Building Resilience

Thriving and adaptability in the face of change and adversity
What have been your THREE most common mental-emotional states over the past few weeks?

☐ Distracted
☐ Hopeful
☐ Anxious
☐ Compassionate
☐ Fatigued
☐ Focused
☐ Overwhelmed
☐ Scared
☐ Angry

Aim your phone camera at this QR code.
Then touch the link to menti.com to complete the poll.
Resilience is the ability to cope with, adapt to, recover from, and grow through adversity, change, and uncertainty. The ability of something to return to its original shape after it has been pulled, stretched, pressed, bent, etc.

Thriving is achieving outstanding growth and flourishing despite or even because of circumstances or conditions. “No growth without heat.”
Resilience

COPING WELL
- Mindset
- Perceptions
- Beliefs
- Attitudes
- Behaviors
- Actions

“Above the line”

Non-resilience

NOT COPING WELL
- Mindset
- Perceptions
- Beliefs
- Attitudes
- Behaviors
- Actions

“Below the line”
Navigating with resilience through life’s ups and downs

1. **Holding the mindset of resilience and thriving**

2. **Recognizing** when you are below the line and **taking steps to bounce back**.

3. **Thriving and growing** through change and challenge.

4. **Maintaining buoyancy** to stay above the line

5. **Supporting resilience** in others

6. **Strengthening resilience** with habits, routines, and rituals.

7. **Taking care** of yourself when nothing seems to work.

Recognizing when you are below the line and taking steps to bounce back.
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7. **Taking care of yourself when nothing seems to work.**
Activity

Your resilience challenge

Write down a short description of a difficult situation at work or home that is a problem or challenge for you.

Keep this challenge in the back of your mind as we learn about strategies and tactics of resilience.
The mindset of resilience

**It is essential to living with purpose.**
- Meaningful life = stress
- Be and do your best for self and others.

**It is part of our core being.**
- Eons of evolution
- Super competency
- We get to choose

**It is a team sport.**
- Social phenomenon
- Emotional contagion
- Good for you. Good for all.

**It is a skill we can improve.**
- Like all human skills.
- Awareness, acceptance, practice.
- It’s all practice.
It will never be perfect.

Make it work.

– life
Think about someone you know personally that you consider to be a resilience role model.

Name three of their resilience characteristics

Tip: One-word descriptions work best in word clouds.

Activity
Your resilience role model

You don’t need to re-scan this code if the app is still open on your phone. Otherwise, scan again to launch the next online poll.
The Five C’s of Resilience

Challenge   Capability   Control   Connection   Commitment
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When you catch yourself in a “below-the-line” state (frightened, angry, annoyed, embarrassed, etc.) . . .

- What do you do to support yourself?
- What helps you to regain your composure, to calm down to a more resourceful, less alarmed state?

**Instructions**

- **Groups of 3-4**, random selection.
- Assign **scribe** to take notes then **type key themes in chat after the breakout**.
- **7 minutes** in breakout.
- **Discuss** and share: Your answers to the **two questions** (bullets).
- 30-second warning when time to come back.
- Any questions?
Resilience practices for regaining composure
(from step two “regain my composure” in the on-the-go resilience toolkit)

Five steps to resilience

1. Recognize my triggers

How can I catch myself and I am below the line?

2. Repain my composure

Hit pause and reset.
Take a deep breath, close your eyes, and sit quietly for a few minutes. Breathe deeply and focus on your breath. Notice how your body feels. Notice where you might feel tension or discomfort.

3. Rename my perspective

What can I think about this more effectively?

4. Renew my commitment

What is my ultimate commitment here?

5. Respond with baby steps

What initial “baby steps” might I take toward my commitment?

Resilience practices for regaining composure
(from step two “regain my composure” in the on-the-go resilience toolkit)

- S.T.O.P.
- Hit pause and reset
- Self-compassion
- 4-7-8 breathing
- Box breathing
- Move it or lose it
- Name it to tame it
- Gratitude
- Five red things
1. Breathe in through your nose for a count of 4.

2. Hold your breath for a count of 7.

3. Breathe out slowly through pursed lips for a count of 8.

4. Repeat 3–4 times.

*Helpful first aid when feeling stressed.*

*It’s helpful to do this several times during the day for relaxation.*
Activity

S.T.O.P. — mindfulness reset on-the-go

Reflect on your personal challenge from earlier

Stop. Whatever you're doing, just pause momentarily.

Take a slow, deep breath. Re-connect with your breath. The breath is an anchor to the present moment.

Observe. Notice what is happening. What is happening inside you? And outside of you?

Proceed. Continue doing what you were doing.

https://www.mindful.org/stressing-out-stop/
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Recognizing when you are below the line and taking steps to bounce back.
During this challenging and difficult time . . .

- What have you learned?
- How have you grown?
- What is the upside of all this for you?

**Instructions**

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Post-Traumatic Growth

- Increased inner strength
- Openness to new possibilities in life
- Closer, deeper relationships with friends and family
- Enhanced appreciation for life
- Stronger sense of spirituality
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Recognizing when you are below the line and taking steps to bounce back.
Five steps to resilience

1. Recognize my triggers
2. Reappraise my cognitive map
3. Relent my perspective
4. Reappraise my commitment
5. Reappraise with baby steps

Cultivating resilient perceptions and beliefs with Five C's resilience questions

CHALLENGE

What positive challenge does this present? What opportunities might arise here in this situation? How might you proactively deal with it? Is there a bigger picture you can see? Is there a larger situation you can see? What might you contribute to this bigger picture? What might you contribute to the larger situation?

ABILITY

What might you learn from this? What might you want to learn? What might you need to learn? How might this make you more proactive in the future? How might this make you better at solving problems? What might you need to look at to understand the situation? What might you need to learn for the future?

CONTROL

What do you have control over in the situation? What actions do you take? What do you need to do to be able to influence to help with the situation? What might you need to do to help the situation?

RELATIONSHIP

What is the major issue you are facing? What is the main issue? What is the main problem? What is the major issue you need to address? What is the major issue you need to address?

MOTIVATION

What is your current level of motivation? What is your current level of motivation? What is your current level of motivation? What is your current level of motivation? What is your current level of motivation?
CHALLENGE
What positive challenge does this present? What opportunities might there be in this situation?
How might you be your best self in this situation?
What is the hidden gift in this problem or situation? What is good about this problem?

CAPABILITY
What might you learn here?
What might you need to learn to better deal with this? How might you learn that?
How might this make you bigger-better-stronger?
How might you apply your core strengths and talents here?

CONTROL
What do you have control over in this situation? What direct actions can you take?
What or whom might you be able to influence to help with this situation?
What do you NOT have control over in this situation? What do you need to let go?

CONNECTION
Who might be able to help you here? How might they help you?
Who else might be having this problem now? How might you help them?
What wise advice would you give to your best friend in a similar situation?
What might you commit to here that is good for you AND good for others?

COMMITMENT
What is your bigger-than-self goal in this situation?
What might you commit to that would reflect you at your best?
What might be the best possible outcome for this situation?
What might you commit to here that is good for you AND good for others?
Breakout

Which of the Five C’s questions are helpful?

1. Have the Five C’s questions ready on your desktop (paper or virtual copy).

2. Think about the challenging situation or issue we had you write down earlier.

3. Next slide: Spend one minute to read the Five C’s questions. Then spend one more minute reflecting on 1-2 questions that seem particularly helpful or relevant to your situation. Write those questions down.

4. BREAKOUT discussion with your group: Which 1-2 of the questions seemed most helpful and relevant to you and why.

Instructions

- **Groups of 4-5**, random selection.
- **7 minutes** in breakout.
- 30-second warning when time to come back.
- Discuss with your group: Which 1-2 of the questions seemed most helpful and relevant to you and why?

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**CHALLENGE**
What positive challenge does this present? What opportunities might there be in this situation?
How might you be your best self in this situation?
What is the hidden gift in this problem or situation? What is good about this problem?

**CAPABILITY**
What might you learn here?
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What would you do for them?

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Poll

Five C’s — Which ONE is most helpful and/or relevant?

- Challenge
- Capability
- Control
- Connection
- Commitment
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7. Taking care of yourself when nothing seems to work.
Imagine a situation where you are having a difficult time at work or home. You are feeling upset.

From the list provided, choose three things other people could do or say that would be MOST helpful for you.

- Try to make me laugh
- Tell me to stop worrying
- Listen with empathy
- Remind me about my strengths and abilities
- Tell me how to solve my problem
- Encourage me
- Help me consider a new perspective
- Tell me an even worse story about what happened to you
- Ask me non-threatening open-ended questions
- Tell me to relax
Supporting resilience in others

**Inspire** with positive challenge and possibility thinking

**Support** strategic problem solving

**Connect** with empathy and compassion
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When I am making my morning coffee, I will . . .
do 4-7-8 breathing for three reps.

When I first wake up in a quiet house, I will . . .
identify one positive intention for the day.

When I am calling into our daily team huddle, I will . . .
think about what I appreciate about my team.

Habit stacking formula
“Before/during/after [routine task or habit], I will [new habit].”

Examples

Instructions
In chat, write one simple morning routine resilience habit stack, either one you do already or a new one you want to try!

When I . . .
Habit stacks

**Pick** a common task or routine (e.g., making coffee, driving to work, or walking to a meeting).

**Identify** 1-2 simple resilience practices to do along with those tasks, creating a “habit stack.”

**Habit stack formula:**
When I am [doing routine task] I will [new resilience habit].

**Tips**
- Play with various combinations. Find what works.
- Periodically change them to keep them fresh.
- Create visual reminders like post-its at work and home.

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**Five C’s Resilience Questions**

<table>
<thead>
<tr>
<th>Challenge</th>
<th>What positive challenge does this present? What is the opportunity here? How might you be your best self in this situation? What is the hidden gift in this problem or situation? What is good about this problem?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capability</td>
<td>What might you learn from this? What might you need to learn to better deal with this situation? How might you learn that? How might this make you stronger? How might you apply your core strengths and talents in this situation?</td>
</tr>
<tr>
<td>Control</td>
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**All-in-one resilience with AA-BB-CC**

When you are feeling stressed (overwhelmed, anxious, angry, etc.) you can get lost in those emotions and function in a way that doesn’t serve your own or others’ more important interests. This is where the AA-BB-CC practice comes in handy. It’s an all-in-one resilience practice that you can employ in 1-2 minutes or longer if needed (and with variations and steps). So, the next time you find yourself in a challenging situation with uncomfortable thoughts and feelings. Tune in with awareness to your experience. Ask yourself, “What am I feeling, thinking, and doing in this moment?” Drop the urge to fight, flee, freeze, or appease. Draw a big mental map around the whole thing. Breathes. Tune into your breathing. Take a slow deep belly breath then slowly let it out. Repeat.

**Resilience Habit Stacks**

Habit Stacks help us to establish resilience habits and routines.

Habit Stack: When I am [doing routine task] I will [new resilience habit].

- Start with a common task or routine (e.g., making coffee, driving to work, or preparing for a meeting).
- Then identify one or more simple ways to do resilience practices to do along with those tasks, creating a “habit stack.”

**Habit Stack formula:**

- When I am [doing routine task] I will [new resilience habit].
- Play with various combinations. Find what works. Periodically change them to keep them fresh. Create visual reminders like post-its at work and home.

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mmrellam@gmail.com
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Holding the mindset of resilience and thriving.

Maintaining buoyancy to stay above the line.

Strengthening resilience with habits, routines, and rituals.

Navigating with resilience through life’s ups and downs.
When nothing seems to be working

- Self-compassion. Be kind to yourself.
- S.T.O.P.
- Remind yourself that this is NOT...
  - Permanent
  - Personal
  - Pervasive
- Take a break. Change the scenery.
- Phone a friend.
- Get out in nature. Take a walk.
- Offer help to someone or something else.
"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."

Viktor Frankl
What do I need to DO today?

Procrastination
Self-criticism
Anxiety

Baby step

Flow

Baby step

What do I want to CREATE today?

Baby step

Awareness and Acceptance

Self-compassion

Creative Baby Step Updraft

“What do I want to CREATE today?”

Baby step

What do I need to DO today?

Procrastination
Self-criticism
Anxiety

Procrastination
Anxiety
Self-criticism

Procrastination

Procrastination

“What do I need to DO today?”
What do I want to create today?

1. Awareness, Acceptance, Self-Compassion

2. What do I want to **create** today? (not an action item...) Perception, feeling, connection, or thing.

3. What one or two small super-achievable **baby steps** can I take toward creating that?

4. When will I take that baby step? And the next? What’s my **plan**?

---

**Want to create** | **Baby Step** | **My plan**
--- | --- | ---
Sense of joy and freedom | Walk in neighborhood and look at spring flowers. | Lunch and early evening. |
Feeling of stronger connection with my team | Set up a walk and talk bridge call with 2 others | This morning before 10. For call sometime this week. |
Where do we go from here?

- **Just do it**... practice... for the rest of your life... as if your life depended on it. *Spoiler alert: it kinda does.*

- **Resilience toolkit.** Print it out. Keep it with you as reminder. Feel free to share with others.

- **Resilience resources.** See last slide.

- Questions, insights, winnings and learnings? **Please reach out** to me: [bill.w.hefferman@ey.com](mailto:bill.w.hefferman@ey.com)
“I wish it need not have happened in my time,’ said Frodo.

“So do I,” said Gandalf, “and so do all who live to see such times. But that is not for them to decide.”

“All we have to decide is what to do with the time that is given us.”
Some of our favorite resilience and thriving resources

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