



# Resilience & Optimism During a Crisis



# HELLO!

I am **Karen Maher**

I am an experienced HR consultant and workforce development specialist originally from the North East of England.

I specialise in coaching, mentoring, mediation and training delivery. I deliver QQI accredited courses including People Management, Supervisory Management and Medical Secretaries

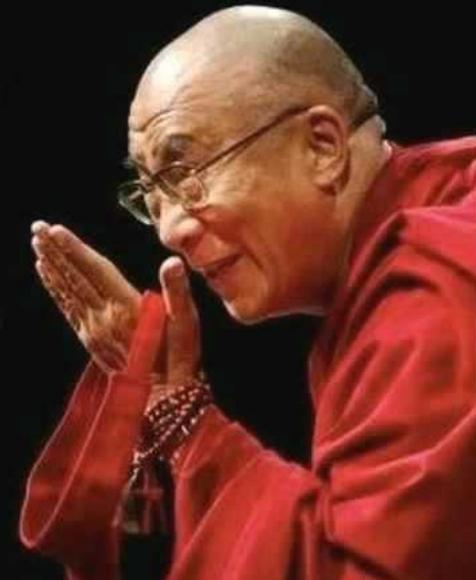
I am qualified to administer and deliver psychometric tests including EQi2 (Emotional Intelligence) and MBTI (Personality Types).



# OVERVIEW

- What is resilience?
- 9 Top Tips
- 4 Pillars of Resilience

**The Dalai Lama, when asked what surprised him most about humanity, answered "Man. Because he sacrifices his health in order to make money. Then he sacrifices money to recuperate his health. And then he is so anxious about the future that he does not enjoy the present; the result being that he does not live in the present or the future; he lives as if he is never going to die, and then dies having never really lived."**



# What is resilience?

Describe a resilient person. What do you think makes them resilient?



# Resilient People?

Honest  
Forward looking  
Competent  
Inspiring  
Intelligent  
Fair-minded  
Broad-minded  
Supportive  
Straight-forward  
Dependable

Cooperative  
Determined  
Imaginative  
Ambitious  
Courageous  
Caring  
Mature  
Loyal  
Self-controlled  
Independent



# What is Resilience?

- The ability to 'bounce back'?
- The ability to deal with perceived adverse situations in a positive, creative way?
- The ability to change a challenge into an opportunity?

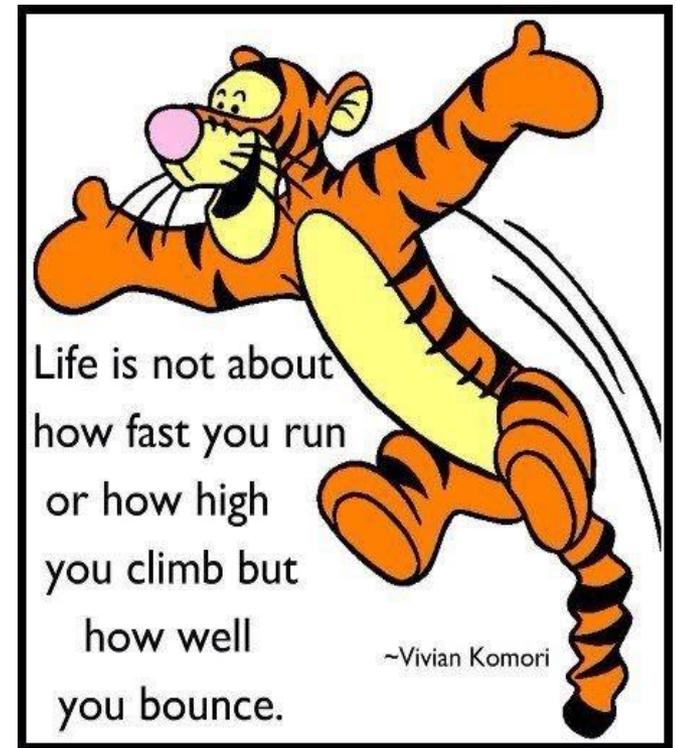
**Resilience helps us to survive, grow and develop**

# Emotional regulation

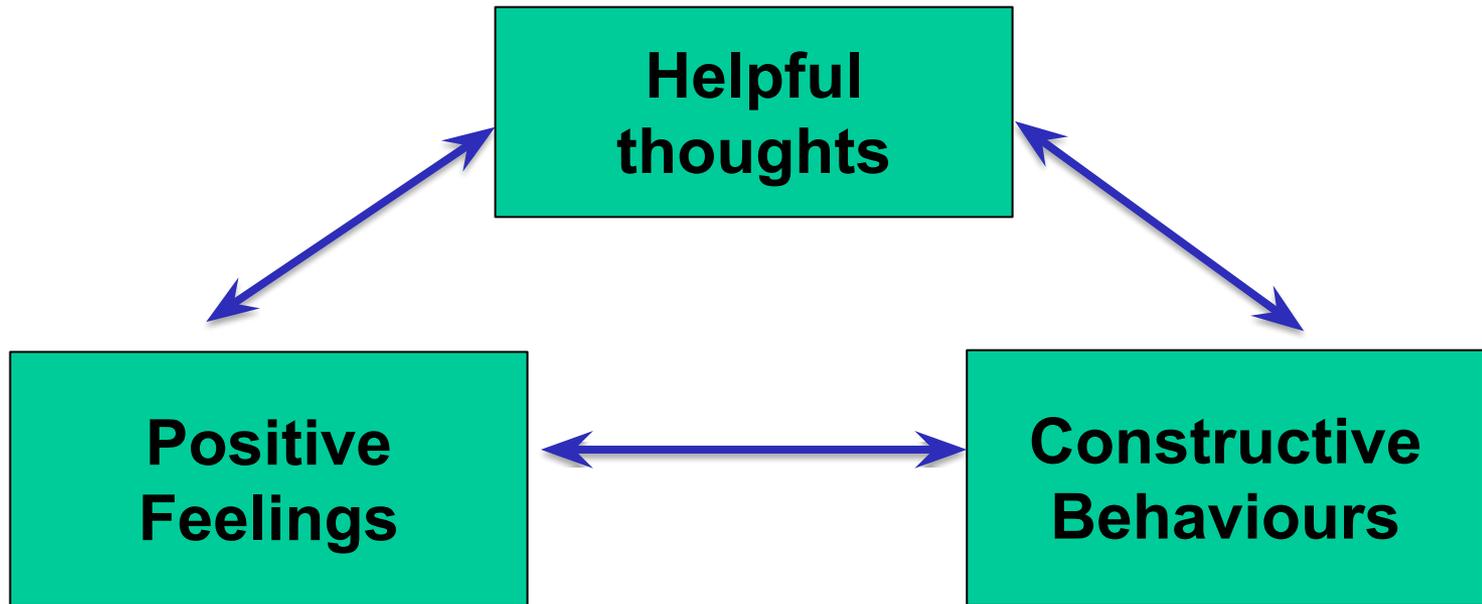
The ability to stay calm  
under pressure

The ability to “bounce back”

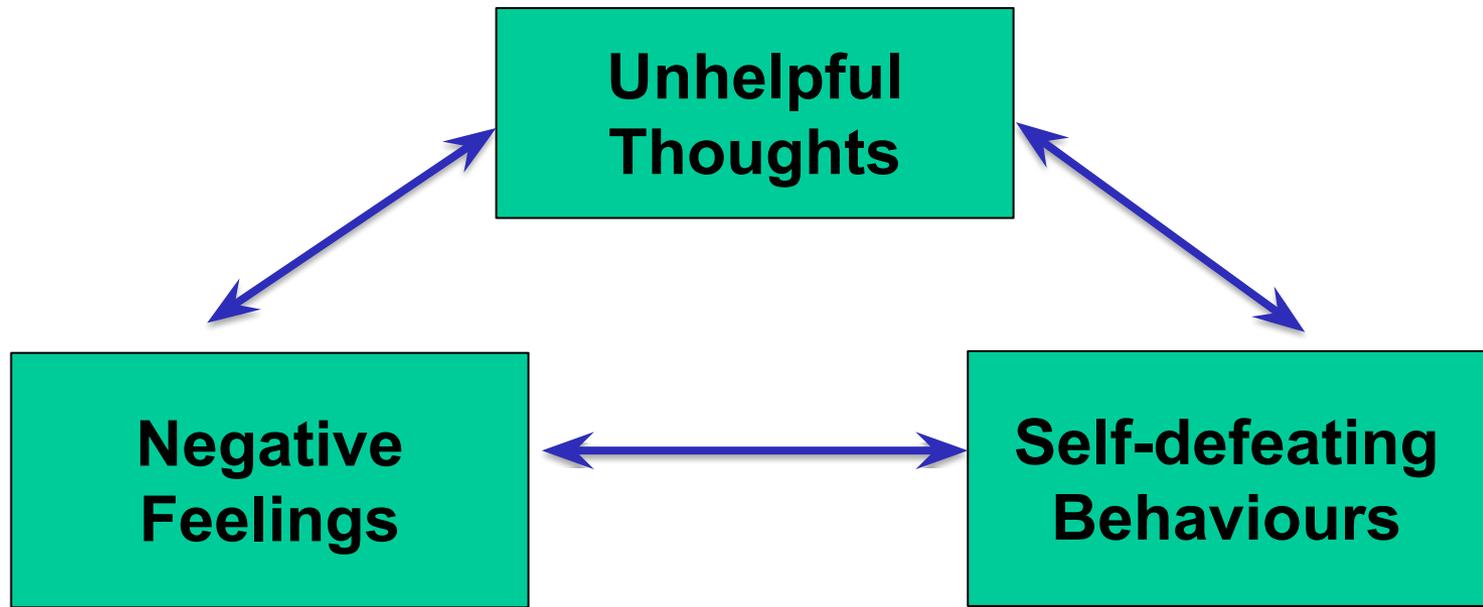
**Any examples of people with  
this ability?**



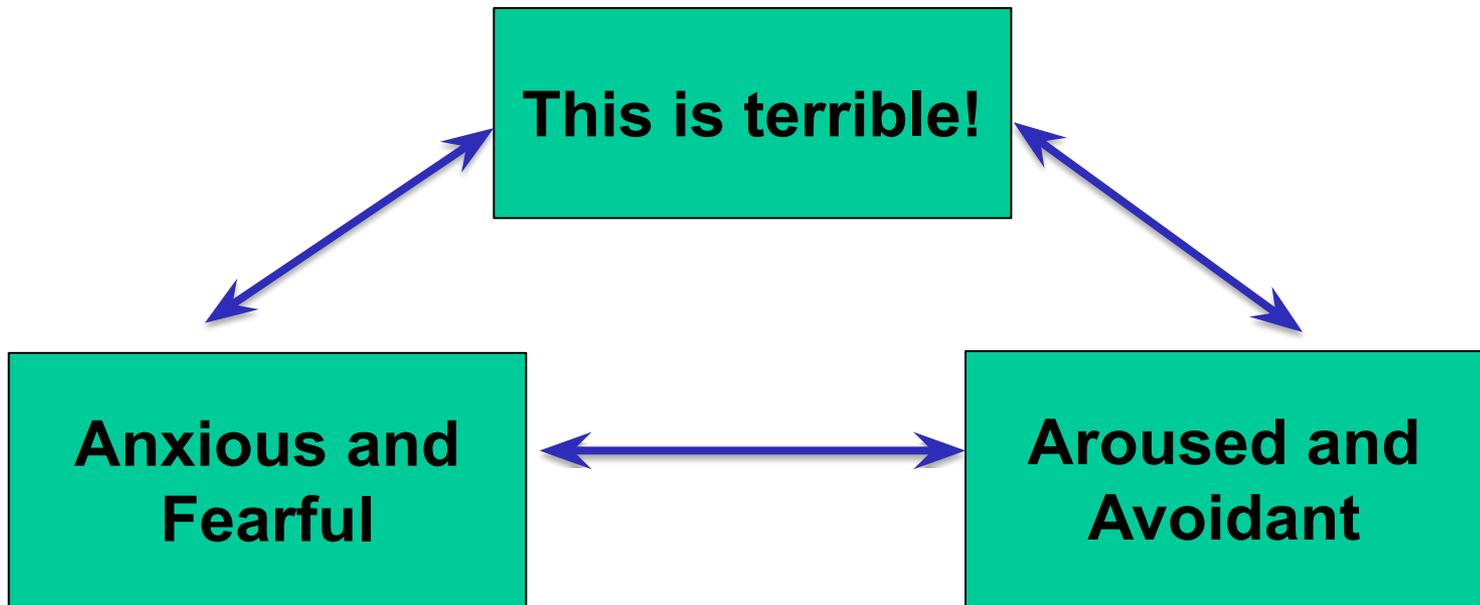
# Resilient people have....



Sometimes you may...



And then....



**BREAK THE CYCLE BY CHANGING SOMETHING**

# STOPP!

**S**top and step back

**T**ake a breath

**O**bserve

**P**ut it into **P**erspective

**P**ractise what works



# 9 Top Tips

1. Visualise success
2. Increase your self esteem
3. Take control
4. Be more optimistic
5. Manage **YOUR** stress
6. Improve **YOUR** decision making
7. Deal with conflict
8. Know when to ask for help
9. Plan to learn

# 1. Visualise Success

Resilient people create their own vision of success. This helps them achieve their goals by providing a clear sense of where they're headed.



## 2. Increase Your Self Esteem



Identify what you're good at.

What can you feel positive about?

Remind yourself of these things regularly.

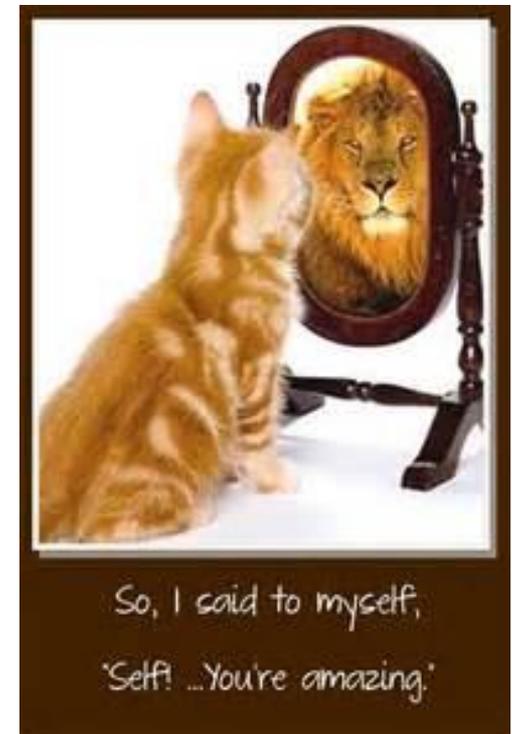
# Self efficacy

Our sense that we are effective in the world.

Our faith in our ability to succeed.

Amy Cuddy “Fake it ‘til you make it....Fake it ‘til you become it”

**Any examples of people with this ability?**



### 3. Take Control

Resilient people believe they can make a difference and be successful.



## 4. Be More Optimistic

Optimism is one of the most important characteristics of resilient people.

It is important to look on the bright side, have confidence in your own abilities, and salvage what you can from problematic situations.

Even those who lean towards the glass-half-empty mindset can learn.



# 5. Manage Your Stress

## **ACUTE STRESS REACTION**

Triggered by a threat to personal safety

Survival response

The body quickly returns to normal

## **CHRONIC STRESS REACTION**

Triggered at a lower level

Remains active for long periods of time

Allows toxins to build up

# Manage Your Stress – Some Suggestions

Be physically active

Enjoy the outdoors

Eat healthily

Improve your hydration

Get a good night sleep

Reduce caffeine intake

Reduce alcohol consumption

Have a support network

## 6. Improve Your Decision Making

Resilience requires you to make rather than avoid decisions. Resilient people trust their own judgment, but aren't afraid to change their minds.



# Causal analysis

The ability to **accurately** assess the causes of their problems

“Me, Always, Everything”

“Not Me, Not Always, Not Everything”

**Any examples of people with this ability? What effect do they have on others?**



## 7. Deal with Conflict

**Be Calm** and take a positive approach

**Be Patient**, its worth taking as much time as needed to resolve a conflict situation as early as possible

**Have Respect**, be courteous, non-confrontational by focusing on the issue not the person



## 8. Know How to Ask for Help

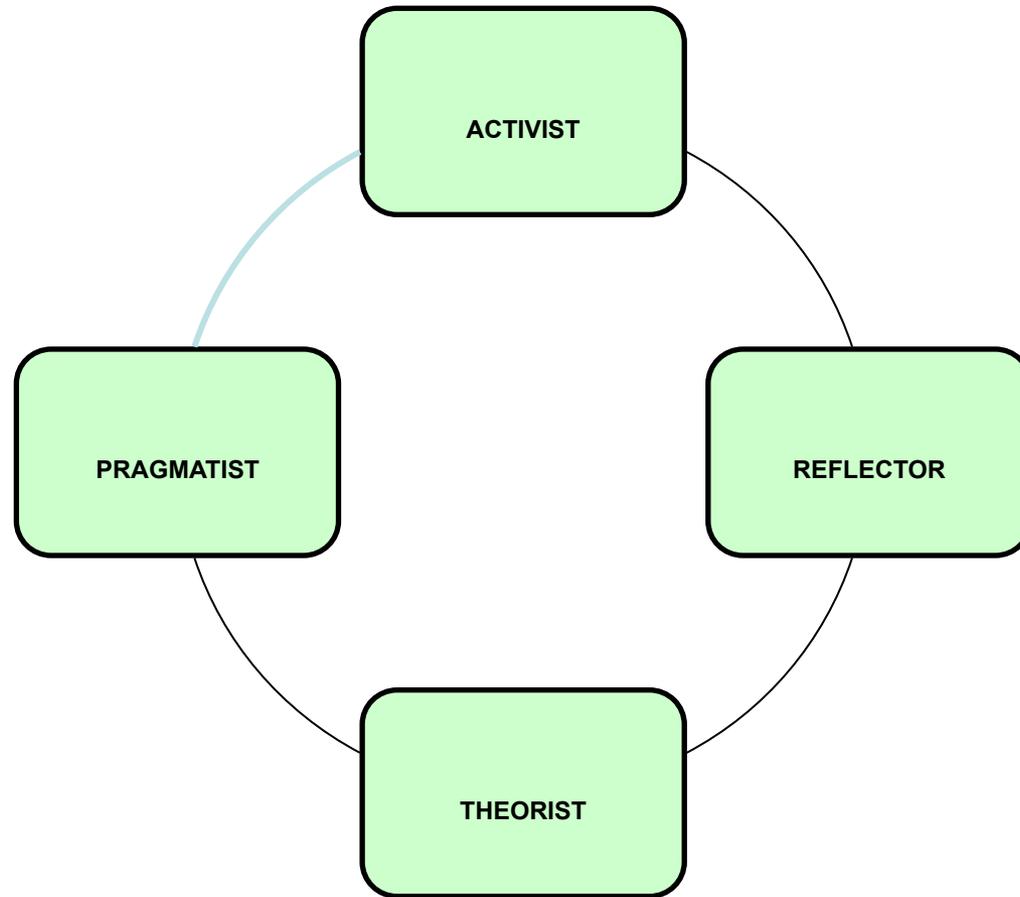
Individuals can overcome adverse situations in a more effective way when they feel supported.

### **Remember!**

It is a *strength* - not a weakness - to seek help.



# 9. Plan to Learn



# How Resilient are YOU?

Do you keep a positive attitude during difficult situations?

Do you have skills to help you relax and manage stress?

Do you have a network of people who offer you support?

Do you take good care of yourself?

Do you keep your eyes on the big picture even in challenging situations?

# Four Pillars of Resilience

1

Life change is possible –  
**know yourself then  
change**

2

**Thinking is the key** to  
boosting resilience

3

**Accurate thinking** is the  
key

4

Refocus on your  
**strengths**

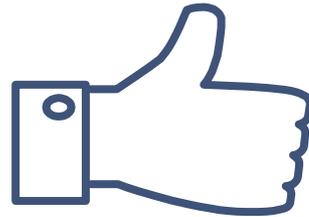
# Summary & Recap

## Q&A



**GOOD BYE &  
GOOD LUCK!**





**THANKS!**

Any questions?

You can find me at

**karen@dcmlearning.ie**



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