

## Resilient Manager's Toolkit: 6 Weeks to Better Work, Life and Relationships

**Session One: *Resiliency as a Habit* with Drs. Cindi Baldi and Geoffrey Tumlin, October 5, Noon – 1 p.m.**

**Session Two: *Combatting Exhaustion* with Dr. Welela Tereffe, October 12, Noon – 1 p.m.**

**Session Three: *Social Support* with Dr. Amy Schmisser, October 19, Noon – 1 p.m.**

**Session Four: *Mental Strategies* with Therapist Maxine Trent, October 26, Noon – 1 p.m.**

**Session Five: *The Resilient Family* with Dr. Larry Allman, November 2, Noon – 1 p.m.**

**Session Six: *The Resilient Organization* with Nate Self, November 9, Noon – 1 p.m.**

### Session One Overview: *Resiliency as a Habit*



**Cindi Baldi, PhD, MBA, MS**, is the founder and CEO of management science firm Culsure and is the host of the Management Muse podcast.

**Geoffrey Tumlin, PhD, MA**, is the president of On-Demand Leadership, and is the author of *Stop Talking, Start Communicating*, published internationally by McGraw-Hill.

Learning Objective One: Evaluate what is unique about contemporary resiliency needs

- ▶ **What's Unique About Resilience Today**
  1. Economic, geopolitical, societal change accelerating
  2. Widespread feeling of exhaustion and fatigue
  3. Sense that more adversity is coming

Learning Objective Two: Identify what makes resiliency in healthcare a special case

- ▶ **What's Special About Resilience in Healthcare**
  1. An always-on, high-stakes, giving profession
  2. Unusual staff turnover adding to stress and strain
  3. We often see people during their time of adversity

Learning Objective Three: Build a small set of proven resiliency practices to increase the effectiveness of responses to stress, setbacks, and obstacles in your healthcare role

- ▶ **Three Key Resilience Ideas:**
  1. Resilience is not always stable
  2. Everyone has a breaking point
  3. Not all adversity causes trauma
- ▶ **Before Adversity: Live life and try to build reserves**
- ▶ **During Adversity: 3As for a Resilient Response**
  1. **Acknowledge:** Face challenges directly
  2. **Adjust:** Reframe as growth; opportunity
  3. **Act:** Improve; keep moving
- ▶ **After Adversity: CRM to Reduce the Chances of Trauma**
  1. **Cool:** Take hot emotions to LA (Label/Lighten, Act)
  2. **Reflect:** Extract lessons and move on; no rumination
  3. **Meaning:** Pull some significance from the adversity

Action Steps/Homework:

1. Immediately reframe your next adversity patch into something less negative or help someone do so
2. Find and practice a go-to technique to cool hot emotions and lighten heavy situations

Further Reading:

1. **How People Learn to be Resilient**, by Maria Konnikova, *New Yorker*, February 11, 2016.
2. **How Resilience Works**, by Diane Couto, *Harvard Business Review*, May 2002.



**Next Session: *Combatting Exhaustion* with Dr. Welela Tereffe, October 12, Noon – 1 p.m.**

Researchers have been busy the past few years identifying warning signs of fatigue and testing smart strategies to help people and companies thrive, even in tough times. Join us to hear about the best of this science and to learn about combatting exhaustion from special guest **Welela Tereffe, M.D., MPH**, the Chief Medical Executive of the University of Texas' MD Anderson Cancer Center.