

## CHANGE AND RESILIENCE

**W**e are often encouraged to 'embrace' change. It can be hard to keep up with the pace of change, let alone embrace it. In this issue we explore how to become more 'change adept' by increasing your resilience.

*"Fold the worst events of your life into a narrative of triumph" - Andrew Solomon*

### The Domains and Skills of Resilience

In the workplace there are changing policies, management, structures, locations, environments, personnel and IT systems. Many of us do not like the thought of embracing change. At the same time, we know that the one thing that is certain is that everything changes. So it makes some sense to understand the qualities, mindsets and skills that help us be 'change ready' or 'change adept'. The chart below outlines these qualities.

**Resilience is the ability to:**

- persevere or adapt when things go awry
- overcome obstacles
- bounce back from major setbacks
- reach out and broaden your world

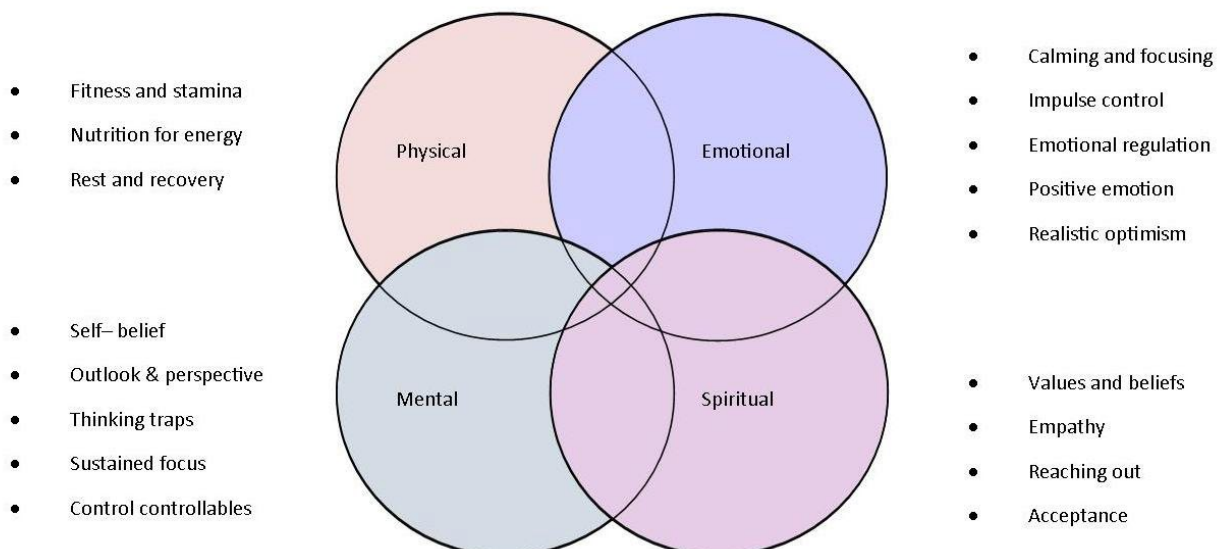
### 3 Mindsets of Resilience

**Commitment** - Resilient people believe what they do is important

**Control** - Resilient people believe they can influence outcomes

**Challenge** - Resilient people consider a demand to be a challenge rather than a threat

### Domains of Resilience



## Explanatory Styles

A thought leader in this field is Martin Seligman who says the way that we explain setbacks to ourselves is also important. This "explanatory style" is made up of three main elements:

- Permanence – People who are optimistic (and therefore have more resilience) see the effects of bad events as temporary rather than permanent. For instance, they might say "My supervisor didn't like the work I did on that project" rather than "My supervisor never likes my work."
- Pervasiveness – Resilient people don't let setbacks or bad events affect other unrelated areas of their lives. For instance, they would say "I'm not very good at this" rather than "I'm no good at anything."
- Personalisation – People who have resilience don't blame themselves when bad events occur. Instead, they look at how other people, or circumstances, may contribute to the cause. For instance, they might say, "my boss is under a lot of pressure too", rather than "I messed that project up because I can't do my job."

## Online resources

The Centre for Clinical Interventions has an excellent range of consumer resources on perfectionism, procrastination, tolerating distress, assertiveness and more. <http://bit.ly/17PoGE3>

### TED talks

Carol Dweck researches the "growth mindset" – the idea that we can grow our brain's capacity to learn and to solve problems. In this talk, she describes two ways to think about a problem that's slightly too hard for you to solve. <http://bit.ly/1v3lw3S>

In this TED talk, Andrew Solomon gives a powerful call to action to find meaning from our biggest struggles. <http://bit.ly/1vzECjp>

## 'Dos' across Domains of Resilience

### DO's

#### Mental

- Focus on what you can control or influence. Create a plan of action and let the rest go
- Make a promise to yourself and keep it. You will build your belief that you are able to shape your experience
- Focus on what works/successes
- Be patient and slow down
- Learn how to deal with perfectionism because it reduces your ability to be flexible
- Learn to deal with procrastination

#### Emotional

- Learn how to deliver your message while staying connected to the other person
- Remember, just because it feels bad doesn't mean it is bad
- Build emotional intelligence - learn how to read and regulate your own emotions. Tune in and respond to what others are feeling
- Learn to tolerate distress
- Learn mindfulness strategies
- Learn assertiveness skills

#### Physical

- Learn relaxation techniques - based on the fact that you can't be stressed and relaxed at the same time
- Get sufficient sleep
- Exercise - don't have the time? Consider interval training

#### Spiritual/Connectedness

- Find small daily or weekly renewal activities
- Ask for help
- Accept and anticipate change
- Acknowledge your situation and find perspective