

PEARN **KANDOLA**

Emotional Resilience

Prof Binna Kandola OBE and Stuart Duff

Because all business is psychology.

OBJECTIVES

- Introduce and practice tools and techniques to help you:
 - Think positively
 - Deal with change
 - Respond constructively to feedback
 - Get positive support from others



1. Resilient Thinking



Toki

- Toki has been with the organisation for 18 months. The work has been enjoyable and interesting. A new, large project came in and Toki was chosen to lead the team for the first time.
- The initial excitement has given way to worries keep going through Toki's head:
 - Some of the team are much older and experienced than me, how can I expect to lead them?
 - The project is too big for me to handle
 - I am going to fail and lose my job

TOKI

On Sunday Toki spoke to one of his friends about his fears. His friend told him to:

1. Picture a big red STOP sign every time he had a negative thought
2. Think more positively about his job so that he doesn't fail before he's even started.



Negative Thoughts	Turned into Positives
How can I manage this team?	I have good relationships with the team. I will draw on their experience.
The project is too big for me	I know I am good at planning. I can get support from others. People won't expect me to be perfect immediately.
I am going to fail and lose my job	They have seen my potential, I wouldn't have got the job otherwise

ACTIVITY

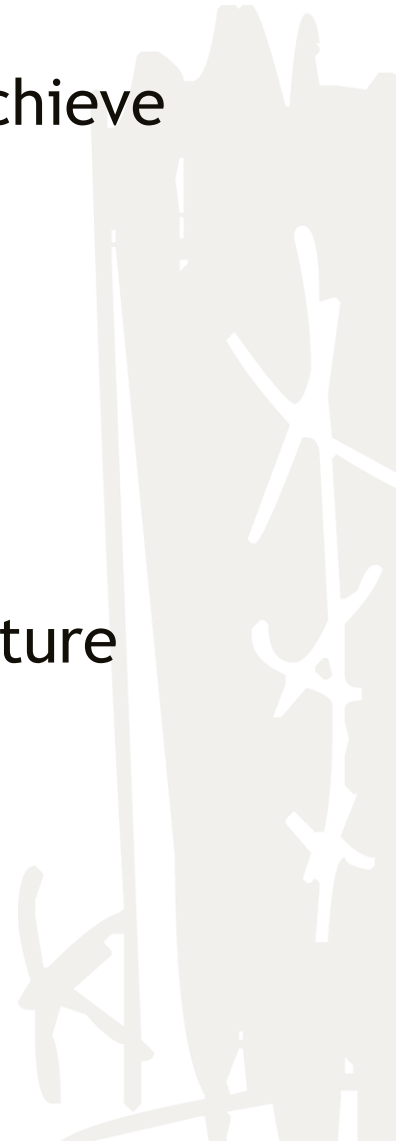
- Think about an event at work you are concerned about
- What is your 'self talk' saying?
- Share these negative thoughts with your partner
- Together, turn these thoughts into positives
- Swap over



PICTURING A POSITIVE FUTURE: VISUALISATION

Create a detailed picture of something you want to achieve and how you will achieve it

- What do you see?
- What do you feel?
- What do you hear?
- What are you saying?
- What actions are you doing to achieve success - picture these in detail, as if you are watching a movie



2. Dealing with Change



TOKI

Toki had a great first month at work and was feeling positive. On Thursday he got some bad news. The organisation was being re-structured due to financial problems and Toki's team was going to be merged with another one which would be led by other team's leader. The negative thoughts were worse than ever and despite being told it was nothing to do with Toki's performance the feeling was one of failure.

DEALING WITH CHANGE

*‘Help me accept the things I cannot change, have
courage to change the things I can and have the
wisdom to know the difference’*

The Serenity Prayer

DEALING WITH CHANGE - EXAMPLE

The organisation has had to cut costs and there is no longer money for you to go on training courses to develop your skills...

Factors I can control	Factors I cannot control
Actions to support my own career development	The organisation's budget for training

What actions can I take to make the best of the situation?

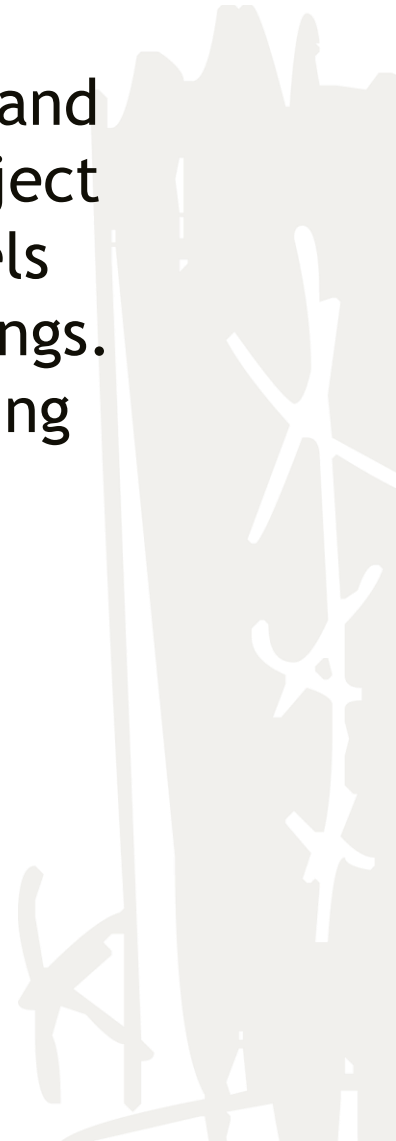
- Speak to my manager and others I work with to find out if there are any opportunities to observe others doing what I want to learn
- Find a suitable person and ask them to be my coach
- Look for free training courses
- Look online for training material
- Find self-help books

3. Responding to Feedback

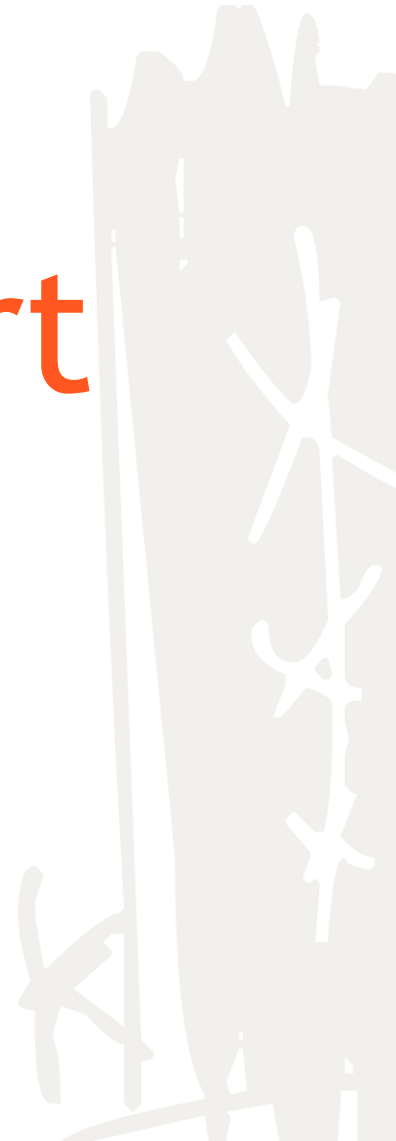


TOKI

Toki has now been in the new team for three months and has settled into the role. In a review meeting the Project Manager was pleased with Toki's performance but feels Toki could be contributing more for example in meetings. Toki feels angry and annoyed with the feedback -feeling that it is unfair.



4. Positive Support



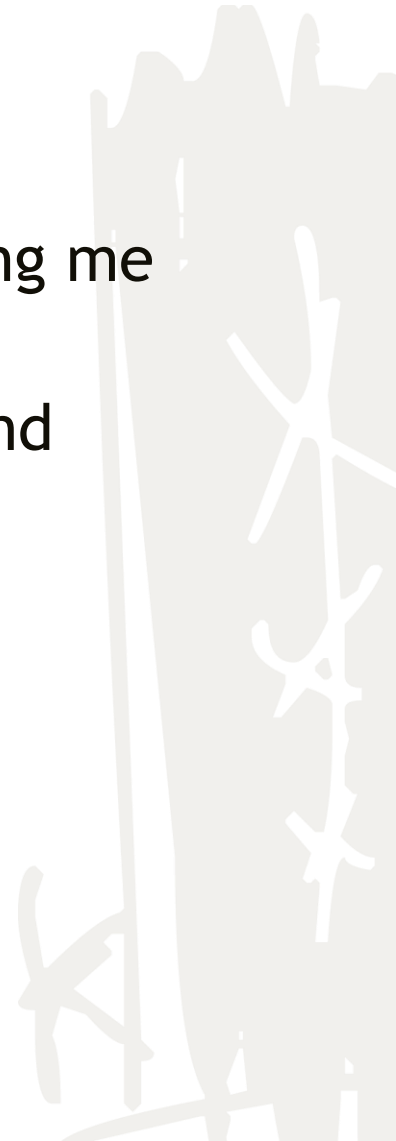
TOKI: REVISITED

6 months have passed and Toki is settled and happy in his new job in the project team.

‘One of the biggest things that has helped me is the support I received from friends. Friends I didn’t have 6 months ago. I get on well with them as well as with my boss. If there are any problems or difficulties at work there are a number of people I know I can turn to.

WHAT SUPPORT DO I NEED?

- Practical, e.g. how to do aspects of the job
- Emotional, e.g. listening to my problems and helping me to make sense of these
- Information, e.g. providing advice about working and sharing experience
- Anything else?



STRENGTHENING MY NETWORK

- Have something in common
- Talk to people
- Friends or acquaintances
- Take it to the next level



And Finally...



ACTIVITY: ACTION POINTS

- What are you taking away from the session?
 - What will you remember?
 - What will you use?
 - What actions will you take?
- Share your thoughts in pairs
- 5 minutes



PEARN **KANDOLA**



Because all business is psychology.