

RESILIENT PEOPLE RESILIENT TEAMS

Konsten att "gå med ett flyt"
i tuffa tider med förändring

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1



Välkommen till nätverksträff: det lösningsfokuserade nätverket
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Anton Stellamans och Liselotte Baeijaert



RESILIENT
PEOPLE
RESILIENT
TEAMS

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Sussan Öster Kompetenscentrum för hälsa

2

Share with your neighbour

- Who you are
- Where you work
- And in what way being resilient is important in your work?
 - ▶ For yourself / your clients / ...
- ▶ 2 minutes each

3

4

Your goals

- Suppose we had a wonderful day on resilience today, and you are very happy at the end of the day ... what will you be most satisfied about?



Happier people
Successful workplaces
Great results
A better world

We experience again and again that people, teams and organisations are much stronger and better at finding their own solutions than they think.

5

6



Happier people
Successful workplaces
Great results
A better world

We notice that everybody wants to be successful and contribute to the well being of others.



Happier people
Successful workplaces
Great results
A better world

Allowing people to discover their own solutions is what drives us in our work.

Goals for today

- Strengthen your capacity to build resiliency in your work context.
- Discover what the 4 keys of resilient behaviour can do for you:
 - ▶ Accept whatever happens
 - ▶ Refocus on what's wanted
 - ▶ Taking care of what's there
 - ▶ Small steps towards what's better



Today's road map

- Welcome
- Your resiliency skills
- The ARTS of resilience
 - ▶ Accept
 - ▶ Refocus
 - ▶ Take care of what's there
 - ▶ Small steps
- Resilience attitudes
- Your next steps
- Closing



Your resilience

Resilient moment

- A asks B
 - ▶ Describe a 'strong moment' during the past few weeks - a time when you felt you were fully present and very resilient.
 - ▶ How come? What tells you you were resilient?
 - ▶ What were you doing? What would others have noticed about you?
 - ▶ What else made it 'special'?
- Get as much detail as possible
- Listen carefully to what your partner says - you'll need that soon.

Skills and resources

- Based on what your partner just said...
 - ▶ Reflect on what you now know about their excellent qualities, skills and resources - think for a moment
- Tell your partner
 - ▶ A: I'm guessing you called upon your *quality/skill/resource* ... to do this.*
 - ▶ B: Yes, I can see how you think that. I also used my *quality/skill/resource* ...
 - ▶ A that makes sense. I bet you also needed your *quality/skill/resource*...

Source: Paul Z Jackson

13

The A.R.T.S. of Resilience

14

Change is inevitable after a crisis



15

RESILIENCE

- Comes from Latin:
Resilire: bouncing back up
- In Dutch: Veerkracht = "spring power"
- In Swedish???



16

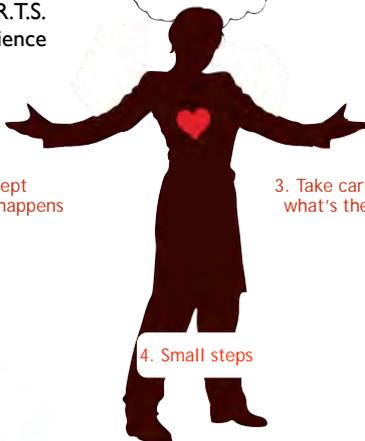
The A.R.T.S. of resilience

1. Accept whatever happens

2. Refocus

3. Take care of what's there

4. Small steps



17

Others

Your emotions

Failure

WELCOME

Whatever happens

Difficulties

Differences

I.ACCEPT

18

Accept whatever happens...

1. Make a drawing - as beautiful as you can. (Don't worry, it's not an art competition.)
2. Pass your drawing to your neighbour
3. Spoil the drawing you received by drawing over it (don't tear it apart!)
4. Give the drawing back
5. Make it beautiful again

Debriefing

- Discuss with your neighbour
 - ▶ What was your initial reaction when someone destroyed your drawing?
- How did you manage to deal with this?
- What did you learn from this experience?

Purpose of accepting

- Don't waste energy in fighting reality
- Accepting is the first step towards a resilient response to whatever happens instead of a primitive reaction.



2. REFOCUS

The story of 2 wolves



Must - can - want Måste - kan - vill

- Make a list of minimum 10 annoying things that you have on your plate. Write clearly so that someone else can read it.
 - ▶ I must ...
 - ▶ I must ...
 - ▶ Etc.
- When you are ready, pair up with one partner.

Must - can - want Måste - kan - vill

- Hand over your list to your partner
- First round:
 - ▶ A reads the list of B out loud
 - ▶ B mimics with his whole body how he feels about each of these topics.
- Then turn.

25

Must - can - want Måste - kan - vill

- Second round:
 - ▶ A reads the list of B out loud but instead of using I must ... use I can ...
 - ▶ B mimics with his whole body how he feels about each of these topics now.
- Then turn.

26

Must - can - want Måste - kan - vill

- Third round:
 - ▶ A reads the list of B out loud but instead of using I must ... use I want ...
 - ▶ B mimics with his whole body how he feels about each of these topics now.
- Then turn.

27

Debrief: Måste - kan - vill

- What was your experience?
- What have you discovered about the power of language?

28

Focus on the preferred future

29

A useful tool: the miracle question

- Just suppose a miracle happened that made sure that what we are facing now would be solved...
 - ▶ What would be different?
 - ▶ What would we be doing differently?
 - ▶ What advantages would that have?

30

Variations

- Suppose you would be working in a good way together, what would be different?
- Suppose you had a good day at the office, what would other people notice about you?
- Suppose your next assignment went really well... what would have pleased you the most?

31

Coaching in pairs

32

Refocus

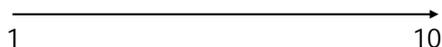
- Suppose a miracle happened that made sure that you, your team and your partners would really be working at your best...
 - ▶ A helps B to make a list of 10 concrete things you would be doing that would tell you that you are working at your best.
 - ▶ Then A asks: What advantages would that have...
 - for you?
 - for your team(s)?
 - for the clients?

33

Take care of what's there

- A asks a scaling question:
 - ▶ On a scale from 1 to 10, where 10 stands for the way you would be collaborating after the miracle, and 1 stands for the opposite...
 - ▶ Where would you say you are now?
 - ▶ What are you doing well already? What else? What else? what else?
 - ▶ Who else is contributing to this success? What is helpful there?

34



35

Small steps

- A asks B:
 - ▶ What would be the first signs that tell you are one small but significant step further on that scale?
 - ▶ What is one thing you could do to make that progress possible?
 - ▶ What else could you do?

36



3. TAKE CARE OF WHAT'S THERE

37

3 questions for happiness



Dr. Luc Isebaert
Korzybski Instituut

38

3 questions for happiness

- What did I do today that I am very happy with?
- What did other people do today that I am very happy with?
What have I done in response to that so that I increased the chance that they know it or that they will do it again ?
- What did I hear, smell, feel, see, experience today that made me really happy?

39



Just Breath - Julie Bayer and Josh Salzman

40

Reconnect - Shakya Kumara

- Notice your feet
- Notice the position of your legs
- Notice the depth of your breathing
- Notice the sensations in your shoulders
- Notice what you can feel at your fingertips
- Notice how your head is balanced on your neck and spine
- Notice the feelings at the centre of your chest
- Drop in the question: What's my purpose now?

41

Pair up with someone new

- Find a nice place to sit

Ask your partner:

What were the important moments in your life that made you into the person you are today?

14 minutes in total: 7 min per person.

42

Quality mirror

- Draw a portrait of your partner (again, don't worry, but try to make your partner look good)
- Write down one quality you discovered about this person
- Pass your portrait around to someone else who knows your partner
- Add a compliment to as many portraits as possible

43

Resiliency attitudes test

44

1st round: your resilience skills

- Choose the 5 skills you are best at
- From those 5 skills, which one is even outstanding at this moment?
- In pairs interview each other
 - ▶ When and how do you do this exactly?
 - ▶ What do others notice when you do this?
 - ▶ How did you develop this quality?
 - ▶ Why is it important to you?

45

2nd round: resilience skills in your team

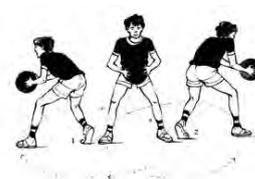
- Thinking of the colleagues of your team, what are they good at?
Write some names next to the corresponding skills.
- Share in your team...
 - ▶ What do you see this person doing?
 - ▶ What difference does it make, how is it helpful for the team?

46

3rd round: resilience skills you want to develop

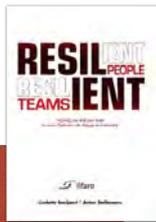
- Choose 3 skills you would like to develop further.
- From these 3, which one would you like to develop first?
- Individually: answer these questions...
 - ▶ Which skill would you like to develop further?
 - ▶ In which situations would you use this skill?
 - ▶ What would you do differently?
 - ▶ When do you do this already?

47



4. SMALL STEPS

48



Good luck &
Take good care of yourself and others!

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