

Developing Resilience:

Navigating Change From The Inside Out

“Developing Resilience” is a unique approach to change management highlighting the human element in an organization’s ability to adapt. This workshop addresses the underlying issues effecting progress in the effort to achieve cultural transformation.

THE FOCUS

This course is designed to infuse optimism, fortitude and team spirit as the workplace undergoes change - but it is not just a pep talk. Participants learn the mechanics of how to respond constructively to challenges so they can turn transitions into opportunities for growth.

Introduction

Increased demands require an internal ability to cope based on an attitudinal response called “expectant realism”. Participants engage in group discussions identifying changes they find challenging and what makes them difficult.

I. Resilience and Survival

- Resilience is defined as “the ability to adapt to change with speed and agility”.
- A central business model is presented demonstrating how personal and organizational growth require constant transformation.

II. Lack of Resilience and Stress

- The components of stress are analyzed by means of an activity and a personal assessment.
- Participants learn it is not events but our reaction that triggers stress and 3 common responses are enumerated:
victim mode – where people become defeated
survivor mode – where people just acquiesce
navigator mode – where people actually leverage the change

III. Navigating Change

- The human response to change is outlined. People recount changes they have been through – identifying resources that helped them and what they have gained from the experience.

IV. Helping Others Navigate

- The longer we remain stuck, the greater the drain on morale and productivity. Participants are taught how to assist others through change.
- Behavioral signs associated with change and appropriate responses are presented with skill practice scenarios.

V. Optimism In the Face of Change

- The ground rules for resilience are established:
 - Taking responsibility and refusing to blame.
 - Being proactive and solution oriented.
- Developing the proper “Perceptual Lens” is discussed.
 - ❖ A distinction is made between a “skeptical” and an “expectant” lens.
 - ❖ The outcomes of each perspective are highlighted.
- A technique called “TREC Analysis” is introduced:

T identifying the “Triggering event” causing the difficulty.

R examining the “Rationalizations” creating negativity.

E recognizing the “Effects” of unhealthy thoughts.

C achieving “Clarification” by re-framing events.

- Table groups practice “TREC Analysis” with actual events they are facing.

Conclusion

The course ends with an action planning exercise where participants brainstorm in groups regarding how they, their teams, and the organization can begin developing greater resilience.