WAYS TO BRING THE RESILIENCE MESSAGE Back to Your Team

IN GENERAL:
• Model resilience i.e. care for yourself, cope with adversity in a solution oriented way, reflect on situations optimistically, reframe out loud
• Commit to posting a resilient thought or idea in a public area on a regular basis (i.e. inspiring quote, funny cartoon, question of the week, etc.)
• Start each day off right – greet team with a good morning and request that they hold off on complaints (unless it’s an emergency) until you’ve said hello to everyone
• Consider engaging in a community service project together
• Evaluate schedules and time management to be sure everyone has the chance to be in ‘flow’ for a portion of their day
• Learn personal details about team members (i.e. favorite treat, preferred way to be recognized, etc.)
• Model active listening and constructive feedback
• Thank team members genuinely when appropriate
• Be sure there is a safe method for making suggestions – act on some of these in a public way
• Make a gratitude wall; a place where team members can write what they are grateful for at any moment
• Recognize your mistakes, laugh together, allow for bad moments and bad days, but re-focus on optimistic thinking
• Look for resilient behaviors in interviews, ask questions about how a person handles stress/challenges

AT A MEETING:
• Share facts about resilience – what it is, why it’s important, etc. ask for ideas from team how to support and nurture resilience
• Ask everyone to review a related TED talk or article and discuss at the meeting and/or start a staff book club reading a book on resilience
• Set aside time at every staff meeting to focus on resilience – recognize someone’s resilient behavior; build resilience with sharing stories/challenges, humor, group problem-solving
• Complete the ‘emotional bank account’ exercise and post results
• Reflect together on any of the following topics: how home-life stresses impact work, how team can support one another, how to build optimism, how to support each other to focus on personal health and wellness, the meaning/value of the work you do, etc.
• Start each meeting sharing something each person is grateful for
• Incorporate reflective practice in meetings when possible i.e. discussing new policy/practice, discuss challenging behavior, etc.
• Ask each person to share one or two strengths and/or ask others to identify strengths in their peers (best practice to do this on paper before the meeting so everyone is prepared) – identify ways each team member can use strengths to contribute to team
• Support the development of relationships and camaraderie through icebreakers, sharing meals, enjoying each other’s company, building culture
• Don’t forget, being a resilient leader is a long-term commitment. A one-time focus on resilience at a meeting will not build or sustain resilience.