Extraordinary Resilience
Maintaining Productivity & Progress
SOME NOTES ABOUT TODAY
YOU CAN SEE US. WE CAN’T SEE YOU.
QUESTIONS & COMMENTS ARE CONFIDENTIAL
FEEL FREE TO ASK QUESTIONS ALONG THE WAY
We cannot solve our problems with the same thinking we used when we created them.

- Albert Einstein
What does it mean to be present?
The Power of Presence
Let's experience it!
Who Was Thinking About To Do Lists? Emails? Laundry?
What can you do right now, to allow you to be radically present for this training?
We Do Things Differently. Intentionally.
We Do Things Differently. Intentionally.

How We Serve

Team Retreats
Organizational Training
Strategic Planning
Diversity & Inclusion
Community Engagement
Executive Coaching
Connection is one of the key building blocks of RESILIENCE.
Meet Nicole

Nicole Dailey Lance
CEO at Lance Strategies
Meet Eric

Eric M. Bailey
President, BSIG; #1 Bestselling Author of #TheCureForStupidity; Keynote Speaker; Facilitator; Honorary Commander Luke AFB.
Meet Eric
Kotter International
Change Management Consultant
That's Not How We Do It Here!
A Story about How Organizations Rise and Fall—and Can Rise Again

John Kotter
Holger Rathgeber

BESTSELLING AUTHORS OF OUR ICEBERG IS MELTING
“Consultants are the enemy. They come in and tell you what you already know, and charge an arm and a leg.
“I want my firm to be the ‘anti-consulting, consulting firm.’ I don’t pretend to be an expert in your business. I’m an expert in my method. If we can marry YOUR expertise with mine, we can get powerful results.”

Dr. John Kotter
BAILEYS & I in Washin Monkey

WRITTEN | DIRECTED | PERFORMED BY BAILEYS
Before we begin...
Be affirmed.
RESILIENCE
How do you define resilience?
Resilience

One’s personal or a team’s capacity, recovery, adjustability, or elasticity. The ability to recover from or adjust easily to adversity or change. The ability to act and adapt in the face of adversity and constraint.
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Resilience is action-oriented
Why are we talking about resiliency?
Pain, Uncertainty, & Change
Maintain productivity & progress in the face of challenges
Highly resilient work environments improve creativity, enhance decision-making, and lower stress.
Where do we see Resilience in the Workplace?
One cool fall morning United Airlines flight 175 departed Boston, MA on the way to Los Angeles. It never arrived.
A Story

By noon of that day, September 11, 2001 our world had completely changed. We didn’t know how much yet, but we knew.
Do you remember where you were?
WHY?
Dysphoric Events prompt significant reflection, which generates richer significance in our memories.

Harvey Whitehouse
LET’S TALK ABOUT TRAUMA
TRAUMA
A distressing or disturbing experience.
What traumas can exist in a work environment?
Traumatic Stress

- Reduced function of the Medial Prefrontal Cortex
- Reduced function of the Anterior Cingulate Cortex
Resilience is the antidote to the ill effects of trauma.
Dysphoric Events prompt significant reflection, which generates richer significance in our memories.

Harvey Whitehouse
Do you remember what happened next?
A country song from 1984 rose to #1 on Pop Charts And Went Platinum
A country came together.
When dysphoric events are shared, the events become even MORE salient, but also the people we share them with become more salient as well.

Harvey Whitehouse
Shared Adversity promotes bonding, creates solidarity, facilitates cooperation, and fosters connection.
Connection is one of the key building blocks of RESILIENCE.
Strategies for building resilience
(for yourself & for your team)
Strategies for Building Resilience

Know Thyself
Strategies for Building Resilience

• What is your capacity?
  – Day-to-day
  – Throughout the day
  – Ongoing/overall
Strategies for Building Resilience

• What lens are you using?
  – Our emotional lens affects how we interpret and receive information
  – Tends to be reactive instead of resilient if we are unaware of how it’s impacting us
Strategies for Building Resilience

• What challenges your resilience?
  – What frustrates you, sets you off, or derails you?
  – How can you avoid those or be prepared when you bump into them?
Capacity Exercise:

1. Type in one word to describe how you are feeling right now

2. Type in one thing that you could do today to restore or maintain your capacity
Brain Science of Resilience
Amygdala
Amygdala
Amygdala

Stress Response | Threat Evaluation | Reward Evaluation | Processing Emotions | Consolidating Memories of Strong Emotion (Fear / Reward)
The Less Our Brain Utilizes Threat Response, The More Likely We Are to Exhibit Resilience.
Brain Connections are DYNAMIC
Resilience *CAN* Be Developed
Strategies for Building Resilience

• Team Capacity
  – Works like individual capacity
  – Collective capacity; Impacted by individual as well as group dynamic
  – What are team members feeling?
  – How can we restore/increase the capacity of the team as a whole?
Strategies for Building Resilience

• Team Dynamic
  – Don’t skip the personal check-ins
    • Connecting with your team is critical before getting down to business
  – Develop a cadence of “What could we learn from this?”
Strategies for Building Resilience

• Reframing/Changing the mindset
  – Acknowledge the challenge/disappointment
  – Ask “How else can this be viewed?”
    • Opportunity for creativity, building new skill sets, practicing, etc.
Let’s Practice
Scenario 1:

Your boss of 11 years recently retired, and your team is getting a new supervisor from outside the organization.
1. What are some responses from either yourself or your team that would not build resilience in this scenario?

2. How could you or the team respond in a way where building resilience among the team is a top priority?
Scenario 2:

Due to a novel virus that has created a global pandemic, we are all forced to work differently. Normal business operations have been severely disrupted. Some people are working from home, some are not working at all, and some are still in traditional work environments.
1. Type in one word to describe how other people on your team might be feeling right now.

2. What might be helpful to build, restore, and maintain the capacity of the group as a whole?
MORE
Strategies for building resilience (for yourself & for your team)
Strategies for Building Resilience

• Managing Expectations
  – Disappointment, friction & frustration are found in the “expectations gap”
  – Desires vs. expectations
Strategies for Building Resilience

• Systems for Dealing with Expectations Gap
  – Back-up plans
  – People on standby
  – Priority list that can be re-worked if needed
  – Power phrases for you to use to manage frustration
POWER PHRASES

Frantic is not my framework
It’s Boundary Season
I’ve made it through everything to this point
Strategies for Building Resilience

• Develop a culture of safety
  – Ideas/thoughts should be shared freely
  – Don’t allow unhealthy criticism, sarcasm, or gossip to create toxicity
Why Does a Rattle Snake Strike?
Offense and Defense Look EXACTLY THE SAME!
Strategies for Building Resilience

• Positivity & Appreciation
  – Attitude, affect, and action
  – Appreciation bolsters individual team member and impacts the team dynamic
    • YouTube Search: Mike Robbins – TED Talk “The Power of Appreciation”
Brain Chemicals

Oxytocin
Dopamine
Endorphins
Serotonin
Brain Chemicals

Oxytocin
Dopamine
Endorphins
Seroptonin
Dopamine
Dopamine
Stimulates our motivation
Boosts our energy
Dopamine
The Reward Chemical
Break Down a Complex Task into Achievable Parts And Celebrate Wins
Celebrating wins
Reinforces directional accuracy
Strategies for Building Resilience

• Lather, Rinse, Repeat
  – You may need to revisit these strategies multiple times to get through one situation
  – Revise as needed
  – Continually engage others in the process
Shared Adversity promotes bonding, creates solidarity, facilitates cooperation, and fosters connection.
If we believe that we are experiencing different adversity, we lose these effects.
We’re all going through our own unique experiences.

What are the common experiences shared between departments and/or team members right now?
DELIGHT
LIVE
Coffee &
Connection
BEGINs AT 10 AM PACIFIC
We’d love to connect!

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