

# Navigating Change & Building Resilience



# Agenda

- The Personal Impact of Our Changing World
- A Bit on Stress
- Five Fundamentals of Resilience
- Caterpillar EAP



*“Hey, it’s crazy out there!”*

*-Harvard Business Review*

# V.U.C.A.

Volatile

Uncertain

Complex

Ambiguous



*"Hey, it's crazy out there!"*

*-Harvard Business Review*

Even routine daily challenges can take a toll on our health over time.



- Poor diet
- Less exercise
- Addictive and compulsive behavior
- Sleep disruption



- Stress
- Depression
- Anxiety



- Social withdrawal
- Conflicts with others



- Impulsive spending
- Failure to basic finances



- Stop doing the things that make us...Us
- We lose focus on our core motivation

# Resilience

is the ability to rapidly and effectively **cope with**, **rebound from**, and even **learn from** daily events, both large and small.





## Daily Stressors

And life events.  
We all have them—  
big and small.

## Hardiness

Our ability to withstand  
higher stress without  
negative impact to  
mind/body.

## Resilience

Our ability to bounce  
back and recover  
from life events—big  
and small.

## Distress

What we want to  
prevent. Negative  
emotional and  
physical impact of  
life's challenges.

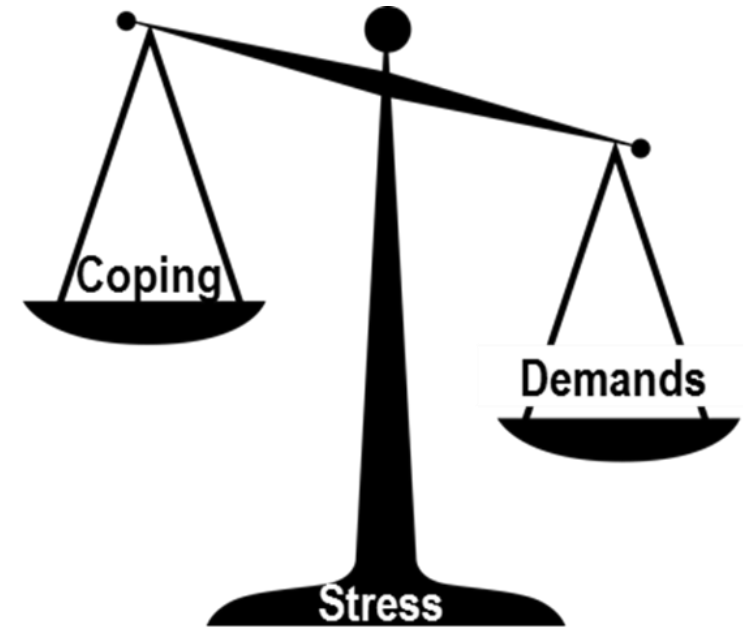
## Growth and Thriving

Our goal. We can actually  
learn, grow, and  
strengthen as a result of  
life's challenges.

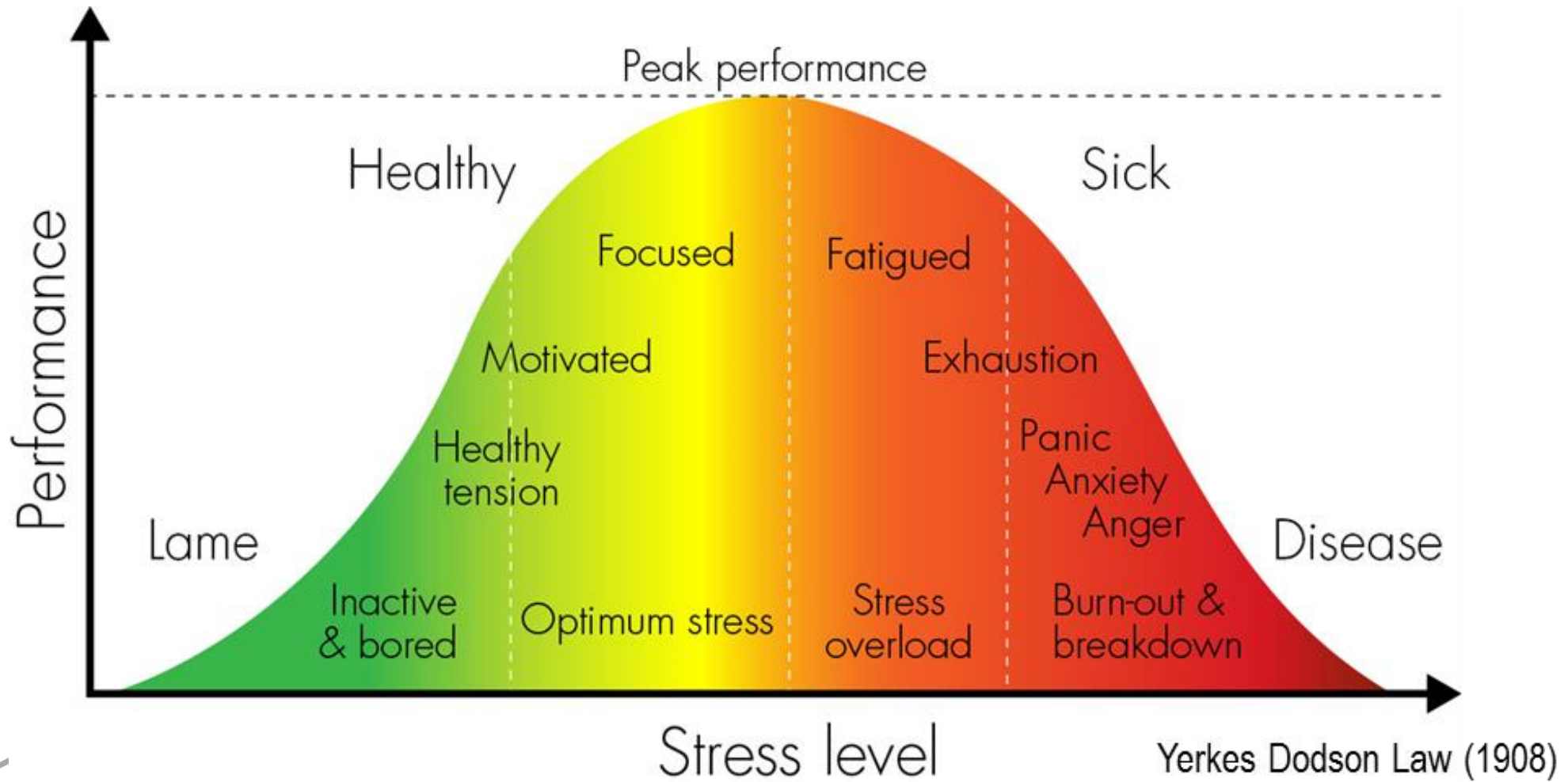
# A Bit on Stress

A natural response to any demand, positive or negative, placed upon an individual...

...becoming problematic when there is an imbalance between our coping skills and the demands of the environment.



# Stress: A physical or emotional response to any demand or change.

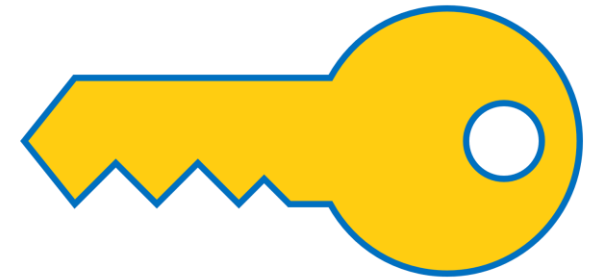




# Stress vs. *Distress*

## Those most at risk:

- Significant changes, particularly those unwanted or not in our control
- Multiple, unpredictable, or prolonged changes; lack of knowledge
- History of emotional problems or chronic illness
- Financial strain
- Social or relational stress; lack of support
- Performance problems at work
- Job dissatisfaction
- Pessimism



The key is to recognize when stress becomes *distress*!

# People who are resilient...

- Have high self-esteem and are confident in their abilities
- Take action on obstacles or challenges
- View obstacles as things to be overcome or endured; they see the future beyond the immediate conditions
- Show persistence and optimism, but can also set boundaries; they know when “enough is enough”
- Have good problem-solving and stress-management skills
- Build and sustain social support

# We get stuck and jeopardize our **resilience** when we...

- Don't practice good stress management
- Isolate ourselves from others
- Don't take care of our body
- Succumb to negativity and pessimism
- Become distracted, overwhelmed, worried about the past or future...  
**when we become “mindless”**



***“ We tend to practice stress management and focus on Resilience during the worst of times. The fundamentals of Resilience should be embedded in our lifestyle and promote personal growth. ”***

**- Suzy Clausen, MS LPC**

# The Five Fundamentals of Resilience



**Healthy Behaviors**



**Healthy Body**



**Positive Outlook**



**Stay Connected**



**Practice Mindfulness**

# The Fundamentals of Resilience



## Healthy Behaviors

- Time management
- Recreation and leisure
- Take a timeout—get distracted and detach
- Take on new challenges—**NO ONE BECOMES MORE RESILIENT BY AVOIDING STRESS**
- Take on ownership and accountability
- Avoid impulsivity like gambling or over-spending
- Simplify

# The Fundamentals of Resilience



## Healthy Body

- Regular vigorous exercise
  - Blend activity into your lifestyle—have fun with it
- Eat healthy
- Good sleep hygiene
- Limit nicotine, caffeine, alcohol, and other drugs
- Have a well-being checkup and routine preventative healthcare

# The Fundamentals of Resilience



**Positive Outlook**



“Man is affected, not by events, but  
by the view he takes of them.”

-Epictetus (A.D. 55 -135)



# The Fundamentals of Resilience



## Positive Outlook

- Keep an optimistic outlook
- Stay present—don't fixate on the future or past
- Set realistic standards and goals; avoid perfectionism
- Focus on what you can control
- Laugh (particularly at yourself)
- Recognize and celebrate success—don't fixate on the struggles
- Remember why you chose to be here;  
**don't lose sight of your purpose**

# The Fundamentals of Resilience



## Stay Connected

- Be socially active in a way that energizes and is best for you
- Resolve ongoing conflicts
- Strengthen your EQ
  - Recognize **your** emotions and those of others; use that awareness to build strong relationships
- Invest effort to be a good parent, spouse, and friend
- Volunteer and stay active in your community

# The Fundamentals of Resilience



## Practice Mindfulness

- Maintaining a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Acceptance; paying attention to our thoughts and feelings without judging
- Linked to improved health status and workplace safety

# The Fundamentals of Resilience



## Practice Mindfulness

*This is not meditation. You can practice anywhere!*

- Pay attention to breathing. Slow deep breathes.
- Notice—*really notice*—your sensations related to your surroundings (sights, colors, sounds, smells, etc.).
- What are your thoughts? Notice them, but do not judge.
- Notice as many physical sensations as possible.
- Practice—Take 1 minute before a meeting, before answering a heated email, when you wake up, during your commute.

# If You're Struggling, Don't Go It Alone!

- Trusted doctor
- Clergy member
- Trusted friend or family member who has influence
- Company doctor/nurse
- Private counselor
- Employee Assistance Program (EAP)



**RUOK?™**

A conversation could change a life.

# Employee Assistance Program (EAP)

- EAP is a voluntary, **confidential**, **FREE** benefit designed to help you and your family address and resolve a variety of personal issues before they impact your well-being, health, or productivity.
- EAP provides consultation, assessment, counseling, referrals, and online information.

**1-866-CAT-0565**

**[www.eap.cat.com](http://www.eap.cat.com)**