



**“Resilience is about
how we recharge, not
how we endure.”**

**P.A.U.S.E.
for Healthy Resilience**

What is resilience?



“The capacity to remain flexible in our thoughts and feelings when faced by a disruption or extended periods of pressure, so that we emerge from difficulty stronger, wiser, and more able.”

Unhealthy Resilience
Brittle, enduring, pushing yourself harder and edging you or others closer to breaking point



Healthy Resilience
Setting boundaries to stay adaptable to learn, grow and bounce back stronger from periods of adversity

Healthy Resilience for greater fulfilment

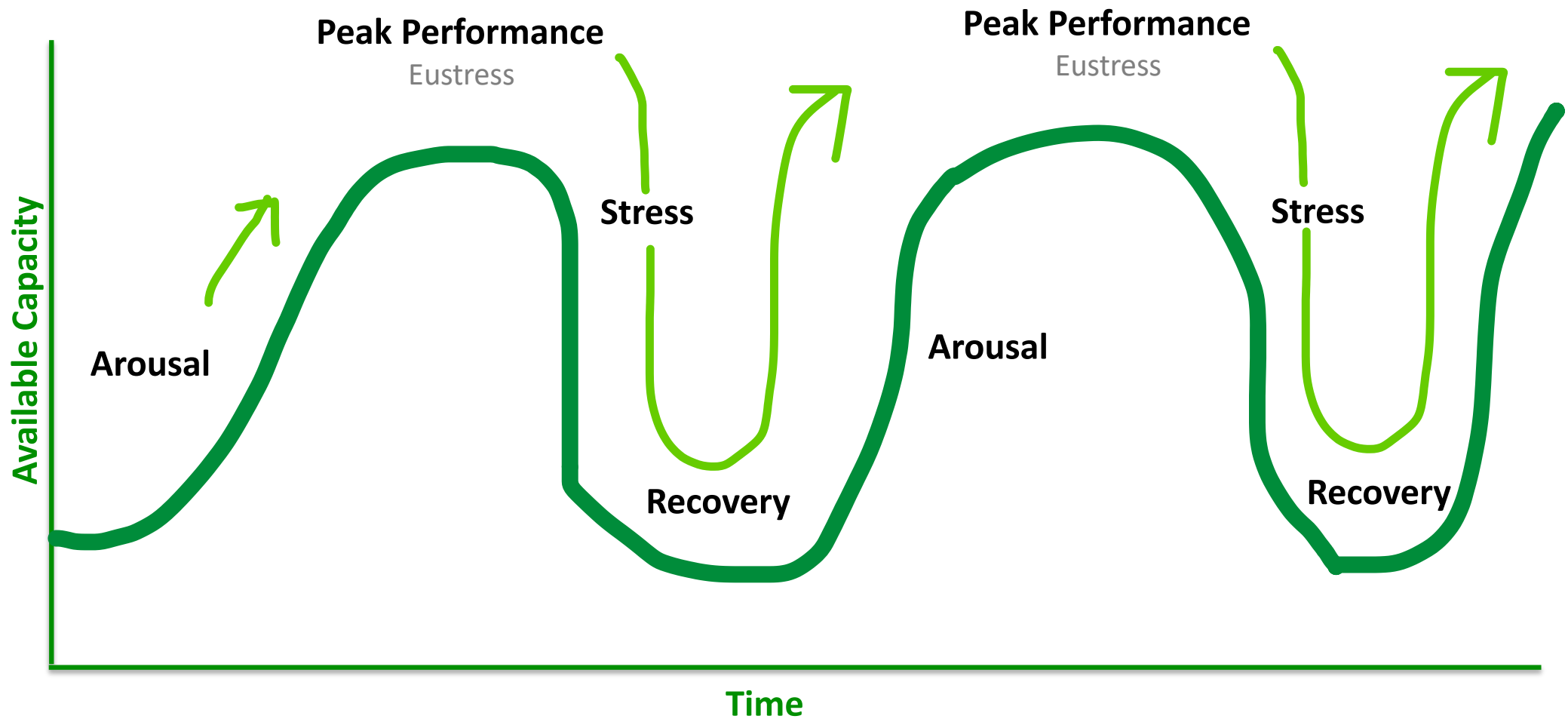
- It is not your company's job to make you happy. It's your job.
- When we strengthen our positive intelligence, we manage our mindset better, leveraging our strengths & unhooking when our saboteurs hijack us
- This enables us to be more present to appreciate moments of happiness → achieve sustainable fulfilment
- Happiness is not a constant. Happiness is a moment.

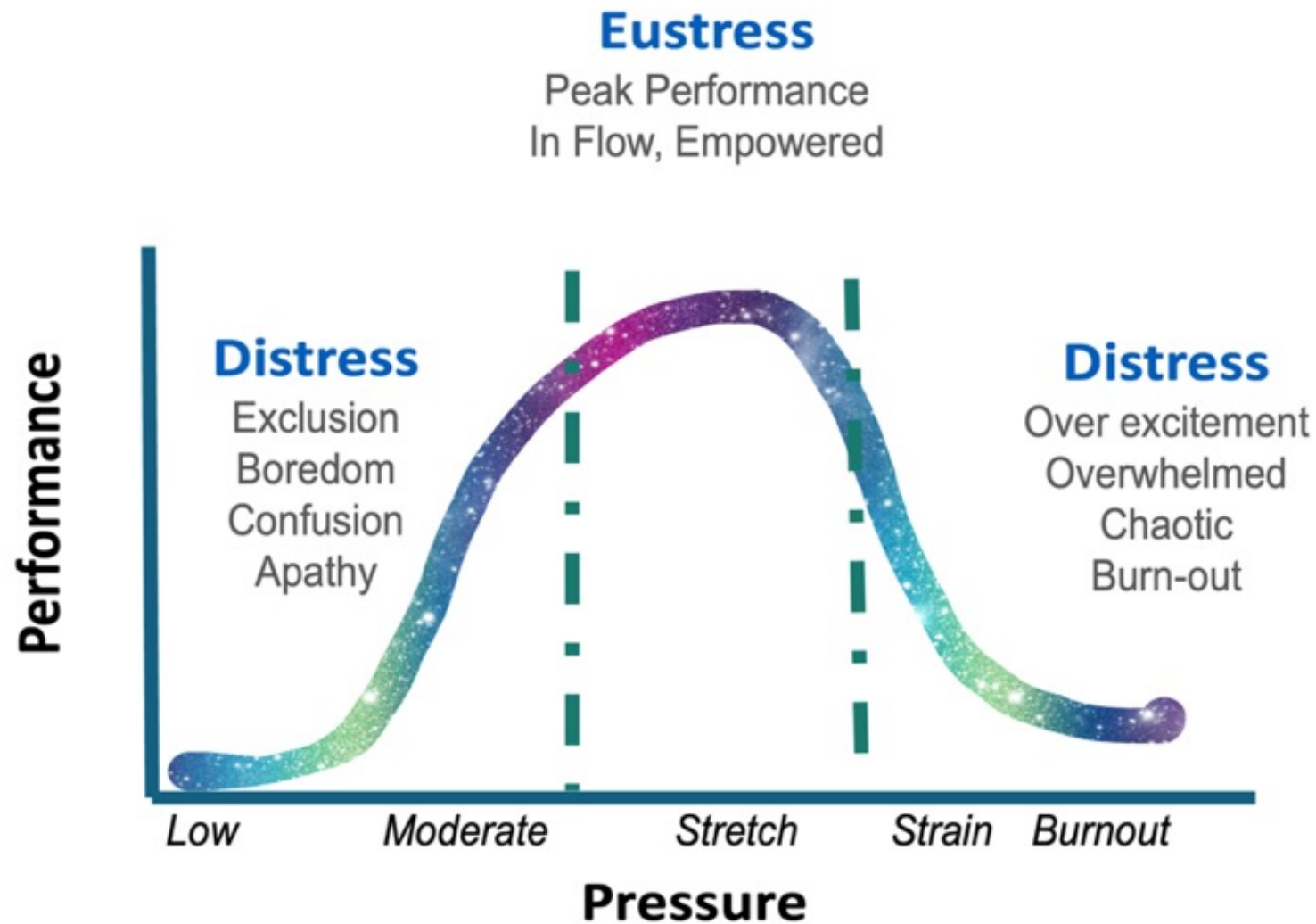
$$\text{HAPPINESS} = \frac{\text{Gratitude for what I have now}}{\text{Seeking future gratification}}$$

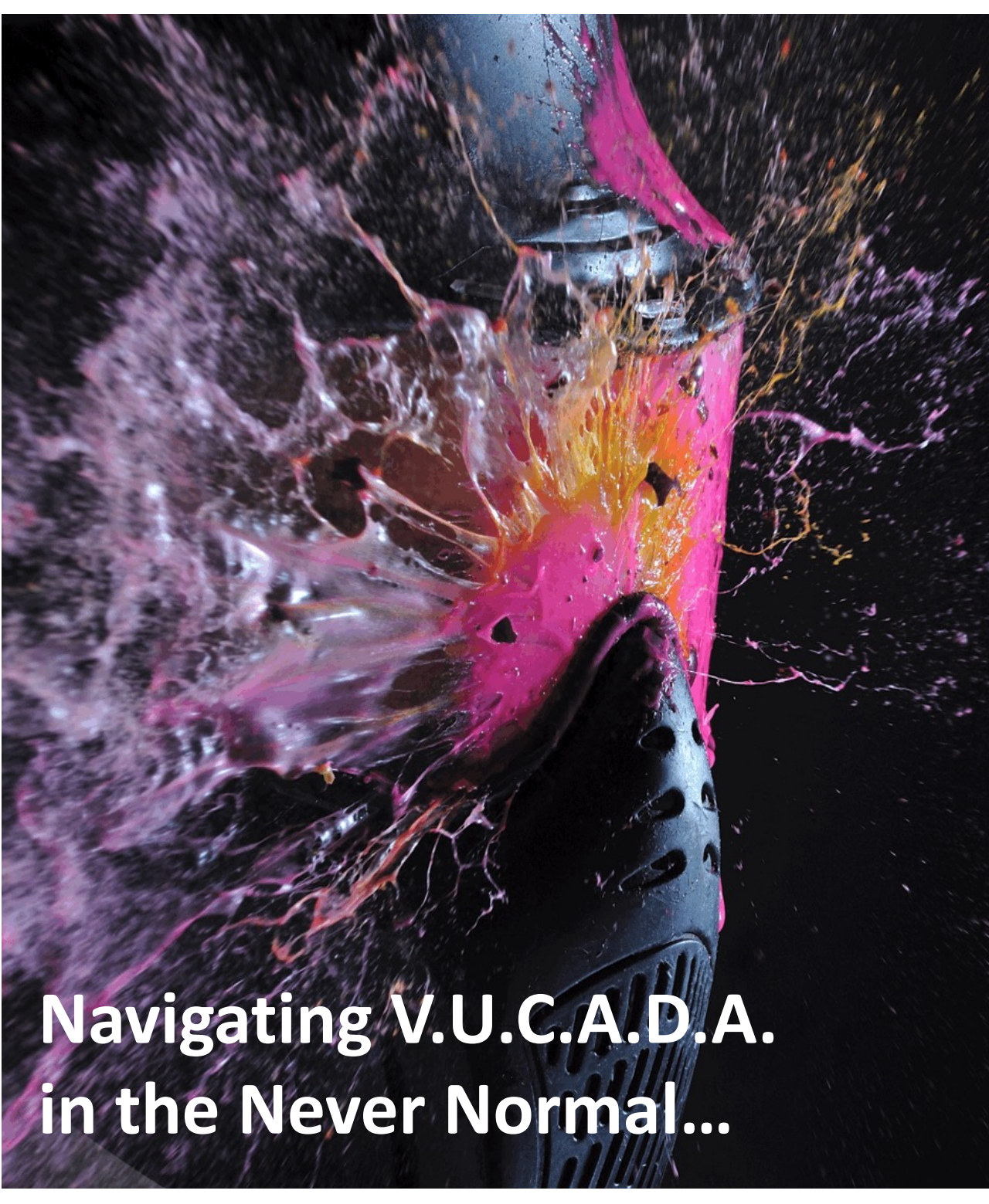
Chip Conley, Emotional Equations

Ultradian Performance Rhythms

- Biological cycle that occurs more frequently than once every 24 hours, mirrored in our sleep patterns
- Elite athletes mirror this with mandatory periods of rest and recovery which maintain peak performance
- Leaders can learn from this to manage sustainable peak performance of themselves and their teams by following periods of high stress, with a period of conscious down time







Navigating V.U.C.A.D.A. in the Never Normal...

VOLATILITY. The nature and dynamics of change, the speed of change and change catalysts.

UNCERTAINTY. Lack predictability, the prospect of surprise or ambush, awareness & understanding of facts & feelings.

COMPLEXITY. The multiplex of forces, the confounding of issues, no cause-and-effect chain and confusion that surrounds organization or project.

AMBIGUITY. The haziness of reality, the potential for misreads, and the mixed meanings of conditions; cause-and-effect confusion.

DISRUPTIVE. Something causing radical change in an existing industry or market through being innovative.

ASYNCHRONOUS. Happening all at once, constantly

The Stress effect

NORMALISE

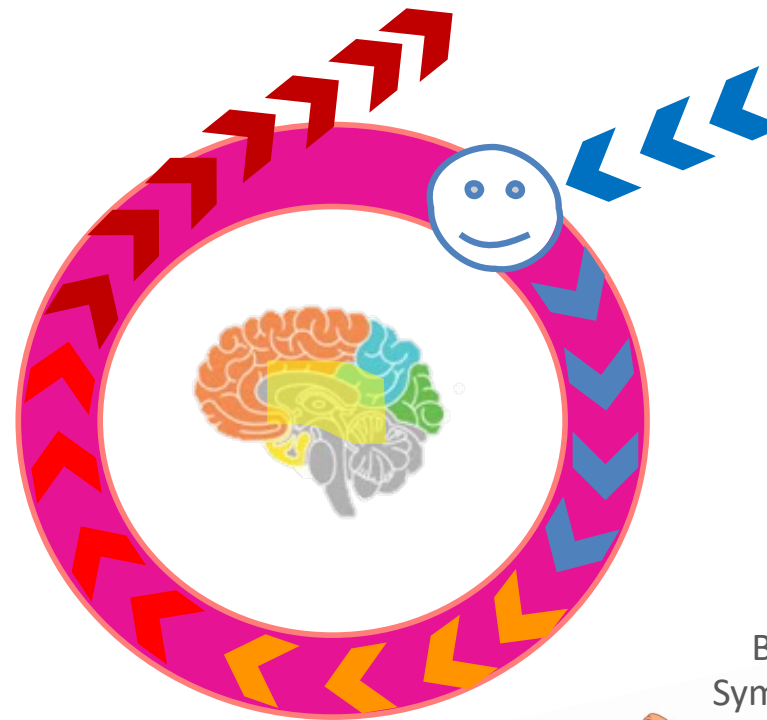
Because we are so resilient, our body can adapt, creating unhealthy resilience, significantly increasing the risk of non-communicable disease

V.U.C.A.D.A.
in the never normal

EUSTRESS / FLOW
Empowered with the right level of support and challenge

DISTRESS

Brain senses big or small threat. Sympathetic nervous system triggers the amygdala FIGHT, FLIGHT, FREEZE chemical and physical response.



RAT WHEEL TO SURVIVE

CHRONIC STRESS

Inadequate sleep
Poor nutrition
Emotional Distress

INCREASED STRESS;

REDUCED PERFORMANCE

Reduced attention, limited short term memory, skewed perception, poor decisions

MONKEY BRAIN IN CONTROL

BURNS ENERGY RESERVES

Blood flow to Pre-Frontal Cortex cut
IQ drop 20%

Psychological drivers of distress

Sustained psychological stress drains energy and provides early warning system of distress. Distress is a condition experienced when someone perceives that they are unable to meet the demands placed on them. People get distressed when they feel they are unable to cope.

1. The need for approval

I say yes to things I don't have time to do or don't need to do

2. The need for control

I wear myself out trying to do everything when I need to empower, ask for help or accept & let go of what I can't control

3. The need to be right

I feel the need to have the last word

4. The need for fairness

I have a value of equality that overrides everything

5. The need to be perfect

I feel good enough is never enough for me

6. The need to know / FOMO / the need to be seen

I accept all these meetings I don't need to be in



Circumstantial drivers of distress

- Unsustainable workload
- Overwhelm and ambiguity
- Insufficient reward or recognition
- Perceived lack of control
- Not being heard
- Perceived injustice
- Lack of supportive community
- Mismatch between role and skills
- Job insecurity

Locus of Control

External Locus of Control

Individual believes his/her behaviour is guided by fate, luck, or other external circumstances

Internal Locus of Control

Individual believes his/her behaviour is guided by his/her personal decisions and efforts.



In 1989 a developmental psychologist Professor Emmy Werner published the results of a 32-year longitudinal project which tracked everyone born on the island of Kawai, part of the Hawaiian archipelago, in 1955. Her sole purpose was to better understand why some people are more resilient than others and what were the drivers of that resilience.

She determined there were 5 significant factors that contributed to a person's resilience.

P.A.U.S.E.TM for healthy resilience

P Purpose

I feel a sense of purpose in my day to day which gives me perspective and better enables me to live and lead with my values aligned to my actions most of the time.

A Attitude

I manage my mindset through self-awareness, curiosity and empathy. I practice emotional agility to unhook from an emotional hijack and choose how I respond to my circumstances, bringing a growth mindset, building on my strengths and with awareness of my behaviours that can undermine me.

U Understand

What's needed of me in this moment? With cognitive agility I am able to reflect and separate feelings from fact. I listen to understand (not just to respond). I am able to focus on what is in my control or that I can influence and accept and adapt to what I cannot control.

S Support

I have a safe and trusted person(s) in my life, who has my best interests at heart, delivers a tough message with care, from whom I draw strength and with whom I feel safe to step back and explore challenges. I have a robust network of trusted relationship which support my success.

E Energy

I actively manage my mental & physical return on energy. I understand what fuels my energy, and what drains it. I set boundaries and prioritize time and space to recharge and protect my wellbeing.

P.A.U.S.E.TM for healthy resilience

Score Card

Score where you feel 'at the moment'

		Me today 1-5	How I can +1
P	Purpose	I feel a sense of purpose in my day to day which gives me perspective and better enables me to live and lead with my values aligned to my actions most of the time.	
A	Attitude	I manage my mindset through self-awareness, curiosity and empathy. I practice emotional agility to unhook from an emotional hijack and choose how I respond to my circumstances, bringing a growth mindset, building on my strengths and with awareness of my behaviours that can undermine me.	
U	Understand	What's needed of me in this moment? With cognitive agility I am able to reflect and separate feelings from fact. I listen to understand (not just to respond). I am able to focus on what is in my control or that I can influence and accept and adapt to what I cannot control.	
S	Support	I have a safe and trusted person(s) in my life, who has my best interests at heart, delivers a tough message with care, from whom I draw strength and with whom I feel safe to step back and explore challenges. I have a robust network of trusted relationship which support my success.	
E	Energy	I actively manage my mental & physical return on energy. I understand what fuels my energy, and what drains it. I set boundaries and prioritize time and space to recharge and protect my wellbeing.	

1 = Not at all
2
3 = OK but not sustainable
4
5 = Sustainable & healthy