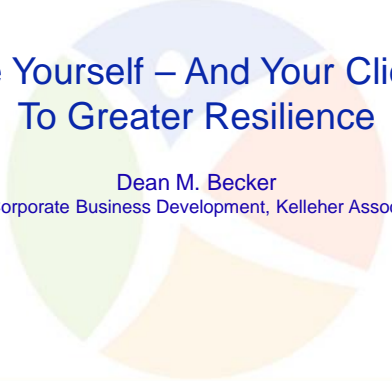



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Guide Yourself – And Your Clients – To Greater Resilience

Dean M. Becker
VP, Corporate Business Development, Kelleher Associates

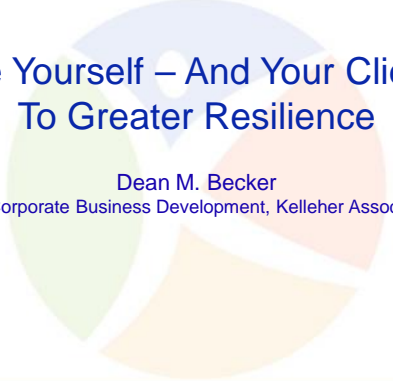


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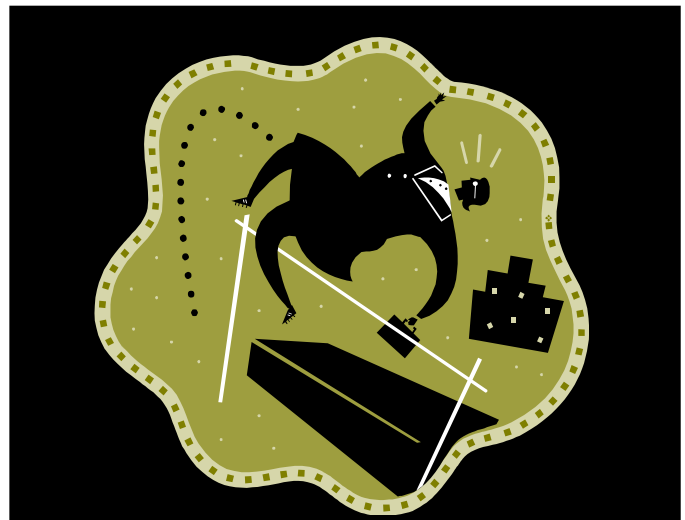
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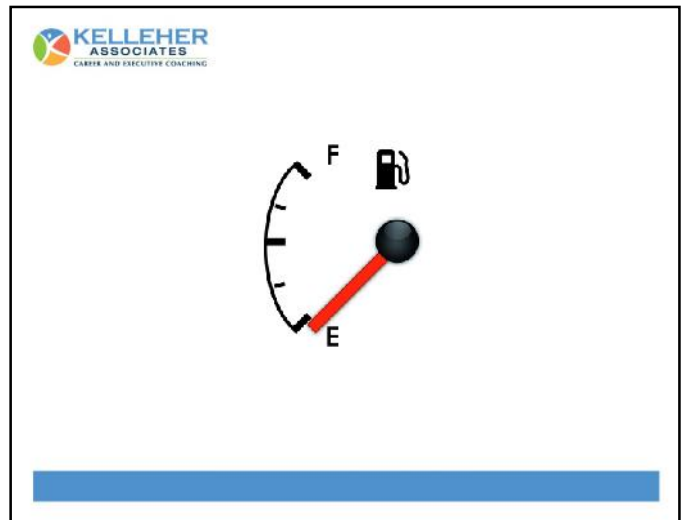
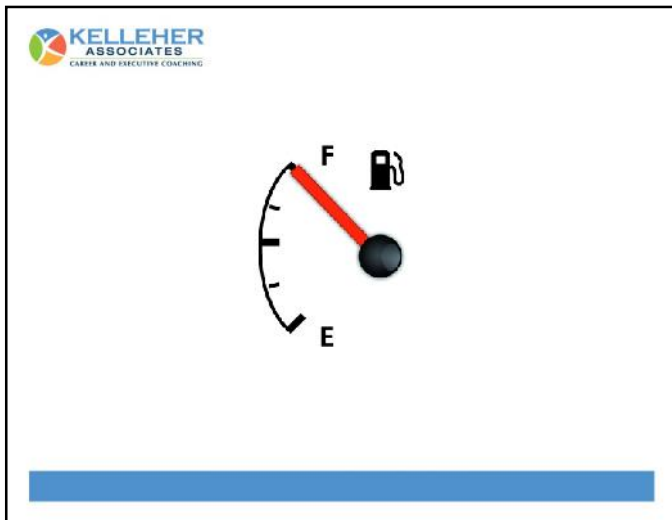
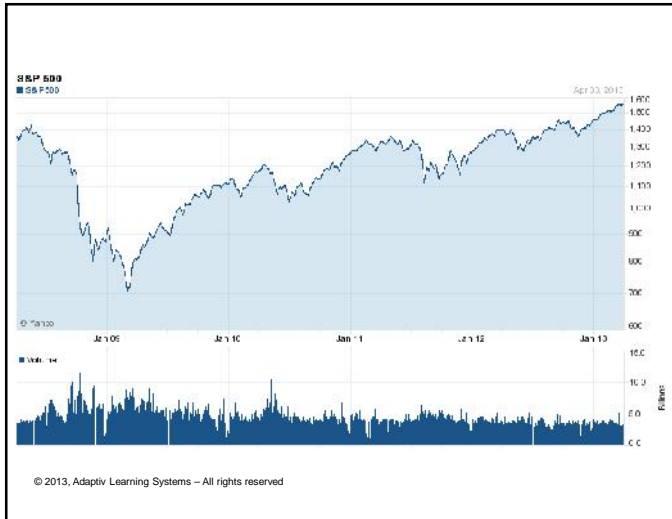
Are you resilient?



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Then why are you here?








Why are you here?

- Boost your resilience in the face of
 - Large scale, endless change
 - Shifting roles
 - Shrinking resources / increase work demand
 - Career transition
 - Work/Life Balance
 - Stress



Agenda

- ✓ The Adaptive Resilience Model
 - ✓ 7 Factors
 - ✓ 7 Skills



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Agenda


- ✓ The Adaptiv Resilience Factor Inventory®



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- ✓ Resilience Skill “Test Drive”



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- ✓ The Adaptiv / Hay Group Resilience Workbook



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Agenda

- ✓ Additional Resources
<http://adaptivlearning.com/gvfhra1018>





Resilience is key

“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, 2002.



What resilience is *NOT*



The Resilient Person

(Handout Page 3)

Think about the most resilient person
you know – or admire





The Resilient Person

Share with 2-3 others:
 What qualities make them resilient?
 Learned? Innate? Both?



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**



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

Our Thinking



A Brief History of Adaptiv

- 1997 - Core content licensed from University of Pennsylvania – Dept. of Psychology – Seligman lab



A Brief History

- Research-based, empirically validated, skills-based training



A Brief History

- The RFI - Valid & reliable resilience assessment



A Brief History

- To date:
 - 26,000+ measured
 - 20,000+ trained
 - 1,500+ coached



“The research also 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.”



Thinking Styles

Habits in how we think about:

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



Thinking Styles

Learned from parents



Thinking Styles


Firm by 8, concrete by 18



Thinking Styles


Shortcuts under stress



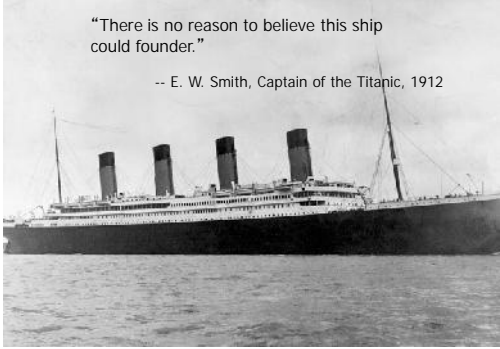
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Thinking Styles


Often inaccurate

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"There is no reason to believe this ship could founder."
-- E. W. Smith, Captain of the Titanic, 1912



 **KEAS**
CAREER A



"There is no reason anyone would want a computer in their home."
-- Ken Olson, president, chairman and founder of Digital Equipment Corp., 1977

The 7 Adaptive Resilience Factors

(Handout, Page 6)




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Emotion Regulation

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Impulse Control

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Causal Analysis

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Self-efficacy

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Realistic Optimism

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Empathy

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Reaching Out

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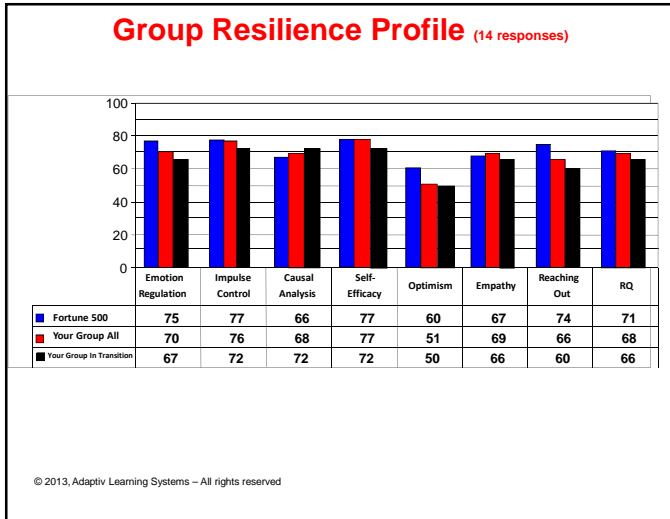


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The Resilience Factor Inventory® (RFI)

Handout, page 7

More on Coach Resource Page
<http://adaptivlearning.com/gvfhra1018>



The 7 Adaptive Resilience Skills

1. Discovering Your Emotion Radar

2. Avoiding Your Thinking Traps


3. Navigating Around Your
Problem Icebergs

4. Getting Flexible Around Your
“Why? Style”

5. Harnessing Your Positive
Emotions

6. Tapping Into Your Positive
Icebergs

7. Creating Connection




The 7 Adaptive Resilience Skills

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

Adaptiv Strengths/Skills Map (page 8)

	Emotion Regulation	Impulse Control	Causal Analysis	Self-Efficacy	Realistic Optimism	Empathy	Reaching Out
Skill 1 Locate Emotion Radar	X	X			X	X	
Skill 2 Avoid Thinking Traps		X	X				
Skill 3 Detect Icebergs	X					X	X
Skill 4 Challenge Explanations			X	X	X		
Skill 5 Harness Positive Radars				X	X		X
Skill 6 Tap into Positive Icebergs	X	X		X			X
Skill 7 Find Connection				X	X		X

X indicates the skill will boost the factor.



Emotion Radar – A Closer Look



Epictetus

Born in the Greek city of Hierapolis in 55 C.E.

Slave of Rome

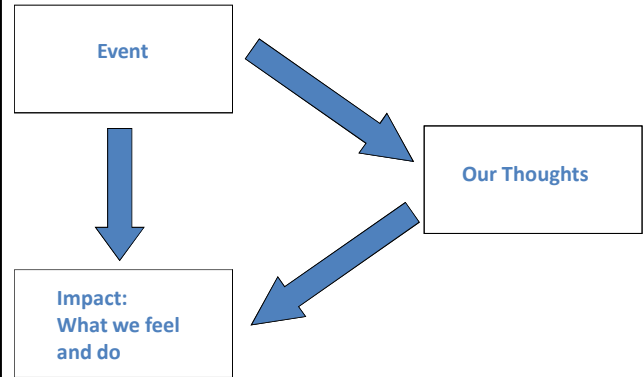
Physically abused

No control over events



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

Thinking, Feeling, Doing



Annie Hall Clip




Emotion Radar Practice (handout page 11)

- **Event**
You've been working much longer hours for the past several weeks, trying to manage your increasing workload, doing project work/reporting, serving multiple masters, responding to shifting priorities, and trying to make sense of the current business landscape. 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 would you feel and do in that moment?

Common Emotion Radars		
Typical Thought Reaction	Radar	Emotion

Emotion Radars	
Radar	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 Others	Guilt
Violation of Own Standards	Shame

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A 2-Way Skill

How can you use this tool to increase your own resilience?

How could you use this tool with:

- your clients?
- your friends?
- your family members?



Emotion Radar Coaching Practice

- Goal – Communicate more effectively with a client
- See handout, page 12



Coaching Practice – Emotion Radars

- Groups of 2 – 1 coach/ 1 coachee
- Coach – Give coachee a quick scenario
- Coachee – Play the scenario – clearly demonstrate the emotion
- Coach – Use Emotion Radars chart to engage the thinking behind the emotion
- Debrief
- Switch roles



The Resilience Workbook

- Joint Adaptiv/Hay Development
- Published December, 2010
- Design Objectives
- Potential Applications
 - General intro to Adaptiv resilience model
 - Adjunct to resilience training
 - Coaching tool – See handout, pages 14 -15



The Resilience Workbook Contents

- Introduction
- Link to the RFI
- The 7 Resilience Factors
- An exercise to boost each Factor
- Additional tools
- Capstone exercise
- Additional resources



The Resilience Workbook As Coaching Tool

Options:

1. Use as a self-guided adjunct to your regular coaching process
2. Use as a standalone coaching process
3. Use as a blend of 1. & 2.



Adaptiv Resilience Coaching Process

1. Purchase the Resilience Workbook - one for each client engagement. (<http://adaptivlearning.com/resilience-workbook>)
2. Either review with client or assign workbook pages 1-5.
3. Direct client to complete the RFI.
4. Review RFI profile and provide feedback to client.
5. Establish specific objectives for coaching engagement.
6. Generally, conduct one coaching session per resilience factor – with more or less time based on client’s specific resilience needs.
7. Use optional exercises on pages 22-28 as follow-on activities.



Adaptiv Resilience Coaching Process

TIPS:

Encourage client to use his/her life as a “laboratory” to test learning and skills transfer

Encourage client to report on his/her real world experiences using the skills.



Adaptiv Resilience Coaching Process

Contact me for assistance with RFI profile interpretation.

Go to <http://adaptivlearning.com/gvfhra1018> for more resources.



Additional Resources

- “The Resilience Factor” (Reivich & Shatté)
- Adaptiv Website: <http://adaptivlearning.com>
- Coach Resource Page:
<http://adaptivlearning.com/gvfhra1018>
- Me: dmbecker@adaptivlearning.com

