Resilience

Leader Talking Points

• Our lives are filled with **VUCA**: Volatility, Uncertainty, Complexity, Ambiguity.
  - We face daily stresses and strains (large and small) that challenge our ability to cope.
  - Even routine daily challenges can take on our health over time.

• Resilience is about developing a variety of skills (a toolkit) that allow us to endure, cope, bounce back, and thrive after even the smallest life stressor.

• Resilience is the ability to rapidly and effectively cope with, rebound from, and even learn from daily events, both large and small.

• Hardiness is our ability to withstand higher stress without negative impact to our mind/body.

• Stress is a natural response (physical or emotional) to any demand or change (positive or negative) placed upon us.
  - Becomes problematic when there is an imbalance between our coping skills and the demands of the environment.
  - Key is to recognize when stress becomes distress.

• Risk factors for distress:
  - Significant changes, particularly those unwanted or not in our control
  - Multiple, unpredictable, or prolonged changes; lack of knowledge
  - History of emotional problems or chronic illness
  - Financial strain
  - Social or relational stress; lack of support
  - Performance problems at work
  - Job dissatisfaction
  - Pessimism

• People who are resilient:
  - Have high self-esteem and are confident in their abilities
  - Take action on obstacles or challenges
  - View obstacles as things to be overcome or endured; they see the future beyond the immediate conditions
  - Show persistence and optimism, but can also set boundaries; they know when “enough is enough”
  - Have good problem-solving and stress-management skills
  - Build and sustain social support
• We get stuck and jeopardize our resilience when we:
  o Don’t practice good stress management
  o Isolate ourselves from others
  o Don’t take care of our body
  o Succumb to negativity and pessimism
  o Become distracted, overwhelmed, or worried about the past or future
  o When we become “mindless”

• Five fundamentals of resilience:
  o **Healthy behaviors**
    ▪ Time management, leisure, new challenges, accountability, avoid impulsivity, simplify, etc.
  o **Healthy body**
    ▪ Regular exercise, healthy diet, good sleep hygiene, limit drugs/mood altering substances, preventative healthcare, etc.
  o **Positive outlook**
    ▪ Optimism, set realistic goals, focus, laugh, celebrate success, remember your purpose, etc.
  o **Stay connected**
    ▪ Be social, resolve conflicts, strengthen EQ, volunteer, etc.
  o **Practice mindfulness**
    ▪ Be aware of your surroundings, pay attention without judging, etc.

• If you’re struggling, reach out for help!
  o Healthcare provider, clergy member, trusted friend/family member, counselor, etc.
  o Employee Assistance Program (EAP)
    ▪ 1-866-CAT-0565
    ▪ www.benefits.cat.com > EAP (U.S.)
    ▪ chestnutglobalpartners.org/en-us/cat (Global)

Learn more about Building Resilience at benefits.cat.com > Wellness.