



Resilience at Work

Presented by Leon Zhang

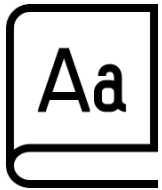
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Define



What is Resilience?



Resilience

/rɪˈzɪliəns/
Noun.

The capacity to recover quickly from difficulties/ toughness.



Resilience of A Person:

A set of processes or abilities, that enables good outcomes in spite of serious threat

Warm-up



Is Resilience Born or Learnt?



Born:

We're born with an innate capacity for resilience.



Learnt:

The learnt part is that we can actively grow and apply resilience.

Overview



1 Foundation

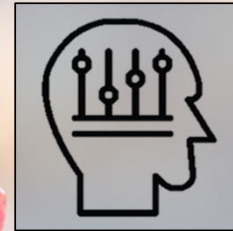
3 Resilience Abilities to Learn



Mindset



Self-awareness



Self-regulation



Mental Agility

Mindset – The Foundation



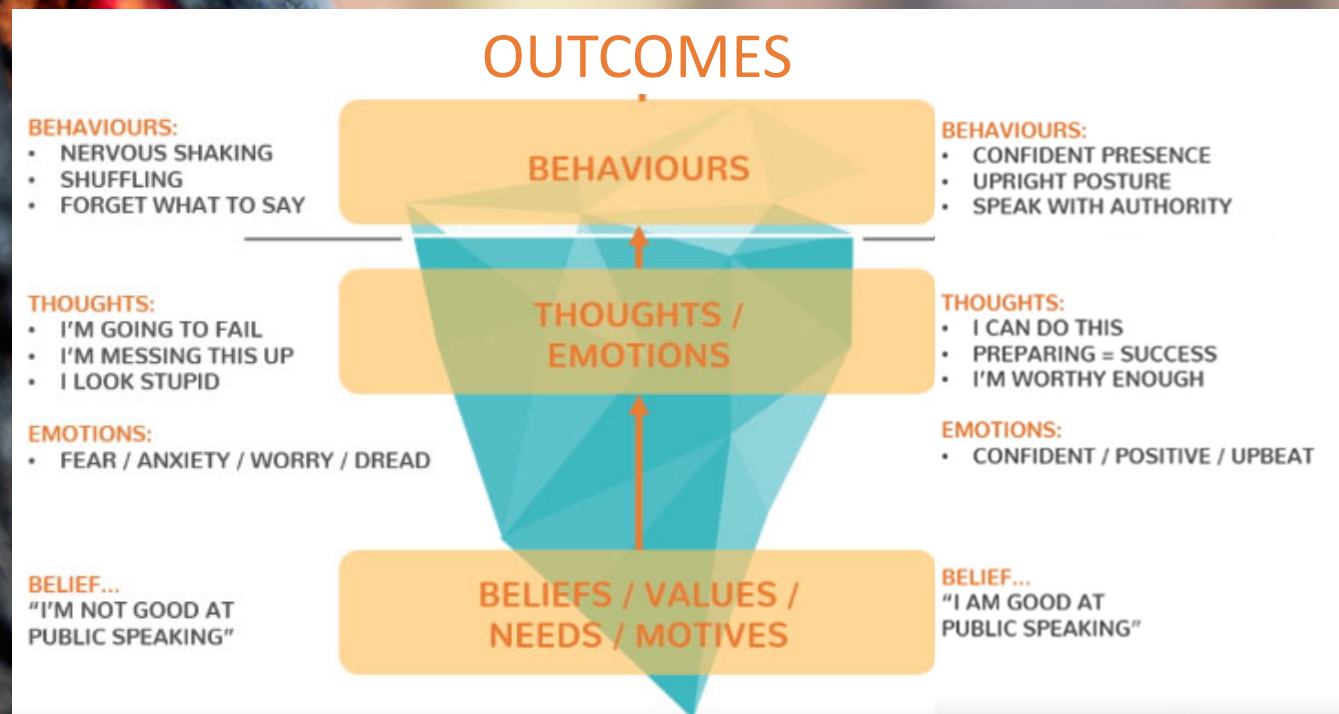
The collection of thoughts and beliefs that affect how a person thinks, what they feel, and what they do.



Mindset



Unresourceful Vs. Resourceful



Mindset Scale



Unresourceful

Vs.

Resourceful

10

5

0

ABOVE THE LINE

BELOW THE LINE

Time

Self-awareness – 1st Ability



The ability to pay attention to your thoughts, emotions, behaviours, and physiology in any given moment.

Situation	Feelings	Thoughts	Behaviour
I am facing....	I feel....	I think....	I do....

Self-regulation – 2nd Ability



The ability to change or adapt your thoughts, emotions, behaviours or physiology in the service of a desired outcome.



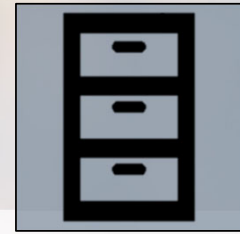
Technique 1

Putting
Thoughts on
Trial



Technique 2

Prioritising
Your
Self-care



Technique 3

The
Third
Space

Self-regulation – Technique 1: Putting Thoughts on Trial



The Thought (or Belief) to be questioned...

Socratic questioning

- Did someone pass this thought / belief to me? If so, are they a reliable source?
- Might other people have different interpretations of this same situation? What are they?
- Could my thought be an exaggeration of what's true?
- Am I basing this thought on facts, or on feelings?
- Is this thought black and white, when reality is more complicated?
- Am I making any assumptions? Could I be misinterpreting any facts?
- Am I looking at all the evidence, or just what supports my thought?
- Is my thought a likely scenario, or is it the worst case scenario?

Self-regulation – Technique 1: Putting Thoughts on Trial



The Thought (or Belief) to be questioned...

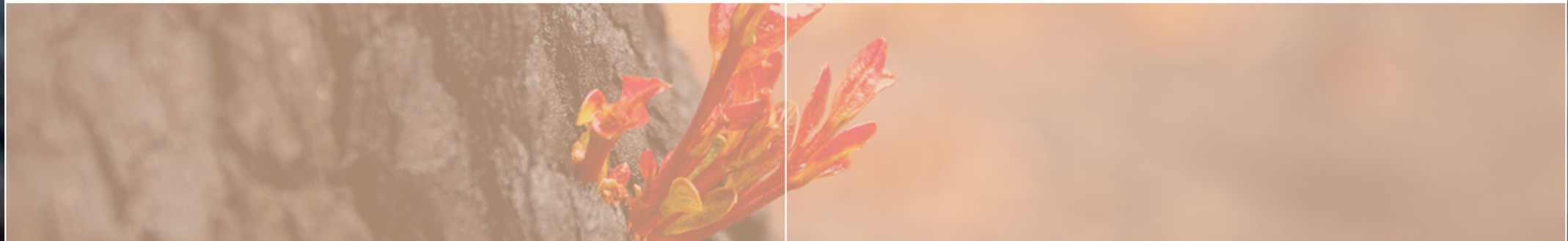
Trial

The Defense (for)

Evidence for the thought (or belief)

The Prosecution (against)

Evidence against the thought/belief



Self-regulation – Technique 2: Prioritising Your Self-care



List 1 (mark it if you would like to improve at it)

Physical Self-Care

- Eat healthy foods that help me feel energised
- Eat regularly to give my body and brain the fuel they need
- Avoid eating food late at night
- Drink the recommended amount of fluids each day suitable for my activity levels
- Build exercise or movement into my day
- Get enough sleep to feel rested and ready for the day
- Start and end my day with a consistent routine that aids my sleep and energy
- Proactively limit my screen time whenever I can
- Allow myself to rest when I'm low on energy, or sick

Self-regulation – Technique 2: Prioritising Your Self-care



List 2 (mark it if you would like to improve at it)

Psychological / Emotional Self-Care

- Take time to reflect on my thoughts, feelings and experiences
- Focus my thoughts away from things that make me feel helpless
- Get away from distractions (e.g. phone notifications, email)
- Recognise my own strengths and achievements
- Think positively about my life and my future
- Listen to music I enjoy and that uplifts me
- Seek out positive news or uplifting things happening in the world
- Regularly pay attention to things and experiences I am grateful for
- Find meaning in the work and activities I do each day

Self-regulation – Technique 2: Prioritising Your Self-care



List 3 (mark it if you would like to improve at it)

Social / Professional Self-Care

- Spend enough time with people who I like
- Call or message friends and family who are far away, enough
- Keep in touch with old friends
- Find reasons to laugh or be playful with other people
- Spend quality time with loved one's e.g. romantic partner
- Ask others for help, or talk about my problems, when needed
- Participate in a cause that helps others or involves others
- Make time to talk and build trusted relationships with colleagues
- Set limits or boundaries with my clients and colleagues

Self-regulation – Technique 3: The Third Space



Where to apply it

Example: Transitioning from work to home

Example: End/Pause work when WFH

Suitable 'anchor' to remind me

Example: Starting the car to drive home

Example: Standing up to walk out of the room

Mental Agility – 3rd Ability – for navigating unexpected changes



The ability to look at situations from multiple perspectives, to think creatively and flexibly in taking purposeful action.

MENTAL AGILITY: PUTTING THINGS INTO PERSPECTIVE...

Q: For this change I am going through, what can I control or influence?

CONTROL – What things do I have 'direct' power to change or improve?

e.g. work tasks you manage, your personal time etc.



INFLUENCE – What things do I have 'indirect' power to change or improve.

e.g. convincing others, things you can see a way to indirectly improve etc.

Q: For each 'thing', what action can I take to improve my outcomes?

Mental Agility – 3rd Ability – for navigating unexpected changes



The ability to look at situations from multiple perspectives, to think creatively and flexibly in taking purposeful action.

- L Listen: to my feelings and thoughts
- E Explore: for evidence (positive or negative)
- A Analysis: what I can control and influence
- D Do: Just DO it.

Conclusion



1 Foundation

3 Resilience Abilities to Learn



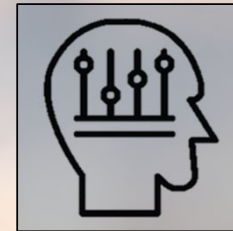
Mindset

Mindset
Scale



Self-awareness

Situation-Feeling-
Thoughts-Behaviour



Self-regulation

3 Techniques



Mental Agility

L.E.A.D.



Thank You!