

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 Six Overview: The Resilient Organization



Nate Self is an honor graduate of West Point and is the former U.S. Army Ranger Captain who led the internationally acclaimed mission in Afghanistan to rescue a MIA Navy SEAL. Following his battle with post-combat PTSD, Nate became an internationally recognized authority on stress, resiliency, and peak performance. Nate has been profiled on the front page of the *Wall Street Journal*, the *Washington Post*, *Dateline NBC*, and dozens of other media outlets. He is the author of *Two Wars: One Hero's Fight on Two Fronts*, the founder of a prominent leadership development company, and he has led hundreds of executive education programs across the world. He is an expert on effectiveness, resiliency, and elite team performance.



Cindi Baldi, PhD, MBA, MS, is the founder and CEO of management science firm Culsure and is the host of the *Management Muse* podcast. Her email is cbaldi@culsure.com.

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: Analyze what resilient healthcare organizations do differently from their peers

- ▶ **What Resilient Organizations Do Differently:**
- ▶ **4Rs of Organizational Stability:**
 1. Routines (healthy habits, proven processes)
 2. Rest (self-care, well-being)
 3. Reality (purpose, truth, authenticity)
 4. Relationships (safety/anchors, supportive community)
- ▶ **4Rs of Organizational Agility:**
 1. Rehearsals (preparation, pre-mortem, contingencies)
 2. Reserves (diversity, multiple roles, margin)
 3. Reflection (collaborative learning, insights, innovation)
 4. Responsive (decision agility, intent, delegation)

Learning Objective Two: Identify near-term strategies to strengthen organizational resiliency

- ▶ **Practical (Near-Term)—Use EMR to build organizational resilience NOW:**
 - Expectation (Anticipation): How can you make yourself more likely to avoid the next crisis?
 - Mitigation: How can you make yourself less likely to feel disruption when crisis hits?
 - Restoration (or Renovation): How can you enable “bounce back” or “pivot” contingencies?
- ▶ **Aspirational (Bonus)—To Be a Resilient Manager, Build 3Bs:**
 - Build Bridges: grow relational capacity (internally and externally)
 - Build Benches: develop leadership capability (empower/delegate/communicate intent)
 - Build Brains: promote cognitive agility (focus on anticipation, learning, and decision-making)

Action Steps/Homework:

1. Gather a group to reflect conduct an authentic “timeline” exercise—reflect on learning using both sets of 4Rs
2. Discuss a strategic goal that could defend against the most likely crisis you see coming

Further Reading:

1. *Resilience: The Science of Mastering Life's Greatest Challenges*, by Steven Southwick and Dennis Charney, Cambridge, 2018.
2. *The Resilience Dividend: Being Strong in a World Where Things Go Wrong* by Janet Rodin, PublicAffairs, 2018.