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Level of Service/Case
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Teaching Employees to Build Resilience

Rumeet Billan, PhD

re·sil·ience

rə'zilyəns/

Noun

1. the capacity to recover quickly from difficulties; toughness.

2. the ability of a substance or object to spring back into shape; elasticity.

Why Resilience?

Life Happens

Changing
landscape (jobs
+ challenges)

2008: Focus on
building resilient
organizations

2019: Focus on
building
personal
resilience

Introduction

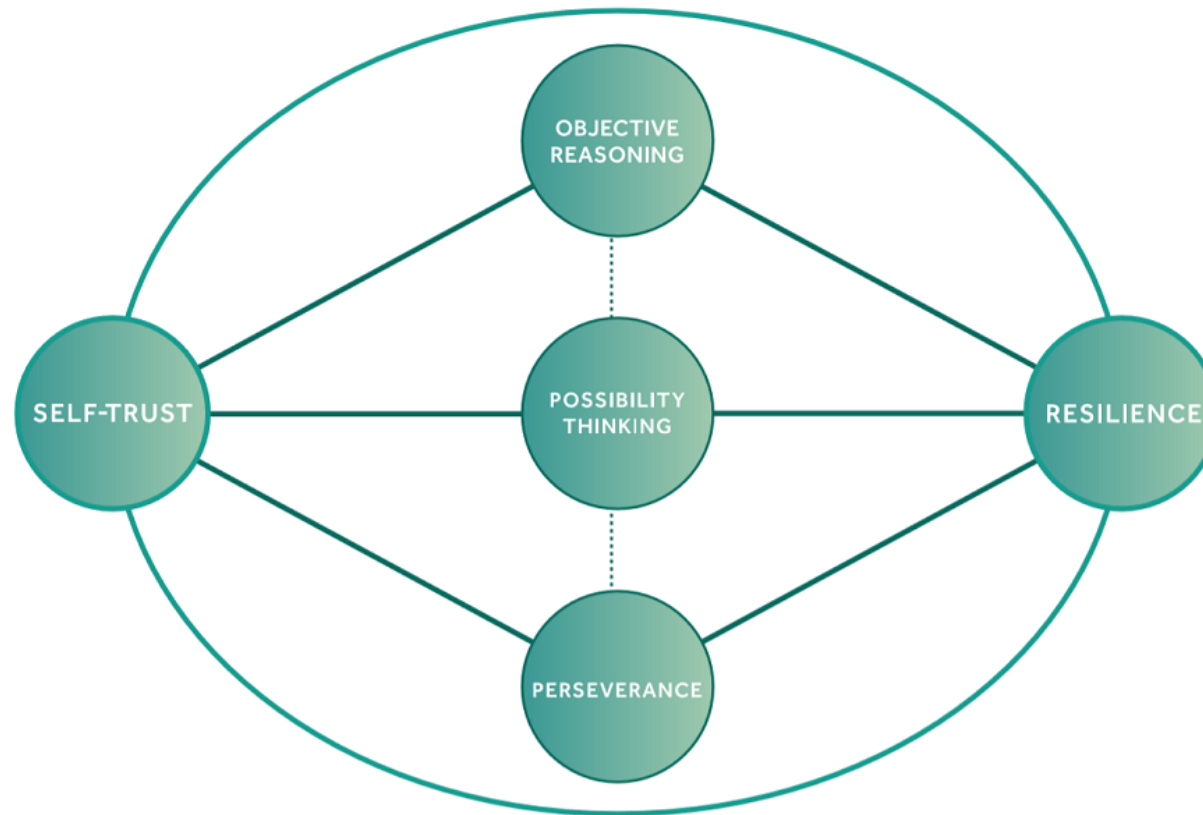
- Entrepreneur
- Learning Architect
- Professor | Program Designer
- Forbes Contributor + Author
- Speaker

I love what I do!



Framework

The PsyCap Mindset™



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SELF-TRUST

Question

How many of you believe that the opinions of others has an impact on how our peers/colleagues/friends perceive themselves?



Question

Do the opinions of others have an impact on how you view yourself?



Self-Trust

Associated with self-confidence, self-esteem and self-regard.

Self-Confidence: knowing that one can rely on their strengths and abilities in any given situation.

Importance of the language that we use.

Self-talk is how we make our emotions real.



Question

When a friend/peer/sibling/partner has failed at something,
what do you say to them?



Question

When you've failed at something,
what do you say to yourself?



Inner Critic

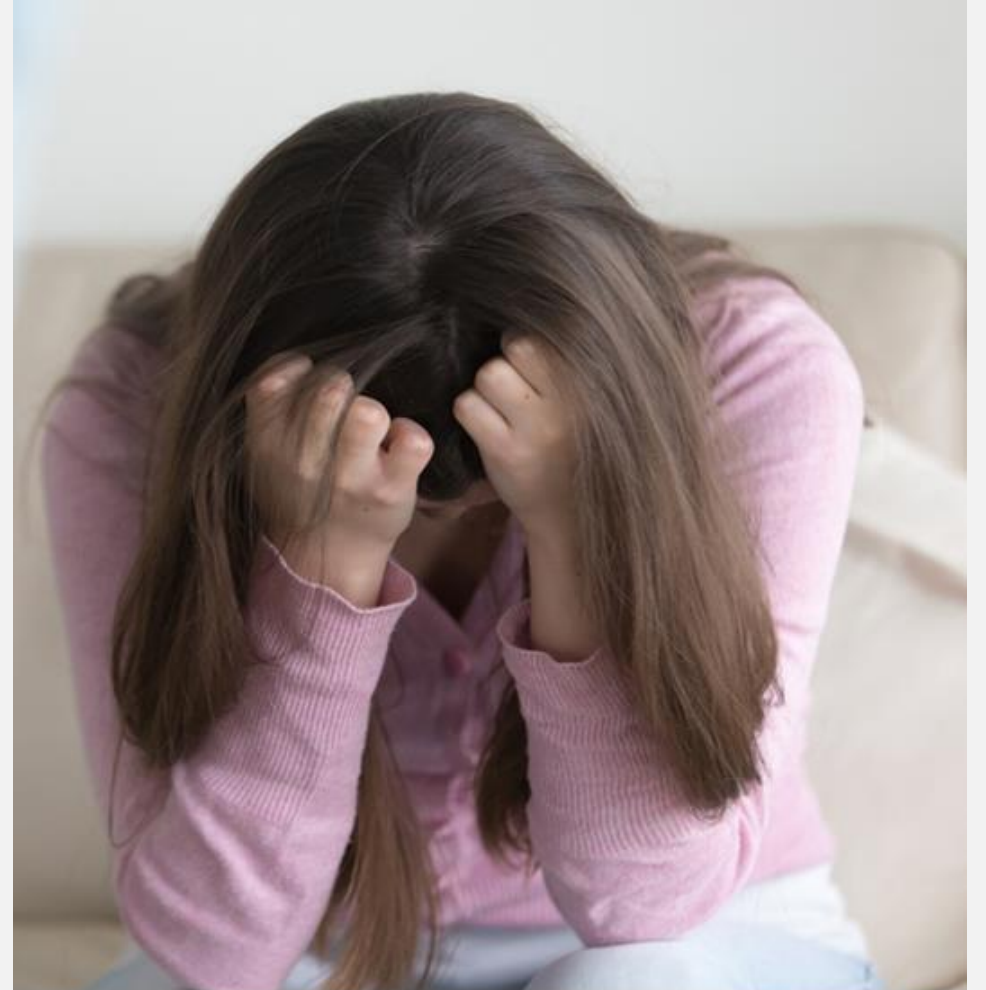
Disapproving thoughts, feelings and behaviours.

“The inner critic is an internal voice that commands and sends negative messages” (Elliott, 1992).

“You should...”

Children with parents who are highly critical, control and performance focused will be more self-critical as adults

(McCranie & Bass, 1984; Whiffen & Sasseville, 1991).



There are Consequences

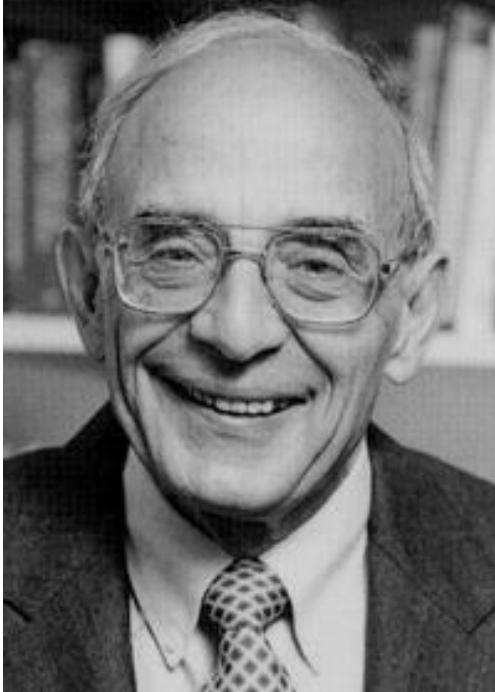
Individuals who score high on self-criticism:

- Have less friends and less satisfied with social support (Moskowitz & Zuroff, 1991)
- Use more negative communication after a stressful event (Santor, Pringle, & Israeli, 2000)
- Report lower levels of trust + share a low amount of personal information (Zuroff & Fitzpatrick, 1995)

2

OBJECTIVE REASONING

“



Most people are unaware of the degree to which they're not trusting and open, of the extent to which their conversations don't reflect what they actually think and feel.

– Chris Argyris,
Harvard Business School Professor

”

Intentions

Understanding
intentions and motives

We aren't very effective
observers of our own
behavior.

We tend to judge our
behaviour by our
intentions, while we
judge other people's
behaviour by its
outcomes.

Objective Reasoning

It's not about positive thinking or negative thinking. Instead, it's about accurate thinking.

Being logical in interpretations of setbacks (ie. what is in our control + what is out of control).

Optimism: How do you view challenging situations?





We see the world not as
it is, but as we are.

– Stephen Covey

3

POSSIBILITY THINKING

Hope Theory

Long-term study by Charles Synder showed that academic success was directly related to the strength of one trait: Hope

Hope is based on three essential factors: Goals, Will-Power & Way-Power.



Can he drive a car on his own?



How can he drive a car on his own?



“

To have goals is to have hope.

– Author Unknown

”

4

PERSEVERANCE

Life Happens

Contingency Plan:
Expect detours
along the way.

Ability to develop
different pathways to
a potential solution.

Flexibility to
change/adapt and
persevere.

Stress Management

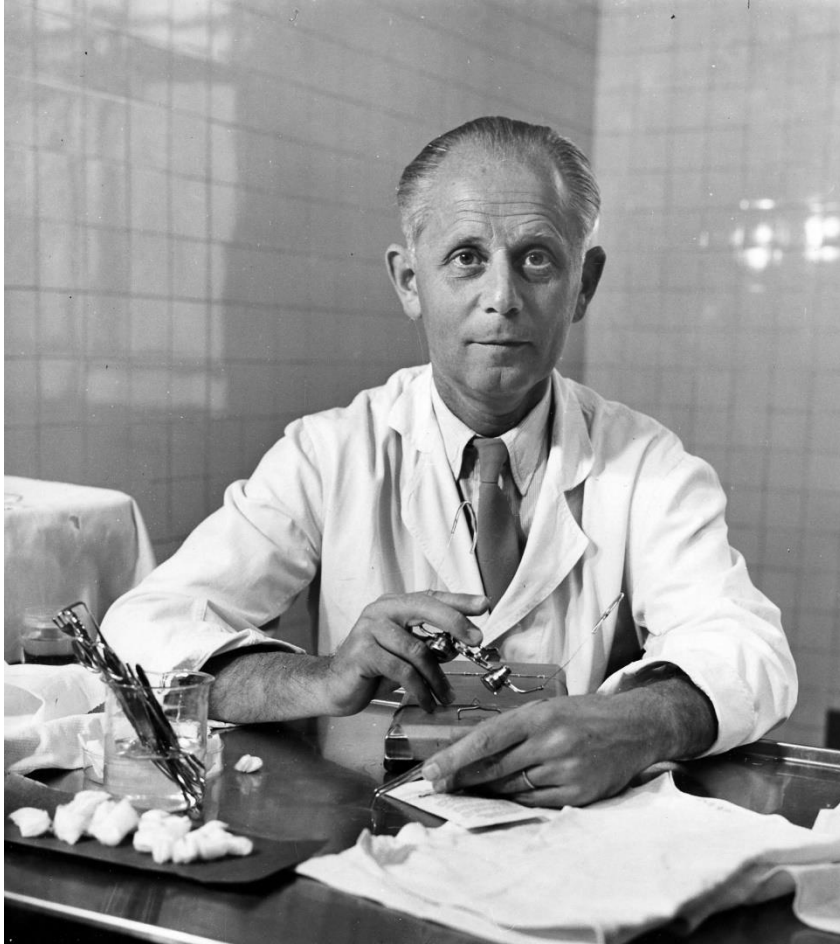
“Today the average worker checks their work e-mail at 7:42 a.m., gets to the office at 8:18 a.m. and leaves at 7:19 p.m.” – Johann Hari

Adapting to an unpredictable environment.

Coping and responding to stress in an effective way.

Athlete analogy: do you take the time to recover?

“



It's not stress that kills us;
it is our reaction to it.

– Hans Selye

”

5

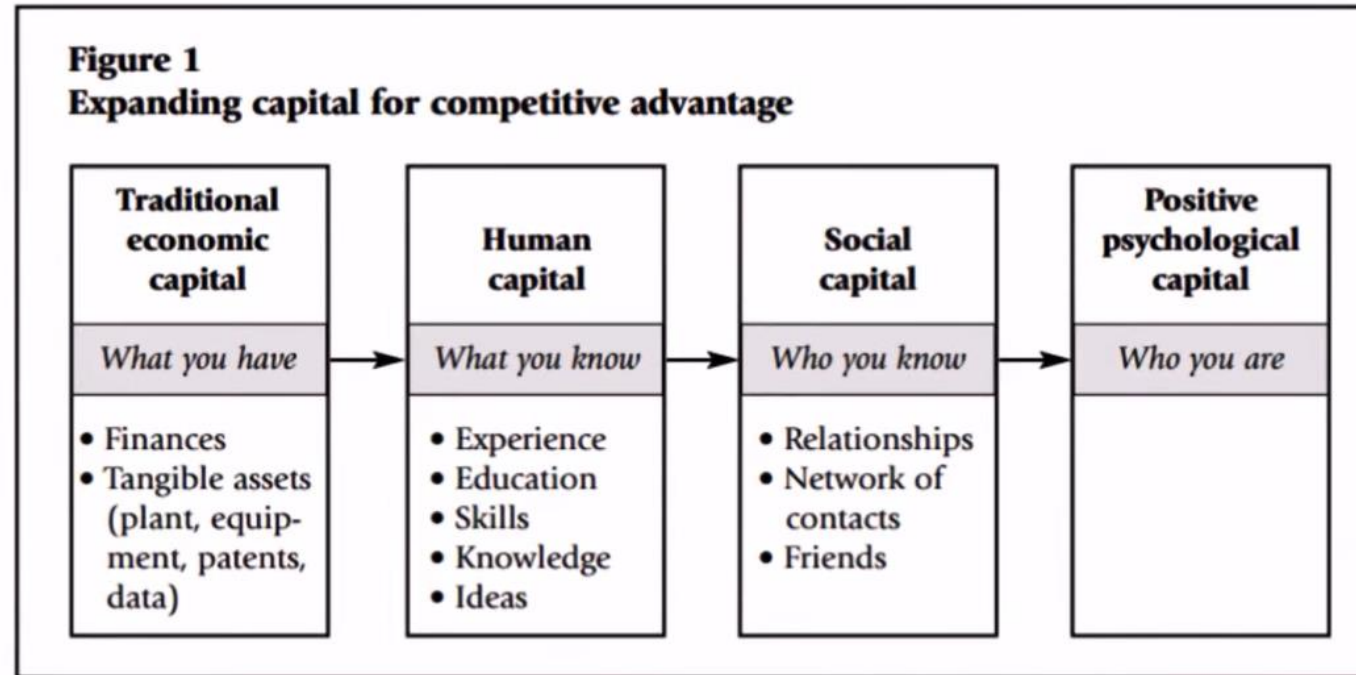
RESILIENCE

re·sil·ience
rə'zilyəns/

It's what you say after that matters the most.

Resiliency is one's capacity to cope successfully in the face of significant change, adversity, risk, or even increased responsibility. Resilient individuals can actually thrive and grow through setbacks and difficulties. When faced with hardship, resilients bounce back to higher levels of performance than before, and they find meaning and value in the process (Peterson, Balthazard, Waldman and Thatcher, 2008).

Psychological Capital



Psychological Capital

Who Do You Want To Be When You Grow Up?

I want to be...

Able to make others believe in themselves and that they can accomplish anything.

Able to look back on what I achieved and be proud of the things I did to help others.

Someone who is not afraid of doing good.

A person that can show the world that there needs to be changes.

Someone who is very confident because I am shy...I want that voice to say I'm here.

The reason some people change.

Myself – everyone deserves to be themselves.

“The privilege of a lifetime is being who you are.”

– Joseph Campbell

WRITTEN BY Rumeet Billan

Who Do I Want To Become?

ILLUSTRATED BY
Michelle Clement

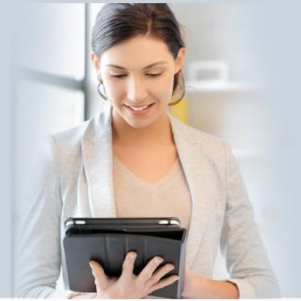




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