

TRAINING & DEVELOPMENT PROGRAMME

Knowledge Network

Webinar Series

Building Resilience: What is it and why does it matter?

Wednesday, 25 August 2021 | 8.30 am to 9.30 am



Declan Farrell

L&D and Internal Communications Manager

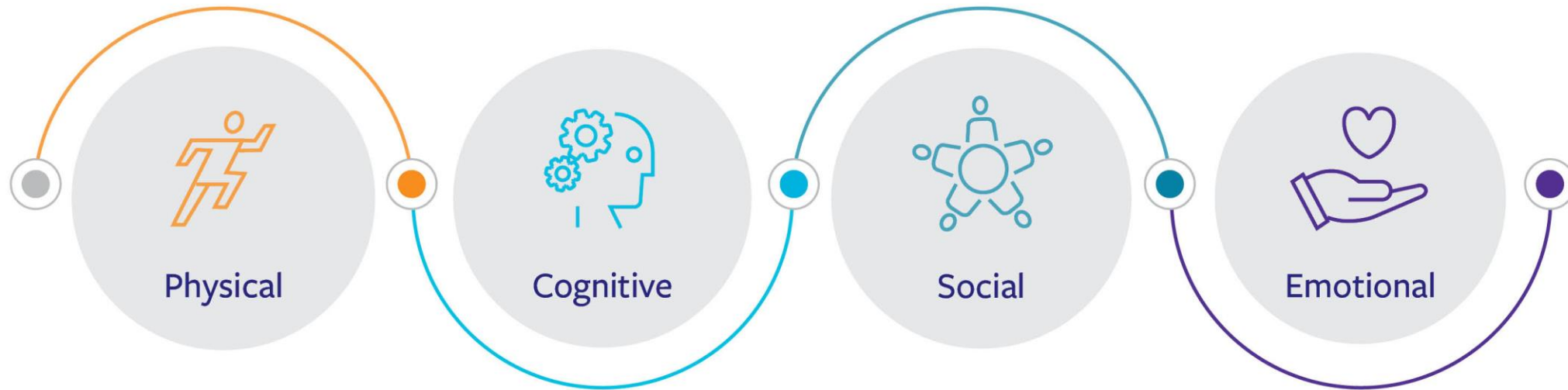
+353 1 607 1368

Declan.Farrell@mccannfitzgerald.com

Resilience Introduction



4 Pillars of Resilience





Physical

Sleep

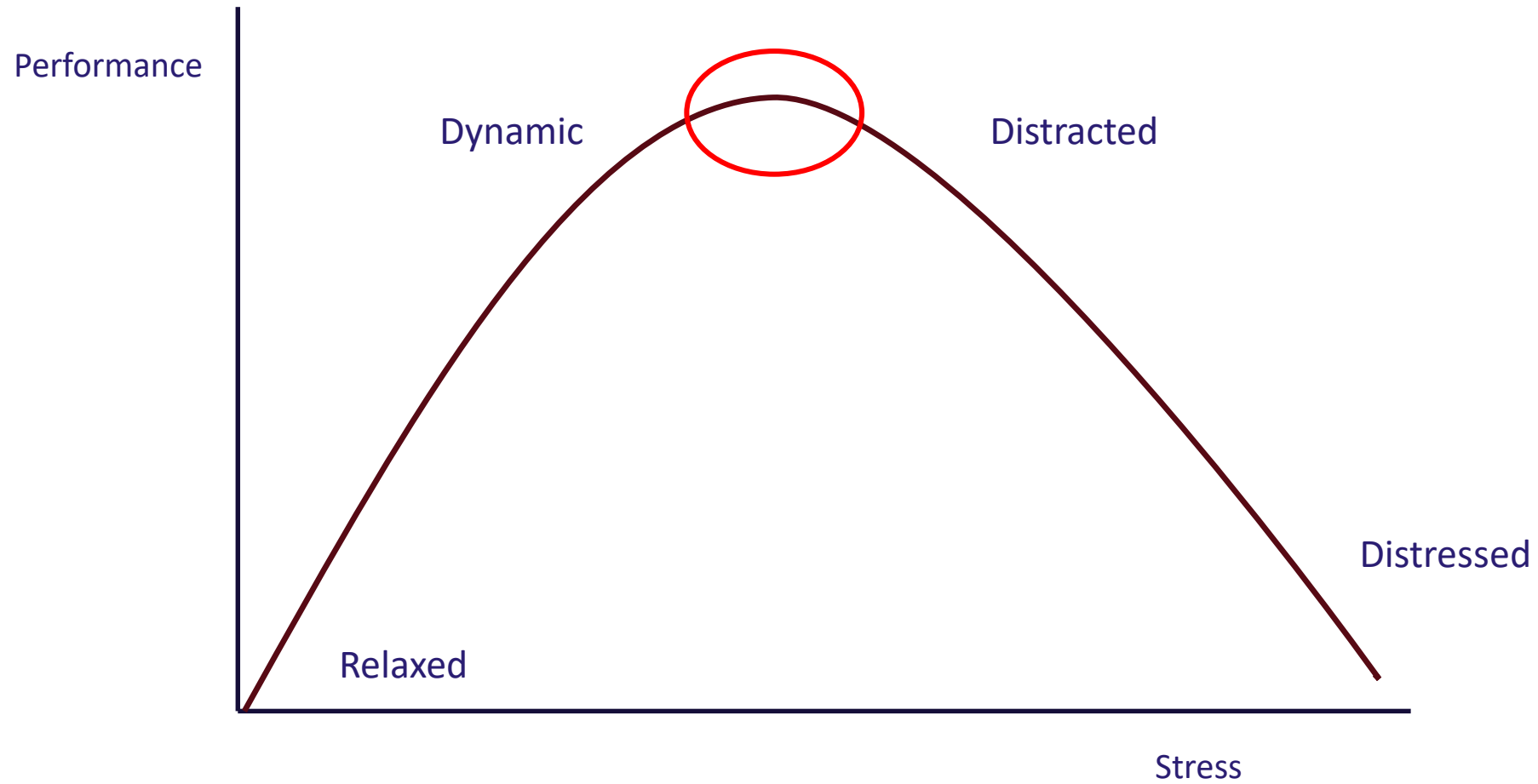
Exercise

Nutrition

Stress

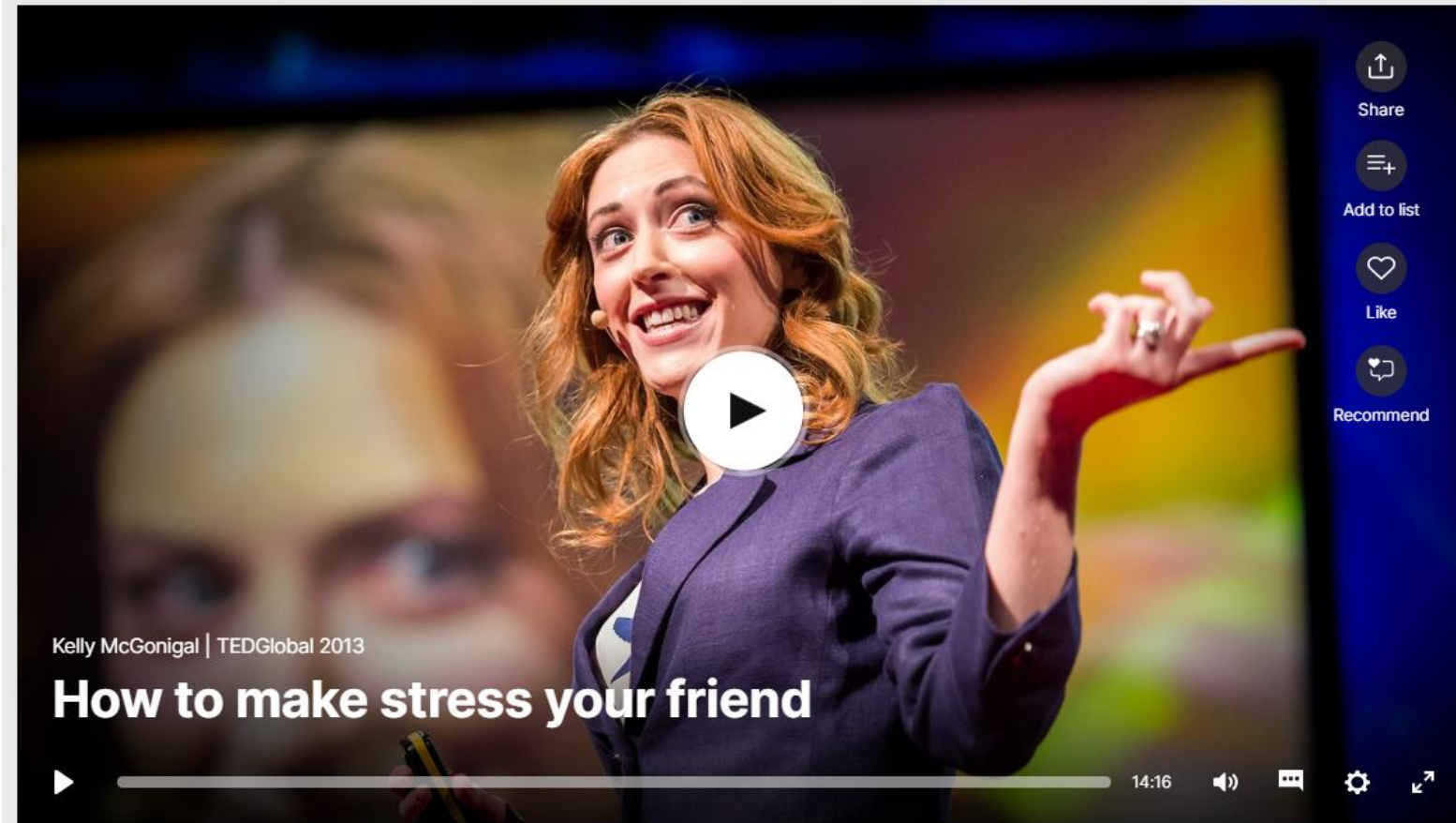


Physical



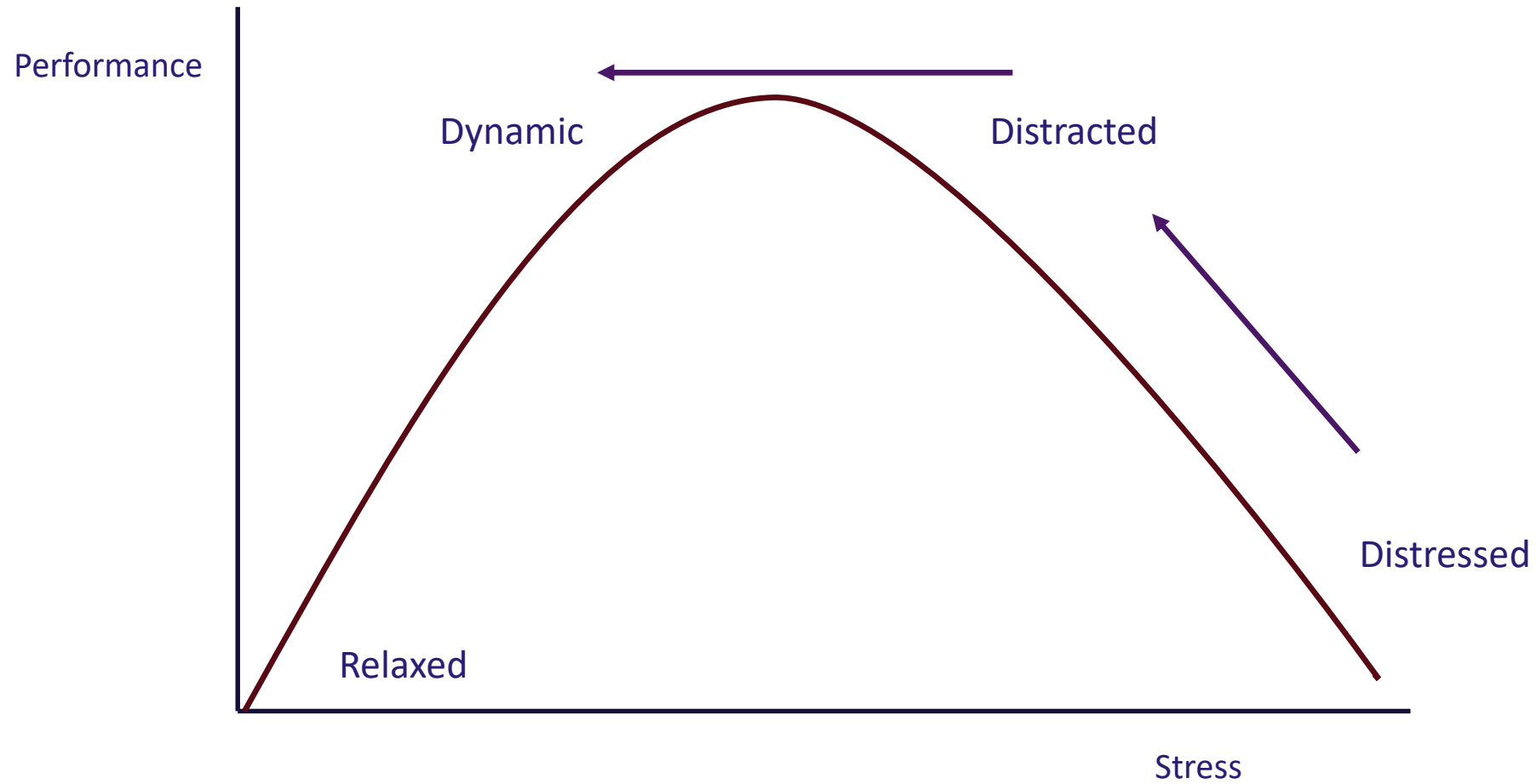


Physical





Physical





Physical

Research: Why Breathing Is So Effective at Reducing Stress

by Emma Seppälä, Christina Bradley, and Michael R. Goldstein

September 29, 2020



Illustration by Giulia Neri



Physical

- Relational touch points
- 3 categories of 'micro-stresses'

Don't Let Micro-Stresses Burn You Out

by Rob Cross, Jean Singer, and Karen Dillon

July 09, 2020



Hiroshi Watanabe/Getty Images



3 Categories of 'Micro-Stresses'

1.

Drain your personal capacity

Unspoken tensions in the ways we routinely work with our colleagues create stress when they generate additional work or reduce our ability to do what we already have on our plate.

2.

Deplete your Emotional Reserves

Micro stresses that cause us harm through negative feelings that drain our emotional reserves: worry for people we care about, uncertainty over the impact of our actions, fear of repercussions, or simply feeling de-energized by certain types of interactions

3.

Challenge our identity or values

Interactions that routinely create friction with our values or challenge our sense of self can be emotionally exhausting.



Drain you personal capacity

1. Unspoken tensions in the ways we routinely work with our colleagues create stress when they generate additional work or reduce our ability to do what we already have on our plate.
 - Misalignment of roles or priorities
 - When others don't deliver reliably
 - Unpredictable behaviour from a person in a position of authority
 - Poor communication norms
 - Surge in responsibilities at work or home



Deplete your emotional reserves

2. Micro stresses that cause us harm through negative feelings that drain our emotional reserves: worry for people we care about, uncertainty over the impact of our actions, fear of repercussions, or simply feeling de-energized by certain types of interactions

- Managing others and feeling responsibility for their success and well-being
- Confrontational conversations
- Mistrust in your network
- People who spread a contagion of stress



Challenge our identity or values

3. Interactions that routinely create friction with our values or challenge our sense of self can be emotionally exhausting.
- Pressure to pursue goals out of synch with your personal values
 - When someone undermines your sense of self-confidence, worth, or **control**
 - Disruptions to your network



Dealing with micro-stresses



Isolate 2 or 3 micro-stresses



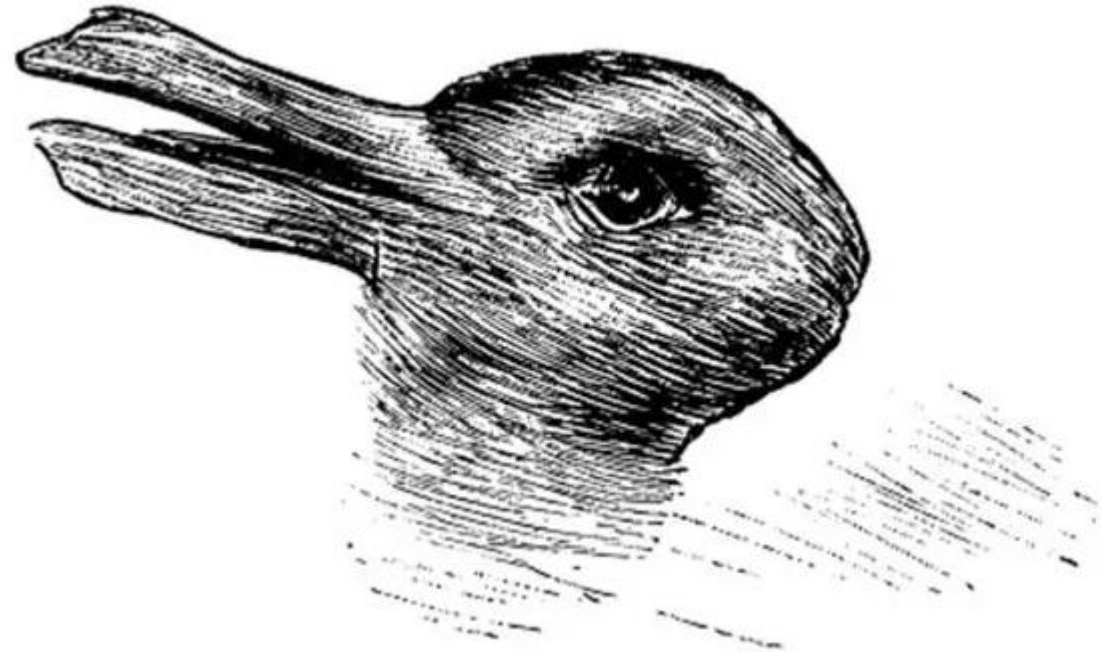
Invest in relationships and activities that keep the less consequential stressors in perspective



Distance or disconnect from stress creating people and activities



Cognitive (Perspective)





Unhelpful thinking patterns

- Disqualifying the positive
- Rumination
- Catastrophising
- Over-generalizing





Cognitive (Perspective)

- Optimism Vs Pessimism
- 2 Dimensions
- Scope – specific to universal
- Time-span – temporary to permanent





Cognitive (Perspective)

- ✓ • When optimists succeed
 - Universal and permanent
 - ✗ • When optimists fail
 - Specific and temporary
-
- ✓ • When pessimists succeed
 - Specific and temporary
 - ✗ • When pessimists fail
 - Universal and permanent





Cognitive (Perspective)



or





Attentive optimism

Too little
responsibility



Too much
responsibility



Challenging unhelpful thinking patterns

- **Step one** – Identify the unhelpful belief/pattern of thinking

- **Step two** – What evidence is there to challenge this view?

- **Step three** – If there's not enough evidence, what are alternative explanations

- **Step four** – So what? what are the real consequences of this?

- **Step five** – How is this helpful?

- **Step six** – Call to action –what do I need to do, what *will* I do?



Social

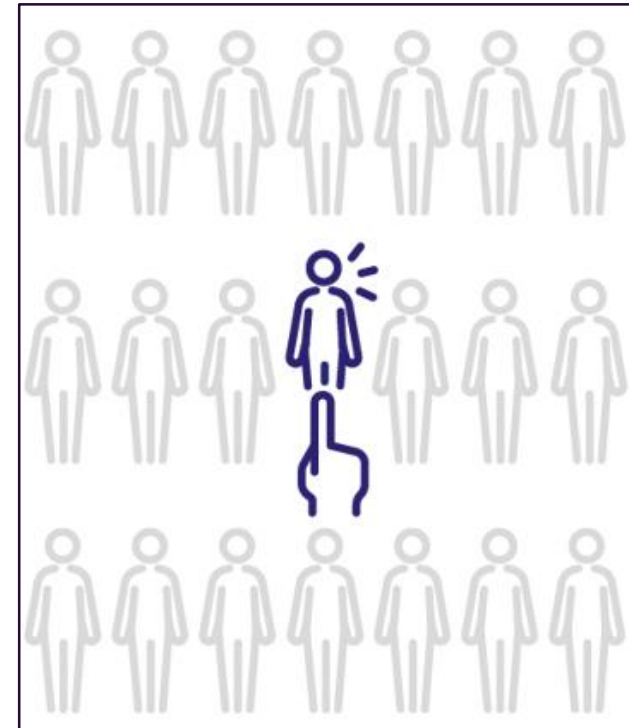
The Secret to Building Resilience

by Rob Cross, Karen Dillon, and Danna Greenberg

January 29, 2021

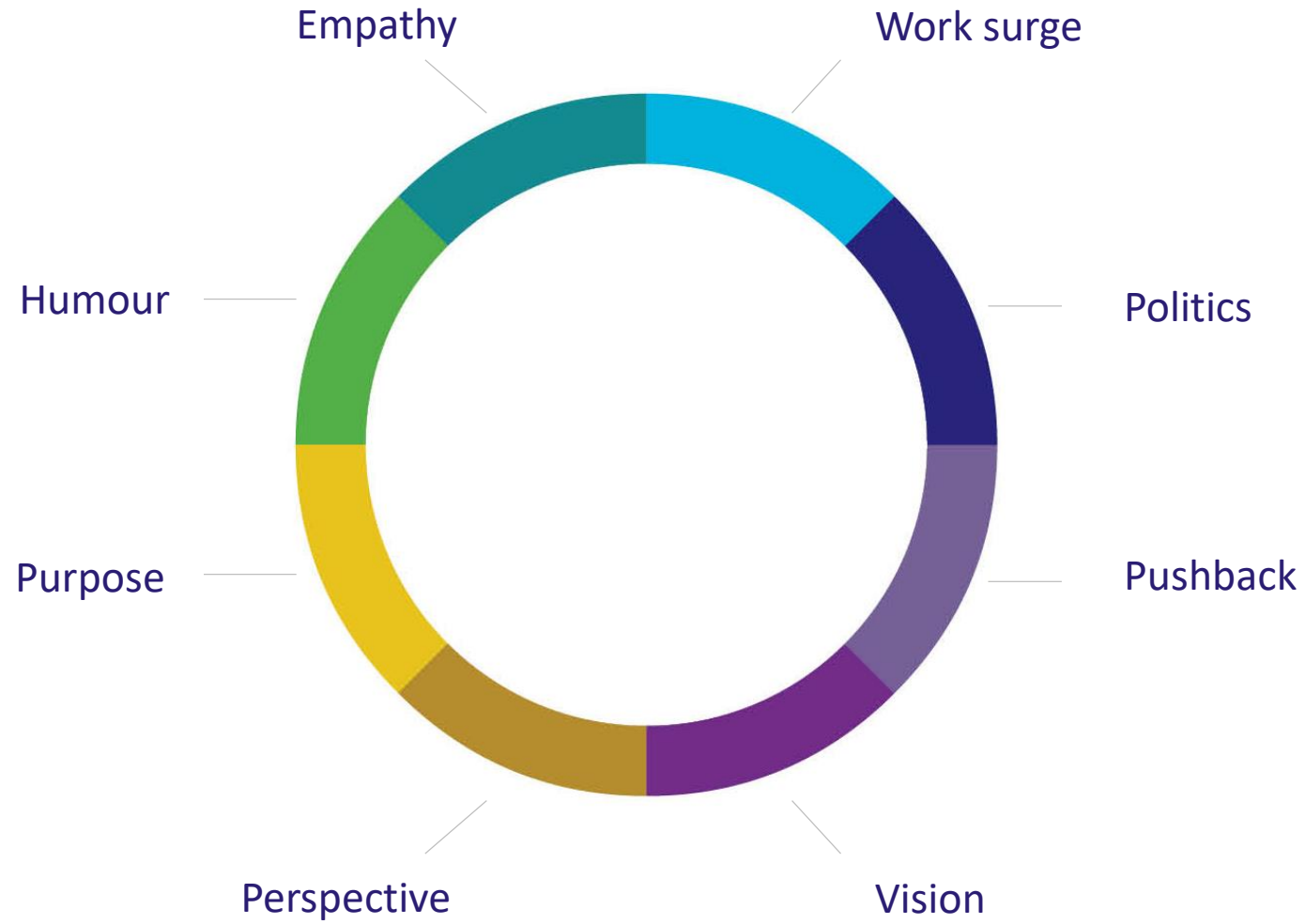


Jorg Grauel/ Getty Images



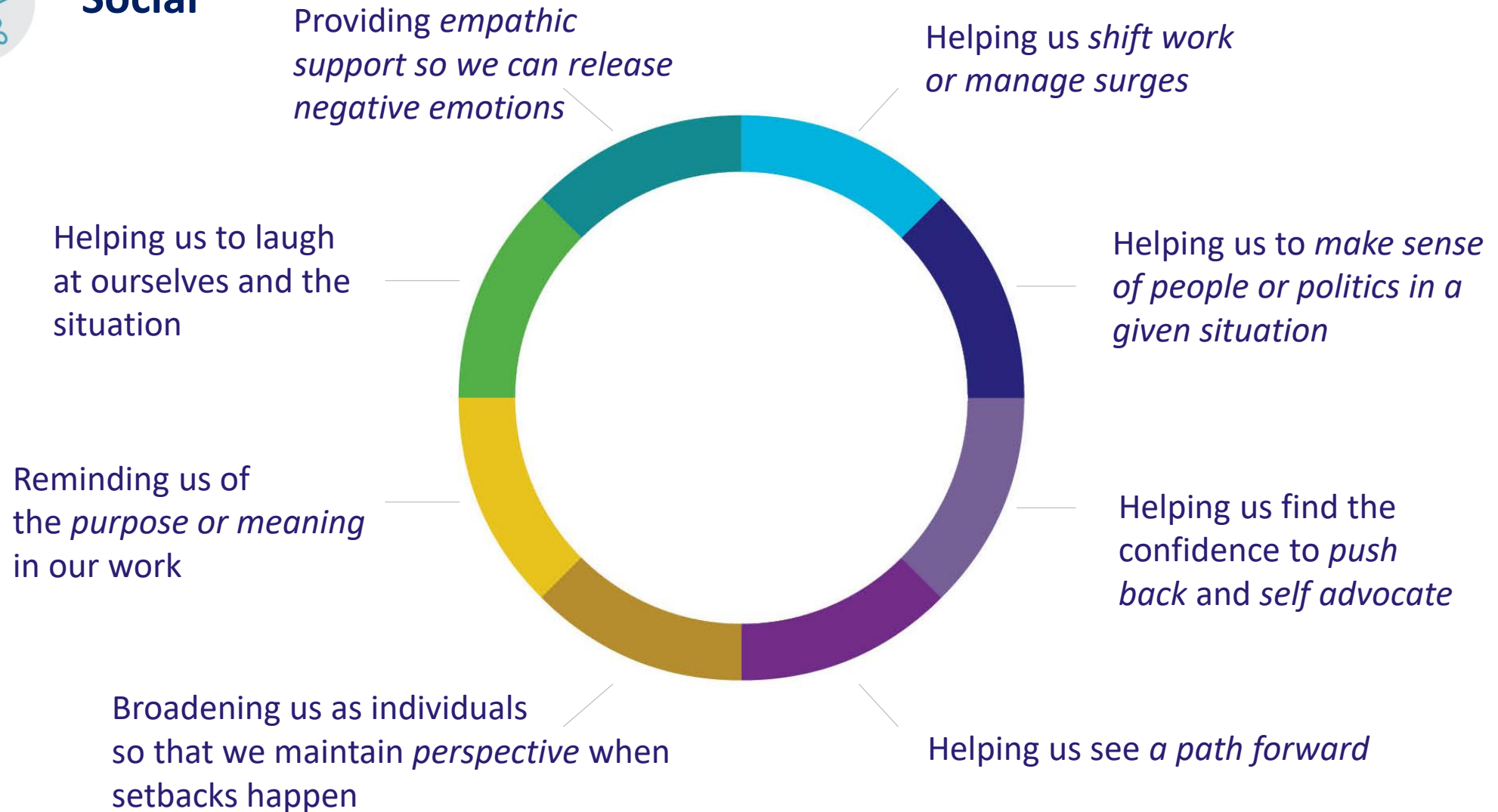


Social





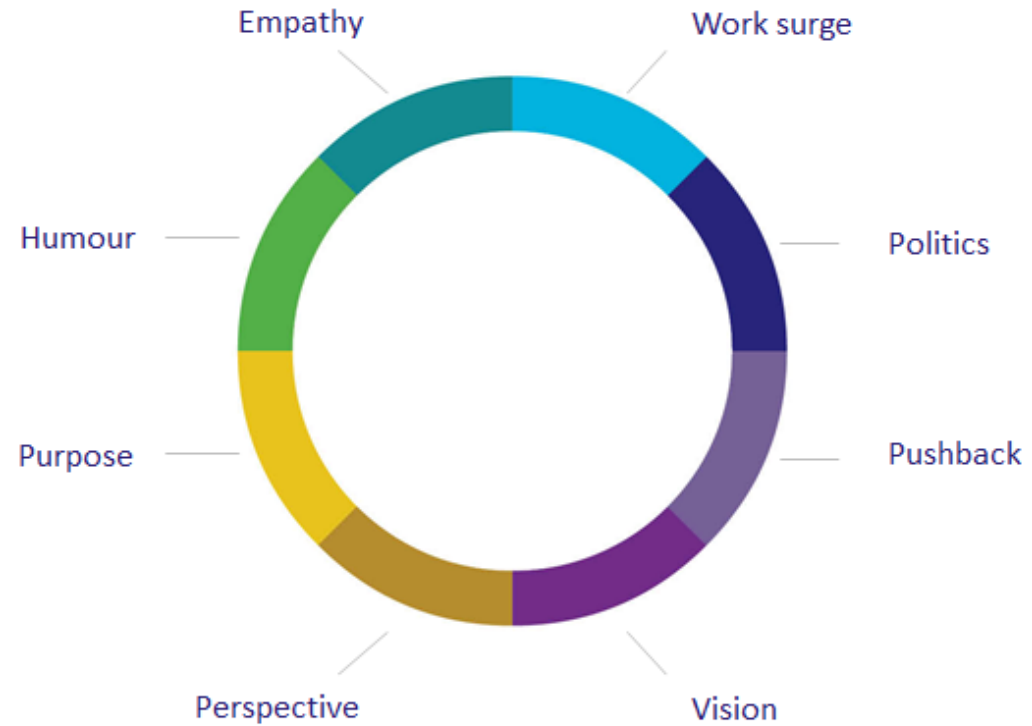
Social





Social

- Identify top 2 or 3 resilience needs
- Plan on how to expand your network





Emotional



- Notice how you're feeling
- **Accept how you are feeling**
- Choose your **response**

“Between stimulus and response, there is a space, and in that space is our power to choose”



Emotional

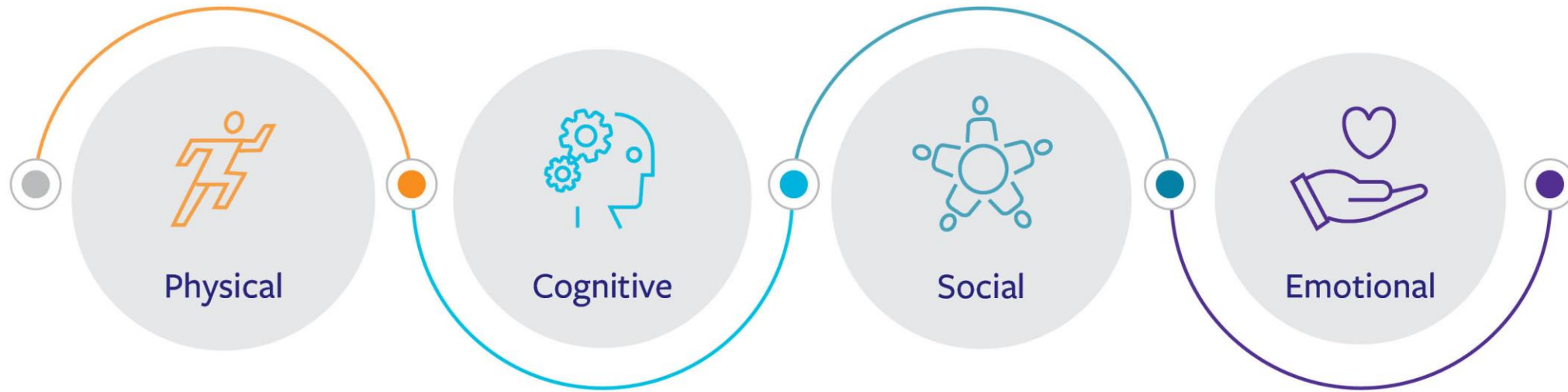
...And now for the science part

3 levels of response to stress

- Level One - Immobilisation
- Level Two - Fight or flight
- ↓
- Level Three – Engagement and Connection



4 Pillars of Resilience



Questions?



Declan Farrell
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