

Resilience Session 6 : Promoting team resilience

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Today's mini tool



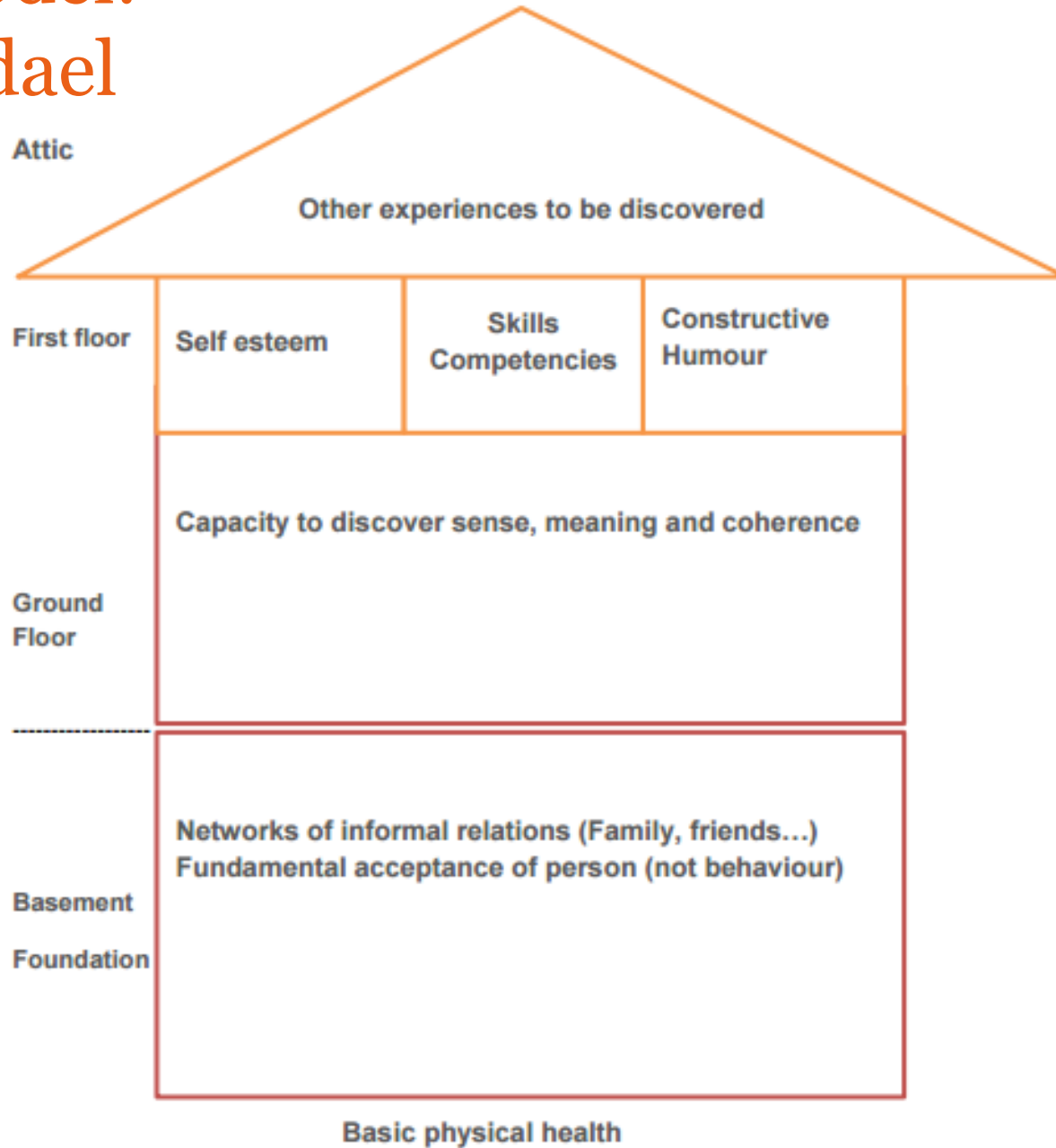
Attention

Nancy Kline

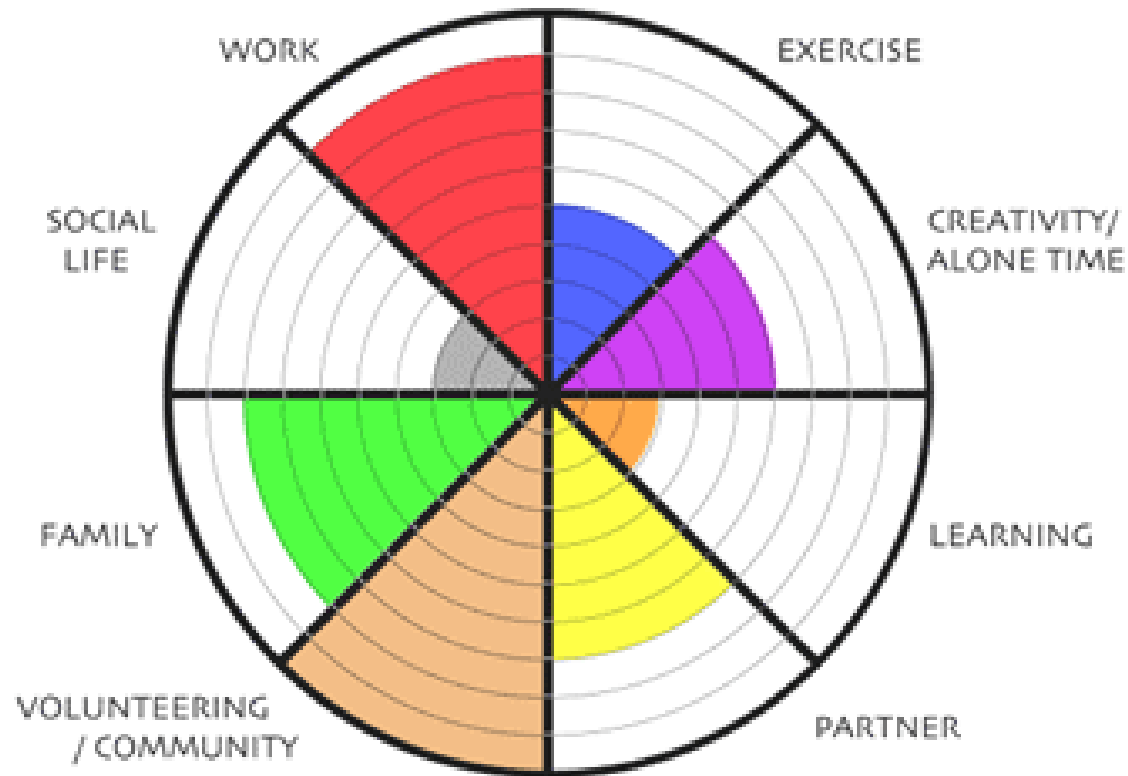
<http://www.timetothink.com/uploaded/Attention%20Stunning%20Catalyst.pdf>

3 minutes each; if you are alone. Make a call and give someone 100% focus, so direct all your energy, attention, listening, mind and body to them

Casita model: Vanistendael



Managing your whole self: A wheel of life...



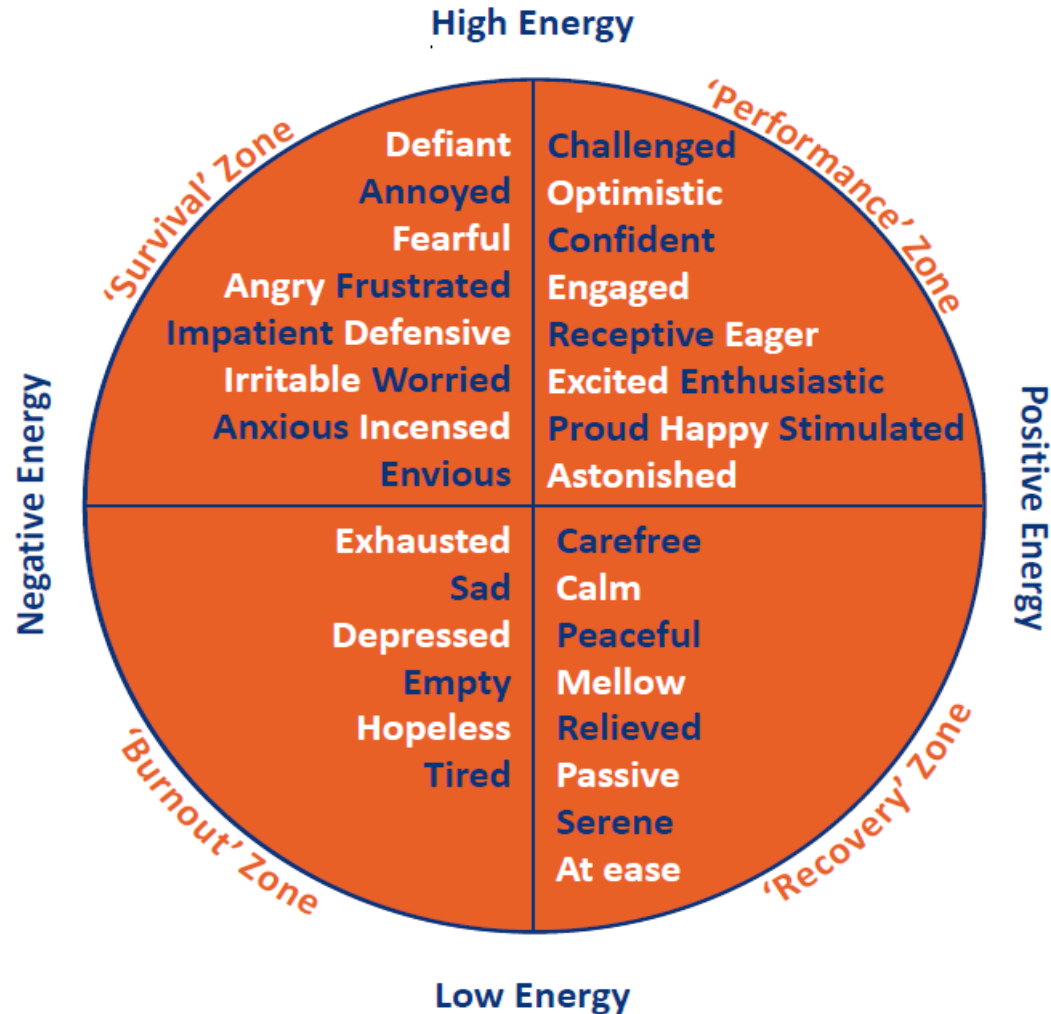
A framework to coach: GROW (Sir John Whitmore)



- **G**oals: what does your coachee want to achieve in this session?
- **R**eality: what's going on for them:
- **O**ptions: how can you help them generate choices about dealing with their situation?
- **W**ill: what is your coachee willing to do? (Check their buy-in from 1-10)

Note: you might need them to explain their reality first!

Loehr & Schwartz: energy check



Strengths!



Control, influence and no control



Arrange the words:

left end = no control

middle = influence

right end = control

No control

Influence

Control



Behaviors associated with proactive coping



- Have resources at their disposal because they are **widely networked**
- Anticipate the future by **thinking “what if”** ahead of the game
- See risks as **avenues to success (optimism)**
- Set **realistic** goals
- Interpret events in a more upbeat way to intentionally **generate upbeat feelings**



Our agenda



1. Understanding resilience
2. Managing your whole self/peer coaching
3. Harnessing energy
4. Using your strengths intentionally
5. Thinking about control and proactive coping
6. Recognising team resilience indicators
7. Generating a positive mind-set
8. Understanding emotional labour
9. Trust
10. Recognising others



Grab some post-it notes, a flip chart, a piece of paper and think about...



What add to team
resilience?

What detracts
from it?



What reduces team resilience most?



- Rudeness
- Grumpiness
- Lack of team spirit
- Cynicism
- Lack of contribution
- Unfairness



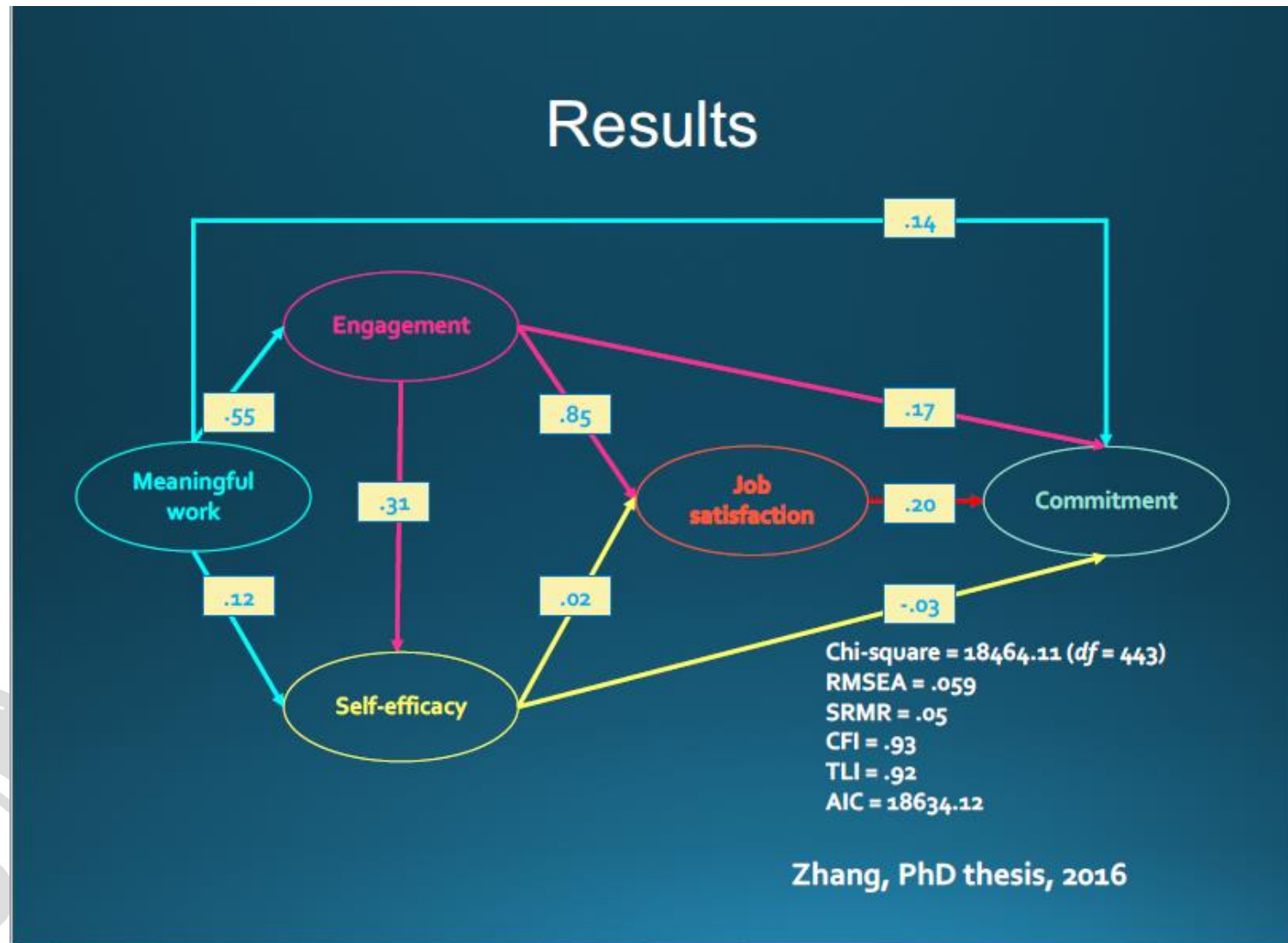
What adds to it in the hospice sector?



- Sense of purpose



Purpose drives how you think you do at work





What adds to it?

- Sense of purpose
- Shared load: fairness
<https://www.youtube.com/watch?v=meiU6TxysCg>
- Great interfaces: RACI
 - Marie is **responsible** for the programme rollout
 - I am **accountable** for content
 - You were all **consulted** about content and updates
 - All stakeholders are **informed** about changes



Team resilience belongs to the team!

- **A**cknowledge what's happening
- **B**e positive
- **C**ontrol what you can
- **D**evelop and use others' strengths
- **E**mpathize when you need to
 - **F**ocus on what's working
 - **G**ive positive feedback



In threes:

- On a scale of 1-10 decide where your overall team resilience is (you might be in multiple teams)
- What's working well? WWW? Three things
- What could be better? One thing? What could you do about that that would positively impact the situation for the better? (No whinging 😊)
- *Final check-in: on a scale of 1-10 how much appetite do you have for this? Under 7 either think about what would boost the number or dump it!*