

# Resilience Development

Strengthening Our People

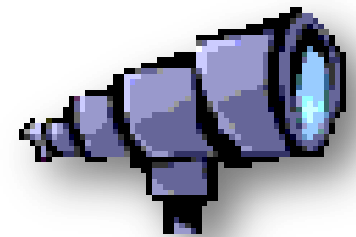


## **3 Basic Types**

1. There are Those That Make Things Happen...
2. ...Those That Watch What Happens...
3. ...Those That Wonder What The Hell Happened!

## Brief Overview

- What Is Resilience?
- Brief History of Resilience
- Who Has It?
- How Resilient Are You?
- What Are The Specific Characteristics?
- Emotional Impact versus Time
- Benefits of Workforce Resilience
- Organisational Opportunities



# Re-sil-ient [ri-zil-ee-uhnt]

*Adjective*

- Bounce back ability – To recover after a setback, challenge, change or disaster

*Verb – Re-sile [ri-zahyl]*

- *Latin: to “leap” forward*



A person with long hair, wearing a yellow tank top and a black backpack, is climbing a reddish-brown rock face. The person is seen from behind, reaching up with their right arm. The background is a warm, golden-yellow glow.

## Quote:

Our greatest glory is not in never falling, but in rising every time we fall.



*Confucius*

# Brief History Of Resilience

- Terrorism– September 11<sup>th</sup> 2002



# History Of Resilience

- Tsunami – December 26<sup>th</sup> 2004



A person with long hair, wearing a yellow and blue tank top, is climbing a reddish-brown rock face. The person is seen from behind, with their arms extended upwards, gripping the rock. The background is a warm, golden-yellow glow, suggesting a sunset or sunrise. The overall image has a textured, slightly grainy appearance.

# **NZ History of Disaster Resilience**

- Influenza Epidemic – 1918-19
- Napier Earthquake – 3<sup>rd</sup> February 1931
- Tangiwai Disaster – 24<sup>th</sup> December 1953
- Wahine Disaster - 10<sup>th</sup> April 1968
- Erebus Disaster - 28<sup>th</sup> November 1979

# Recent NZ Sporting Disaster

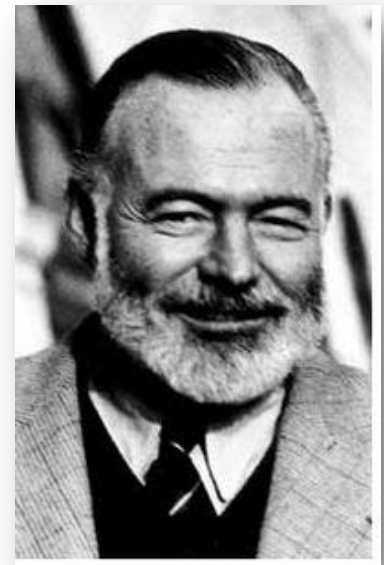
- 6<sup>th</sup> October 2007
- NZ All Blacks ¼ final loss of 18-20 to France!



A person with long hair, wearing a yellow tank top and dark shorts, is climbing a reddish-brown rock face. The person is seen from behind, with their arms extended upwards, gripping the rock. The background is a warm, golden-yellow glow.

**Quote:**

“Man is not made for defeat”.



*Ernest Hemingway*

# How Resilient Are You? 1

- A) I'm a better person because of the bad experiences I've been through.
  
- B) I'm worse off today because of the bad experiences I've been through.



## **How Resilient Are You? 2**

- A) When there is an emergency, I control my feelings and focus on handling it until it is over.**
- B) I get so frightened and anxious in emergencies, I don't know what to do.**



## **How Resilient Are You? 3**

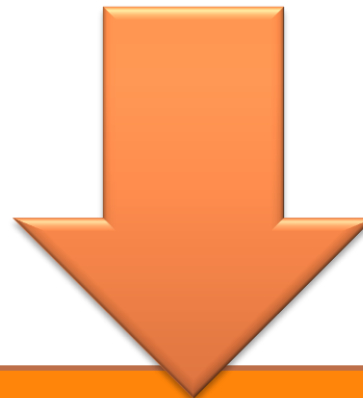
**A) When I hear change is happening I am suspicious of the motives behind it and those who are leading it**

**B) When I hear about change I trust myself and embrace change and the opportunity it provides**

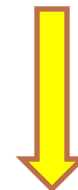
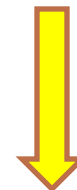
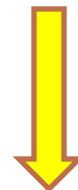
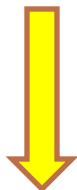
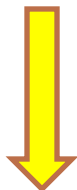
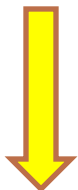
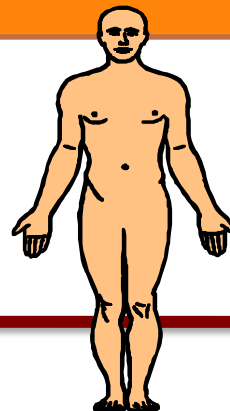


# Resilience Continuum

LIFES CHALLENGES



INTRINSIC QUALITIES



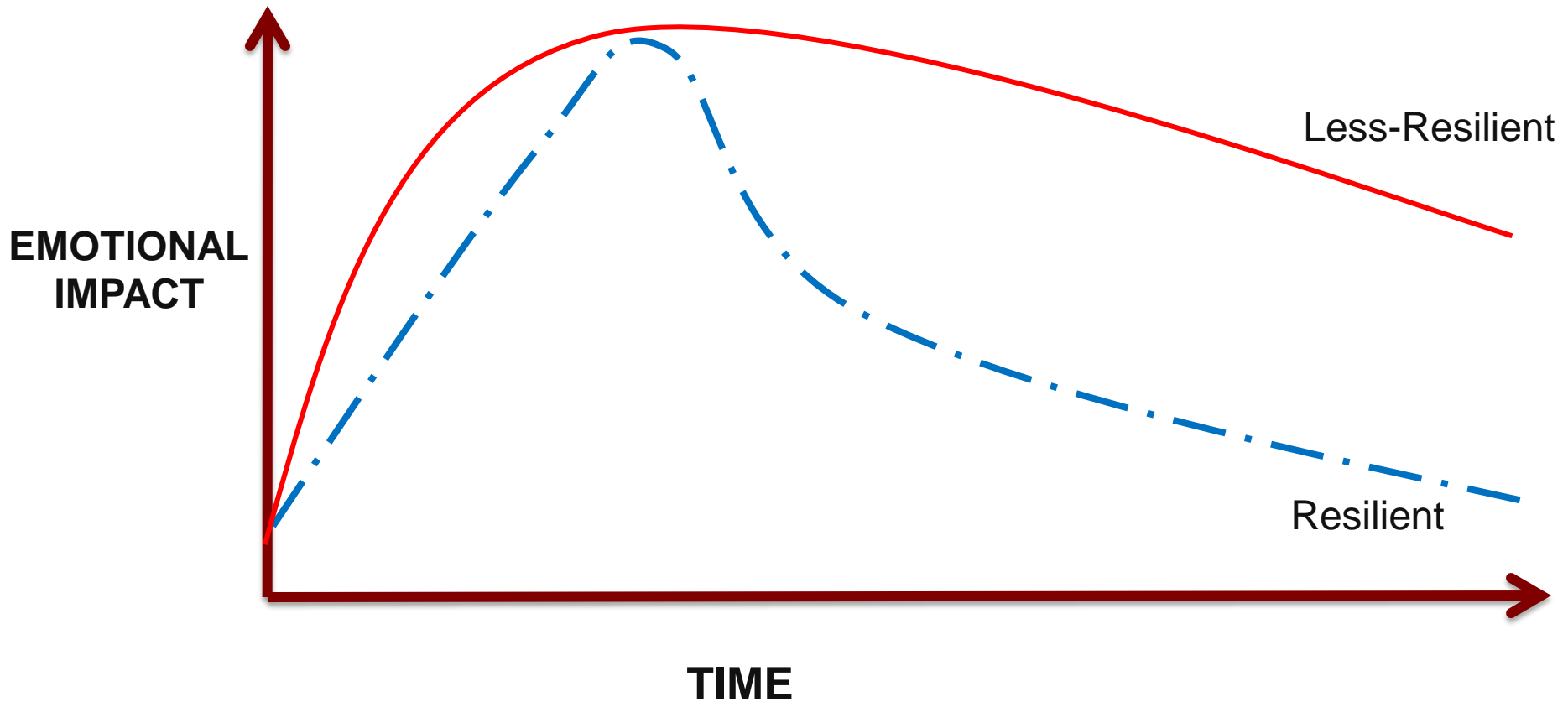
LESS  
OPTIMUM

Resilience Continuum

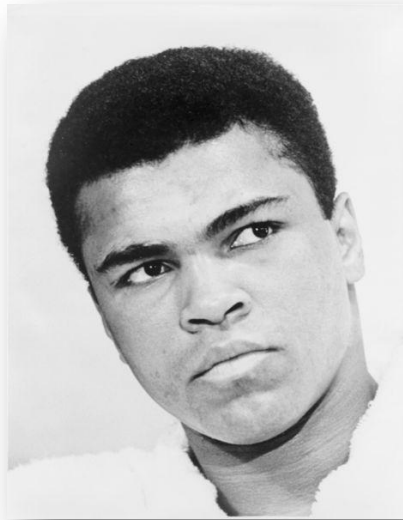
OPTIMUM  
LEVEL



# Response To Challenge & Change



# Qualities of Resilient People



# Intrinsic Qualities 1

*Resilient People are People Who:*

- Are Optimistic
- Trust Themselves
- Healthy Self – Esteem, Belief, Image, Efficacy & Confidence
- Are Flexible & Durable
- Embrace Diversity
- Able to say NO!
- Empathetic



## Intrinsic Qualities 1a

*Resilient People are also People Who:*

- Kind On Themselves
- Embrace Change Readily
- Deep Sense of Meaning & Purpose
- Comfortable With Their Emotions
- Find Value in Difficult Circumstances
- Curious & Playful Problem Solvers
- *Learn From Their Mistakes* & Experiences



A person with long hair, wearing a yellow and black tank top and grey pants, is climbing a reddish-brown rock face. The person is seen from behind, reaching up with their right arm. The background is a warm, golden-yellow glow.

## Quote:

Success is nothing more than this. Fall down 7  
times get up 8

*Chinese Proverb*



A person with long hair, wearing a yellow and blue tank top, is climbing a rock face. The background is a warm, orange and yellow gradient with a grid pattern in the top right corner.

## Why The Workplace Need?

- Climate of Continuous Change
- Struggle for Work Life Balance
- Multiple Roles
- Constant Up skilling Required
- Performance Pressure
- Departmental Merging
- Down-sizing, Right-sizing and Out-sourcing!
- Leadership & Management Changes
- Redirection & Uncertainty

A person with long hair, wearing a yellow tank top with a colorful graphic, is climbing a rock face. The rock is reddish-brown and textured. The person is seen from behind, reaching up with their right arm. The background is a warm, golden-yellow glow.

# Resilient Employees?

## Resilient

- Trusting
- Open Minded
- Sociable
- Accepting of Change
- Accountable
- Adaptive
- Responsible
- Supportive
- Esteemed & Confident
- Proactive

## Non-Resilient

- Victimised
- Threatened
- Defensive
- Vulnerable
- Surviving
- Overwhelmed
- Social Withdrawal
- High Risk Behaviours
- Despondent
- Reactive

# Resilient Workforce Opportunity

## *Decreased:*

- Downtime: Sick leave, Stress Leave & Psycho-somatic Dis-ease
- Inter-personal Disruptions & Bullying

## *Commitment to Workplace Resilience:*

- Recruitment “must have”
- Training & Workforce Development
- Increased Productivity
- *A Healthy & Safe Workplace*



A person with long hair, wearing a yellow tank top and a black harness, is climbing a reddish-brown rock face. The person is seen from behind, with their arms extended upwards, gripping the rock. The background is a warm, golden-yellow glow.

## Quote:

“...Promise me you'll always remember: You're braver than you believe, and stronger than you seem, and smarter than you think...”

(Christopher Robin speaking to Pooh)



***A. A. Milne***