

Extraordinary Resilience

Maintaining Productivity & Progress

**SOME NOTES
ABOUT TODAY**

**YOU CAN SEE US.
WE CAN'T SEE
YOU.**



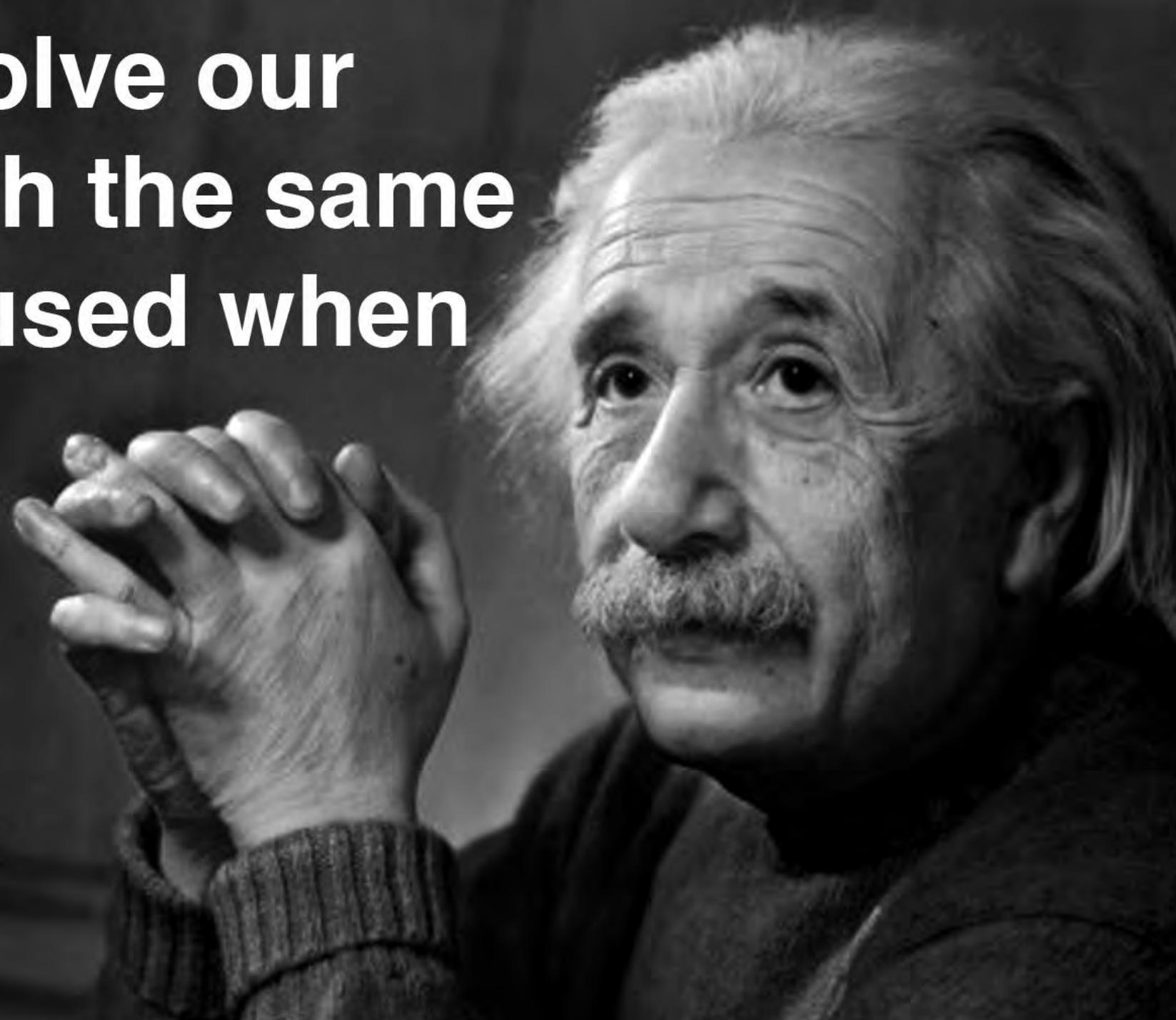
**WHEN YOU
SEE THIS...**

**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?**

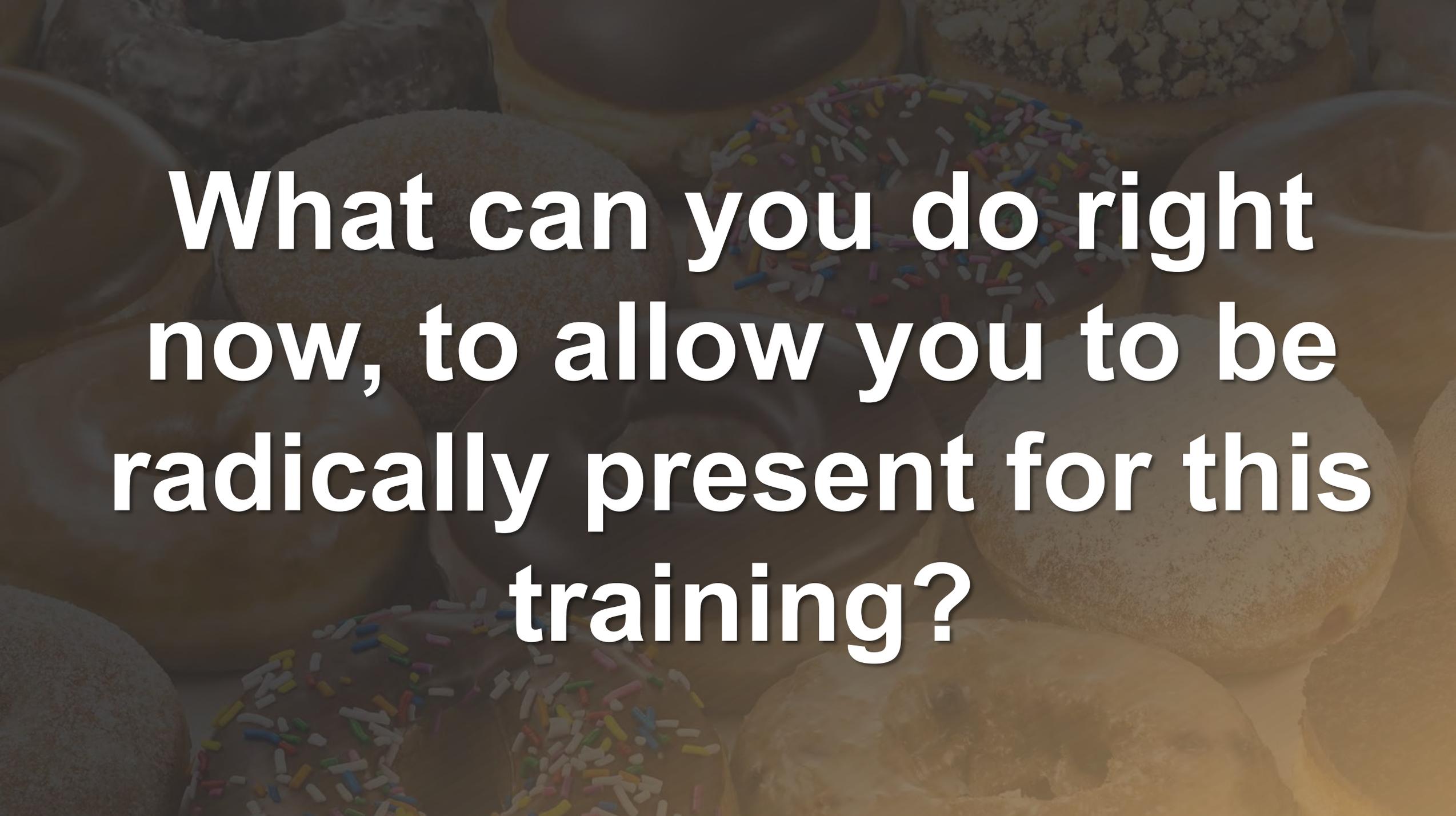


The Power of Presence

A man with white hair, wearing a dark suit and a red tie, is holding a large red balloon in his right hand and a large blue balloon with white stars in his left hand. He has a surprised or excited expression. In the background, there are other people, including a man in a grey suit looking to the right. The scene appears to be a formal event or a stage performance.

**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?



EB

extraordinary
BALANCE



EB

extraordinary
BALANCE



We Do Things Differently. Intentionally.

How We Serve

Team Retreats

Diversity & Inclusion

Organizational Training

Community Engagement

Strategic Planning

Executive Coaching



We Do Things Differently. Intentionally.

**Connection is one
of the key building
blocks of
RESILIENCE.**

Meet Nicole



Nicole Dailey Lance · 1st
CEO at Lance Strategies



Message

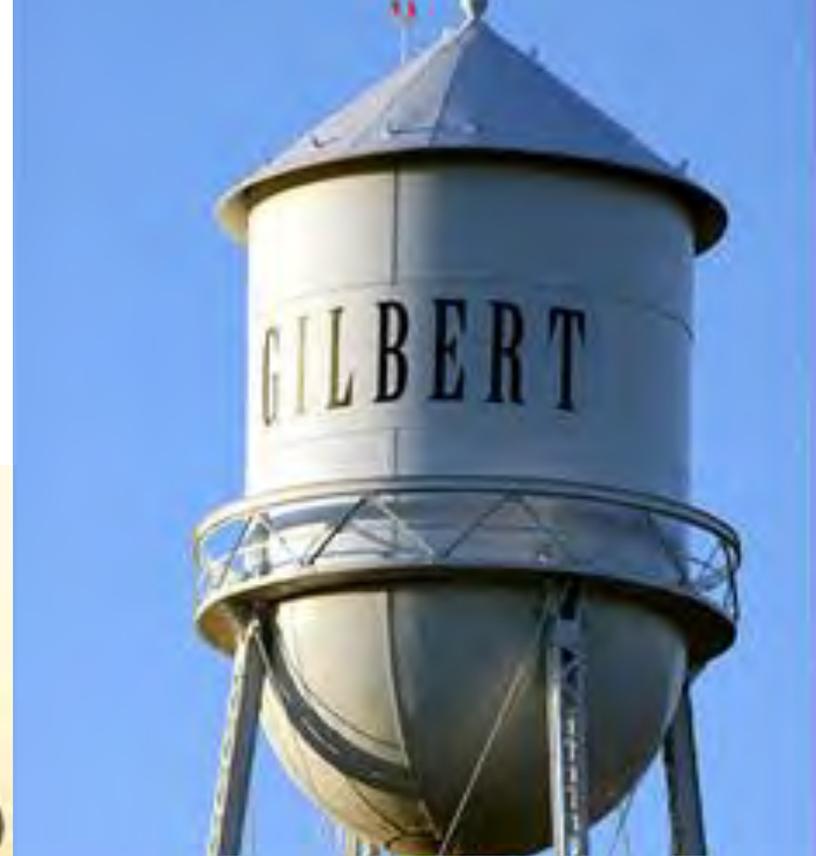
More.



Lance Strategies

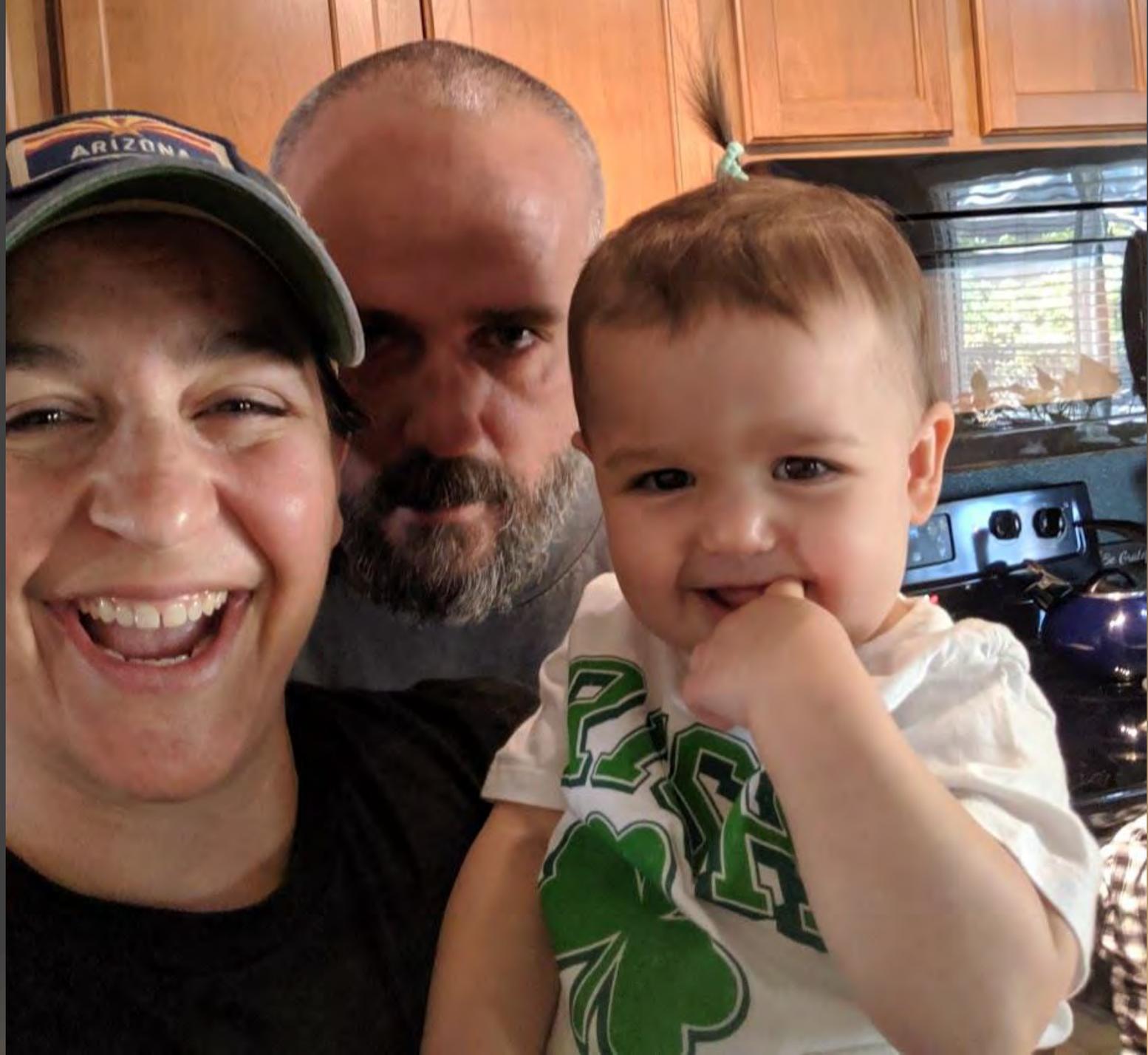


Arizona State University









Meet Eric



Eric M. Bailey 

President, BSIG; #1 Bestselling Author of #TheCureForStupidity; Keynote Speaker; Facilitator; Honorary Commander Luke AFB.



Bailey Strategic Innovation Group



Saint Louis University

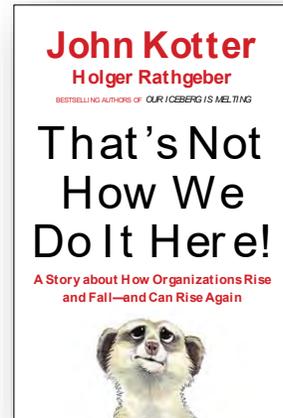
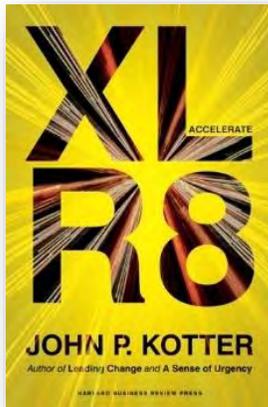
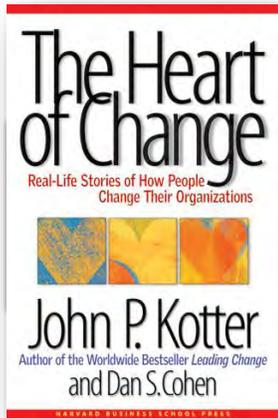
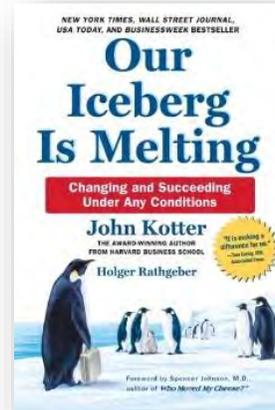
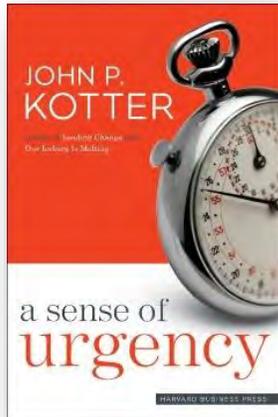
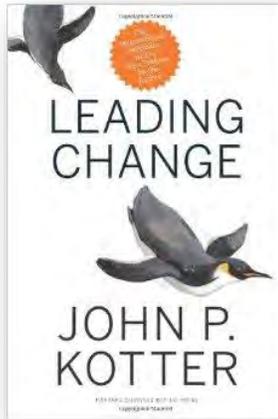
Meet Eric

**Kotter International
Change Management
Consultant**



**HARVARD
BUSINESS SCHOOL**

Kotter
INTERNATIONAL



Dr. John Kotter

“Consultants are the enemy. They come in and tell you what you already know, and charge an arm and a leg.



Dr. John Kotter

“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

Wash 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?**

A Story

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?



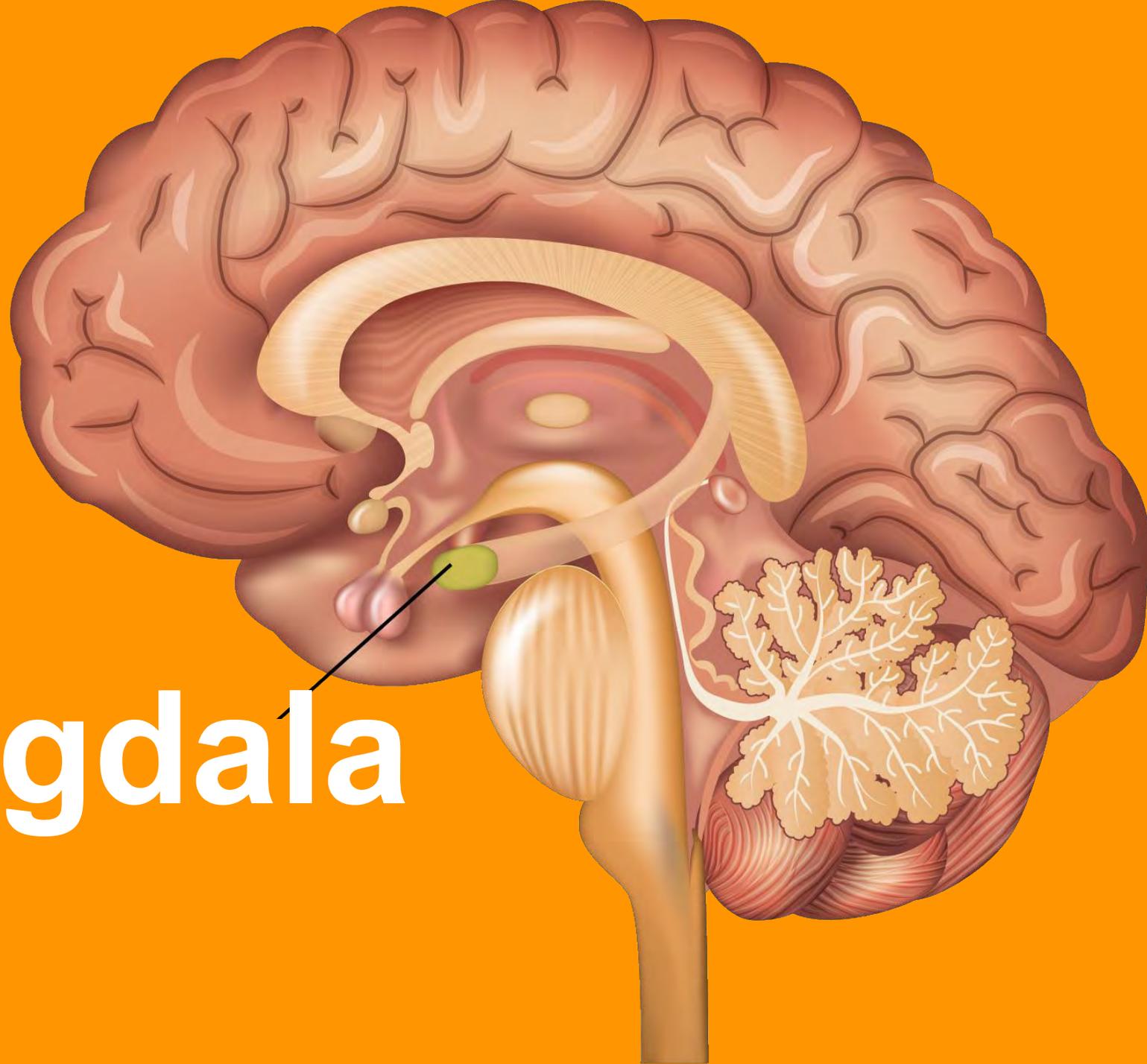
Capacity Exercise:

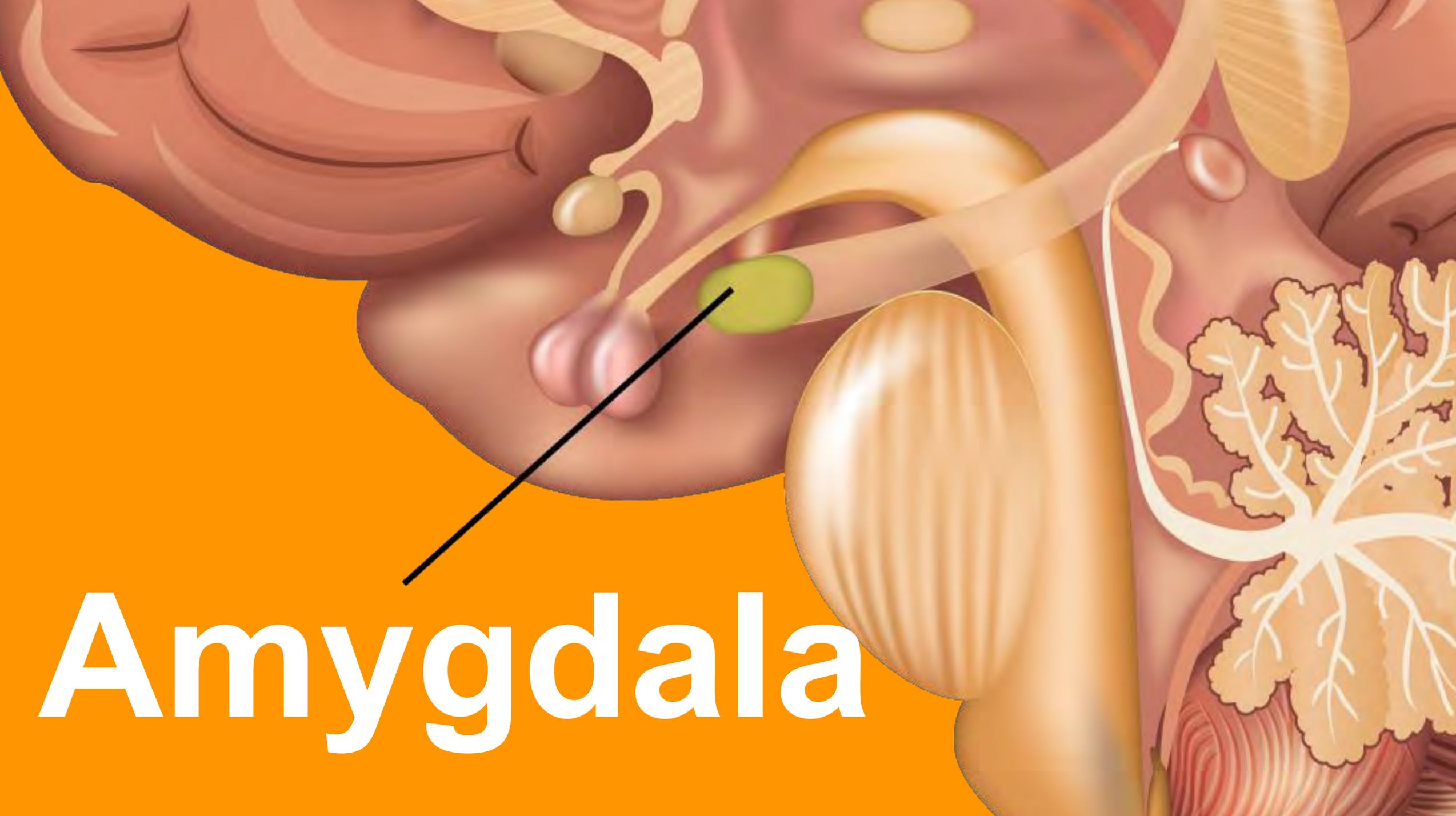
1. Type in one word to describe how you are feeling right now

2. Type in one thing that you could do today to restore or maintain your capacity

Brain Science of resilience

Amygdala





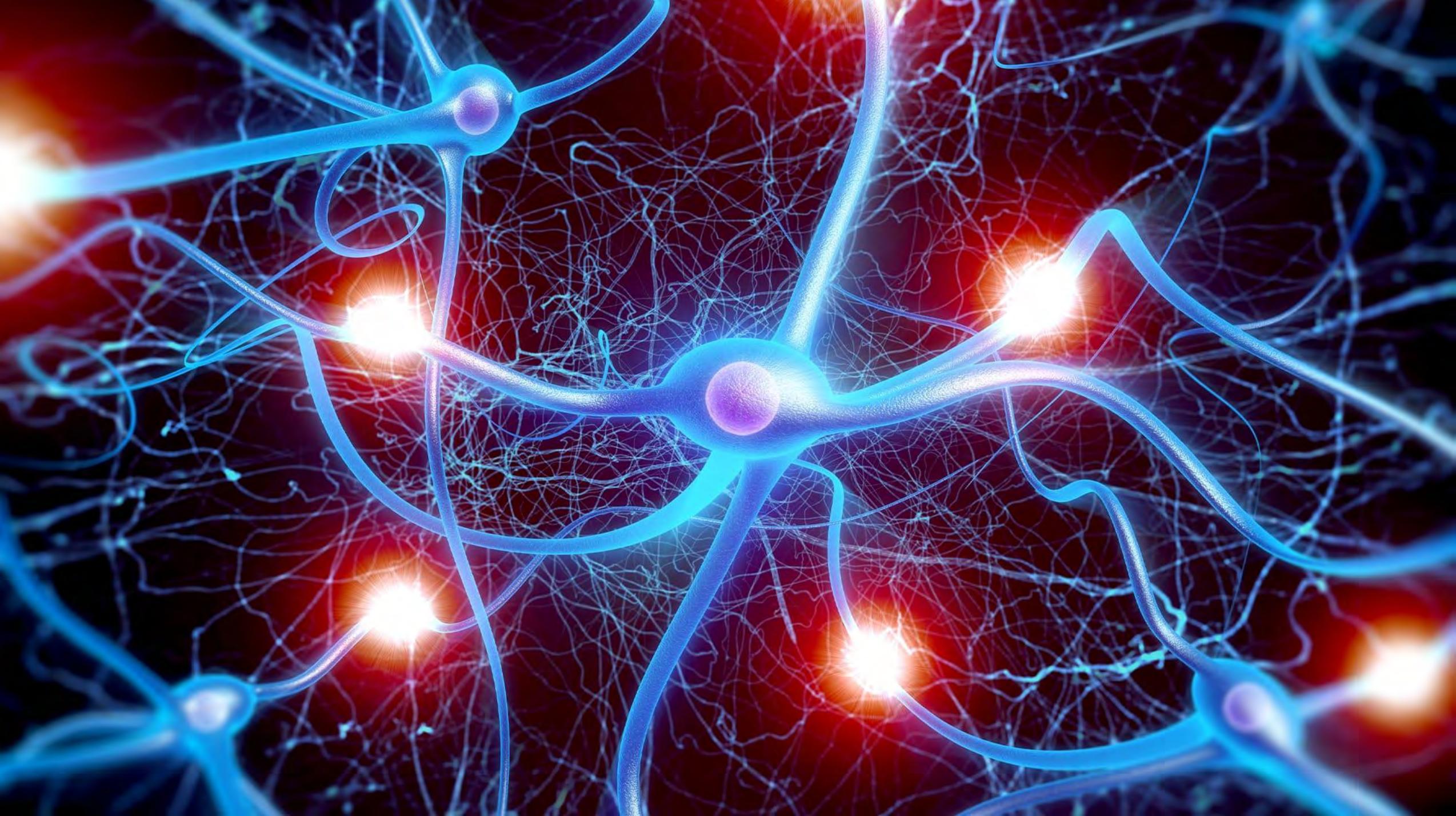
Amygdala

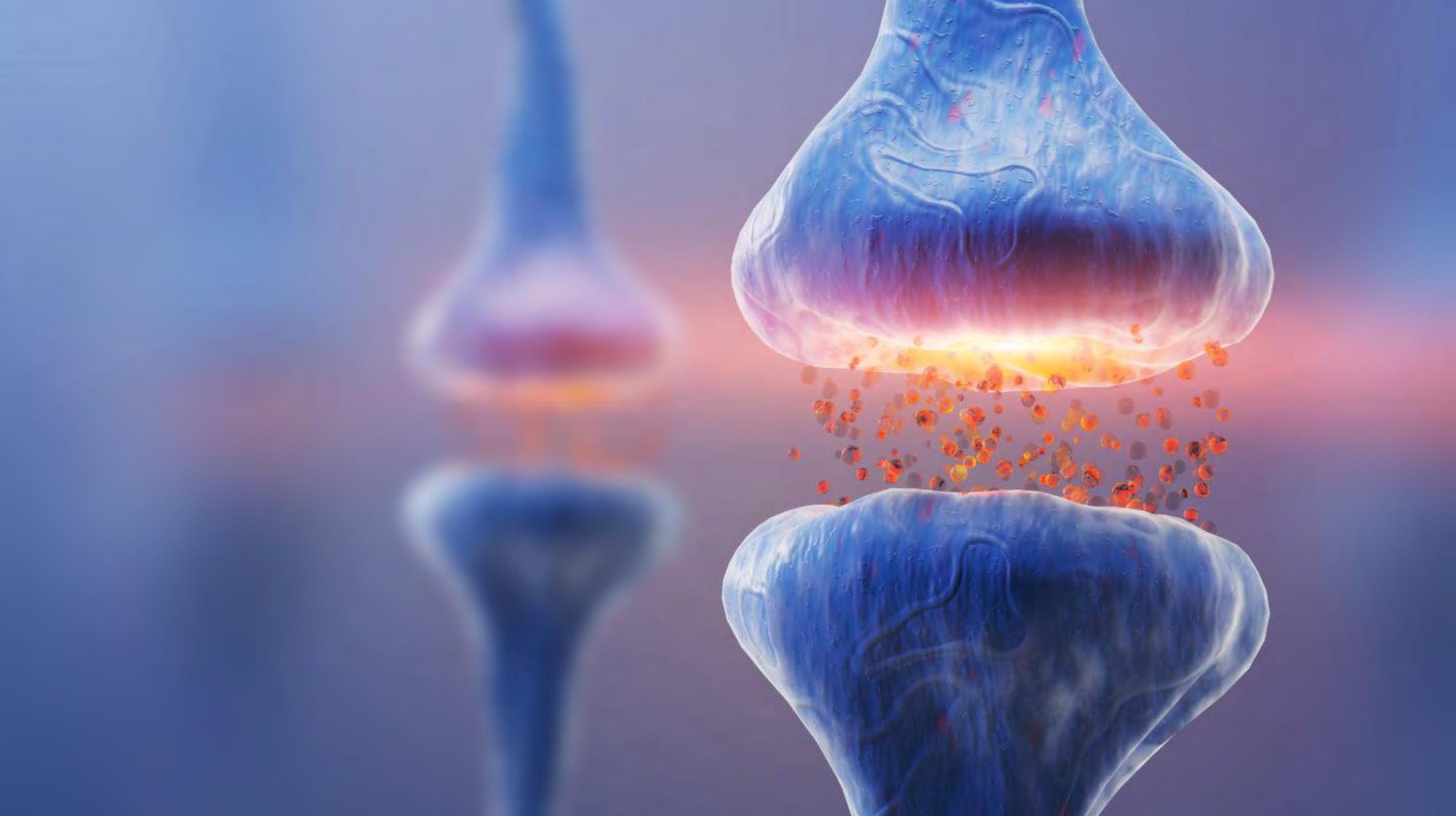
**Stress Response | Threat
Evaluation | Reward Evaluation |
Processing Emotions |
Consolidating Memories of Strong
Emotion (Fear / Reward)**

Amygdala

**The Less Our Brain Utilizes
Threat Response, The More
Likely We Are to Exhibit
Resilience.**

Amygdala







**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

A close-up photograph of a rattlesnake's head, showing its scales and the beginning of its rattle. The snake is coiled on a bed of dry, light-colored straw or hay. The lighting is soft, highlighting the texture of the scales and the fibers of the bedding.

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”

Celebrating

wins

HO

NH₂

HO



Brain Chemicals

Oxytocin

Dopamine

Endorphins

Serotonin

Brain Chemicals

Oxytocin

Dopamine

Endorphins

Serotonin

Dopamine



Dopamine

A faint, light-colored chemical structure of dopamine is visible in the background. It consists of a benzene ring with a hydroxyl group (-OH) and a hydroxyl group (-OH) at the 3 and 4 positions, and an ethylamine chain (-CH2-CH2-NH2) at the 1 position. The structure is rendered in a light gray or white color, matching the text.

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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@LanceStrategies



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