

Kylemore Lough
Wild Connemara



Developing Personal Resilience

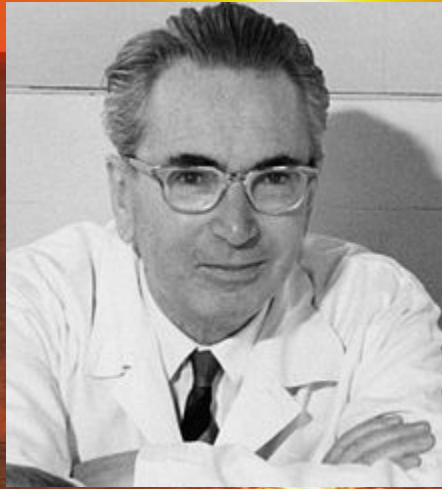
Strategies for Helping
Navigate Life's Uncertainties



With Jeff Russell

© 2010, Photograph by Jeff Russell

Six Stories . . .



Door County Sunset

Harriet Tubman



- Harriet Ross was born into slavery in 1819 or 1820.
- Raised under brutal conditions, subjected to whippings as a small child. At the age of 12 she was seriously injured by a white overseer when she refused to help tie up a man who had attempted escape.
- Marries John Tubman at 25 but soon decides to leave her husband to escape slavery when she feared her children would be sold and her family broken apart.
- Was told by a white neighbor how to find the first house on her path to freedom. She travels the Underground Rail Road to Philadelphia where she meets William Still.
- Begins relocating members of her family to St. Catherines, Ontario.
- Personally guides more than 300 person to freedom as a Conductor on the Underground Rail Road.
- During the Civil War, Tubman served as a soldier, spy, and a nurse.
- After the Civil War, moves to Auburn, New York . . . Where she began her work for the rights of women.

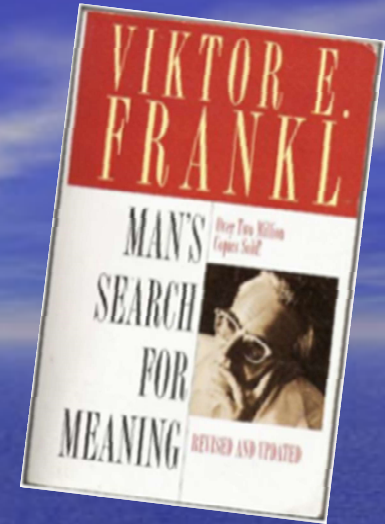
Helen Keller — 1880 - 1968

- At 19 months, she lost her vision and hearing due to a high fever.
- Helen hung on to her mother's skirt to get around and used her hands to feel what others were doing and recognized people by touching their faces and clothes.
- She made up more than 60 "signs" that she used to communicate to her family.
- As she grew older and found it more difficult to communicate with others she became more and more frustrated and angry. She would throw temper tantrums.
- Anne Sullivan arrived at Keller's house in March 1887, and immediately began to teach Helen to communicate by spelling words into her hand.
- Helen attended college with Anne spelling out teachers' words in her hand. While at college, Helen writes "The Story of My Life." With earnings from her book she becomes independent for the first time.
- She was the first deaf/blind graduate of Radcliffe College.
- Helen travelled the world lecturing and raising money for a variety of causes.



Viktor Frankl — 1905-1997

- Born in Vienna, Austria. At age 4 wanted to become a doctor.
- 1930 earns his doctorate in medicine. Continues training in neurology and runs psychiatric unit.
- 1938 Nazis invade Austria. He applies for a VISA to the U.S. — but decides to stay to care for his elderly parents.
- 1942: He begins writing The Doctor and the Soul.
- 1942: He marries, but soon his entire extended family is arrested and deported to the camps. His wife, parents, and brother all perish in the camps. Of his family, only his sister survives.
- His manuscript is destroyed upon arriving at the Theresienstadt concentration camp. Helps organize a camp lecture series and concert performances.
- Succumbs to Typhoid fever. Stays alive by focusing on reconstructing his manuscript on stolen pieces of paper.
- Transported to the Turkheim camp, liberated by the Americans in 1945.
- Publishes his reconstructed book and then writes Man's Search for Meaning in only nine days — selling over 5 million copies in U.S. alone.





Nelson Mandela

- 1918, born in a rural black homeland of South Africa.
 - Father's death lands him in the care of a powerful relative.
 - Runs away from his guardian to avoid an arranged marriage, he apprentices to a law firm — where he is exposed to the injustices of apartheid. Studies law and becomes an attorney.
 - He shuns a comfortable life to take up the cause of democratic nonviolent revolution against apartheid.
- Government brutally crushes democratic efforts, bans ANC, and arrests Mandela.
 - Incarcerated for 27 years starting at Robben Island Prison.
 - Declares: “**Any man or institution who tries to rob me of my dignity will lose.**”
 - Organizes an “Island University” where work details and recreational breaks become classrooms in philosophy, history, economics, politics, literature, etc.
 - 1989 begins secret negotiations with the government for his release and the peaceful transition to democracy.
 - 1990 first democratically elected President of South Africa.

Louis Zamperini

- In May, 1943, his WWII plane crashes into the Pacific – only three survivors.
- They drift westward for 47 days – living on rain-water, birds and fish.
- Captured by the Japanese Navy.
- Held in captivity until the end of the war in August 1945.
- Subjected to starvation, beatings, torture, and force labor. Tormented by “The Bird” a notorious Japanese prison guard.
- Liberated by U.S. forces.
- Experienced PTSD . . . nightmares; dreamed of exacting revenge on his former captors; began drinking heavily.
- Reluctantly attended a Billy Graham speech and was transformed by the experience. Became an evangelist focusing on forgiveness.
- Returned to Japan and visited the prison camp when many of his captors were imprisoned because of their war crimes. He forgave and embraced them.



Malala Yousafzai



- A Pakistani teenager and activist fighting for women's rights after the Taliban banned girls from attending school. In 2009, when she was only 11 she wrote a blog for the BBC detailing her life under the Taliban.
- In October 2012, a gunman stepped onto her school bus, asked for Malala by name, pointed a gun at her head and fired. One bullet hit the left side of her forehead, traveled under her skin the length of her face and then into her shoulder.
- She remained unconscious and in critical condition for several days. She was sent to a hospital in England. The Taliban reiterated its intent to kill her and her father. She currently lives in England.
- In her speech to the U.N. she said: "*The terrorists thought they would change my aims and stop my ambitions, but nothing changed in my life except this: weakness, fear and hopelessness died. Strength, power and courage was born.*"
- Shared the 2014 Nobel Peace Prize for her advocacy work on behalf of education of girls in Pakistan.

Resilience . . .

- What does it mean to be resilient?
- Why is resilience important to our clients/customers?
- Why is resilience important to us as professionals?



Resilience: re-sil-i-ence, *n*

Origin is from Latin: “resile” – **to spring!**

... the ability to recover from or adjust easily to misfortune or change.

... the capability of a strained body to recover its size and shape — to bounce back — after being subjected to adversity or stress.



What Resilience Looks Like . . .

Resilient people . . .

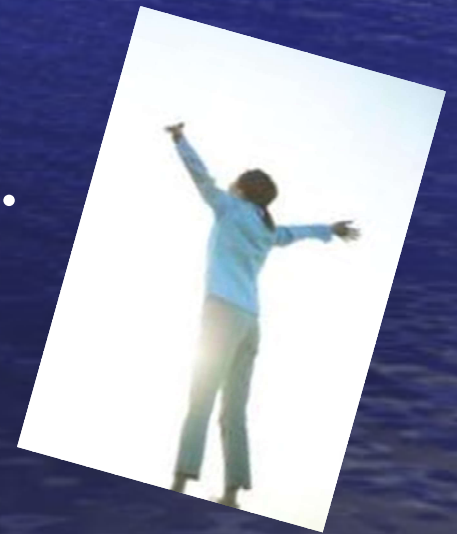
- View problems and challenges as opportunities.
- Learn from their mistakes/failures.
- Succeed despite their hardships.
- Seek out new and challenging experiences.
- Don't let anxiety and doubts overwhelm them.



What Resilience Looks Like . . .

Resilient people . . .

- Have a sense of humor and realistic optimism under stress.
- Don't feel shame or depression in the face of failure.
- Transform helplessness into power.
- Move from being a victim to being a survivor.



Why We Need Resilience

- Rapid and constant change.
- Pressure to do more with less.
- The need to play multiple roles, wear multiple hats, and satisfy multiple demands on our time.
- Work/life balance feels OUT of balance.
- The unrelenting human needs we are trying to meet with limited resources.



Without Resilience . . .

Our anxiety, self-doubt, confusion, frustration can . . .

- erode our personal and leadership effectiveness
- create higher levels of mistrust and resistance
- negatively affect our personal health and well-being
- decrease our ability to find the “hidden opportunity” that is essential if we are to make current and future changes work for us
- stifle our creativity, innovation, and problem solving capacities
- make the next change, challenge, or loss that much harder . . .

With Resilience . . .

We are more able to . . .

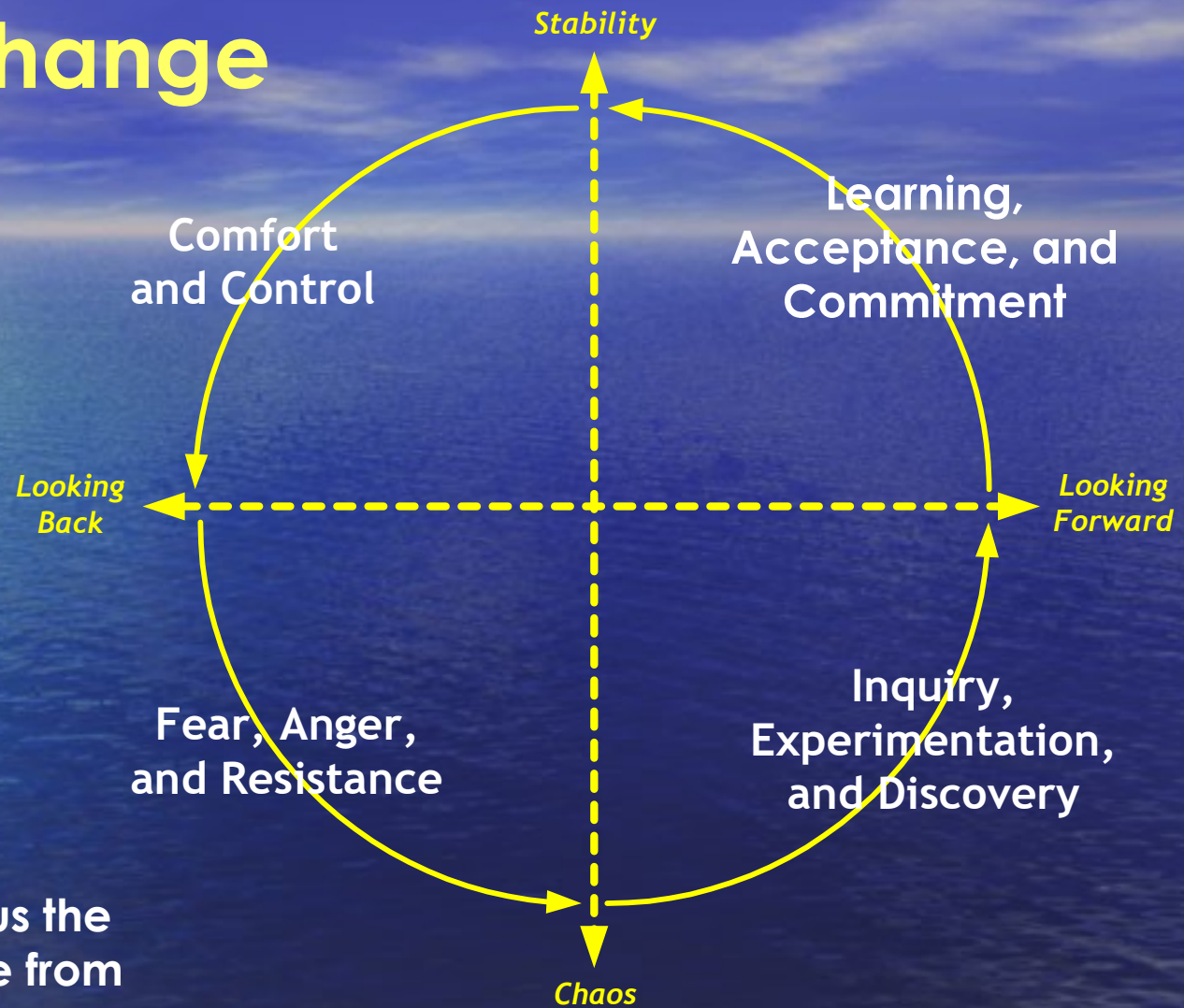
- view challenges as opportunities for learning and growth
- discover the “upside” of every challenge — no matter how difficult or traumatic
- shape or influence challenging situations such that they works *with* and *for* us
- handle multiple challenges simultaneously

With Resilience . . .

We are more able to . . .

- help others through trauma, loss, setbacks, etc.
- view setbacks not as fatal personal flaws or failures — but as only temporary states
- have the capacity to see beyond the stress, anxiety, confusion, and frustration of the moment
- view the larger picture and grander vision of the present and emerging future
- Remain calm and centered (mindful) – which enables us to respond effectively in challenging situations

The Journey Through Change

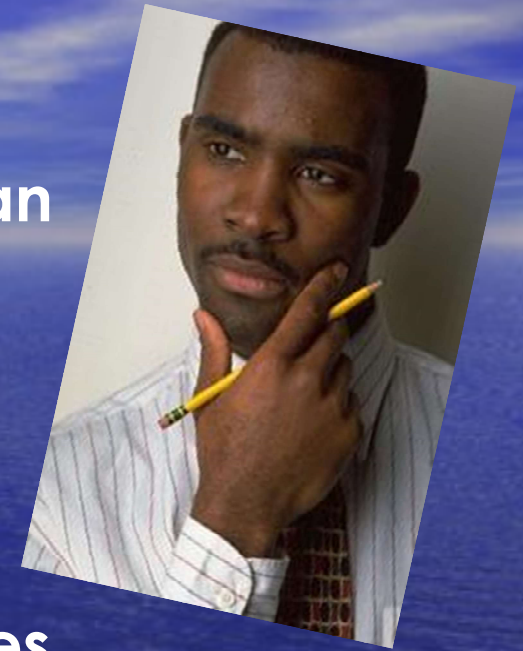


Resilience gives us the capacity to move from **chaos** to **stability**.

Leading Change model from Change Basics, Jeff and Linda Russell, (ASTD Press, 2006)

Resilience is a Mindset

- Resilience is less about who we are than about how we **think** and how we perceive ourselves.
- Our mindset or “**mental model**” influences how we view the world and how we view ourselves in the world.
- This **perception** of self, in turn, influences how we **respond** (our behaviors) to adversity and stress — with a healthy/productive response or an unhealthy/unproductive response.
- The strength of our resilience mindset and the force of our behaviors enable us to, in turn, influence or **shape our environment**.



Human Nature . . .



1. People want to maintain control over their lives.
2. People develop self-confidence and psychological health by building stable and effective relationships with others.
3. Our sense of control, comfort, and well-being results from the degree of certainty we have about our life and our future.
4. Change disrupts our ability to predict what's in store for us.
5. The more a change disrupts our ability to envision our future, the greater our confusion, fear, anxiety, and self-doubt.
6. Resilience enables us to survive in a radically changing world . . .



Jotunheimen National Park

**In your own life . . . What enable you to
make it through loss, trauma, set-backs,
significant change?**


Resilience Dimensions

- Self-Assurance
- Personal Vision
- Flexibility
- Organized
- Problem Solver
- Interpersonal Competence
- Socially Connected
- Proactive



First Dimension: **Self-Assurance**

- Viewing the world as complex and challenging . . . But filled with opportunity.
- Holding a positive self-perception.
- Confident in one's ability to meet any challenge with hope and realistic optimism.



You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.

— Eleanor Roosevelt
American stateswoman
b. 1884, d. 1962

Second Dimension: Personal Vision/Purpose

- Knowing what you believe in.
- Having a clear vision of what you want to accomplish/achieve.
- Approaching adversity and stress with a sense of hope.
- Belief and purpose carries you forward into life.

A vibrant landscape photograph of a hillside covered in yellow wildflowers under a clear blue sky. The foreground is filled with a dense field of bright yellow flowers, possibly Black-eyed Susans, interspersed with some purple wildflowers. The hillside rises in the background, also covered in similar yellow flowers, with a line of green trees at the top. The sky is a deep, clear blue.

Destiny is no matter of chance. It is a matter
of choice: It is not a thing to be waited for, it is
a thing to be achieved.

— William Jennings Bryan
U.S. statesman and politician
b. 1860, d. 1925

Third Dimension:

Flexible/Adaptable

- Aware of and sensitive to changes in the environment.
- Able to shift gears in response to what is happening.
- Remaining true to your purpose/vision while making room for other's ideas and opportunities . . .



It is not the strongest of the species that survive, nor the most intelligent, but the most responsive to change.

— Charles Darwin

British naturalist
b. 1809, d. 1882

Fourth Dimension: **Organized**

- Creating structures and methods to bring order and stability on your own terms.
- Setting realistic goals for yourself.
- Managing the moments with calm and clarity of purpose . . .

Fifth Dimension: Problem Solver

- Thinking critically and reflectively.
- Viewing impossible problems and challenges as opportunities for learning and growth.
- Collaborating with others.
- Anticipating setbacks and missteps.
- Solving problems for the long-term.
- Viewing failures as opportunities for inspiration.



Success is not final. Failure is not fatal. It is
the courage to continue that makes the
difference.

— Winston Churchill

British statesman and Prime Minister
b. 1874, d. 1965

Sixth Dimension:

Interpersonal Competence

- Demonstrating empathy and understanding for others.
- Displaying **emotional intelligence** — self-awareness, self-control, social awareness, and relationship management
- Being able to laugh at yourself.
- Seeking out others' perspectives.

A photograph of a sunset over the ocean. The sun is a large, bright, glowing orb in the upper right, casting a warm orange and yellow light across the sky and water. The ocean is dark with white-capped waves breaking. In the foreground, dark, jagged rocks are visible. Numerous birds, likely seagulls, are silhouetted against the bright sky, flying in various directions. The overall mood is serene and contemplative.

You may be deceived if you trust too much,
but you will live in torment if you do not
trust enough.

— Dr. Frank Crane

Lucas Point, Monterey

Seventh Dimension: **Socially Connected**

- Reaching out to others.
- Building bridges, sharing solutions, exploring opportunities together.
- Discovering common ground.
- Contributing to other's welfare — giving of yourself.
- Touching others' hearts . . .



Friendship is a sheltering tree.

— Samuel Taylor Coleridge

British poet and philosopher (b. 1772, d. 1834)

Edge of the Burren
County Clare

Eighth Dimension: **Proactive**

- Engaging change directly.
- Focusing on — and expanding — your sphere of influence.
- Focusing on actions that you can take vs. waiting for others to act.
- Experiencing small victories . . .
- Leading others through change by setting the example . . .



Quiet Pool – Plitvice Lakes National Park
Croatia

We who lived in the concentration camps can remember those who walked through the huts comforting others, giving away their last piece of bread.

They may have been few in number, but they offer sufficient proof that everything can be taken from a person but one thing: the last of the human freedoms – to choose one's attitude in any given set of circumstances, to choose one's own way.

— Viktor Frankl

Austrian psychiatrist, Holocaust survivor
b. 1905, d. 1997

Author of "Man's Search for Meaning"

Kalalau Valley
Na Pali Coast

*The **Crisis** of Change . . .*

危機

Danger!


Hidden Opportunity



When one door of happiness closes, another opens;
but often we look so long at the closed door that we
do not see the one which has been opened for us."

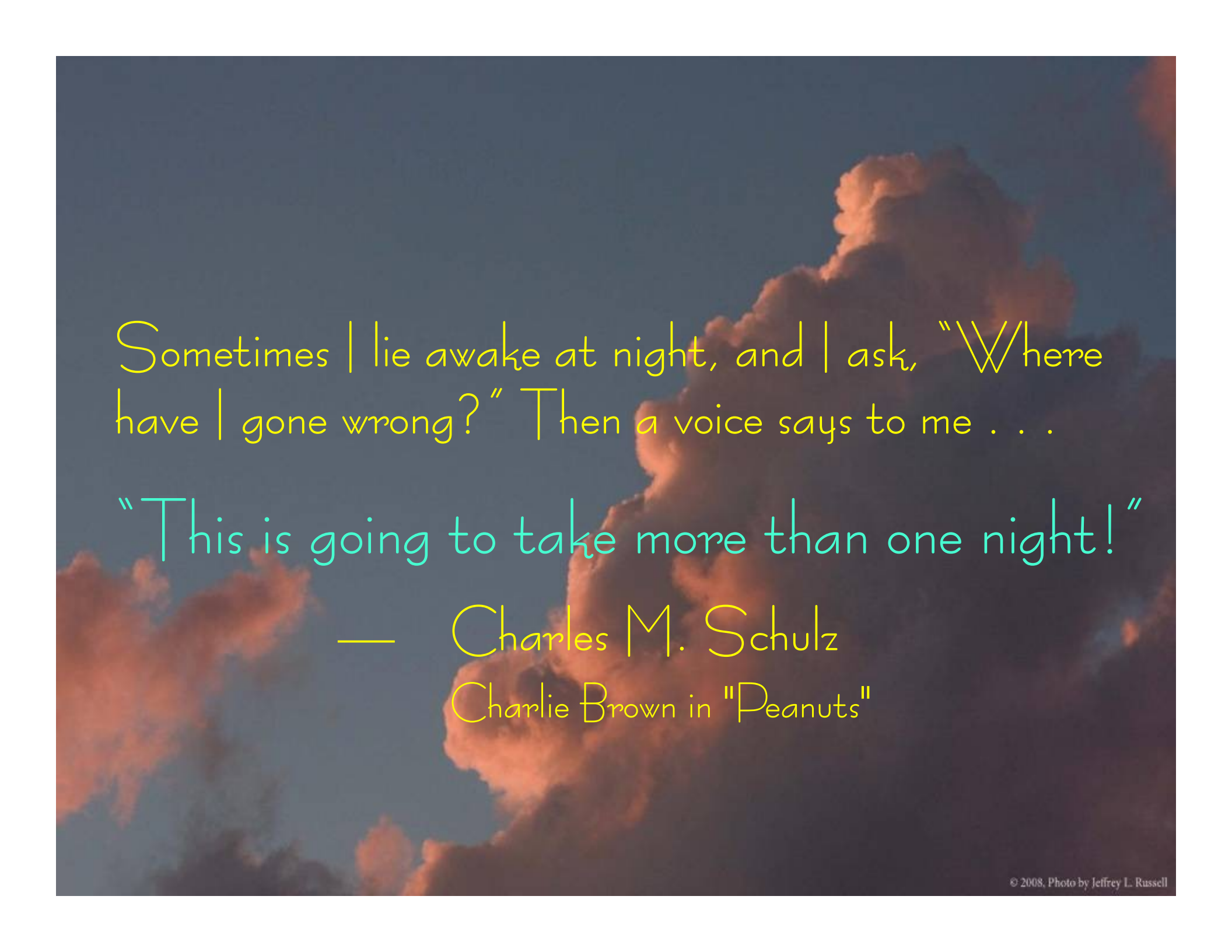
— Helen Keller

American author, activist
b. 1880, d. 1968



Blessed are the flexible, for they shall not be bent out of shape.

— Dr. Michael McGriffy



Sometimes I lie awake at night, and I ask, "Where have I gone wrong?" Then a voice says to me . . .

"This is going to take more than one night!"

— Charles M. Schulz
Charlie Brown in "Peanuts"

Thank you!

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Howth Harbor Sunset