

Resilience For HR Professionals



Friendly Reminders

While waiting for others to join us...

- ✓ Please mute mic to minimise distractions
- ✓ Use chat-box or unmute to share freely
- ✓ Have a pen and paper on hand for note taking
- ✓ Session will be uploaded to membership site

Enjoy your session!

About Me



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Senior Training Associate

Resilience

Your capacity to continually change and adapt in our challenging world

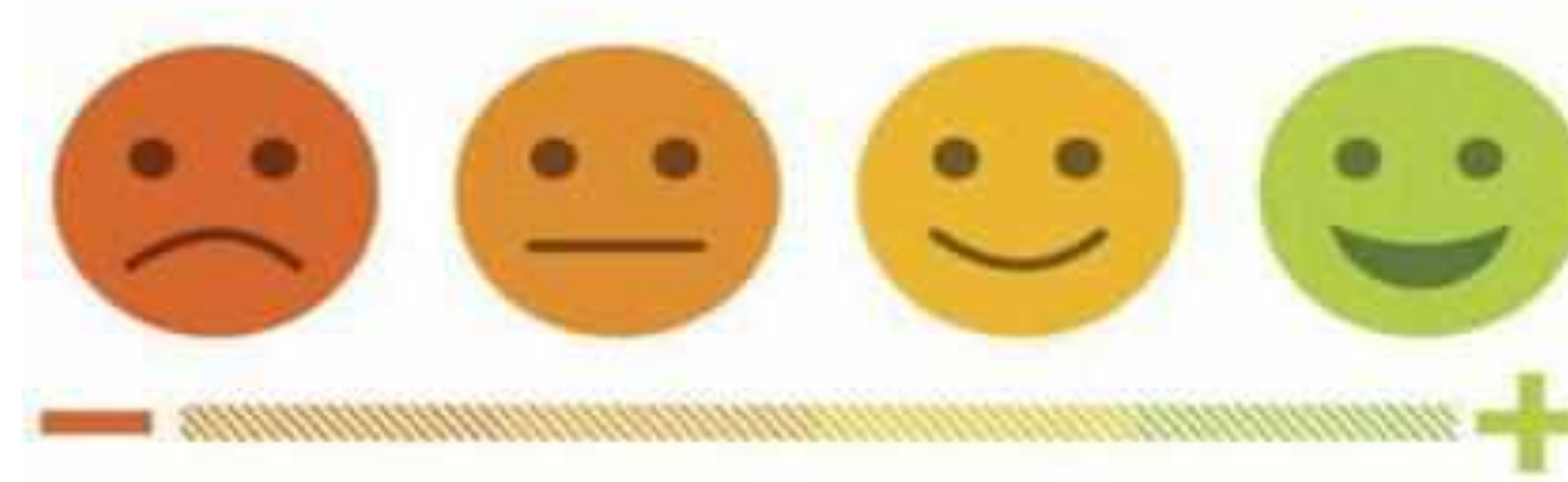
by

utilising your strengths and available resources

to assist in times of stress.



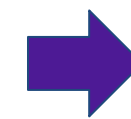
How Strong Is Your Resilience Muscle?



0

5

10



Current Challenges

Unstable economic climate causing uncertainty

Mass redundancies within certain sectors

Changes in work environment - remote/hybrid

Increase in staff reporting stress and poor mental health

Staff recruitment/retention issues

Limited resources

Employee experience/wellbeing



You're Already Resilient!

Learn to eat
Learn to walk
Learn to talk
Learn to cycle
Learn to climb a tree
Start a new school
Learn a new sport
Learn to play a musical instrument
Learn to swim
Make friends
Learn to drive
Sit exams
Start college
Attend an interview
Start a new job
Bounce back after relationships
Overcome family challenges
Recover from loss
Relocation
Overcome health challenges



Persistence
Curiosity
Optimism
Positivity
Focus
Inspiration
Determination
Courage
Confidence
Ambition
Desire
Challenge



Your why
was bigger than
your fear

Resilience For HR

Why Increase Resilience?

Reduce mental/emotional impact of challenge

Increases ability to cope, let go and move on from adversity

Helps us remain calm, maintain objectivity and perspective

Enables us to be open, think more creatively and become solution focused

We become more flexible and adaptable

Increases optimism and wellbeing

Boosts confidence and self belief

Controllable v Uncontrollable



Resistance
Increases
Struggle



Occupational Stress

EFFECTS OF STRESS ON THE BODY

Demands on our coping resources

Mental

Muddled thinking, lack focus, ineffective decision making, decreased productivity

Emotional

Disengaged, overwhelmed, low mood, relationships

Physical

Absenteeism, resignation



SKIN:
Changes in Skin Texture,
Loss of Skin Tone, Loss of
Moisture, Thinner & More
Delicate Skin



**IMMUNE
SYSTEM:**
Decreased Immunity



HORMONES:
Hormonal Imbalances,
Increased Cortisol



BONES:
Decreased Calcium
Absorption, Weakened
Bones



BRAIN:
Fatigue, Reduced Con-
centration, Decreased
Mood



HEART:
Increased Heart Rate,
Elevated Blood Pressure



GUT:
Decreased Nutrient
Absorption, Alterations in
Gut Motility, Changes in
Microbiome, Leaky Gut



MUSCLE:
Muscle Protein Breakdown

Resilience For HR

Self Audit

Types of Stress

1. Time Stress
2. Situational Stress
3. Encounter Stress
4. Anticipatory Stress

1. Identify stress triggers
2. Categorize which area to invest to resource self
3. Create an action plan to strengthen resilience muscle



Time Stress

Perception never enough time in a day

Create short term goals -personal and professional

Eisenhower Priority Matrix

Schedule everything - sets realistic expectations

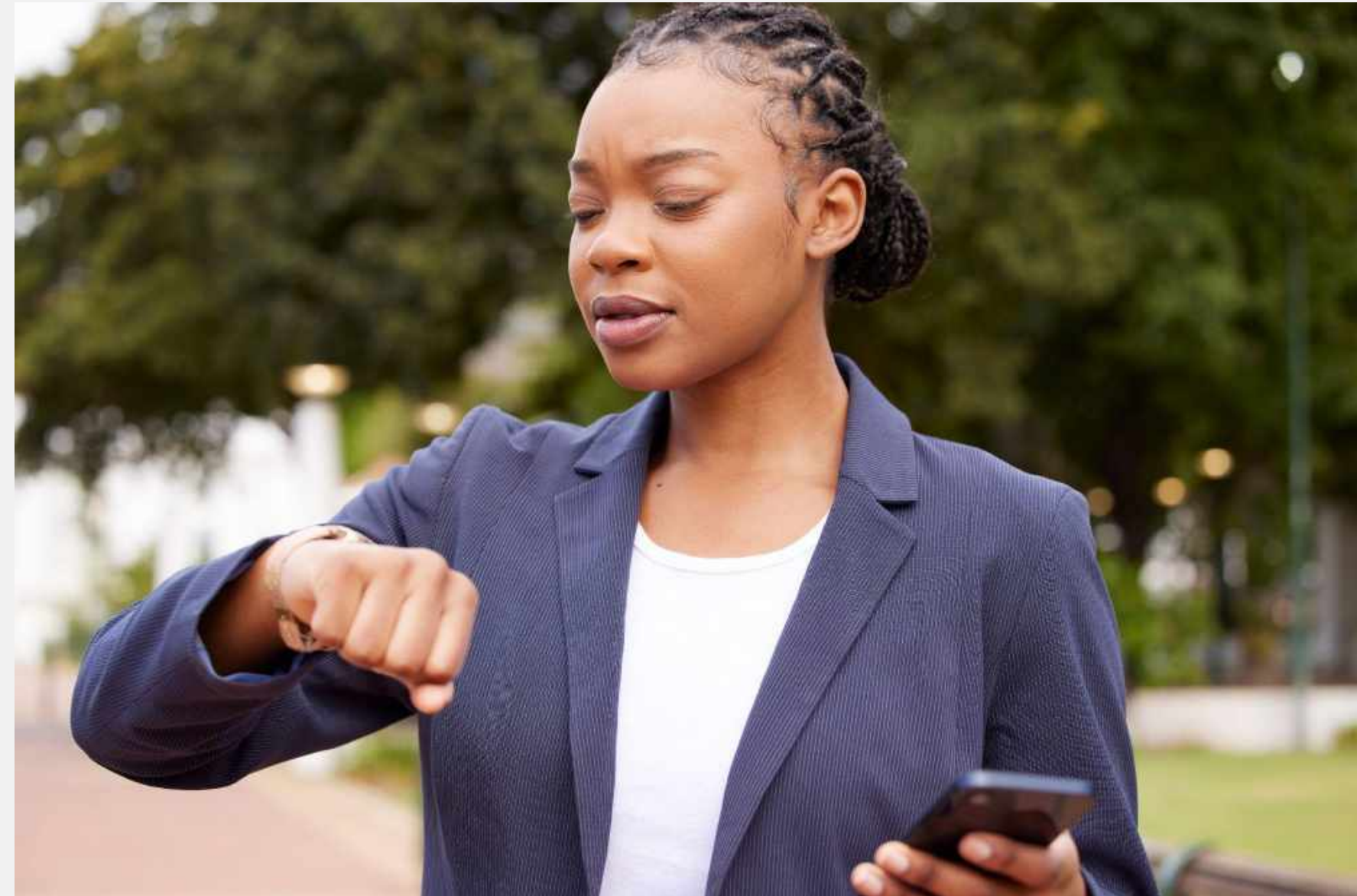
Know your time and energy zappers

Learn to say no - create healthy boundaries

Take breaks/lunch/leave - need to rest, recover, reset

Set personal/professional hours - consider work phone/laptop

Difficulty switching off - create morning/evening rituals



The Eisenhower Decision Matrix



Plan Your Day

Morning hours (a.m.) ☀️		Afternoon hours (p.m.) 🌙	
5:00		12:30	😬 distracted
5:30		1:00	😬 hungry
6:00		1:30	at 70%
6:30		2:00	at 70%
7:00		2:30	
7:30	😬 hungry	3:00	
8:00		3:30	
8:30		4:00	
9:00		4:30	
9:30		5:00	😴 tired
10:00	🔥 on fire	5:30	slowing down
10:30	🔥 on fire	6:00	slowing down
11:00		6:30	
11:30		7:00	
12:00	😬 distracted	7:30	

My Top Daily Distractions



Time - Energy Audit

Write 'Me' on a page

What systems are you connected to?

Write ALL groups of People, Places, Things

you give your time, energy, power to.

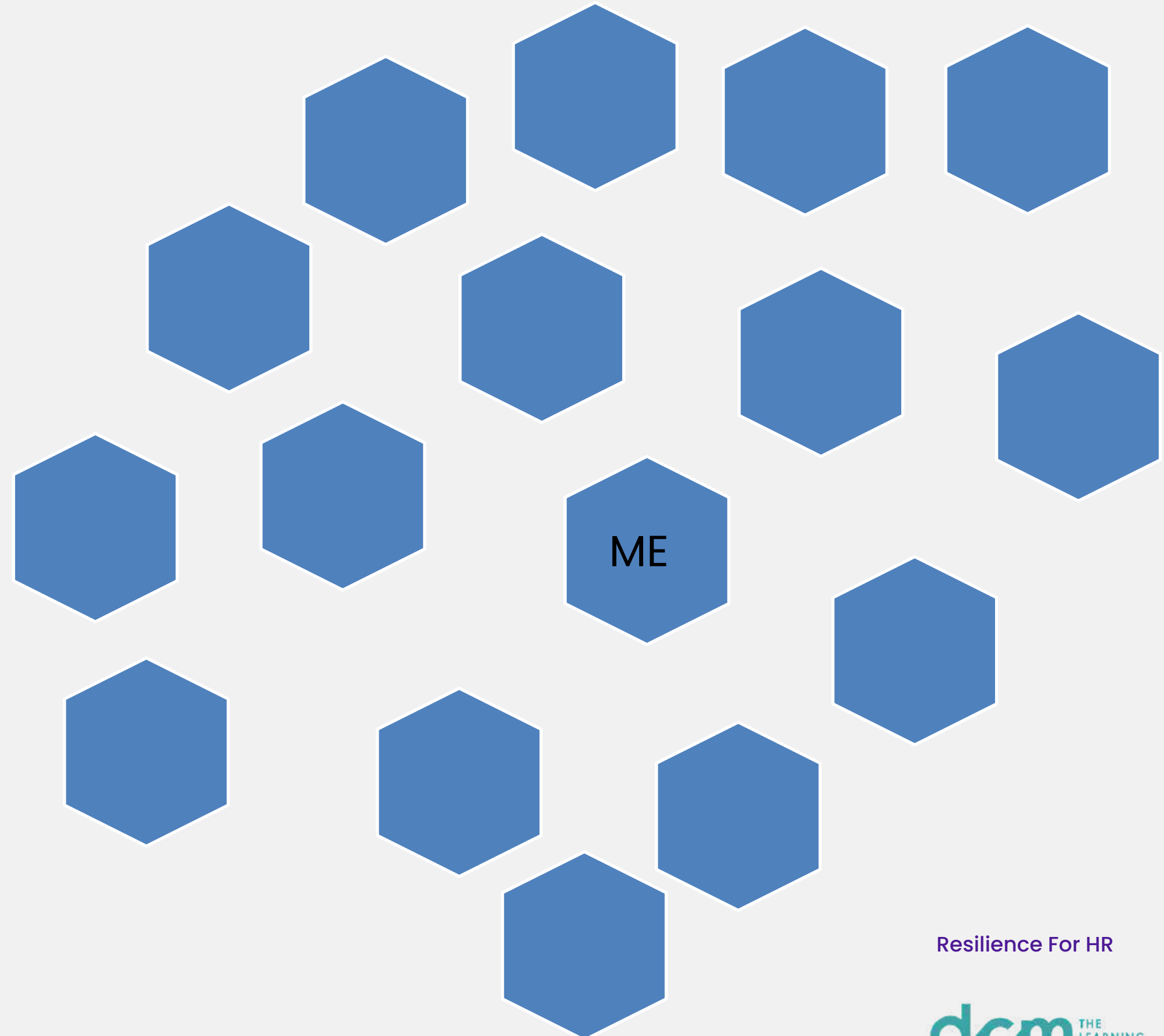
Circle in **green** those that fuel your energy.

Circle in **red** those that drain your energy.

What do you notice?

What changes could you make better fuel your energy

and use your time more effectively?



Situational Stress

Commute - traffic, time

Open plan office - noise, distractions, interruptions

Home office - cluttered, noise

Blurred personal/professional lines

Remote work - isolation, disconnection

Emails, notifications, meetings

Deadlines looming

Micromanagement

Culture of working after hours

Hiring, onboarding, redundancies



Encounter Stress

Engaging with others

Management

Employee relations

Client/Customer relations



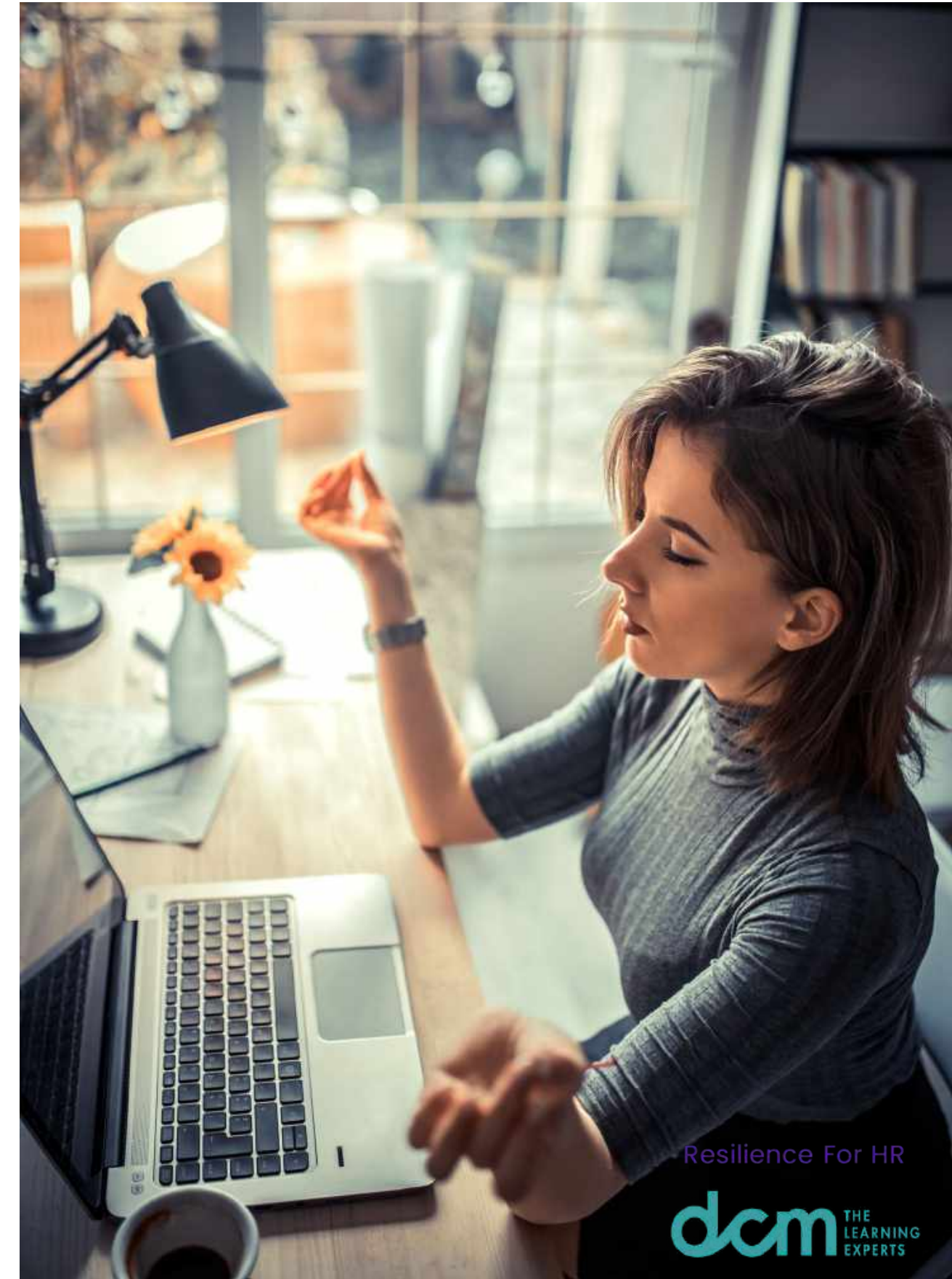
Stress Management Techniques

4 -7 -8 Breathing

Just 3 breaths

Grounding –

Focus on what you can see, hear, touch



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LEARNING
EXPERTS

Healthy boundaries

Define ground rules/limits for what is appropriate and acceptable to you in varying situations.

Essential for healthy relationships.

They create a life of balance where we can feel and be at our best by reclaiming your time and energy.



Creating Healthy Boundaries



Gain clarity on and state what you need and want

Know your values and priorities

Be clear on what you are and are not comfortable with in specific situations

Assess current situations/relationships

Identify areas where you would benefit from implementing boundaries

Communicate clearly, confidently and respectfully

Become comfortable with saying no

Discomfort is normal when changing our behaviours

Short lived discomfort for long term comfort

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Assertive Communication Prompts

I am not comfortable with

That doesn't work for me

I can't help today however next week

Please do not

I don't want to

This isn't acceptable to me

I need

I can't right now but if anything changes, I'll let you know

Thanks for asking me however ...

Let me get back to you I need to check my schedule

I am not the right person to do this at the moment

I can stay for one hour

I understand this is important/hard for you however

I don't have the capacity to support you right now

This is a topic I'm not willing to discuss

I will reply to that on ...

Anticipatory Stress

Time travelling mind – use mindfulness techniques

Catastrophise, exaggerate, ruminate about events –

take a helicopter view to challenge your thought process

Reality test facts/truth

Write a list of everything you're grateful for daily

Remain resourceful, action and solution focused –

who, what, how, when, where (smart goals)

Tap into social capital to talk things through

EAP – support yourself too!



Nurture Gratitude and Optimism

1. Reflection

What I did well/what went well

What I could do better/differently and how

2. List everything you are grateful for that day



Resilience Self Audit

Sleep hygiene	
Nutrition	
Exercise	
Outdoors	
Fun/humour	
Connection to others	
Downtime	
Gratitude	
Presencing practices	
Recognise wins	
Limit technology	
Connect to your why	
Challenge yourself	
Develop your strengths	



On a scale 1-10

Is it where you want it?

What will you do differently to invest in your resilience?

Reflection and Summary

Thank you for joining me today!

I hope you enjoyed your membership session!

Grow Your Strengths

Explore, Identify, Develop

My top strengths	How I use my strengths daily	What I could do to use my strengths more

Grows confidence, self belief, fulfillment



Types of Boundaries

Mental – Emotional – Physical – Time – Conversational – Finance – Material

Porous	Healthy	Rigid
Always says yes	Able to say no and accepts when others say no	Avoidant
Overly involved in others' work/business	Asks for support when needed	Unlikely to ask for help
Fears rejection/judgement if don't go along with others	Sticks to own values	My way or the highway attitude
Overshares information	Shares appropriately	Doesn't engage/share/connect easily
Accepts disrespect	Communicates needs and wants clearly	Isolates self/avoidant/detaches/alooof