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Rise Up: Overcoming challenges and equipping yourself to handle tough times.

Dr Lucy Hone

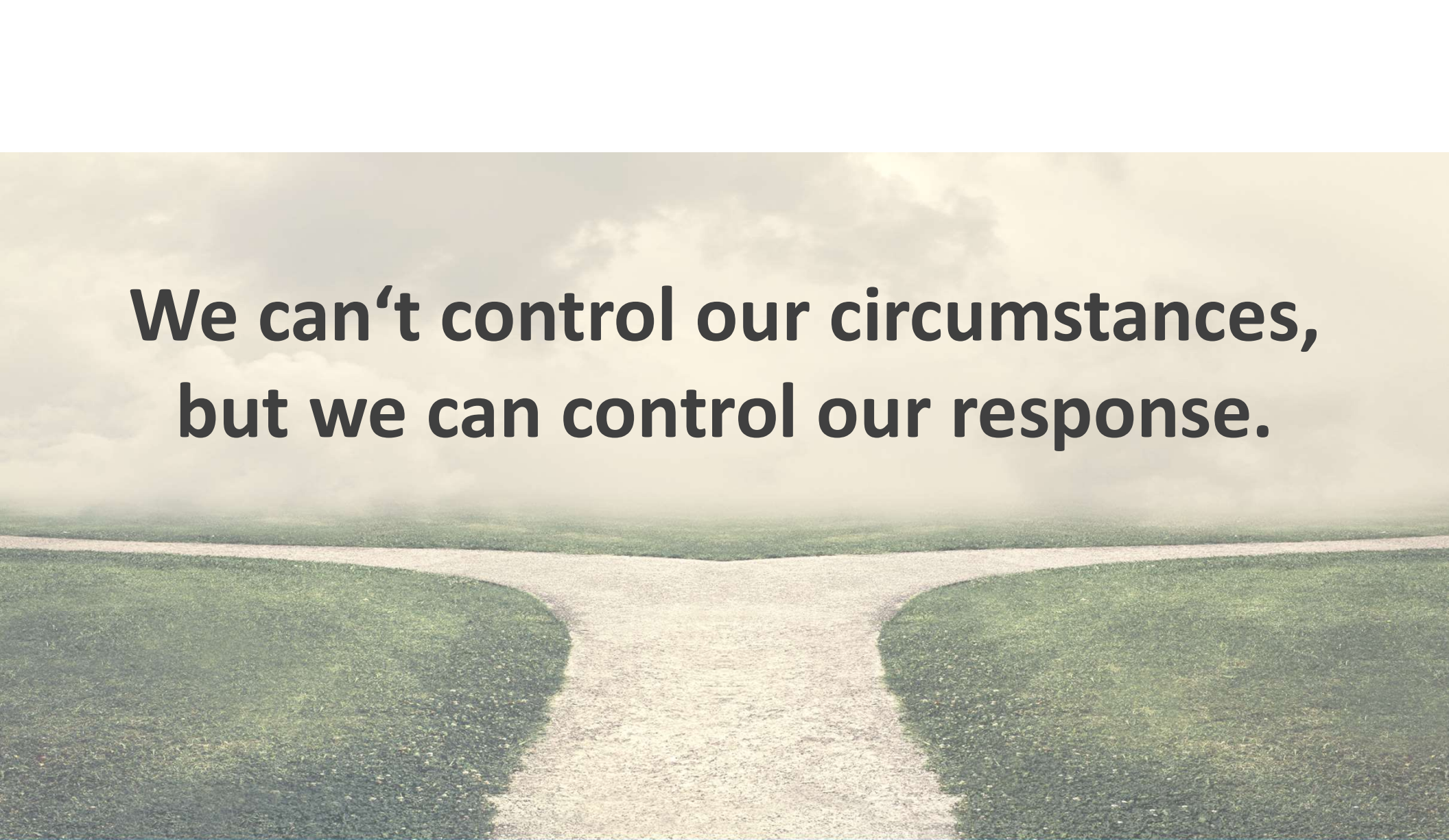


RESILIENCE



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**We can't control our circumstances,
but we can control our response.**



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What do we need resilience for?



**To adapt
to major life
changes**



**To handle
everyday
stress**



**To avoid
burnout**

What do you do for your wellbeing? (Hone et al., 2016)

Physical activity
(78%)

Connect with
others (72%)

Interests &
hobbies (41%)

Relaxation
(35%)

Healthy eating
(35%)

Good sleep
(27%)





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3 Rules for Staying in the Game When the going is tough.

RULES



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Rule #1

Understand that struggle
is normal/part of life
(aka, that shit happens!)

RULES



What do you
typically say
to yourself
when you
stuff up?



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Why does your inner talk matter?

Being kind (self-compassion)

- Learn more from failure
- Cope better with challenges and change
- Persevere in the face of setbacks
- More motivated

Being critical (perfectionism)

- Anxiety
- Depression
- Shame
- Procrastination
- Less motivated

Where & when might you benefit from dialing down your inner critic?



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Kristin Neff (2004); www.selfcompassion.org

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Rule #2

Choose where you focus
your attention carefully

RULES



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**THINGS THAT
MATTER**

**THINGS YOU CAN
CONTROL**

RUTHLESS PRIORITISATION



Pick any question and discuss, in pairs:



- What distracts you from key tasks? How can you prevent that?
- What could you say 'no' to?
- What can you carve up? Postpone?
- Where/when might you waste time?

RUTHLESS PRIORITISATION



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Rule #3

Ask yourself,
is this helping
or harming me?

RULES



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Is this helping or harming you?



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What kind of things might help or harm you?



3 Rules for Staying in the Game When the going gets tough...



- ✓ Shit happens (sadly to us all)
- ✓ Notice where you focus your attention
- ✓ Ask, Is this helping or harming me?



To recap, resilience comes from...



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The way we
choose to
think



The way we
choose to **act**



And **your**
environment
and culture
(i.e. workplaces)



It's time to go beyond the 3Fs - Fitness, Fruit, and Flu jabs!

Elements of culture to think about include:

A culture of psychological safety

Burnout prevention (at org' level)

Diversity, equity and inclusion

Prioritising of High Quality Connections

Hybrid/remote team agreements

Health & Safety risk assessment

Mental Health First Aid, EAP+

Coaching conversations

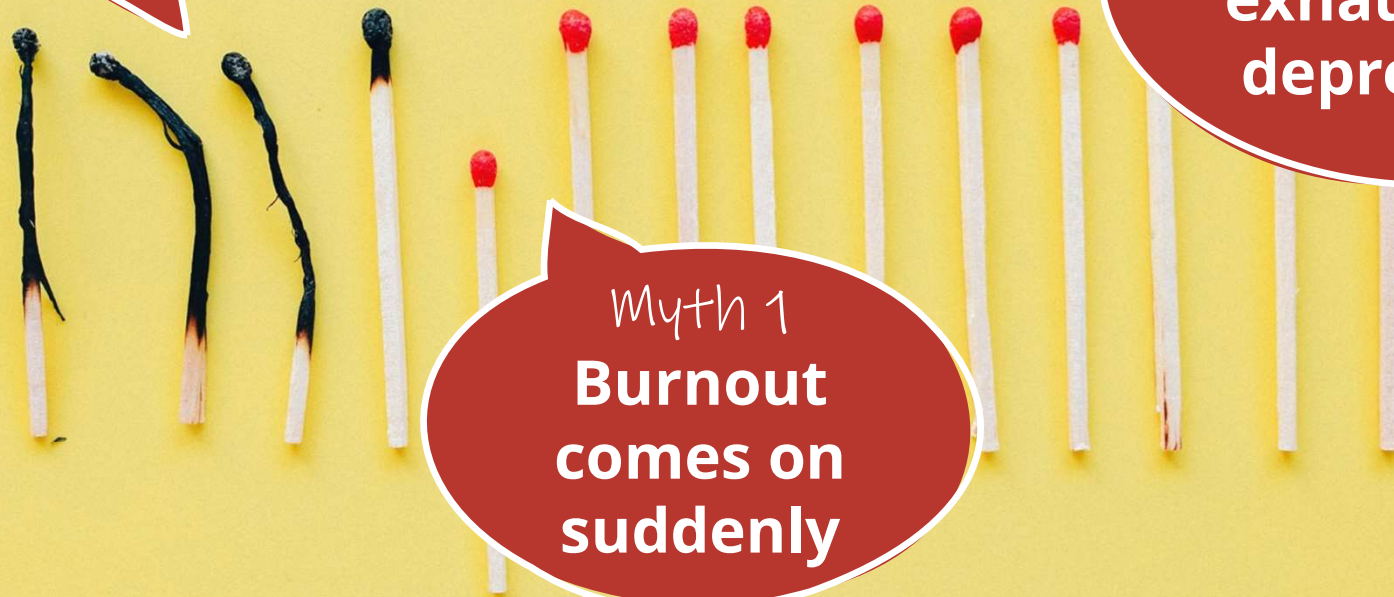




Myth 3
**Burnout is an
individual
responsibility**

Myth 2
**Burnout is
exhaustion/
depression**

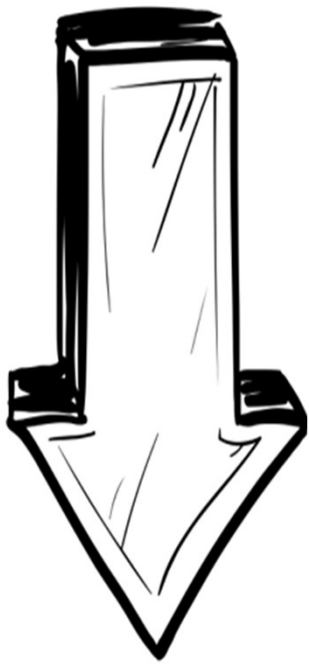
Myth 1
**Burnout
comes on
suddenly**



Burnout has 3 elements



Why care about burnout as an organisation?



Creativity and innovation

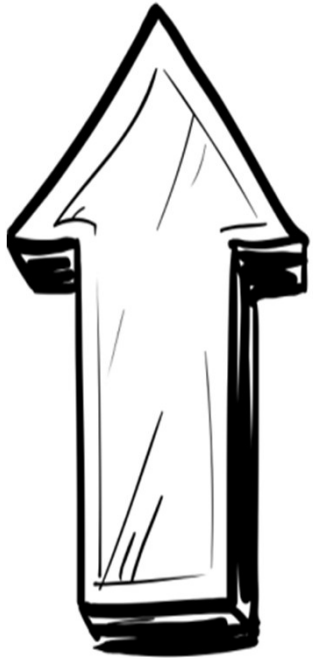
Productivity

Mental health

Safety (higher errors – malpractice insurance)

Customer satisfaction scores

Why care about burnout as an organisation?



Turnover (2.6 times more likely to be actively job seeking)

Health care costs (insurances)

More likely to visit the emergency room

Absenteeism (more likely to take a sick day)

Presenteeism

The drivers of burnout at work

**Work
overload**

**Lack of
support**

**Lack of
fairness**

**Lack of
autonomy**

**Feeling
under
valued**

**Lack of
clarity**

The drivers of burnout at work

**Lack of
support**

**Feeling
under
valued**

**Lack of
fairness**

**Lack of
clarity**

What can you do to help these?

**Provide
greater
support**

**Notice
people's
contribution**

**Increase
fairness!**

**Provide
greater
clarity**

**If you can't change the entire system,
focus on what you can change!**

Top 5 elements of culture that matter for retention:

1. Feeling respected
2. Having supportive leaders
3. Leaders that live the companies core values
4. Absence of toxic managers
5. Ethical behaviour

Sull and Sull, 2021, MIT Sloan Review



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Psychological Safety is Key!

“

The belief that one won't be punished or humiliated for speaking up with ideas, questions, concerns or mistakes. ”

Professor Amy Edmondson, Harvard University

Why does psychological safety matter for teams?

- *It is the number one predictor of performance*
- *The more you know each other, the better your performance/productivity.*

Project Aristotle, Google

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What typically happens in your team?

1. Do you feel free to take risks?
2. Do you all value each others' unique skills and talents?
3. Do you feel able to bring up problems & raise tough issues?
4. Do people act in a way that underserves others' efforts?
5. Are some employees rejected for being different?
6. When someone makes a mistake, is it held against them?
7. Is it difficult to ask others for help in your team?

The Psychological Safety Scale (Edmondson, 1999).



Tiny Noticeable Things (TNTs) we can all do to make relationships at work better

Davis (2021, Beating Burnout at Work)

- Say thank you more (probably much more) than you do currently > builds trust; a simple, yet profound way of saying 'I see you'
- Keep each other informed of changes > transparency builds trust and inclusion
- Keep track of/talk about small wins/successes > makes you feel more effective
- Prioritise your to-do lists DAILY & update progress/changes regularly
- Clarify confusing and missing information related to roles or tasks; confusion, ambiguity, and lack of clarity create a lot of wasted time and energy for teams
- Prioritise 'you matter' cues (calling people by name, making eye contact, and giving each other your full attention); it might not seem like such a big deal, but your brain is constantly scanning your environment for signs of belonging.



Top 5 elements of culture that matter for retention:

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**Resilience
lies within us
and
between us!**



CENTER FOR THE STUDY OF
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Dr Lucy Hone



Dr Lucy Hone



Dr Lucy Hone

- ✓ Today's slides
- ✓ Resilient teams tip sheet
- ✓ Lucy's TED talk (use it as a training tool)
- ✓ Join the next cohort of our personal/team resilience courses

