

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

P Purpose

A Attitude

U Understand

S Support

E Energy

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.

Power of help

“Ask for help not because you are weak,
but to remain strong.”



“Sometimes we put up walls not to
keep people out, but to see who
cares enough to break them down”

Socrates



Cost of our Fears

“The only thing we have to fear is fear itself ”

Franklin D. Roosevelt

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

**Practice Gratitude.
Build the ritual.**

Just the act of thinking about what am I grateful for activates the release of oxytocin

- Our feel-good chemical
- Lowers stress, counter acts cortisol and pain
- Trust and social bonding chemical

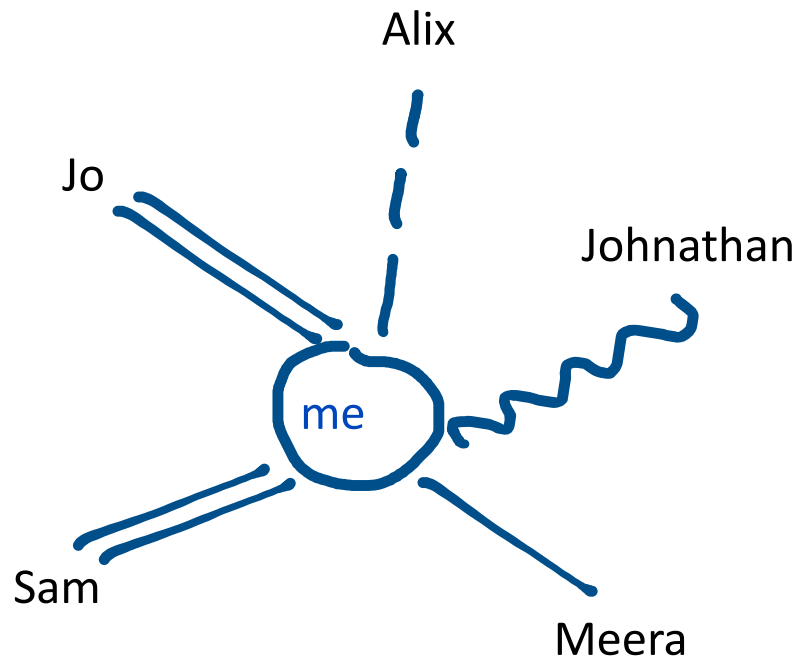
Miracle of Gratitude

Tell “your person!!”
“Unleash the oxytocin”
“Impact the culture”



“Nothing in life is more
necessary than friendship.”
Aristotle

Stakeholder Map for my Healthy Resilience



Key:

-  High, 2-way trust relationship
-  Solid relationship, good foundations
-  Less established, more distant relationship
-  Difficult, tense, volatile relationship

Exercise

1. Map the people who impact your healthy resilience at work?
2. Personal and professional relationships. Who gives me energy and who drain my energy.
3. Draw a line to depict what type of energy that relationship gives you.
4. Score out of 10, in terms of your trust bank account
5. What does success look like?
6. Reframe?



The Trust Bank Account

How we make deposits in trust bank accounts ...

1. Demonstrate respect, be accountable, keep commitments, show personal integrity
2. Remember the little things, recognise the person, not just role / job.
3. Listen first, suspend judgement
4. Talk straight, with positive intent
5. Be vulnerable; ask for help, be authentic
6. Create transparency, be honest
7. Right wrongs, apologise when making a withdrawal.
8. Extend trust; it is reciprocal and will come back to you.

Health Check

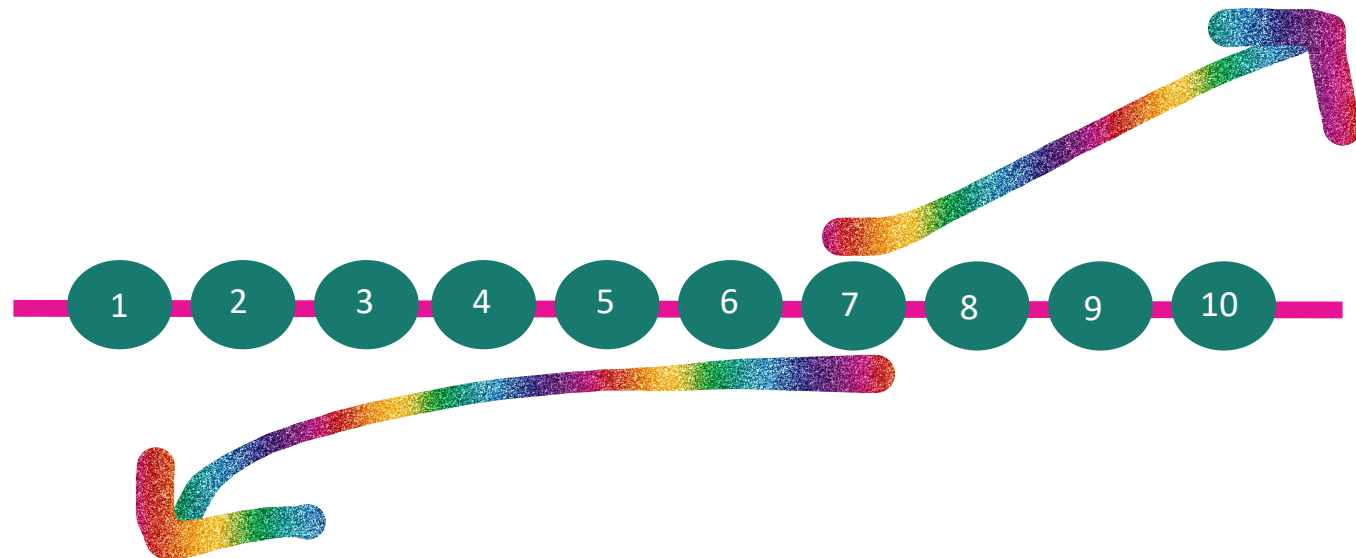
→7 is the magic number in momentum of behavioural change

How motivated are you? How important is this?

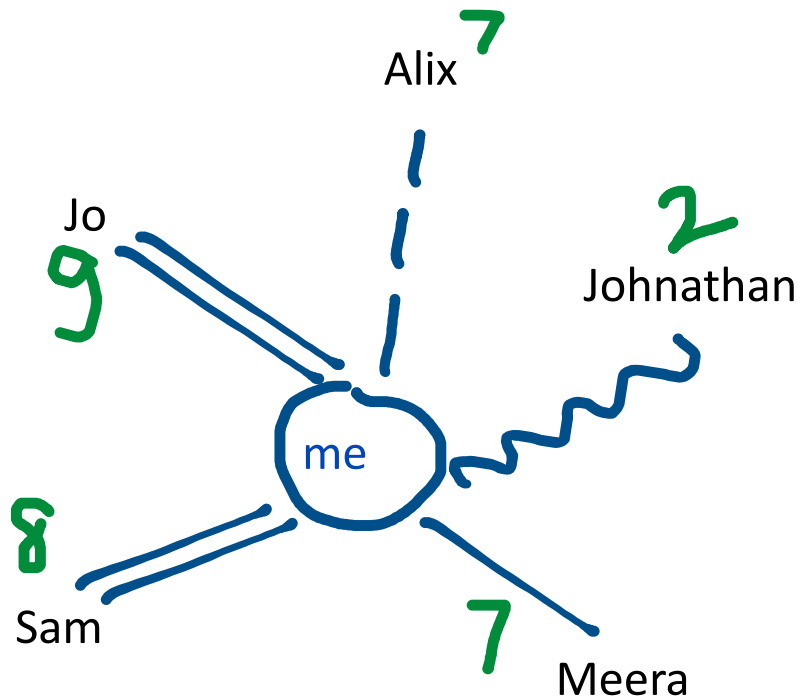
How hard does it feel? How excited are you?

If you are a 6, what could you do to make it a 7? Or a 7.5?

Are there any barriers we should call out now and think about?



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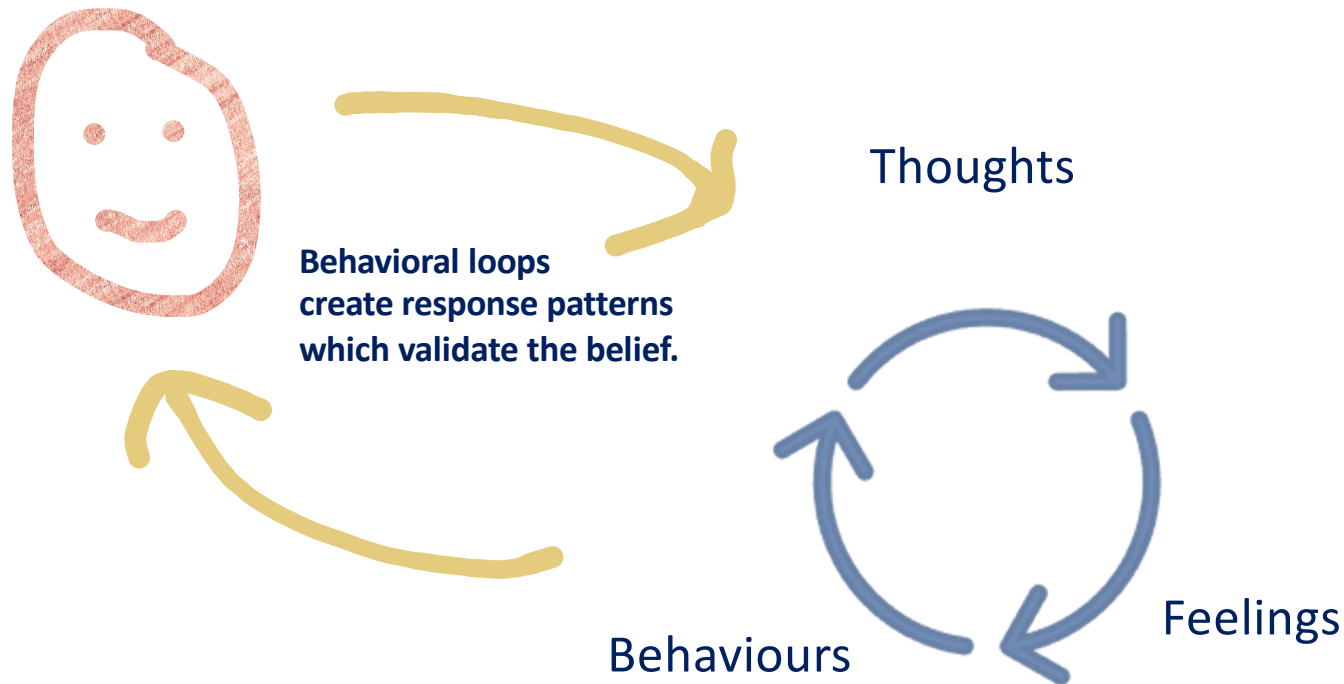
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Reframe: You are in control of your thoughts.

- Emotionally High-Jacked
- Stuck in Negativity Loops
- Undermined by Limiting Beliefs



Catastrophic fantasies ...



Reframe Perceptions

Step 1 What I Dislike ...	Step 2 Benefit to them is...	Step 3 Opposite of <u>What I Dislike...</u>	Step 4 Disadvantages of Opposite...
Describe the attitudes / behaviours that you dislike about this person.	What might be the benefits /desirable aspects of these behaviours?	What are the opposite traits of these attitudes / behaviours you dislike in Step 1?	What are the non-desirable aspects of these behaviours in Step 3?
This is how you experience them. Your reality.	Is it possible this is how they see themselves? Their reality.	Is it possible this is how you see yourself? Your reality.	Is it possible this is how they experience you? Their reality

“Maybe they are not difficult, just different.”

Reframe Perceptions Example

Step 1 What I Dislike ...	Step 2 Benefit to them is...	Step 3 Opposite of <u>What I Dislike...</u>	Step 4 Disadvantages of Opposite...
• Persistently negative • Cup half empty • Focused on small irrelevance frustrating derailing, misses the point • Passive Aggressive • Avoidant • Energy draining • Change resistant	• Managing risk well, being the protector. • Feel clever, less insecure pointing out little things others miss. • Not overtly aggressive, just don't make it easy. • Avoid stuff where you don't want to go. • Feel in control of status quo. • Be the realist. Feel needed, like have to to play this role.	• Optimist, inspirer • Creator, opportunist, innovator, risk taker • Sees big picture, not sweat the small stuff • Open, Direct, candid, transparent, authentic. • Agile to iterate, learn and fast to adapt. • Bringing energy • Change agent	• Over promise, pleaser, says yes to all • Overwhelming others • Too risky • Dreamer, not focused, not in the detail • Too transparent, vulnerable • Not in control • Not consistent, chaotic
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WHAT QUESTIONS

1

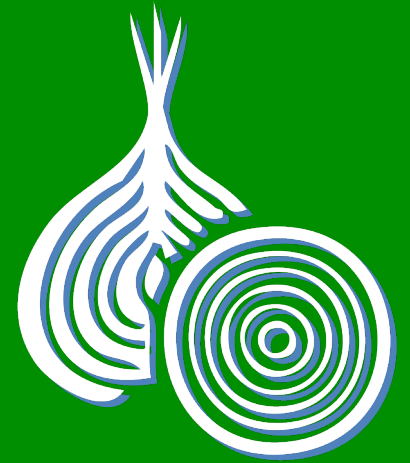
Describe all surface symptoms

2

Peel back layers of underlying conditions

3

Get to the root cause of what WE want to impact or change.
What does success look like?
What will shift the needle?



What do I / we want?

How will I / we achieve it?

Accountability for Action?

Timeframe?

Complete in order, written down, in full
to refine and frame thinking, drive
ownership and ensure action.

Great Open questions to help peel the onion & get to the root cause of what you really want to achieve.

- What do you want? What does success look like?
- Visualise your successful outcome. Describe it. What will be different?
- What is the reality? What are all the “symptoms” around this topic?
- What are any assumptions you might be making?
- What are the barriers to success? What are the opportunities?
- What is the reality for all the stakeholders involved? Map them and their needs..
- Walking in the other person’s shoes, what would they think, feel or do in response to your ambition?
- What’s the benefit of doing this? What is the impact of doing nothing?
- If you knew you could not fail, what would you do? What does your intuition tell you?
- Say what you feel out loud... if someone else said this, what advice would you give them?
- What will be different in the future when you have achieved/done this?
- What motivates you to do / want this?
- What would the person you most admire think of this?
- What words would you use to explain this to a 10-year-old?

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