

Resilience

Leader Talking Points

- Our lives are filled with **VUCA**: Volatility, Uncertainty, Complexity, Ambiguity.
 - We face daily stresses and strains (large and small) that challenge our ability to cope.
 - Even routine daily challenges can take on our health over time.
- Resilience is about developing a variety of skills (a toolkit) that allow us to endure, cope, bounce back, and thrive after even the smallest life stressor.
- Resilience is the ability to rapidly and effectively cope with, rebound from, and even learn from daily events, both large and small.
- Hardiness is our ability to withstand higher stress without negative impact to our mind/body.
- Stress is a natural response (physical or emotional) to any demand or change (positive or negative) placed upon us.
 - Becomes problematic when there is an imbalance between our coping skills and the demands of the environment.
 - Key is to recognize when stress becomes *distress*.
- Risk factors for distress:
 - 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
- 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

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- 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, or worried about the past or future
 - When we become "mindless"

- Five fundamentals of resilience:
 - **Healthy behaviors**
 - Time management, leisure, new challenges, accountability, avoid impulsivity, simplify, etc.
 - **Healthy body**
 - Regular exercise, healthy diet, good sleep hygiene, limit drugs/mood altering substances, preventative healthcare, etc.
 - **Positive outlook**
 - Optimism, set realistic goals, focus, laugh, celebrate success, remember your purpose, etc.
 - **Stay connected**
 - Be social, resolve conflicts, strengthen EQ, volunteer, etc.
 - **Practice mindfulness**
 - Be aware of your surroundings, pay attention without judging, etc.

- If you're struggling, reach out for help!
 - Healthcare provider, clergy member, trusted friend/family member, counselor, etc.
 - Employee Assistance Program (EAP)
 - **1-866-CAT-0565**
 - **www.eap.cat.com**