



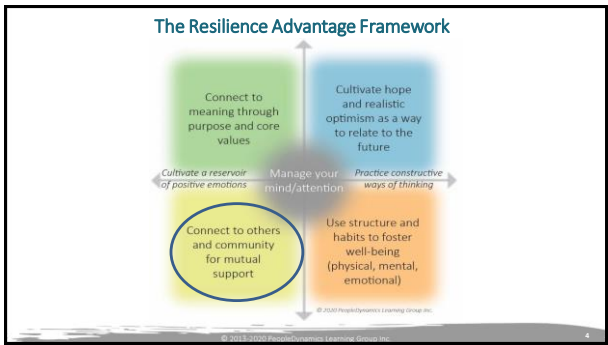
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**Key advice on cultivating resilience:**  
**Build your connections**

- › **Prioritize relationships.** Connecting with **empathetic and understanding people** can remind you that you're not alone in the midst of difficulties. Focus on finding **trustworthy and compassionate individuals who validate your feelings**, which will support the skill of resilience.
  - › American Psychological Association

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- Back to the basics of leading as relating**
- ✓ Prioritize attention to people and their unique experience of the situation (*people first, productivity/performance/ problem second*)
  - ✓ Intentionally reach out to initiate more one-on-one, human-to-human connections and conversations
  - ✓ Adopt a mindset of curiosity, caring and appreciation as you engage in these conversations

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**Prioritize attention to people and their unique experience of the situation**



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**“ ... research shows that the most effective way to increase resilience at work is through customized individual coaching. David Sluss and Edward Powley**

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**Intentionally reach out to initiate more one-on-one, human-to-human connections and conversations**



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**A real human to human connection, with space to talk about our real lived experience**

- ✓ Offers people a space to feel seen and be held - thus supporting their resilience
- ✓ Gives you direct information about how people are doing – this helping you determine where you need to focus your energy
- ✓ Strengthens the relationship between you and others – this strengthening the team for the future

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**Adopt a mindset of curiosity, caring and appreciation as you engage in these conversations**



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**Be curious**

<b>ASK</b>	“How are you?” Ask genuinely, with real openness for the response
<b>LISTEN</b>	Listen to truly understand their specific, unique experience
<b>SAY</b>	Reflect back what you hear so they feel seen Share some of your own experience for a real human-to-human connection

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Be caring	
ASK	“What is this like for you? What do you need? How might I help?” Ask with a real desire to understand & support
LISTEN	Listen with empathy and heart to deeply get what this is like for them and what they might need
SAY	Acknowledge their hardship Offer support – emotional & practical

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Be appreciative	
ASK	“What is helping you cope?” “What strengths/assets are you drawing on?” Ask with appreciation for how they are managing
LISTEN	Listen for their struggles – and for their strengths, their efforts, their courage, their contribution
SAY	Express appreciation for their efforts and contribution Acknowledge (remind them of) their strengths

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<p><b>DELIVERY #1</b> <i>Mondays:</i> June 22, 29, July 6, 13, 20, 2020 9:00-12:30 ET</p>	<p><b>DELIVERY #2</b> <i>Tuesdays:</i> July 28, August 4, 11, 18, 25, 2020 9:00-12:30 ET</p>
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