

THE AUTHORITY GUIDE TO EMOTIONAL RESILIENCE IN BUSINESS



Strategies to manage stress and
weather storms in the workplace

ROBIN HILLS

“

The strongest oak of the forest is not the one that is protected from the storm and hidden from the sun. It's the one that stands in the open where it is compelled to struggle for its existence against the winds and rains and the scorching sun.

Napoleon Hill

”

Introduction

Are you worn out from dealing with reduced resources, conflicting demands and relentless change?

If you are angry, how do you react? Are you controlled and rational or do you say the first thing that comes to mind?

How do you react to pressure? How do you manage stressful situations?

How do you manage your emotional responses to events?

How do others influence the way you react to certain events?

How do you cope as you sink in the quicksand of modern life, filled with televisions and phones and social media and shopping and emails and advertisements and noise and traffic and the Internet and remembering what you may have forgotten?

Are you working with others who are struggling to maintain their own resilience?

Have you ever wondered why some people appear to remain calm in the face of disaster while others fail to cope?

People that are able to handle themselves well and remain calm in a crisis have, what psychologists call, *resilience* – an ability to cope with problems and setbacks.

Resilient people are able to utilise their capabilities, strengths and robustness to manage and recover from problems and challenges, which may include job loss, financial problems, illness, medical emergencies, natural disasters, divorce or the death of a loved one. They are able to adapt to adversity and major change without lasting difficulties and, generally, do this in a calm, rational manner.

Those who lack resilience may instead become overwhelmed by these experiences and have a much harder time with stress and life changes, both major and minor. They may dwell on problems and use unhealthy coping mechanisms to deal with such challenges. Generally, these individuals recover from setbacks more slowly and may experience more psychological distress as a result.

Those capable of dealing with minor stresses more readily have been shown to manage a major crisis with greater ease – so resilience has its benefits for daily life as well as for the rare major catastrophe.

What is resilience?

Resilience is the capability of a strained body to recover its size and shape after being subjected to adversity or stress.

Resilience is the ability to keep your cool and stay calm, to recover from or adjust easily to misfortune or change. In some cases, it is the ability to triumph in the face of adversity, to display tenacity, but not at the expense of reason.

Resilient people know that they are going to experience failure on occasions but they see it, not as something to dwell on, but as an opportunity to move forward and accept that failure is a part of life.

To some degree, emotional and physical resilience are inborn abilities. Some people, by their nature, are less upset by changes and surprises – this can be observed in infancy and tends to be stable throughout your lifetime. Emotional resilience is also related to some factors that aren't under your control, such as age, gender and exposure to trauma. However, resilience can be developed with a little effort. If you know what to do, you can become more resilient, even if you are naturally more sensitive to life's difficulties.

Why resilience is useful

Everyone is working with greater uncertainty, ambiguity and change than ever before. Resilience helps employees and leaders to improve their effectiveness and sustain their efforts.

Resilience is about rationality and calmness, dealing effectively with – and making the most of – what you experience in everyday life.

Resilience enables you to:

- overcome misfortune
- steer through everyday challenges
- pick yourself up and move on when events take you off course
- reach out to new experiences and challenges that help you to achieve your full potential.

Developing a greater level of resilience won't stop bad or stressful things from happening, but can reduce the level of disruption that stress can have and the time taken to recover.

When resilience is useful

Resilience is useful in situations that involve:

- rapid changes
- pressure to achieve more with less resources
- performing multiple tasks or roles
- loss of control
- greater workplace diversity
- outsourcing or downsizing
- balancing issues inside and outside work
- uncertainty about the future.

Building your skills to be resilient in times of stress can buffer you from developing mental illnesses such as depression, anxiety or post-traumatic stress disorder. Resilience may help offset certain risk factors that can increase the likelihood of experiencing a mental illness, such as lack of social support, being bullied or experiencing abuse.

How this book will help you

This book is crammed with insights and practical tips. It informs you about ways to:

- change the way you think about yourself and how you approach situations
- move forward and develop your resilience at your own pace.

There are three ways to read this book:

- 1 Skim through quickly looking for advice when faced with a particular set of events
- 2 Read it carefully and, when you've finished it, determine to find out more about the subject
- 3 Treat the book as a practical manual, and begin applying the tips before you've reached the end

The best approach is the third option. Of course, there's nothing wrong with looking for help with a particular issue or reading around the subject further. If you only do these things, you run the risk of missing out on a lot of extra information about transforming other areas of your life or developing a great academic understanding about resilience without actually changing your levels of resilience.

The benefits of being more resilient

Being more resilient:

- helps to retain a focus on what matters and supports effective behaviour
- increases happiness in work and home life
- leads to better psychological well-being and health
- reduces sickness
- reduces mortality in healthy and sick populations
- increases life expectancy...

Individual resilience incorporates your physical health, as well as your emotional and mental health, and your well-being. These all contribute to enabling you to adapt to different forms of adversity – often characterised as an inner strength, fortitude or hardiness.

What is resilience?

Resilience is a mechanism that helps you to survive through adversity and recover from even the most hostile of situations.

While there are some genetic factors, resilience can be learned.

People who show good resilience possess:

- a firm, reliable acceptance of reality
- a deep belief, supported by strongly held values, that life is meaningful
- an ability to be creative, adaptable and to improvise.

Recovery to adverse conditions is possible with one or two of these qualities, but to be truly resilient you need to develop all three.

How do your challenges inside and outside of work impact upon your emotions and your resilience?

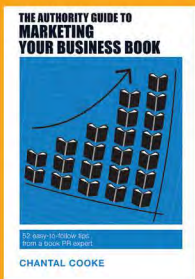
The emotional resilience of those involved in a business will contribute significantly to the organisation's success. This Authority Guide from leading emotional intelligence expert, Robin Hills, will help you change the way you think about yourself and the way you approach potentially difficult situations. You will be able to develop your own personal resilience and understand how to develop resilience within the hearts and minds of your team and your organisation.



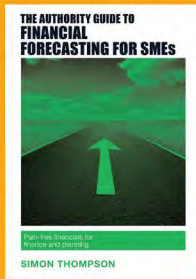
“Robin’s approach is to be gently inquisitive and engage with people in a professional supportive way which teases out key elements. This book will change your way of thinking.”

John M. Fisher, Chartered Psychologist, Change Management and Leadership Development Specialist

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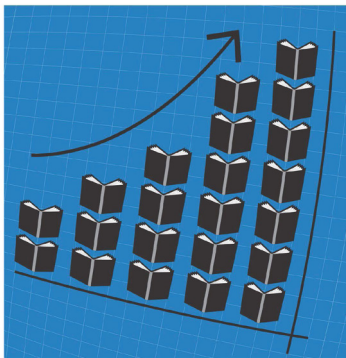


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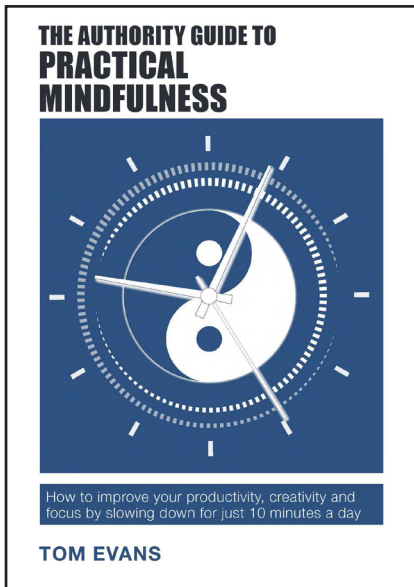
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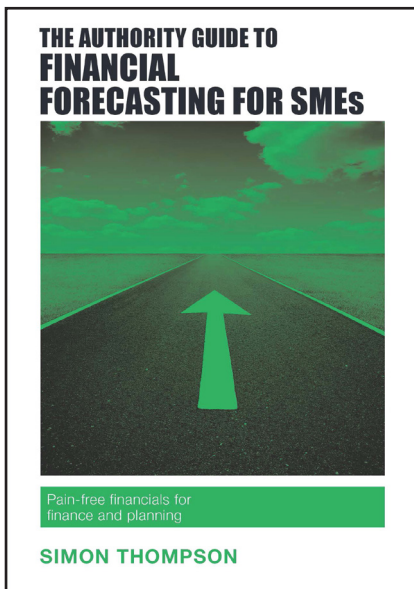
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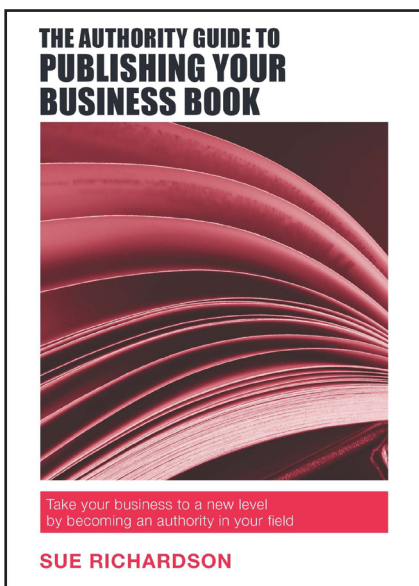


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