

Resilience Booster Shot for HR Professionals

Dean Becker

VP, Corporate Business Development
Kelleher Associates



Managing Director & Founder
Adaptiv Learning Systems

Adaptiv

© 2016 Adaptiv Learning Systems

What is Resilience?

The ability to stay focused,
engaged, optimistic and in problem
solving mode, especially when
facing change, uncertainty, and
ambiguity.

© 2016 Adaptiv Learning Systems



© 2016 Adaptiv Learning Systems

Agenda

- So what?
- What's so?
- What's to do?
- What's next?

© 2016 Adaptiv Learning Systems

So what?

“More than education, more than experience, more than training, it’s resilience that determines who succeeds and who fails.”

Dean Becker, CEO, Adaptiv Learning Systems -
“How Resiliency Works”, Harvard Business Review.

© 2016 Adaptiv Learning Systems

So what?

4X more likely to be job satisfied

Source: www.mequilibrium.com

© 2016 Adaptiv Learning Systems

So what?

47% less likely to miss work

Source: www.mequilibrium.com

© 2016 Adaptiv Learning Systems

So what?

57% less likely to suffer burnout

Source: www.mequilibrium.com

© 2016 Adaptiv Learning Systems

So what?

half as likely to quit

Source: www.mequilibrium.com

© 2016 Adaptiv Learning Systems

So what?

5X as likely to have good/excellent health

Source: www.mequilibrium.com

© 2016 Adaptiv Learning Systems

So what?

have 46% lower perceived stress

Source: www.mequilibrium.com

© 2016 Adaptiv Learning Systems

What resilience is *NOT*



© 2016 Adaptiv Learning Systems

Serenity Prayer

We need serenity to accept those things we cannot change

We need courage to change the things we can

And we need the **wisdom to know the difference**

© 2016 Adaptiv Learning Systems

And we need the **wisdom to know the difference**

Our Thinking



© 2016 Adaptiv Learning Systems

The 7 Adaptive Resilience Factors



© 2016 Adaptive Learning Systems



Emotion Regulation

Keeping your emotions in check to stay goal focused

© 2016 Adaptive Learning Systems




Impulse Control

Keeping your behavior in check to stay goal focused



© 2016 Adaptiv Learning Systems



Causal Analysis

Accurately determining root cause and steering resources appropriately

© 2016 Adaptiv Learning Systems



Self-efficacy

Belief in your ability to solve the problems and handle the challenges that come your way.

© 2016 Adaptiv Learning Systems



Realistic Optimism

Belief in a relatively bright future, but in accord with reality.

© 2016 Adaptiv Learning Systems



Empathy

Sensing the emotions and mental states of others.

© 2016 Adaptiv Learning Systems



Reaching Out

The ability and desire to seek out new challenges, opportunities and relationships

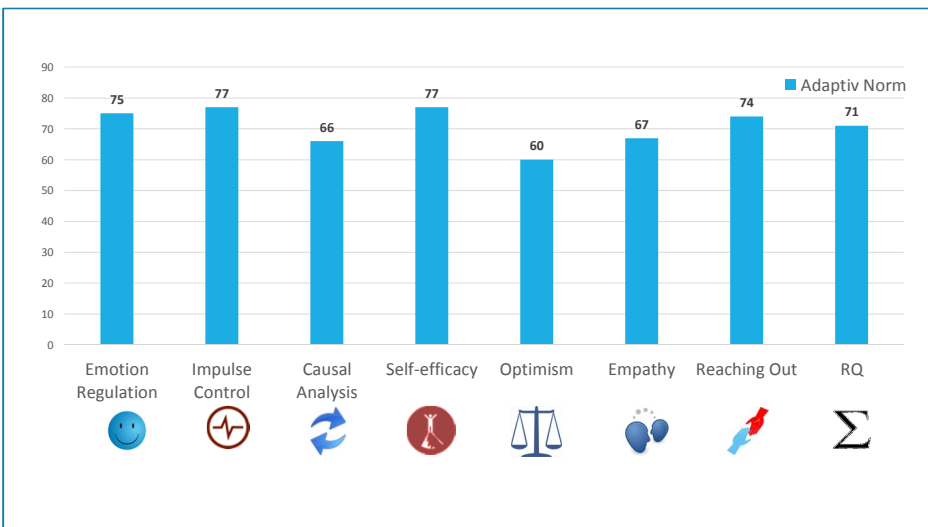
© 2016 Adaptiv Learning Systems

The 7 Adaptiv Resilience Factors

-  Emotion Regulation
-  Impulse Control
-  Causal Analysis
-  Self-efficacy
-  Realistic Optimism
-  Empathy
-  Reaching Out

© 2016 Adaptiv Learning Systems

Resilience Factor Inventory® (RFI)



© 2016 Adaptiv Learning Systems

The 7 Adaptiv Resilience Skills

1. Discovering Your Emotion Radar ✓
2. Avoiding Thinking Traps
3. Getting Flexible Around Your “Why?” Style
4. Navigating Problem Icebergs
5. Harnessing Positive Emotion Radars ✓
6. Tapping Into Positive Icebergs
7. Creating Connection

© 2016 Adaptiv Learning Systems

“The research shows that more than genetics, more than intelligence, more than any other factor, it is Thinking Style that determines who is resilient and who is not.”

© 2016 Adaptiv Learning Systems

Thinking Styles

Habits in how we think about:

- **why** something happened
- **what** might happen next
- how the world **should** be
- how we **should** be

© 2016 Adaptiv Learning Systems

Thinking Styles

Learned from parents

© 2016 Adaptiv Learning Systems

Thinking Styles

Firm by 8, concrete by 18

© 2016 Adaptiv Learning Systems

Thinking Styles

Short cuts under stress

© 2016 Adaptiv Learning Systems

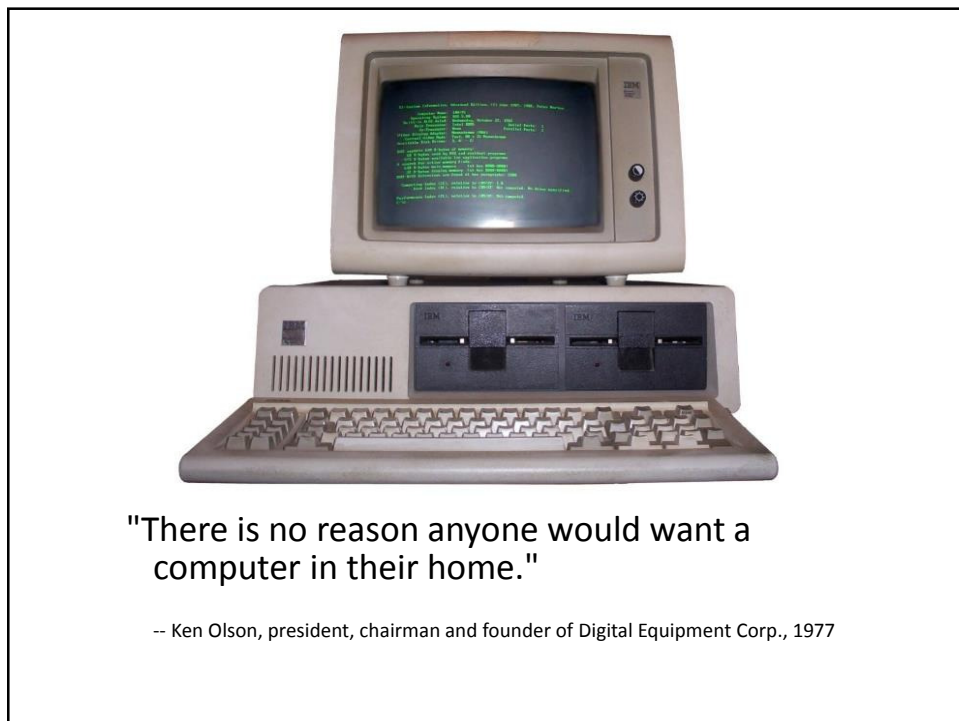
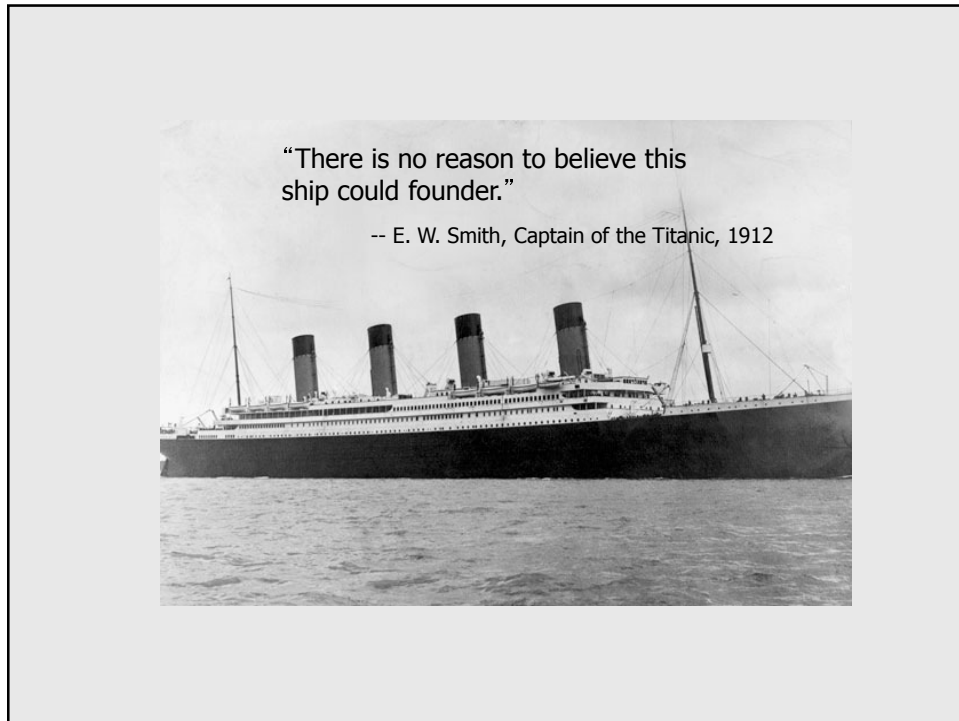
Thinking Styles

Often inaccurate

© 2016 Adaptiv Learning Systems

Inaccurate thinking
can sap our resilience and get us into
trouble.

© 2016 Adaptiv Learning Systems





“There’s no chance that the iPhone is going to get any significant market share. No chance.”

-- Steve Ballmer, Microsoft CEO, April 2007


© 2016 Adaptiv Learning Systems

© 2016 Adaptiv Learning Systems

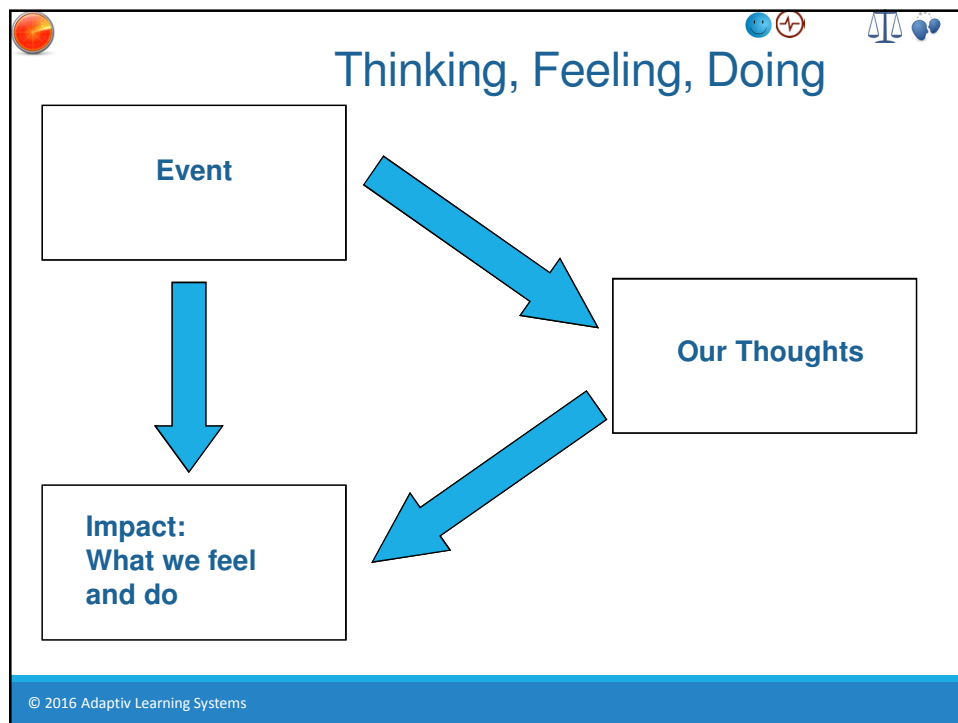
Epictetus



- Born in the Greek city of Hierapolis in 55 C.E.
- Slave of Rome
- Physically abused
- No control over events in his life

“We are disturbed not by events, but by the views we take of events”



© 2016 Adaptiv Learning Systems



Quick Activity

<input type="checkbox"/> Conflicts at work	<input type="checkbox"/> Resource constraints
<input type="checkbox"/> Conflicts at home	<input type="checkbox"/> Hectic schedule
<input type="checkbox"/> Conflicts with peers	<input type="checkbox"/> Success
<input type="checkbox"/> Interactions with authority figures	<input type="checkbox"/> Failure
<input type="checkbox"/> Interactions with family members	<input type="checkbox"/> Change & Uncertainty
<input type="checkbox"/> Balancing work and life	<input type="checkbox"/> Financial Issues
<input type="checkbox"/> Difficult projects	<input type="checkbox"/> Social situations

© 2016 Adaptiv Learning Systems




Quick Activity

- Anger
- Sadness
- Anxiety
- Embarrassment
- Guilt
- Boredom
- Frustration
- Shame

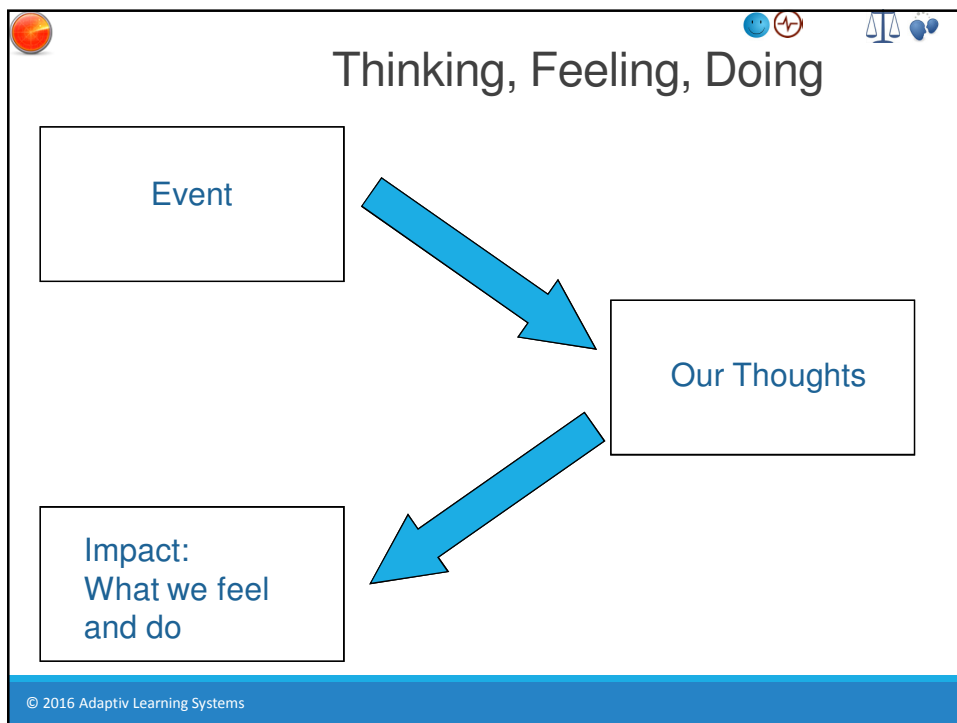
© 2016 Adaptiv Learning Systems

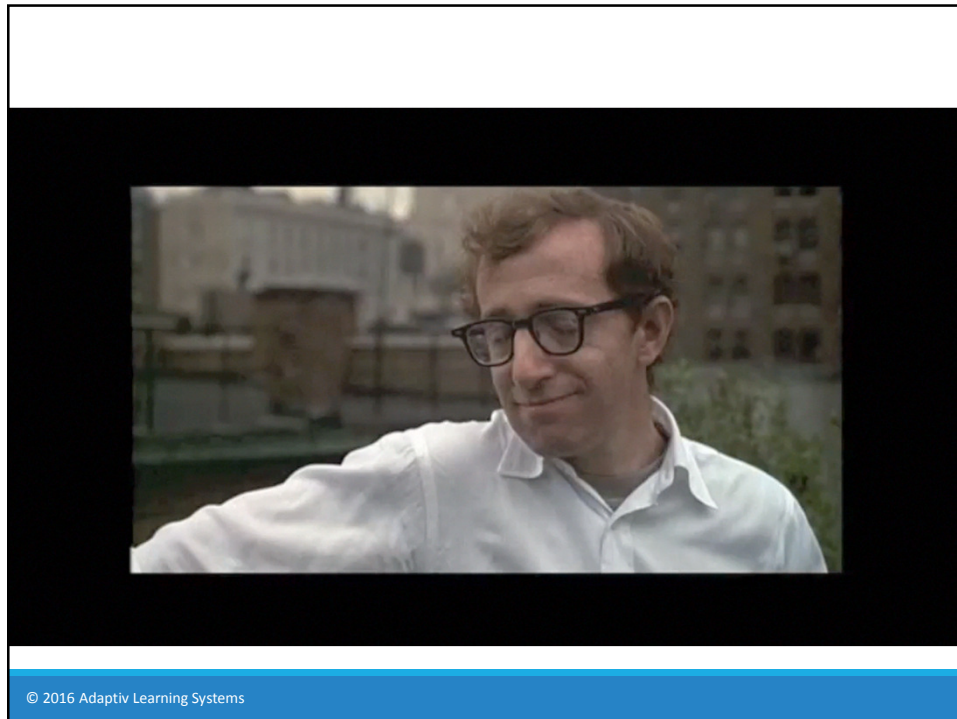
Question

Do you often feel the emotion you picked when you're in the situation you picked?

This is no accident.

© 2016 Adaptiv Learning Systems





Practice

Event

You've been working much longer hours for the past several weeks, adapting to the recent HR reorg, doing the work of several people, serving multiple masters, responding to shifting priorities, and trying to balance work and home. You get home at the end of a particularly tough week and your spouse/partner complains that you're a workaholic and need to start making your relationship more of a priority.

Thoughts – What would go through your mind like tickertape in that instant – not 5 minutes or even 5 seconds later?

Impact – What emotion(s) would you feel in that moment?

Common Thought-Emotion Connections

Typical Thought	Emotion Radar	Emotion

© 2016 Adaptiv Learning Systems

Have you found your “Signature Emotion”?

- Frustration
- Anger
- Anxiety
- Sadness
- Guilt
- Other

© 2016 Adaptiv Learning Systems

Typical Thought-Emotion Connections

Thought Type	Emotion
Violation of Your Rights	Anger
Future Threat	Anxiety
Lack of Resources	Frustration
Loss – Real World or Esteem	Sadness
Loss of Standing	Embarrassment
Violation of Other's Rights	Guilt
Violation of Own Standards	Shame

© 2016 Adaptiv Learning Systems

Trap It, Map It, Zap It!

1. Trap it – Identify the emotion
2. Map it – Find the Radar that fuels the emotion
3. Zap it – Be skeptical of your thinking. Count to 10. Find 1 piece of counterevidence. Ask yourself, “Really???”

© 2016 Adaptiv Learning Systems

Common Positive Emotion Radars

Radar	Emotion
Things are going well.	Happiness
I performed well or admirably.	Pride
I have everything I need.	Contentment
This challenge is just within my capabilities.	Interest
I feel connected and committed to others.	Love
People think well of me.	Esteem/ Respect

© 2016 ADAPTIV LEARNING SYSTEMS

How resilient are you?

Take the Adaptiv Resilience Factor Inventory® (RFI)

<http://adaptivlearning.com/rfidemo>

Password (expires 4/30/16):

demo430

© 2016 Adaptiv Learning Systems

What's next?

- Stay off thinking “auto-pilot”.
- Tune into your thinking – and be skeptical of it, especially when you feel your Signature Emotion.
- Always remember that the tough times are almost always temporary.
- When you've done everything you can to move the ball forward, err on the side of Optimism!

© 2016 Adaptiv Learning Systems

To Learn More

Please get in touch!

dbecker@kelleherllc.com

dmbecker@adaptivlearning.com

© 2016 Adaptiv Learning Systems