



Cascade Employers  
Association

# Resiliency: Building Engagement and Productivity



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Bill Swift

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A trainer and counselor since 1981, Bill has a passion for promoting life-long workplace learning. He is an expert at facilitating organization development, exemplifying forward-looking leadership by practicing principles of honesty, direct communication, and resilience. As an accomplished presenter, Bill is able to articulate program goals, strategy, and progress. His wealth of workplace experience includes 10 years as the Director of Employee Assistance Programs for Southwest Washington Medical Center and 15 years as the President and CEO of EASE, a premier Northwest Employee Assistance Program. He has consulted with hundreds of workplaces, teaching practical management techniques with real-world applicability. His clients vary from landscapers to CEOs, from welders to college professors. Bill has a Bachelor degree in Psychology/Sociology from Duke University and a Master degree in Counseling from Florida Atlantic University.

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# Workplace Pressures?



To get more work done,  
of better quality,  
in new ways,  
with fewer people,  
in less time,  
with a reduced budget, while  
worrying about job security.

# Resilience Definition



***The Resiliency  
Advantage, Al  
Siebert, PhD***

Bounce back easily from setbacks



Sustain good health and energy  
under constant pressure

Overcome adversities...

Work in new ways...

Without doing dysfunctional  
things

# Qualities of Highly Resilient People

- ✓ **Playful childlike curiosity:** Ask questions, enjoy themselves, wonder about things, able to make mistakes, able to laugh at themselves.
- ✓ **Constantly learn from experience:** Able to ask themselves “what is the lesson here? What early clues did I ignore? The next time this happens I will...”
- ✓ **Adapt quickly:** Are mentally and emotionally flexible, can be strong and gentle, sensitive and tough, serious and playful, can think in negative ways to reach positive outcomes “What could go wrong so it can be avoided?”
- ✓ **Have solid self-esteem:** Self-esteem is how you feel about yourself. Self-esteem is a personal sense of value. “I am loveable, I am capable, I am special, I like me.”



# Qualities of Highly Resilient People

- ✓ **Have self-confidence:** A sense of accomplishment which produces a necessary feeling of pride and satisfaction about who we are and what we can do. We all need to know what we are “good at something.” We all must have a place in our lives where we end up feeling proud of ourselves.
- ✓ **Express feelings honestly:** Can express feelings honestly without having to manipulate and expect others to mind read.
- ✓ **Have empathy:** Able to see things through the perspective of others.
- ✓ **Have a talent for serendipity:** Are able to see the silver lining.

# Describe Resilient People

Make two lists:

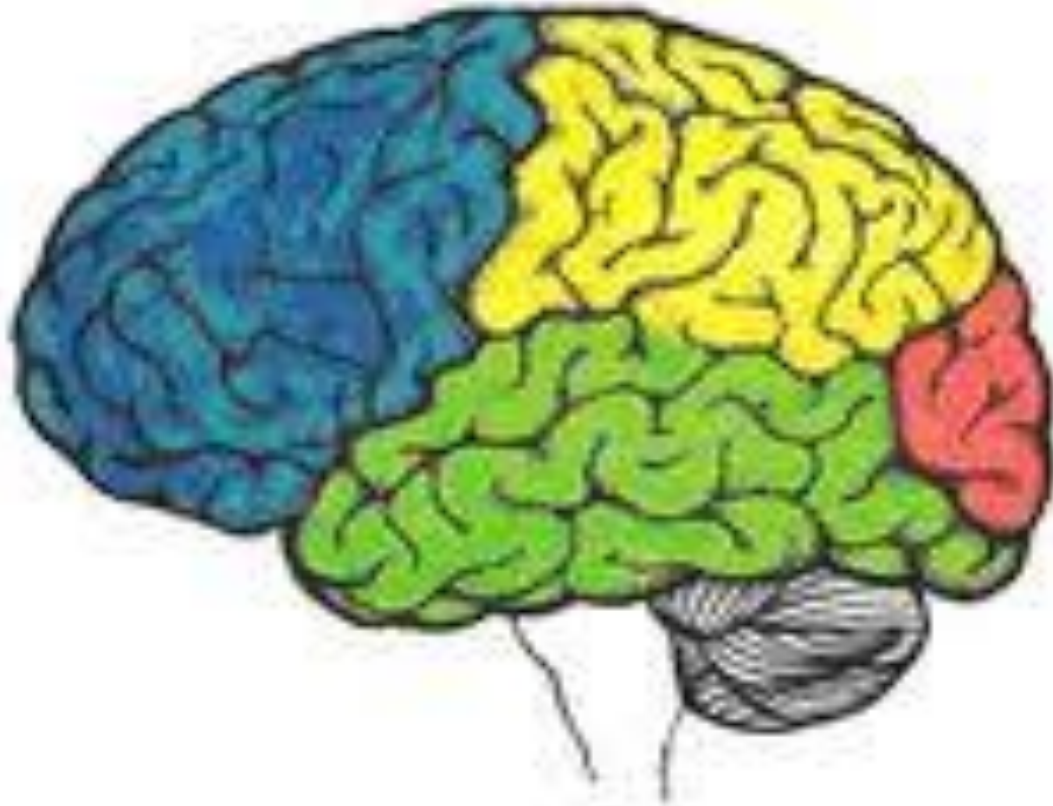
What are differences between the most highly resilient people and the least resilient people you've known?

Stories....

About your own or  
somebody else's  
RESILIENCE

But wait.....

# Reptilian Brain with 'New and Improved' Functionality



# Bias for Negativity

- ✓ 60,000 thoughts/day
- ✓ 75% are negative
- ✓ Protective/Unnecessary

# Reduce Threat Reactivity

- ✓ Calm—Quiet The Avoid System
- ✓ Contented—Satisfy the Approach System
- ✓ Caring—Feed the Attach System
- ✓ Creative—Tap the Synergy of all 3

# Work Group Strength

The effectiveness of a tribe is measurable by observing patterns of language and patterns of relating.

-Life is Great

-We are Great

-I am Great

-My Life Sucks

-Life Sucks



# Relating Ratios

- ✓ For a relationship to grow continuously interactions must be in 5:1 ratio

positive:negative

- ✓ ...but not more than 13:1

***Are you creating a reservoir of positive feeling?***

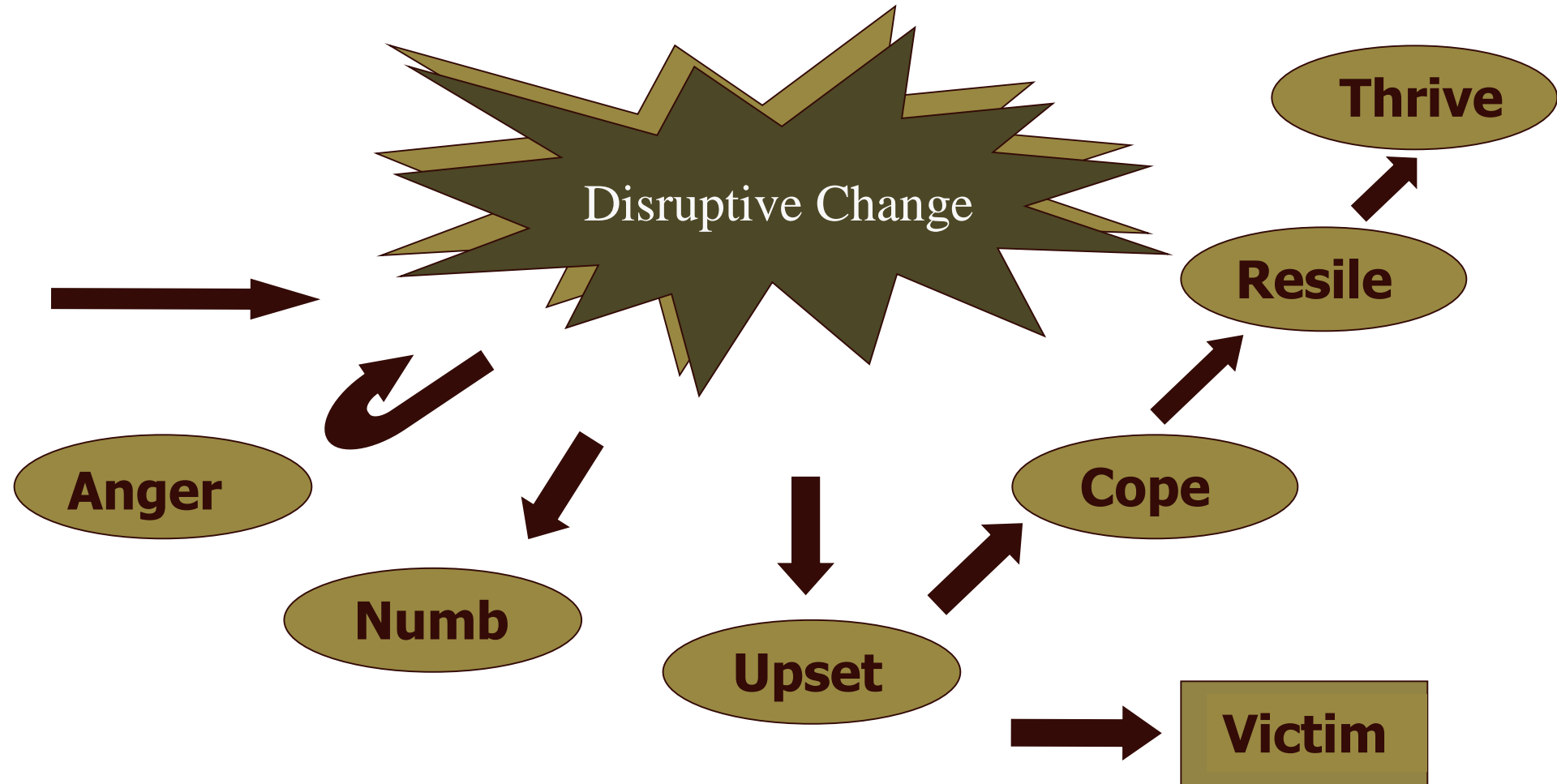
# The Resiliency Imperative

**Why is resiliency essential in the work  
you do?**

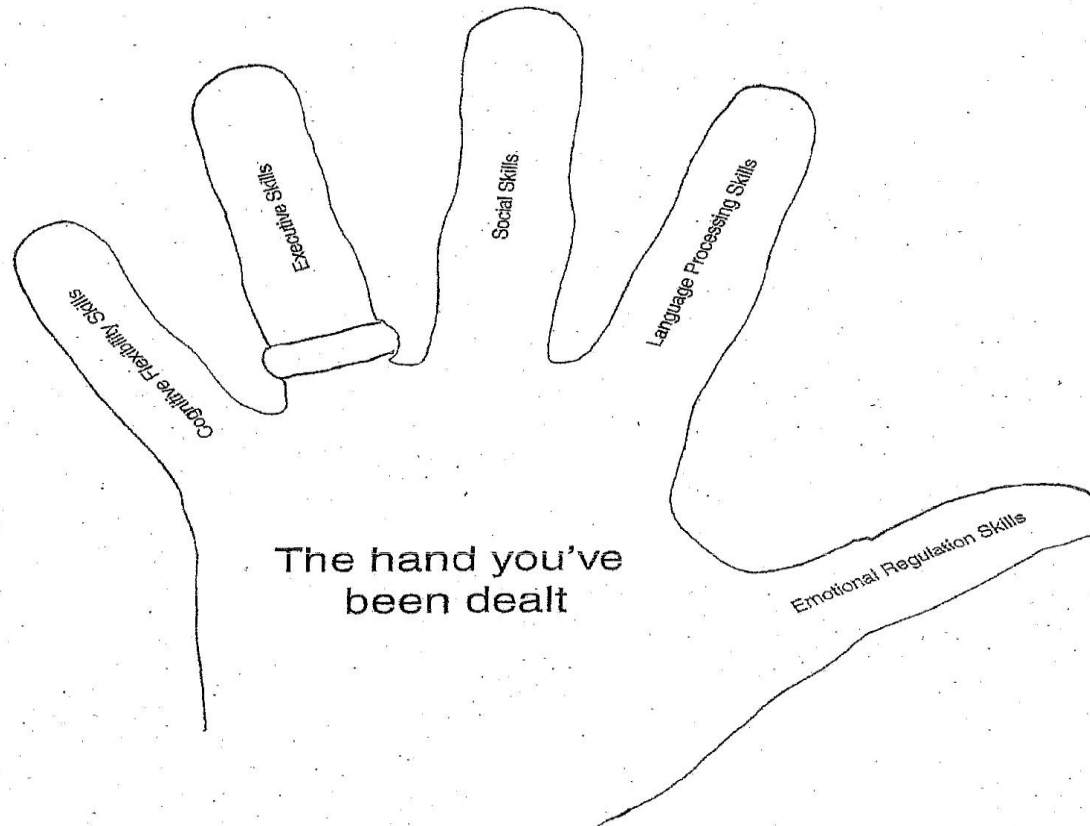
# Basic Response Patterns

- ✓ Victim reaction: pessimistic, blaming, helpless, overwhelmed.
- ✓ Rage reaction: angry, threats, destructive, dysfunctional.
- ✓ Resiliency response: optimistic, responsible, active, rapid learning, synergistic.

# The Resiliency Process



# The Hand You are Dealt



# Resiliency Principles

When hit by disruptive change you will never be the same again.

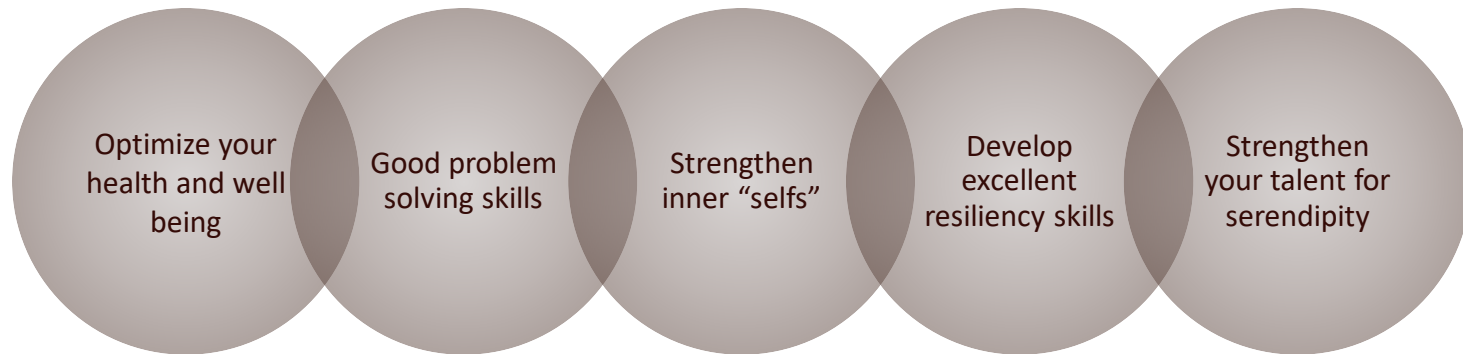
Your mind and attitudes create either barriers or bridges to good outcomes.

You will be transformed or victimized – become either better or bitter.

# HOW RESILIENT ARE YOU?



# Five Levels of Resiliency





# Level One Resiliency

Take Care of Health and Well-Being

Strong Friendships/Loving Relationships

Express Emotions Openly and Honestly

Avoid Attacks (but fight back when necessary)

Immune from Manipulation

Befriend Allies/Identify Resources/Develop Support

# Useful Questions

**How do you feel about all the pressures/stressors?**

**What do you do to take care of yourself?**

# Emotional States Affect Resiliency

**Positive emotions build resiliency:**

appreciation

affection

job satisfactions

enjoyment

hugs

**Negative emotions weaken resiliency:**

anxiety

fear

anger

worry

# Focus on Strengths!!!

**S**

## = **SUCCESS**

When you do it, you feel effective.

- People tell you that you have a gift for this activity
- You have earned prizes or recognition for this activity

**I**

## = **INSTINCT**

Before you do it, you actively look forward to it.

- You find yourself volunteering for this activity
- This activity is a positive “gut reaction” for you

**G**

## = **GROWTH**

While doing it, you feel inquisitive and focused.

- You often find yourself thinking about this activity
- You can't wait to learn more about this activity

**N**

## = **NEEDS**

After you've done it, you feel fulfilled and authentic.

- It's fun to think back on doing this activity
- Doing this activity is one of your greatest satisfactions

# Your Best Investment

## Speed Reading Class

STUDENT	Slow Readers	Fast Readers
<i>Pre Test</i>	85 WPM	300 WPM
<i>Post Test</i>	134 WPM	1800 WPM
<i>% Change</i>	50%	600%

Source: Gallup Organization

# Level Two

Develop Good Problem Solving Skills

Quickly Assess Predicament/Identify a Solution

## Here's What Survivors Do

adapted from "Deep Survival"

- ✓ Perceive/believe
- ✓ Stay calm
  - use humor, use fear to focus
- ✓ Think/analyze/plan
  - small manageable tasks
- ✓ Take correct decisive action
  - be bold and cautious
- ✓ Celebrate success
- ✓ Count blessings



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## Here's What Survivors Do

adapted from "Deep Survival"

- ✓ Play
  - sing, play mind games, recite poetry
- ✓ See the beauty
- ✓ Believe that you will succeed
- ✓ Surrender
  - resignation without giving up
- ✓ Never give up
- ✓ Do whatever is necessary





# Resiliency: Level Three

**Unlimited inner Strength:**

**CLEAR SELF-CONCEPT**

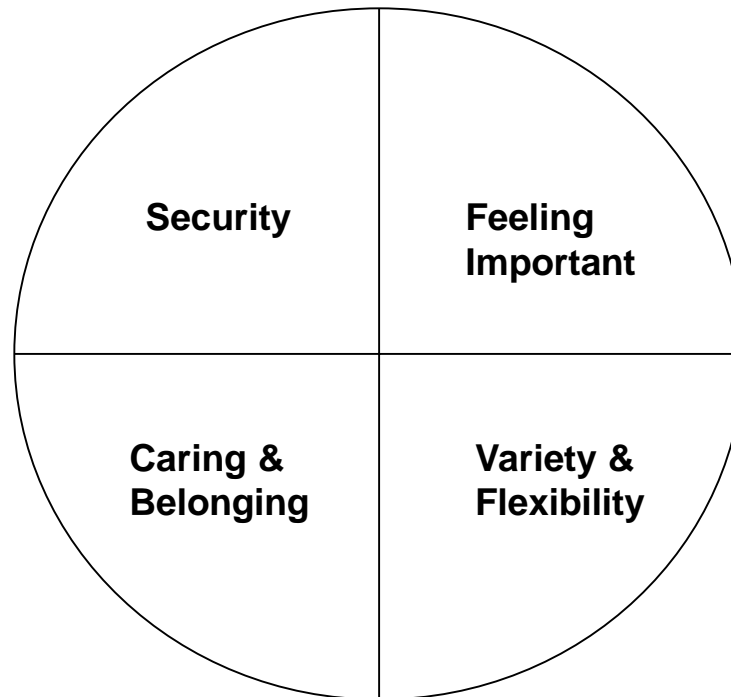
**HEALTHY SELF-ESTEEM**

**GLOWING SELF-CONFIDENCE**

Self-confidence is your expectation of how well you will handle future challenges.



# Basic Human Needs



# The Role of Self-Esteem

- ✓ Acts as a protective padding against hurtful statements.
- ✓ Lets you absorb and enjoy compliments.
- ✓ Determines how much you learn after something goes wrong.

# Level Four Resiliency

Mental and Emotional  
Flexibility

Flexible

Adaptive

Coherent

Energized

Stable



# Inner Flexibility Comes From Emotional Complexity

sensitive & tough  
cautious & trusting  
unselfish & selfish  
calm & emotional  
serious & playful  
optimistic & pessimistic

# Level Five Resiliency

Constantly learn  
from experience

# Guidelines for Learning from Experience

- ✓ Observe and describe what happened.
- ✓ Ask “What can I learn from this?”
- ✓ Ask “The next time, what could I do differently?”
- ✓ Imagine handling the next time very well.
- ✓ Rehearse the successful new response.



# The Relaxation Response



“The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty” – Winston Churchill

# A Test of Emotional Intelligence

Avoid getting stuck in the  
Theme Song of The Human Race:

**“If only other people would change,  
things would be better!”**

# Synergy Motivation

- ✓ Practice interacting with situations so that things work well for everyone.
- ✓ Your way of interacting to create an easy energy flow will be unique to you and different in every situation.

***We Are Great....Life Is Great***

# Serendipity

**A talent in which you...**

**..use sagacity to convert an accident or mishap into good fortune by asking “Why is it good that this happened?”**

# Maya Angelou...

“I’ve learned people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

# Resiliency Benefits

## **You:**

- ✓ hold up under pressure
- ✓ become more self-confident
- ✓ bounce back faster and easier
- ✓ are highly change-proficient
- ✓ get better and better every year
- ✓ convert difficulties into good luck
- ✓ become more healthy and live longer

What Are Ten Ways You Can Build  
Resiliency in Your Workplace?



# What Discourages Resiliency?

1. Telling them too much
2. Showing too much sympathy
3. Enabling them by lowering standards

Stories....

About your own or  
somebody else's  
RESILIENCE

# Heard This Before?



# Three good things

Each night before you go to sleep:

1. Think of three good things that happened today.
2. Write them down.
3. Reflect on why they happened – what was your role in bringing them about.

Marti Seligman

Videos on Youtube. Just Google “3 good things – Seligman”



**No goal is too hard to attain when you  
persevere...**

# Next Steps

## Your Personal Plan

