

RESILIENCE DEVELOPMENT GUIDE

Willingness to Change

- Identify your fears. Identify what you fear about change. Typically, it is that if you attempt a new skill you may fail? Failure is an important part of learning. One thing that might help is to start small and fail fast. Once you fail, identify what went wrong and try again.
- Initiate change. Regularly evaluate current processes, procedures and technology. Enlist the help of others. Exchange ideas for change and share your best thinking with stakeholders.
- Focus on the rewards. When faced with change, identify the benefits that will result for you and your team. This will help you be energized and excited to take on the challenges.

Serving/Helping Others

- Look for opportunities to help others make network connections that will be valuable to them.
- Help others learn a new skill that you know well. Often the best way to help others develop is to give them an assignment that requires them to use the new skill.
- Recognize the accomplishments and effort of others more frequently.
- Demonstrate interest. Expand conversations with others to learn more about them and their outside hobbies and interests. Be mindful of birthdays, family events, and special occasions. Where appropriate, be aware of personal problems or stressors.

Inspirational Communication

- Make important discussions memorable. Use stories, examples, illustrations, or parables to illustrate important points. The stories will be remembered when the abstractions are long forgotten.
- Put yourself in the other person's shoes. When you are communicating an important message, begin by asking yourself, "What would I want to know?" and "What would be my biggest concerns?" Then, be sure to speak to those issues.
- Organize for clarity. Create a simple structure for important communications that positions your message in a logical way. Explain the problem, issue, or complication; discuss alternative courses of action; and then conclude with your recommendation and the reasons for it.

Openness to Alternative Views

- Show everyone respect. Demonstrate appreciation for and openness to differences in thoughts, styles and backgrounds.
- Take responsibility. Avoid blaming others when things go wrong. Take responsibility for making it right, even if you are not to blame.
- Magnify trust. Magnify trust by ensuring that you honor commitments, keep promises, and act with consistency.

Being Trusted by Others

- Be transparent. Pass on accurate and complete information to your colleagues. Transparency builds trust.
- Consistently deliver on commitments. Record and carefully track the commitments you make to others and make sure you deliver. Often, with no harmful intentions, people forget the commitments they make.
- Improve your relationships with others. We trust people that we like and distrust people we dislike.

Develop extraordinary leaders in your organization today.

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