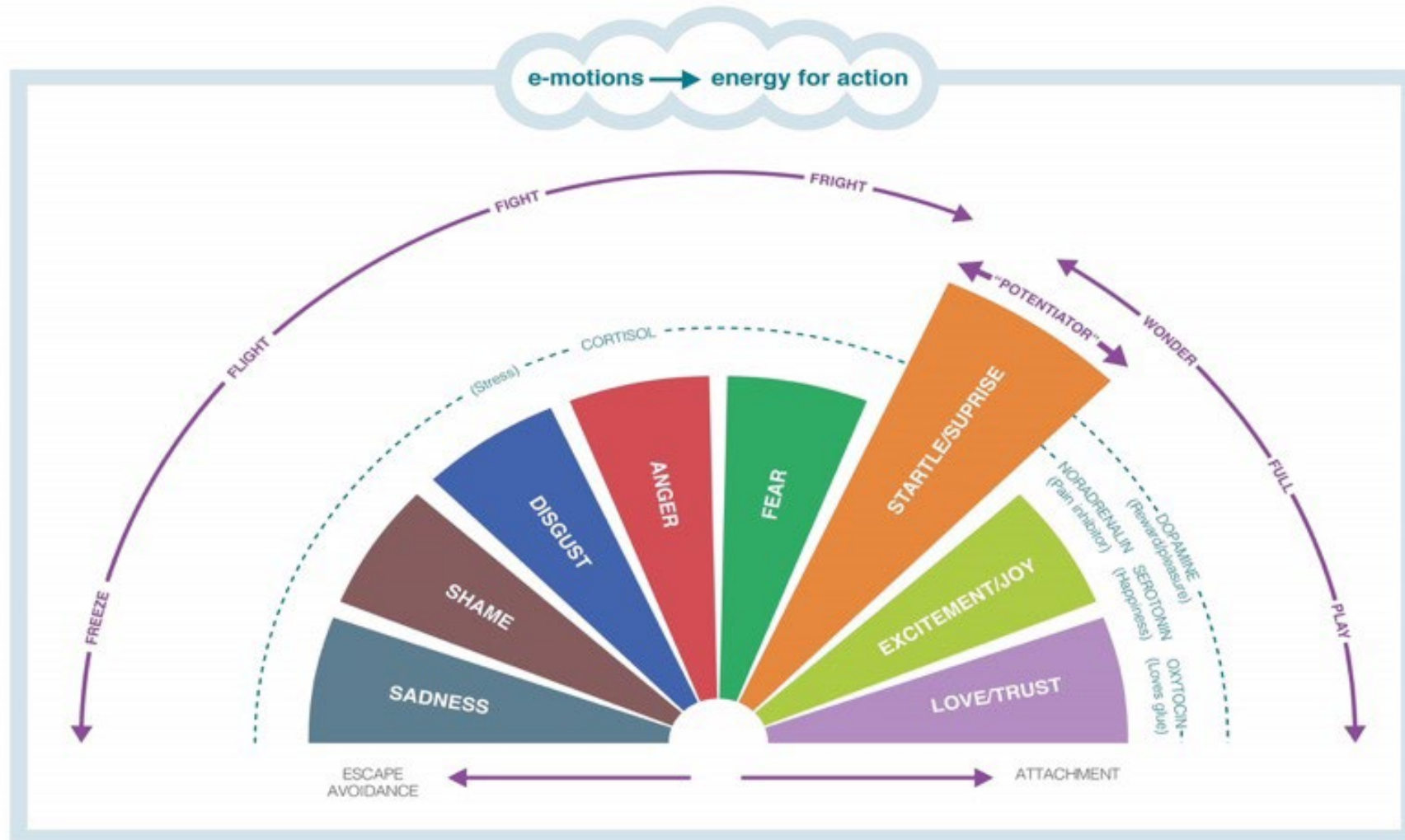
FAST: 80 ms



E-mometer

FAST: 80 ms

CORTISOL



What happens when you are triggered into amygdala hijack?

Strategies to manage hijack

Amygdala hijack is:

Immediate and overwhelming, and out of measure with the actual stimulus because it has triggered a much more significant emotional threat.

When in amygdala hijack you:

- Can only think about what's troubling you
- Memory is poor and can only remember what's relevant to the threat
- Can't learn anything new – rely on old learned patterns
- Can't innovate or be flexible



Strategies to counter Amygdala hijack and build resilience

Pre

- Notice familiar feeling of hijack commencing eg butterflies in stomach
- Self talk about the other person – rather than SOB ‘ I wonder what’s going on for him’ i.e. empathy

During

- Stimulus - Gap - Response
- By using your prefrontal cortex to inhibit the amygdala yourself regulate/manage your own emotions – as individuals and be aware of how you might be driving others’ emotions
- Monitoring what’s going on – self talk “I’m really over reacting here”

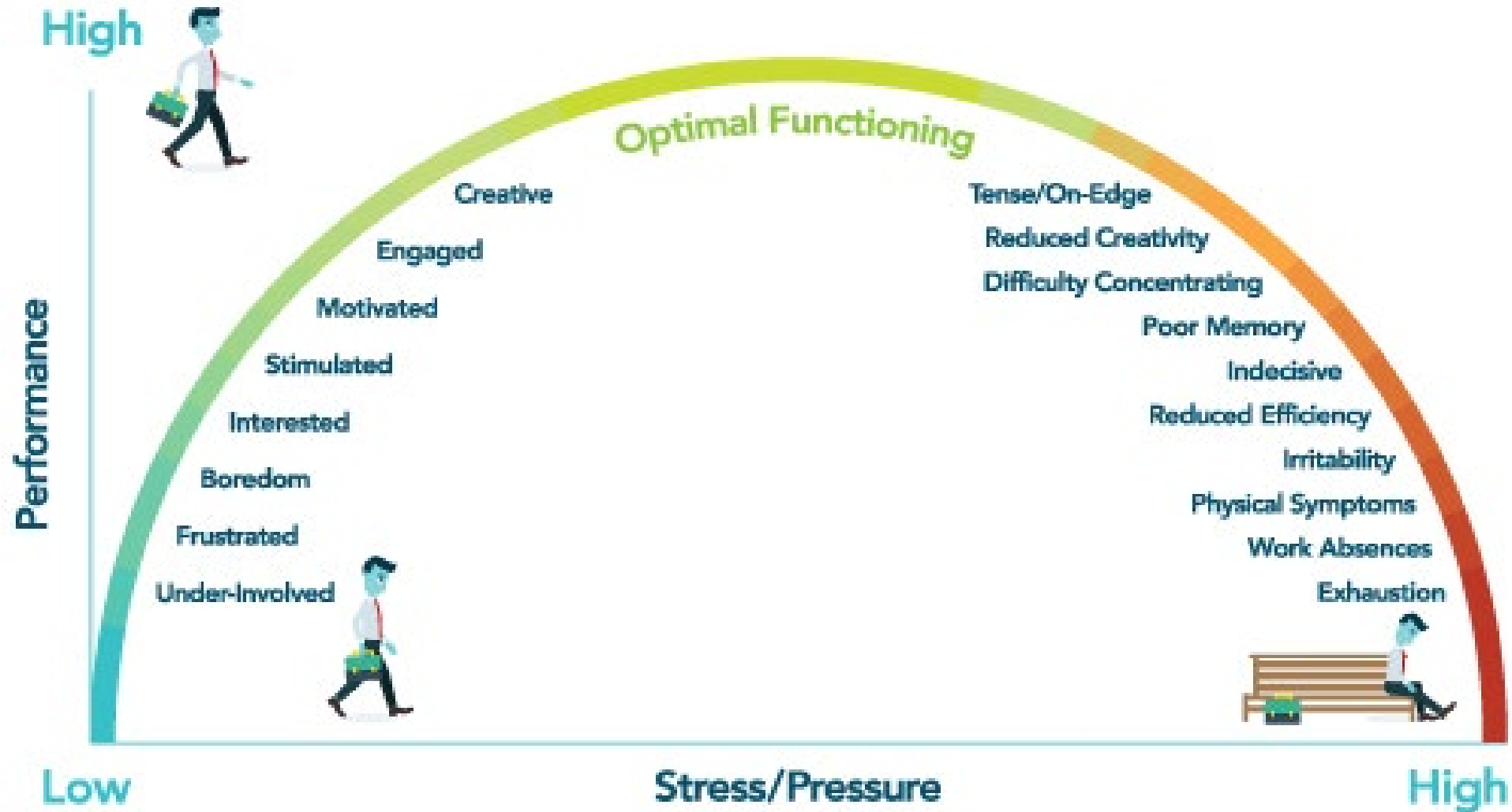
After - Building Adaptability

- Pacing
- Self care – Relaxation, Meditation, Mindfulness
- Perspective
- Fun
- How to safely get the emotion out – “venting”

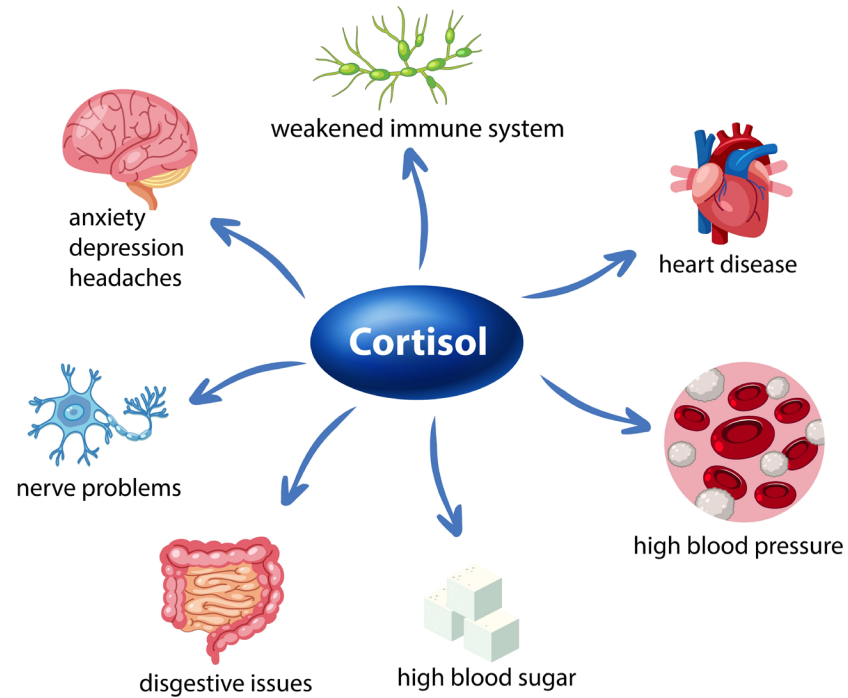


The Link to Performance

The Yerkes-Dodson Law



Long term impact of high levels of Cortisol



A corrosive chemical - under some conditions it can kill neurons.

Prolonged and unnecessarily high levels of cortisol in the bloodstream have been shown to be associated with adverse effects such as:

- Impaired cognitive performance
- Suppressed thyroid function
- Blood sugar imbalances
- Decreased bone density
- Decrease in muscle tissue
- Raised blood pressure
- Lowered immunity and impaired inflammatory response: such as slower wound healing
- Increased abdominal fat
- Higher levels of bad cholesterol.



FIT YOUR OWN OXYGEN MASK FIRST

You're no use to anyone if you're running on empty.

Caring for yourself first is often the
best thing you can do, in order to help others.

It isn't selfish, or egocentric.

Just really good advice.

**The purpose of
developing our
personal resilience?**



Resilience Mosaic – 13 Components of Resilience

Optimism



Purpose



Focus

“Deciding what not to do is as important as deciding what to do.”

- Steve Jobs



Facing reality



Flexibility



Emotional Regulation



Managing thoughts



Balance



Grit



Support



Confidence



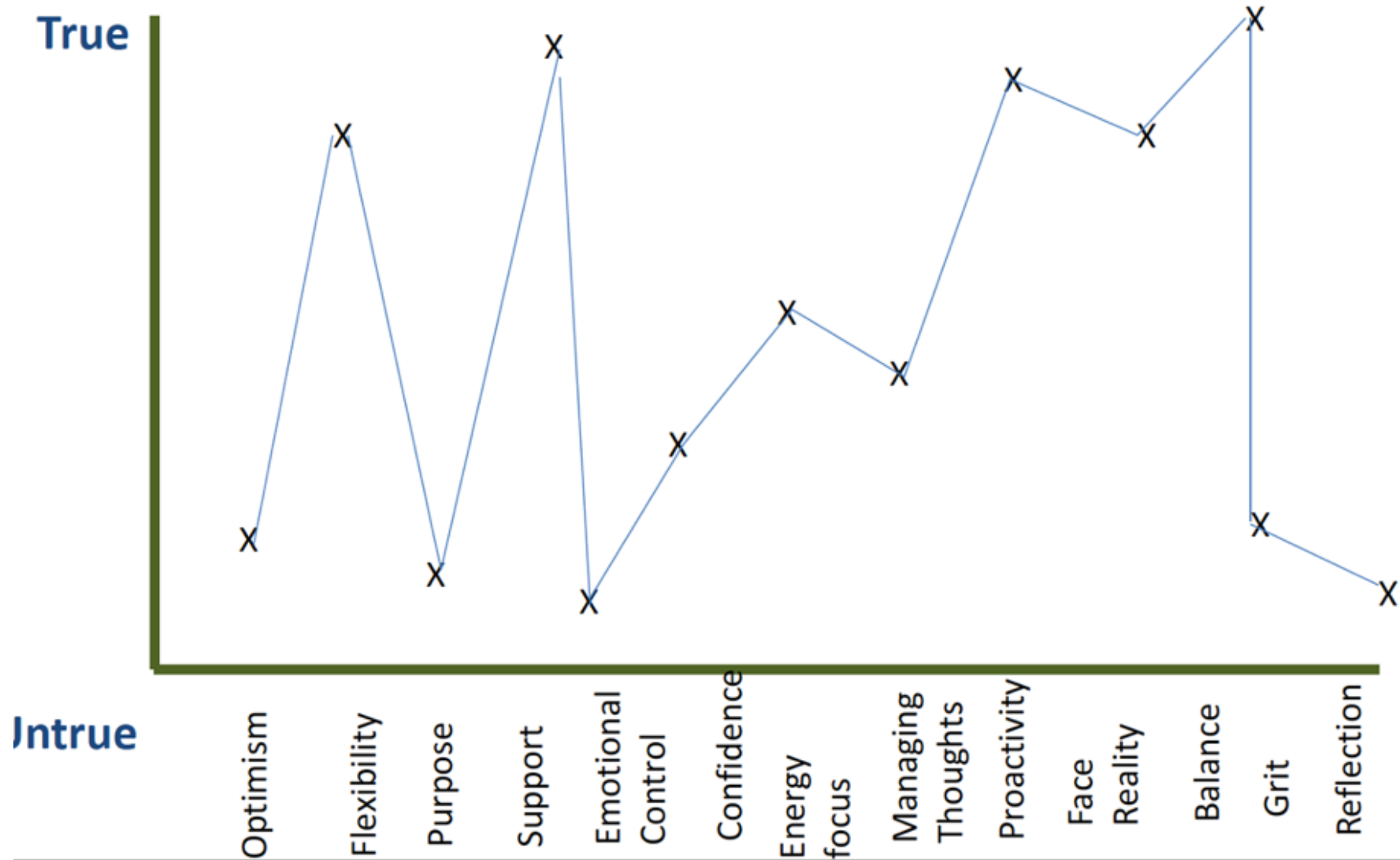
Proactive



Reflection



Your Resilience Profile



Profile Questions

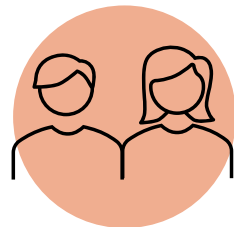
1. How true is it for you that you are optimistic about the work you do? (optimism)
2. How true is it that you find it easy to change your approach when something isn't working or valued anymore? (flexibility)
3. How true is it that you know what you want from your work / career and why? (Purpose)
4. How true is it that when struggling you talk to people who can help you? (support)
5. How true is it that you can regulate your emotions even when under pressure? (emotional control)
6. How true is it that your confidence is strong regardless of any difficulties? (confidence)
7. How true is it that you can focus your energies even when under pressure? (energy focus)
8. How true is it that you manage your negative thoughts when under pressure? (Managing thoughts)
9. How true is it for you right now that you are decisive and not procrastinating? (Proactivity)
10. Think about yourself right now how well do you face reality even when it is uncomfortable to do so? (facing reality)
11. How well do you keep a sense of balance in your life regardless of how demanding life is? (balance)
12. How well do you stick at things once you have decided to do them? (grit)
13. Are you taking time out to think even when you have no time? (reflection)

Resilience Profiles Exercise

In pairs – 10 minutes – speed dating x 2-3 different conversations of 2-3 mins each

Share your profiles

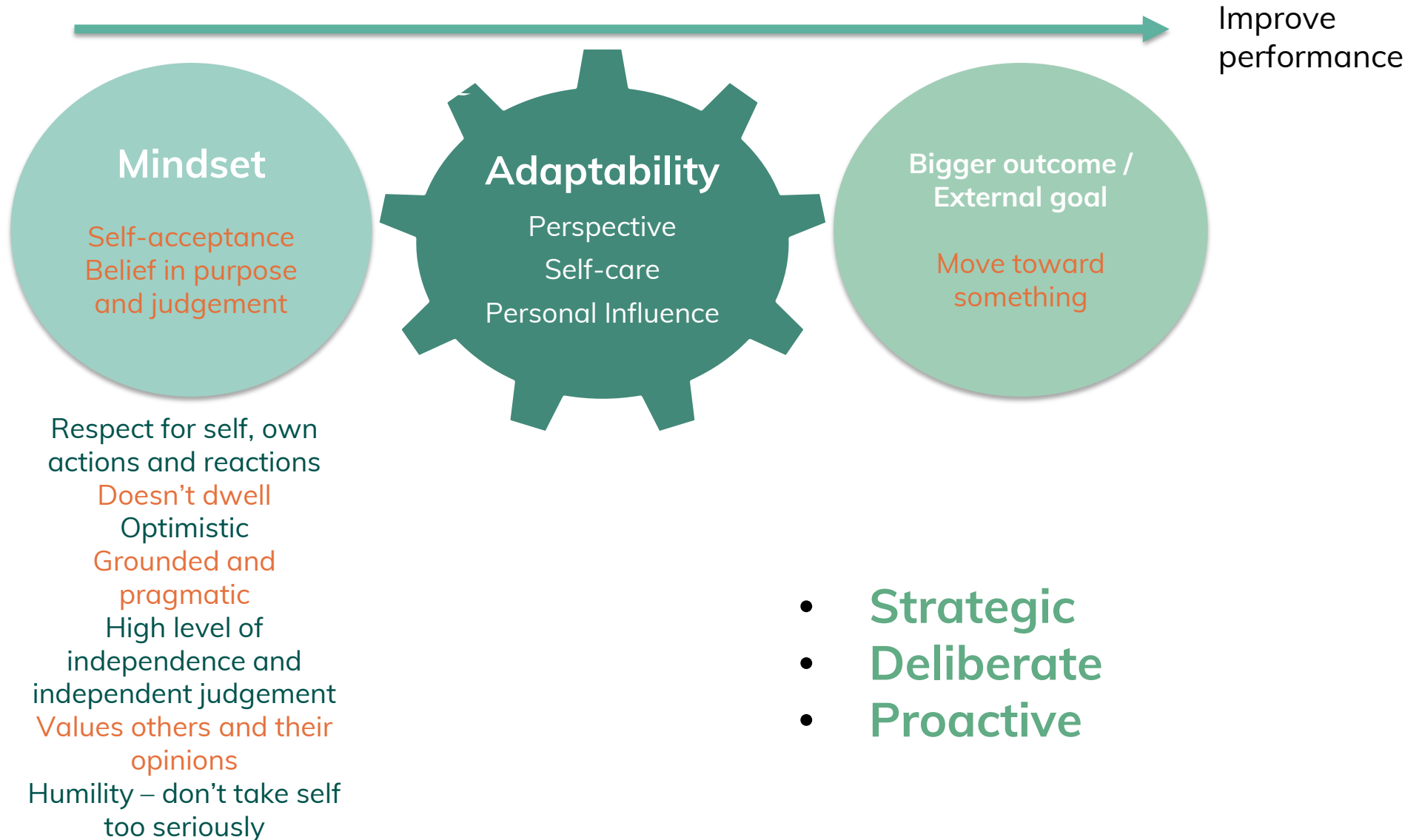
- What are the “highs” that you draw upon when your resilience is tested?
- What could you pay more attention to, what would bolster your resilience for future challenges?
- What can you learn from each other to support your resilience?





The Resilience Engine ©

Jenny Campbell – Lifetimes Work





You may not control all the events
that happen to you, but you can
decide not to be reduced by them.

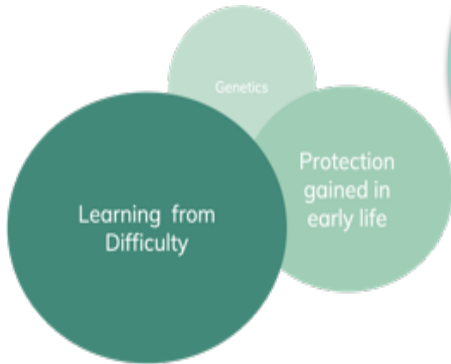
Maya Angelou

quote fancy

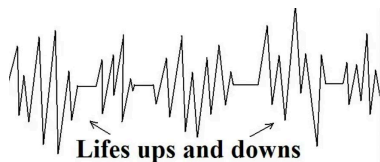
The Resilience Engine ©

Jenny Campbell – Lifetimes Work

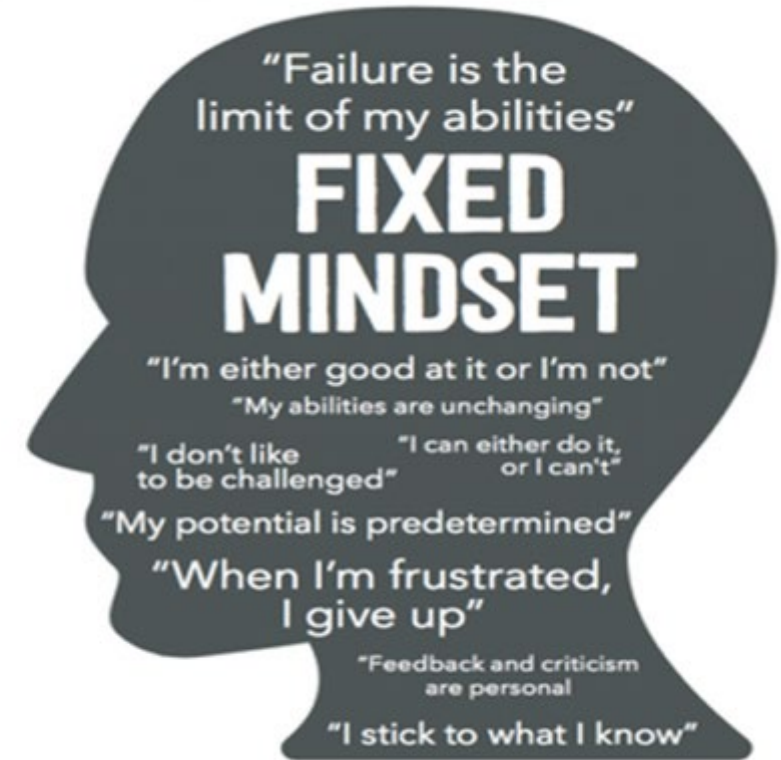
Improve
performance



- Respect for self, own actions and reactions
- Doesn't dwell
- Optimistic
- Grounded and pragmatic
- High level of independence and independent judgement
- Values others and their opinions
- Humility – don't take self too seriously



The Spectrum of Mindset



A Growth mindset →

Resilience, creativity and innovation, persistence, improved performance and improved wellbeing



Small Group activity

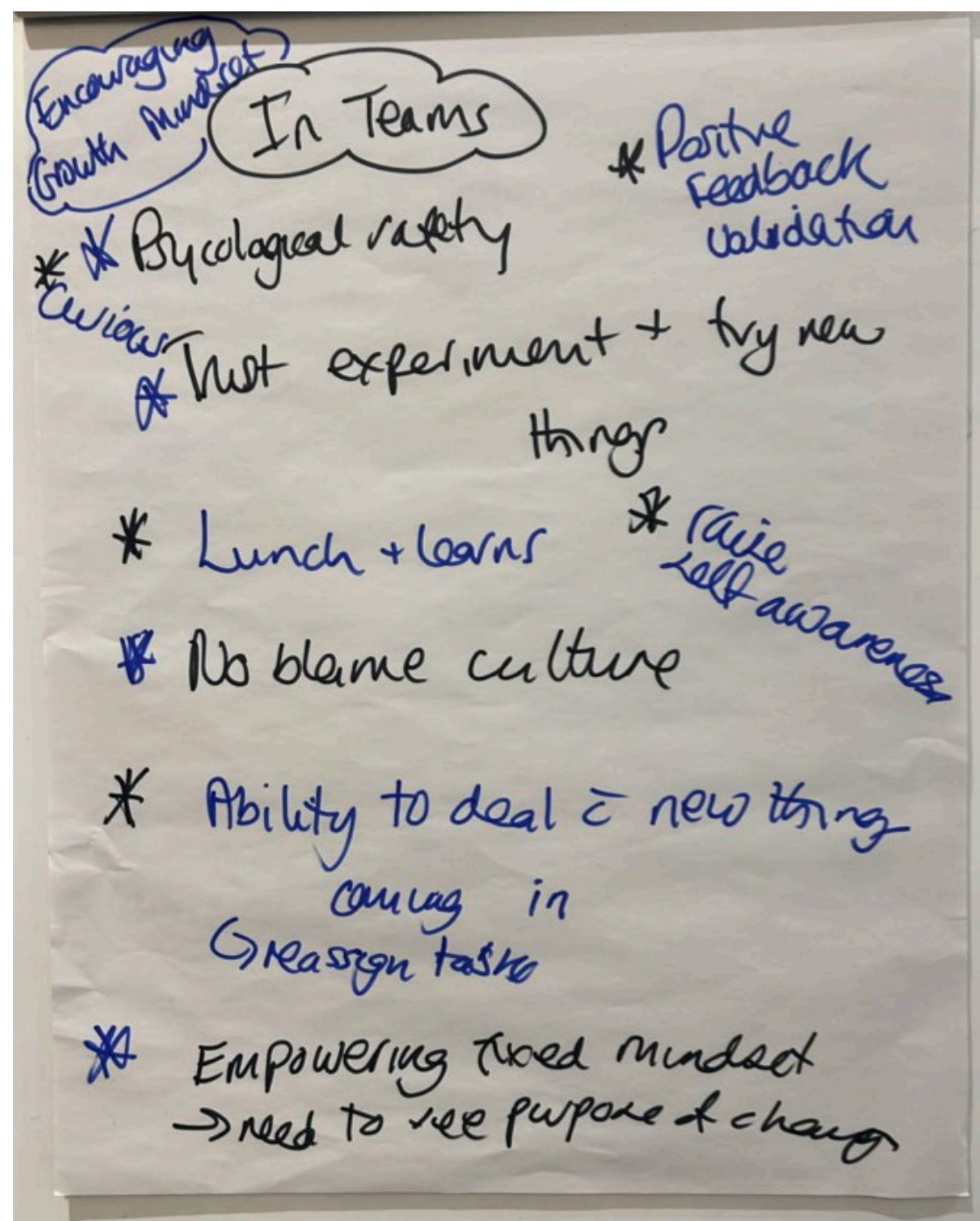


Reflect in your workbook on the mindset qualities and how you would rate yourself

In small groups of 4 reflect on this rating and the concept of mindset

- Where do you notice your own fixed or growth mindset and how might this be affecting your resilience?
- What changes do you need in your own mindset to help you be more resilient?
- How do you enable a growth mindset in the people around you to enable a resilient team?

10 minutes in groups



Small Group activity

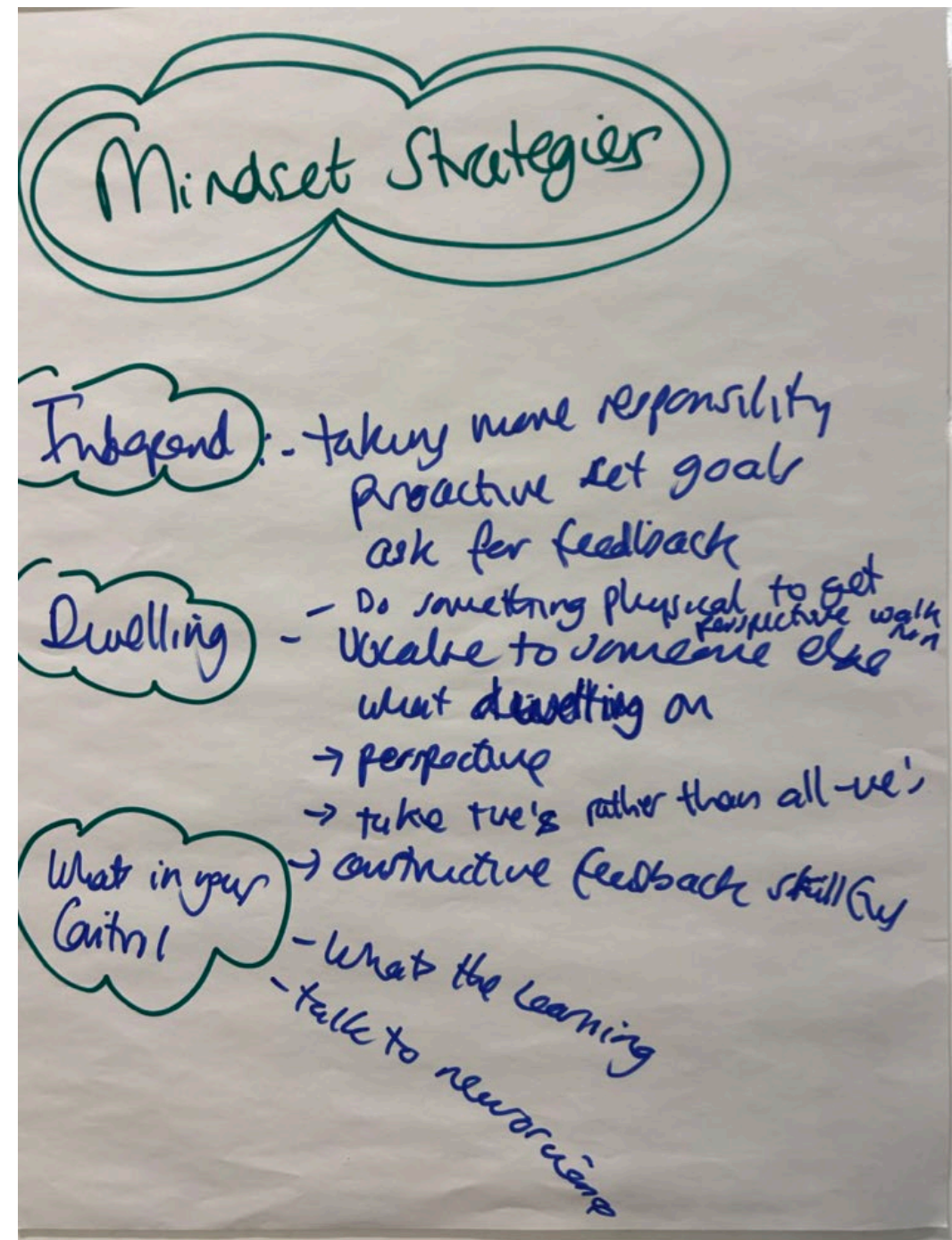


Reflect in your workbook on the components of the resilience engine **mindset qualities** and how you would rate yourself out of 10

Choose the 3 aspects you want to focus on

In small groups discuss what strategies you can put in place to help develop those 3 areas of focus

10 mins



Resilient Thinking in summary

Resilient People:

- Pay attention to their self care
- Think in a flexible way
- See a problem as a challenge and see it from different perspectives
- Separate thinking from feeling
- Differentiate between different situations – they may appear similar but each is unique



The Resilience Engine ©

Jenny Campbell – Lifetimes Work



- Gives you focus – short term and long term
- Gives you motivation
- Overcomes procrastination + manages time
- Allows you to measure progress
- Helps build resilience by pacing yourself
- Helps manage work/ life balance

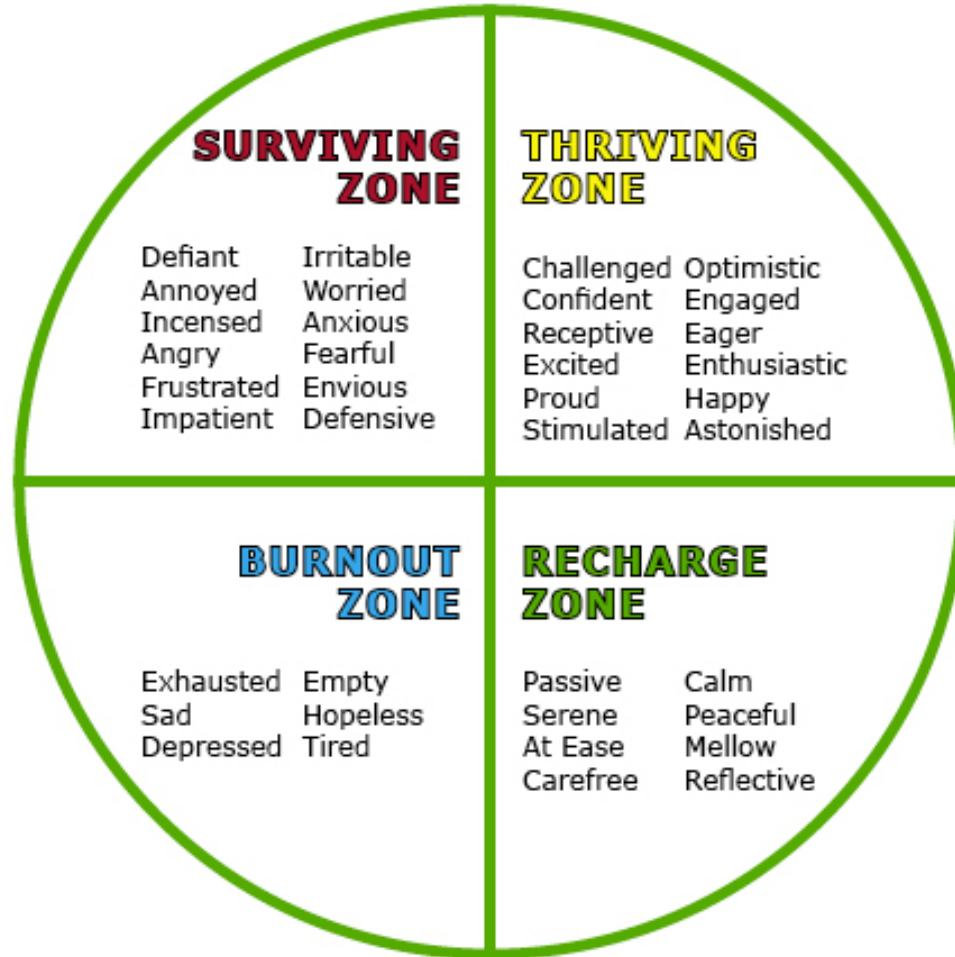


What are our goals
where are we heading?



Checking In: The Emotional Landscape

High Energy

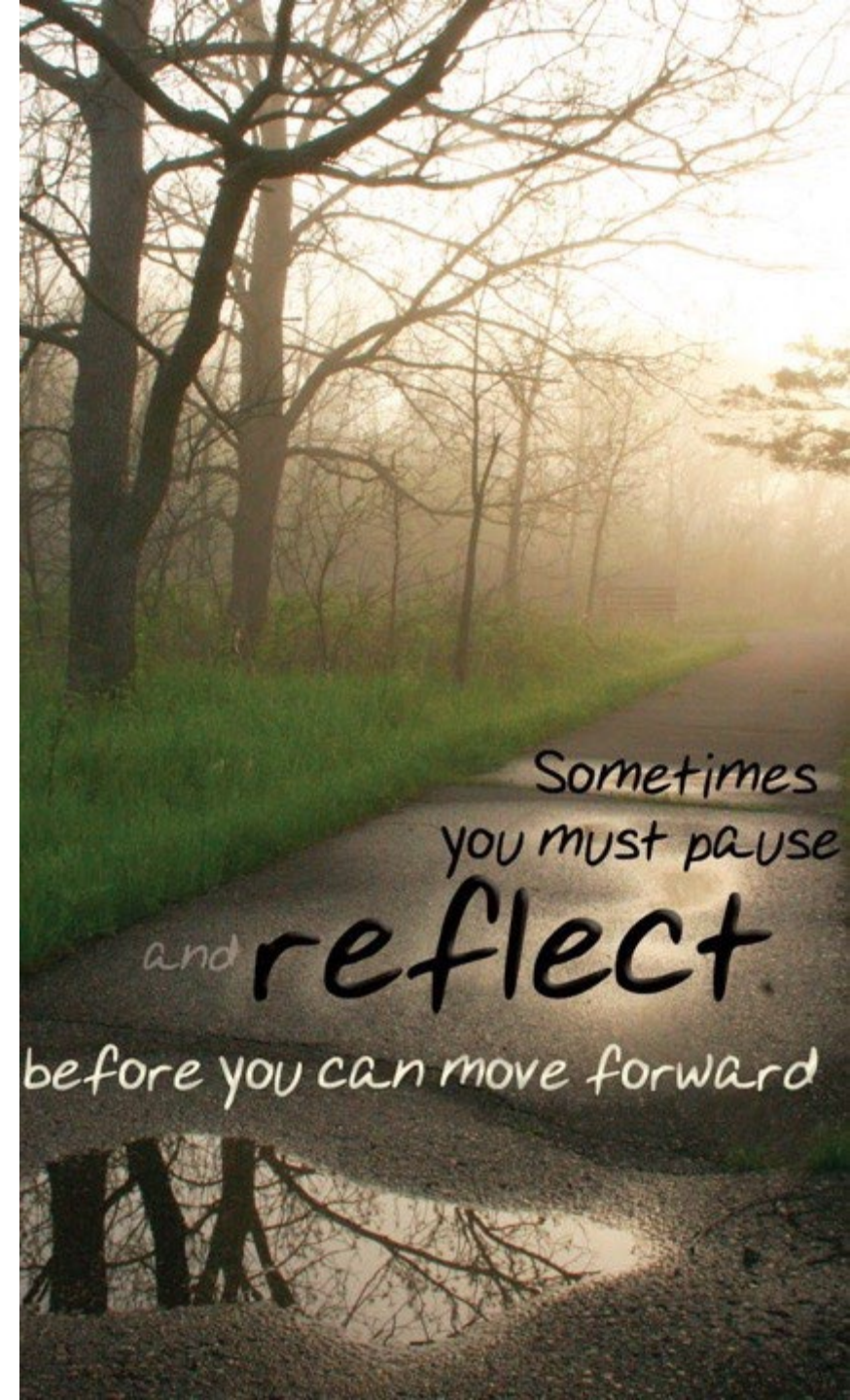


Negative Emotion

Positive Emotion

Low Energy

Strategic
Deliberate
Proactive



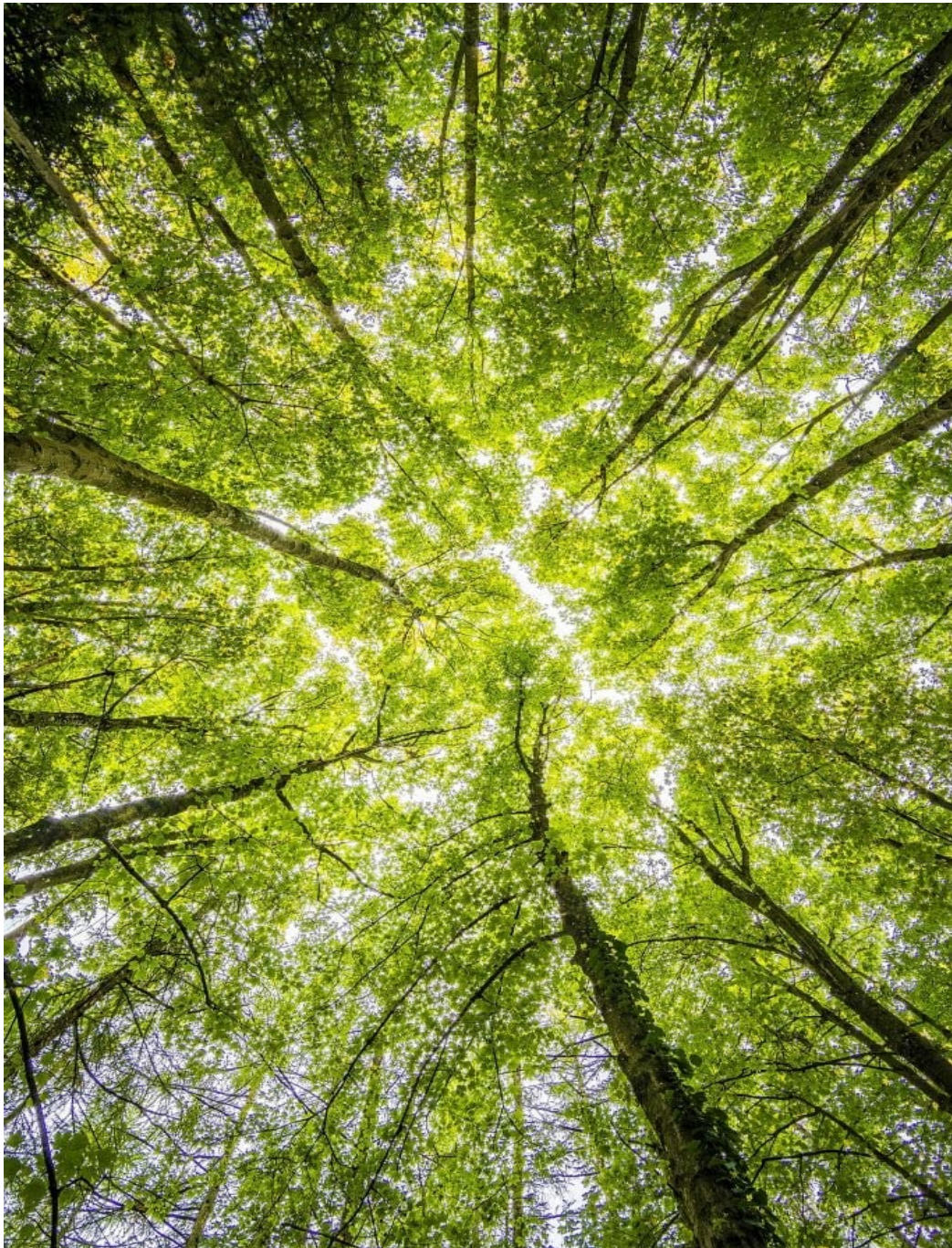
The Resilience Engine ©

Jenny Campbell – Lifetimes Work



Improve performance





bio·phil·ia
(bahy-oh-fil-ee-uh) noun

an innate and
genetically determined
love for the natural world
felt universally by humankind.

German-born American psychoanalyst and philosopher Erich Fromm (1900- 1980) called the longing for nature **“biophilia.”**

This is people’s love for nature, for the living.

The term “biophilia” comes from the Greek and literally means

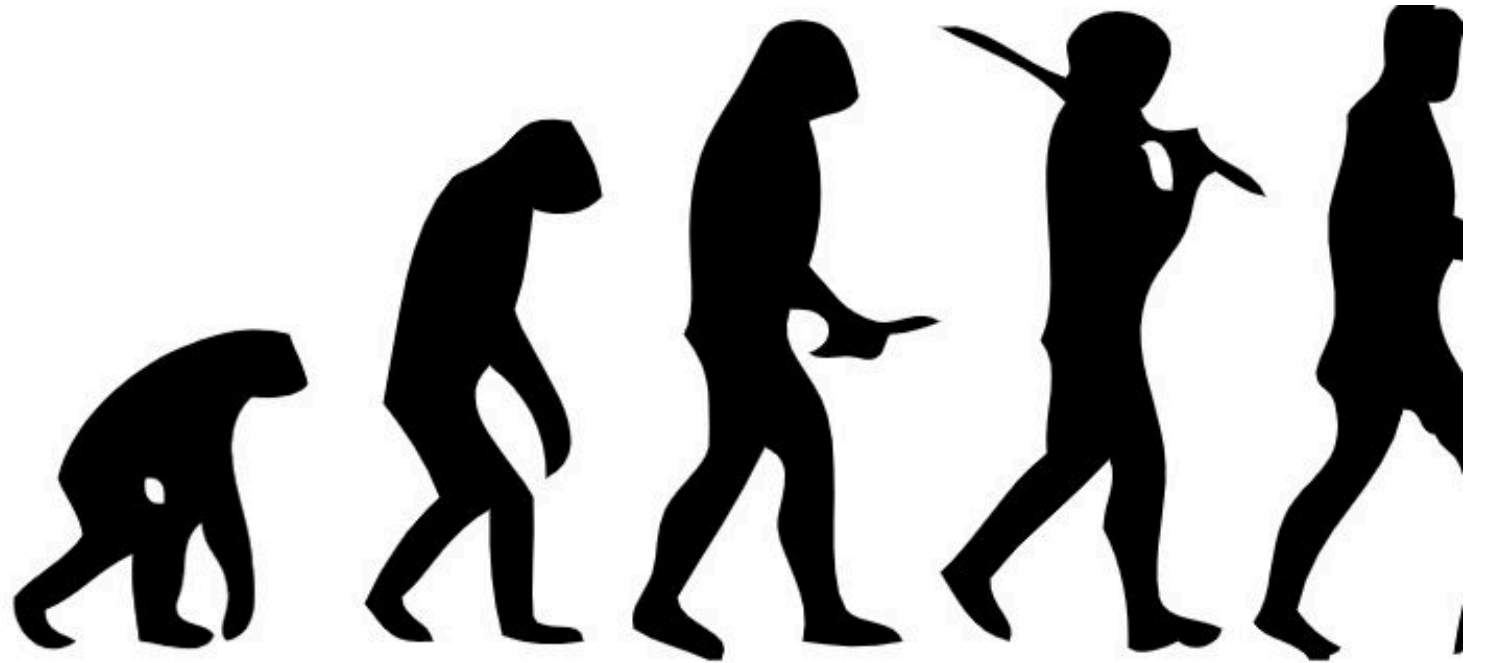
“love of life or living systems.”



The Human Brain is an evolved organ

- For 350,000 generations people lived in close proximity to nature and our brains evolved and developed in response to that environment
- And for just 6 generations people have been inhabiting large, densely built up cities.

Jules Pretty – environmental scientist



We live with our evolutionary past, or rather it lives through us.

Forest Bathing – Shinrin – Yoku



Developed in Japan during the 1980s
Became a cornerstone of preventive health care and healing in Japanese medicine

The Four S's for Managing your Resilience

Skills

Mindset - challenging your self talk

Optimism

Humour

Bloody mindedness

Being satisfied with what you have

At the end of every day acknowledge your worth, your value, your learning; and know that you are enough and what you are doing is the enough you can give right now.

Support

Socializing - how are you connecting with loved ones?

Mindfulness - staying present now, mindfully appreciating:

Potentially anchor these mindful moments to piece of music

Breathing and being present

Self Guilty pleasure

Nature Outdoors in nature

Visualization Yoga

Strategies

Sleep

Where have you set boundaries

Eat

Create meaning as you go along

Exercise

Let go of what you cant control

Write down options

Distraction

Journaling

Contextualize

Rationalize

Sayings

Song lyrics

Passages from books

Inspiring stories

Family sayings – this too shall pass. Tomorrow is another day.

Poems

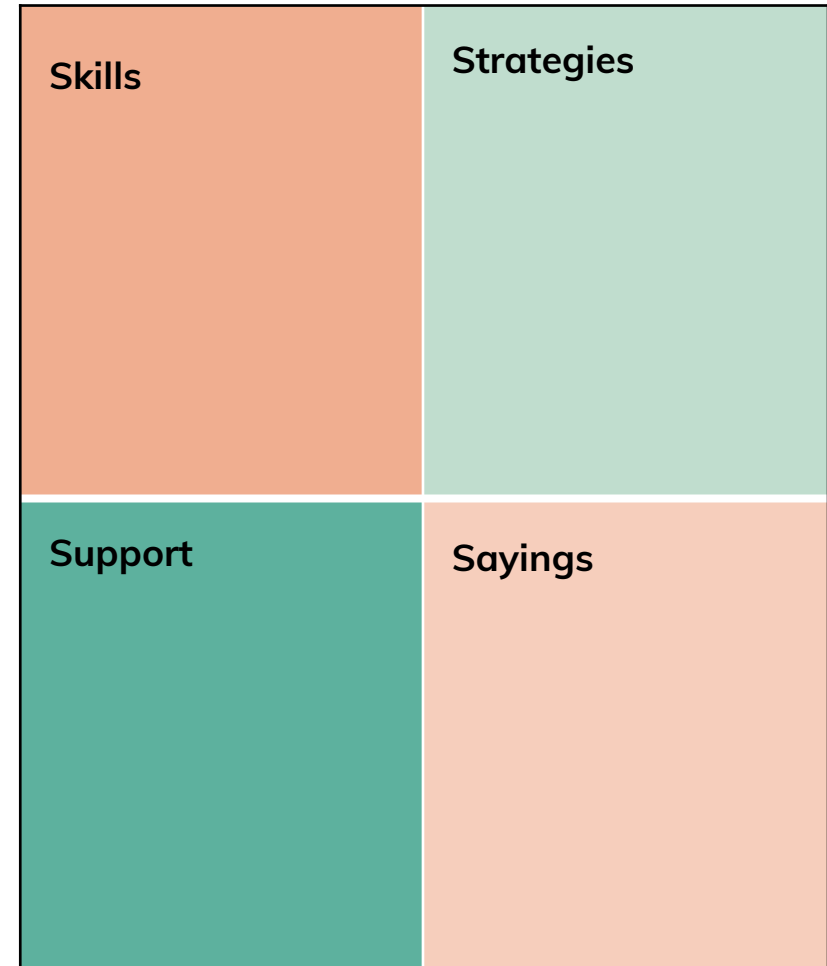
Quotes

Insights from previous tough times



Adaptability Strategies

Small groups of 4 – share and discuss what you currently do and what else you could add to support your wellbeing (20 mins)



The Healthy Mind Platter



The Healthy Mind Platter for Optimal Brain Matter™

Copyright © 2011 David Rock and Daniel J. Siegel, M.D. All rights reserved.



Focus Time

When we closely focus on tasks in a goal-oriented way, taking on challenges that make deep connections in the brain.



Play Time

When we allow ourselves to be spontaneous or creative, playfully enjoying novel experiences, which helps make new connections in the brain.



Connecting Time

When we connect with other people, ideally in person, or take time to appreciate our connection to the natural world around us, richly activating the brain's relational circuitry.



Physical Time

When we move our bodies, aerobically if possible, which strengthens the brain in many ways.



Time In

When we quietly reflect internally, focusing on sensations, images, feelings and thoughts, helping to better integrate the brain.



Down Time

When we are non-focused, without any specific goal, and let our mind wander or simply relax, which helps our brain recharge.



Sleep Time

When we give the brain the rest it needs to consolidate learning and recover from the experiences of the day.



The Healthy Mind Platter

#WellnessWednesday



Copyright © 2011 David Rock and Daniel J. Siegel, M.D. All rights reserved.

"The **Healthy Mind Platter** has seven essential mental activities necessary for optimum mental health in daily life. These seven daily activities make up the full set of 'mental nutrients' that your brain needs to function at it's best. By engaging every day in each of these servings, you enable your brain to coordinate and balance its activities, which strengthens your brain's internal connections and your connections with other people."

- Quote directly from Mindplatter.com

Sources

https://davidrock.net/files/02_The_Healthy_Mind_Platter_US.pdf
<http://www.mindplatter.com/#targetText=A%20time%20when%20too%20many%20fragmented%20attention%20and%20information%20overload.&targetText=The%20Healthy%20Mind%20Platter%20has%20mental%20health%20in%20daily%20life.>





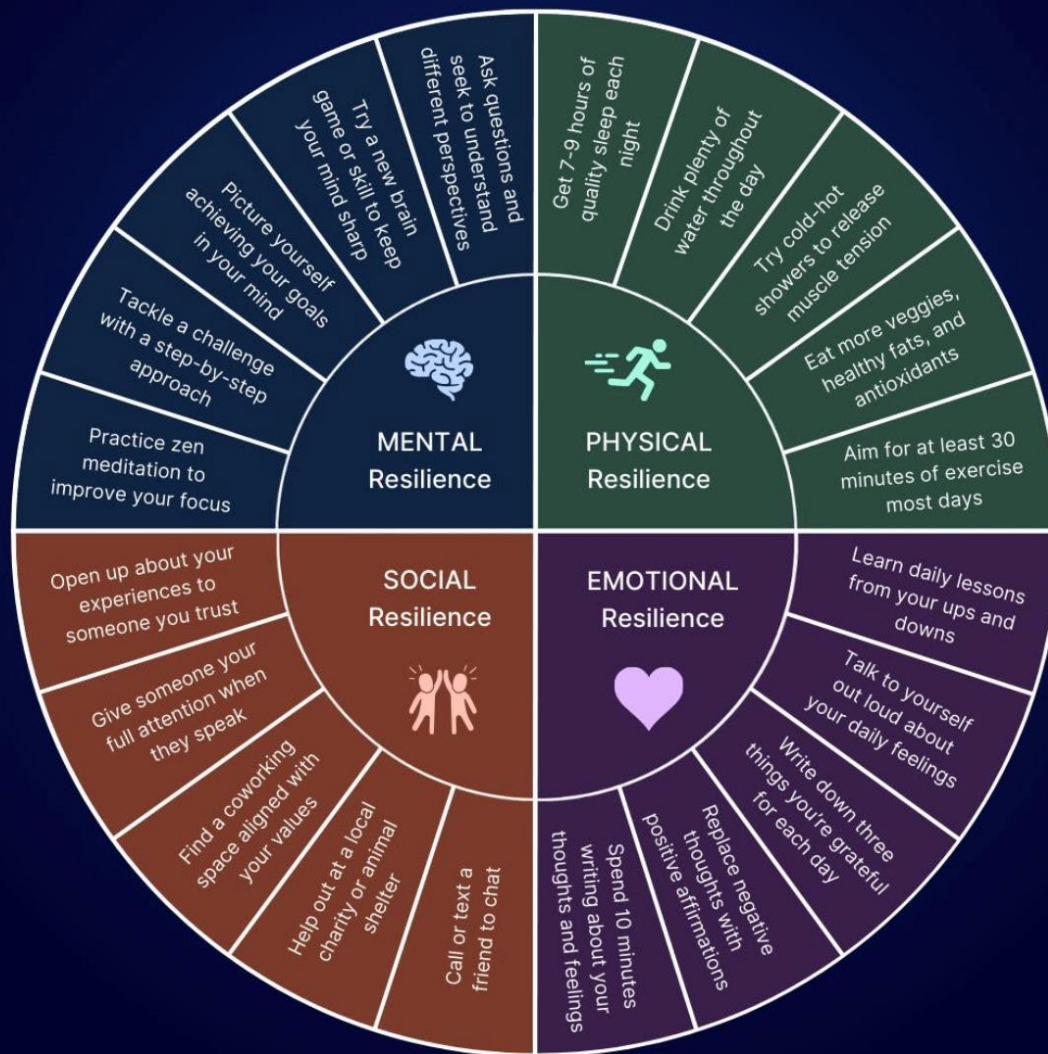
Daily 'Healthy Mind Planner' for positive wellbeing

| Mental Nutrients: | Ideas & Top Tips: | Do you need to incorporate more or less of this? | What & When specifically? |
|---|---|--|---------------------------|
| Focus: tasks, goal orientated | Focussing on your Top 3 priorities for the day. Using a tool like The Positive Planner. | | |
| Connect: with others and the world around us | What are you looking forward to today? What did you enjoy today? Phone calls, Video calls Walking & talking, Nature | | |
| Play: spontaneous, creative, novel | Colouring in. Cooking. Gardening. Playing instruments. Time with the kids and or pets | | |
| Physical: moving our bodies, aerobically if possible to raise heart rates. | HIIT, Walking, Running, Cycling, Pilates, Dance, Swimming. Team Sports. | | |
| Time In: quiet reflection internally on sensations and feelings | Meditation (Insight Timer). Mindfulness (Calm). Yoga & Breath work (Deliciously Ella App). Journaling and reflection. | | |
| Downtime: non-focussed, mind is allowed to wander and relax | Music (Serotonin playlist on Spotify), Poetry if too restless to read. Fishing. Sitting in the park. | | |
| Sleep: giving our brains rest to recover and repair | Phones – 'night shift' function from 7pm. Do not disturb function when you go to bed. Cool shower & cool bedroom. Empty your head before bed – free writing/journaling. | | |



How to Build the 4 Types of

Resilience



Long Term Resilience – 2 key factors are:

Support



Purpose



The 6 effects of negative thinking through isolation



Reduced intelligent thought and reasoning



Increased self-defeating behaviour



Reduced prosocial behaviour



Reduced self regulation



Increased defensiveness



Decreased well being

ADAPT Model

Noticing wellbeing issues in others

| Aspect of model | Wellbeing components - are you noticing any changes in colleagues? | How would you rate yourself + colleagues |
|-----------------|--|--|
| Appearance | Sleeping /Eating /Drinking /Energy/ Weight change | |
| Delivery | Ability to make decisions/ concentrate/ memory / creativity/ Time given to work v outcome | |
| Affect | Ability to recognise and manage emotions. Ability to experience emotions | |
| Purpose | Alignment to work / ability to step outside of comfort zone Availability of support for ambitions | |
| Ties | Quality of relations with those close to them Quality of relationships with Colleagues – sense of what's important to them – their values | |



5 steps to mental wellbeing

1. Connect with others

Good relationships are important for your mental wellbeing. They can:

- help you to build a sense of belonging and self-worth
- give you an opportunity to share positive experiences
- provide emotional support and allow you to support others

2. Be physically Active

Being active is not only great for your physical health and fitness.

Evidence also shows it can also improve your mental wellbeing by:

- raising your self – esteem
- helping you to set goals or challenges and achieve them
- causing chemical changes in your brain which can help to positively change your mood

3. Learn new skills

Research shows that learning new skills can also improve your mental wellbeing by:

- boosting self-confidence and raising self-esteem
- helping you to build a sense of purpose
- helping you to connect with others

4. Give to others

Research suggests that acts of giving and kindness can help improve your mental wellbeing by:

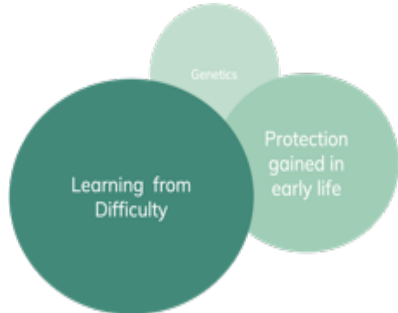
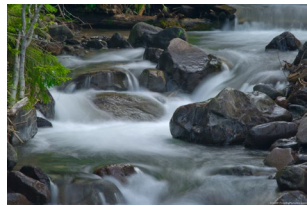
- creating positive feelings and a sense of reward
- giving you a feeling of purpose and self-worth
- helping you connect with other people

5. Pay attention to the present moment (mindfulness)

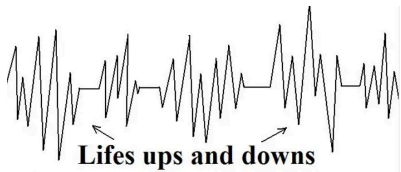


The Resilience Engine ©

Jenny Campbell – Lifetimes Work



Resilience timeline



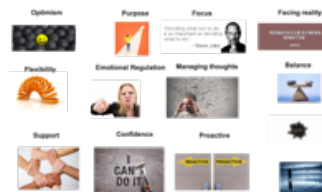
Improve performance

Respect for self, own actions and reactions

Doesn't dwell
Optimistic
Grounded and pragmatic

High level of independence and independent judgement
Values others and their opinions

Humility – don't take self too seriously



The Healthy Mind Platter



The Healthy Mind Platter for Optimal Brain Matter™

| Aspect of model | Wellbeing components – are you noticing any changes in colleagues? | How would you rate yourself + colleagues |
|-----------------|--|--|
| Appearance | Sleeping, Eating, Drinking, Energy, Weight change | |
| Delivery | Ability to make decisions/ concentrate, memory / attention/ Time given to work + outside | |
| Affect | Ability to regulate and manage emotion, Ability to experience emotions | |
| Purpose | Alignment to work / ability to step outside of comfort zone, Availability of support for ambition | |
| Ties | Quality of relations with those close to them, Quality of relationships with colleagues – central, what's important to them – their values | |



We Live in a VUCA World



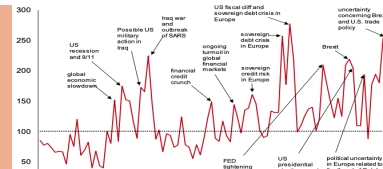
What are our goals – where are we heading?
What's our purpose?



Organisational Resilience

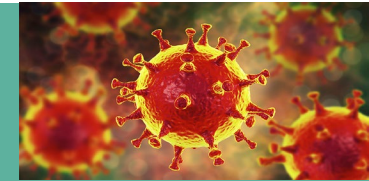
- * Consistency: of culture, communication, values, trust, style of decision making
- * Consensus: inclusive + collaborative culture
- * A learning culture
- * Emotional contract b/w organisation + employee linking individual to org's aims
- * If explicitly deal with challenge to resilience
↑ stress → Prioritisation = Ruthless
- * Don't hide difficulty's / ambiguity from staff

Volatile



Rate of change; liable to change rapidly and unpredictably, especially for the worse

Uncertain



Future events; not able to be relied upon, not known or definite, not able to be compared to experience.

Complex



Intricate, massive, not easily understandable, components interacting in multiple ways.

Ambiguous



Not precise, lack of clarity, multiple interpretations and open to misconstruction.

Skills needed to thrive in a VUCA world

| | How to effectively address VUCA | Skills required of the workforce |
|-------------|---------------------------------|---|
| Volatility | Agility | Flexible growth mindset and the ability to see and hold alternative perspectives . The ability to take the initiative and responsibility for action, the ability to be accountable for their own development so that they develop more quickly the attributes required and respond to change more quickly. |
| Uncertainty | Information | Enhanced communication skills to ensure networks and information flow freely, the confidence to seek out information and to convey even difficult messages to all levels of stakeholders. Greater self-awareness of their impact on others and how to manage their behaviours to facilitate the flow of information. Willingness to collaborate with others. |
| Complexity | Restructuring | Resilience to deal with constant change and adaptability to new situations. To be self-reliant so that individuals do not rely on the hierarchy of command and are able to take responsibility for supporting change. |
| Ambiguity | Experimentation | Confidence to suggest new ideas and to question established approaches or hierarchy. High self-efficacy to motivate action towards testing of new ideas, the ability to set their own goals and to drive development conversations. Willingness to take risk. |



Skills to counter our VUCA environment Self Reflection (Homework)

| COUNTER TO VUCA | SKILL REQUIRED OF WORKFORCE | MARK 1-10 |
|-----------------|--|-----------|
| AGILITY | Flexible growth mindset | |
| | Hold alternative perspectives | |
| | Accountable for your own development | |
| INFORMATION | Great communication skills | |
| | Confidence to seek out information | |
| | Good self-awareness of your impact on others | |
| | Willingness to collaborate | |
| RESTRUCTURING | Resilience to deal with constant change | |
| | Self-Reliant | |
| | Take Responsibility for supporting change | |
| EXPERIMENTATION | Suggest new ideas to old approaches | |
| | High levels self-efficacy to follow through on new ideas | |
| | Ability to set your own goals | |



Finish with reflection

1. What is your main take away from the session?
2. What are you committing to doing differently going forward?

Take a reflection postcard with you



What are your take aways from this Resilience Masterclass?

Resilience levels can change

Want to use the ADAPT model

Consider mine and others resilience rivers – is there enough water or too many rocks

Different types of resilience

There is support – just ask

Importance of reflection

Having something to work towards is important

The importance of looking after my wellbeing

You can change your mindset to get stronger

Do not sweat the small stuff

Notice self and others – be aware and care

Improve my balance

Mindset Strategies + where I can improve

I am resilient and I can improve by focusing on my wellbeing and that of others

External goals are important

The power of positive feedback and coaching conversations

Wellbeing takes time and effort

The healthy mind platter and the 4S's

Belief in purpose

Analyse goals and consider them from a healthy mind platter perspective

Be kind to yourself

Resilience can change – it is something you can (and should) develop



What are you committing to doing differently going forward to help build your resilience?

See and listen – coaching style

Use the components of the resilience engine

Try to step more into a growth mindset

Use resilience river for reflecting

Put on the O2 mask first so I can be the best version of myself to help others

Spend more time in nature

Be more supportive to my team

Make time to self-reflect

Sort out my email inbox – I have control over this

Look at my 4 S's of self-care

More down time for myself

Work on mindfulness to aid resilience

Hone my purpose and own my judgements

Connect more with my purpose + set regular goals

Set SMART goals and implement them

Raise the importance of resilience training for our apprentices

Address low score of sleep, time in and time connecting – maintain an improvement in these

Connect and check in more with colleagues

Use techniques to support team's resilience

Keep a growth mindset even when the value of learning an activity isn't obvious or doesn't appear relevant

Contact a therapist to help with my low moods

Regular check in on my goals

Improve – time in play time and sleep time





Feedback: Survey Monkey Questionnaire

Please complete this survey by

Scan the QR code on your smart phone to access the survey or enter the link below into a browser:

<https://www.surveymonkey.com/r/XJFHGGK>



Stay connected with us

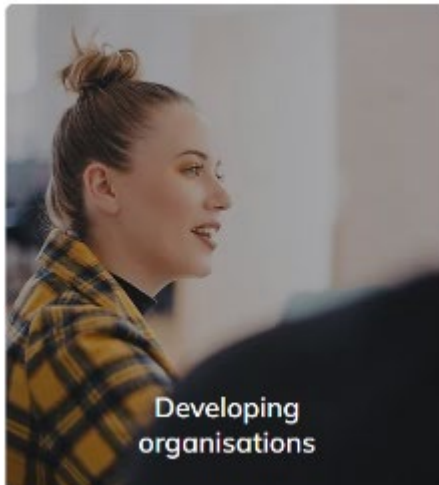
Igniting change; Nurturing Growth; Driving performance



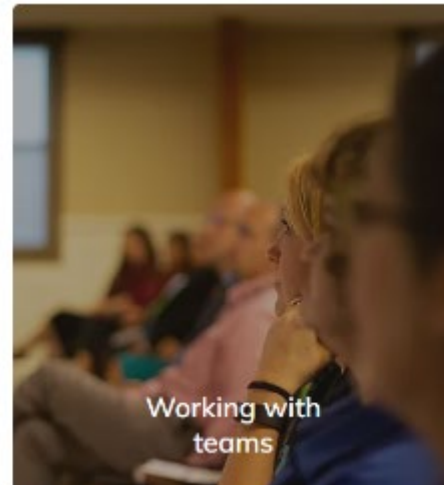
Find us here
on LinkedIn

Or visit us at:-

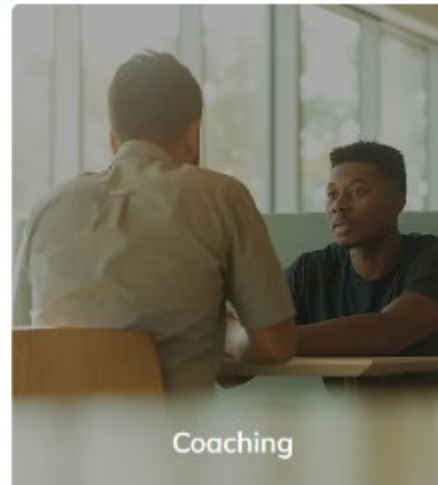
www.ambitopartners.com



Developing
organisations



Working with
teams



Coaching



Coach training

