



*"The greatest glory in living lies not in never falling,  
but in rising every time we fall."*

--Nelson Mandela

- **Resilience:** The ability to grow and thrive in the face of challenges and bounce back from adversity.
- Resilience is built through a set of Competencies:
  - **Self-Awareness:** Identify thoughts, emotions, and behaviors, as well as patterns in thinking and behavior, particularly counterproductive patterns.
  - **Self-Regulation:** Regulate impulses, emotions, and behaviors to achieve goals; express emotions appropriately; and stop counterproductive thinking.
  - **Optimism:** Hunt for what is good, fight the negativity bias, remain realistic, identify what is controllable, maintain hope, and have confidence in self and team.
  - **Mental Agility:** Think flexibly and accurately, take other perspectives, identify and understand problems, and be willing to try new strategies.
  - **Strengths of Character:** Have knowledge of top Character Strengths and how to use them to overcome challenges and meet goals; have faith in one's Character Strengths, talents, and abilities; and develop an "I am strong" attitude.
  - **Connection:** Build strong relationships, use positive and effective communication, have empathy, be willing to ask for help, and support others.
- The fourteen Resilience skills each develop one or more of the Resilience Competencies.



*"He is a wise man who does not grieve for the things which he has not,  
but rejoices for those which he has."*

--Epictetus

- Hunt the Good Stuff helps to build the Resilience Competency of **Optimism**.
- Hunt the Good Stuff:
  - Builds positive emotion, optimism, and gratitude
  - Counteracts the **negativity bias**
  - Leads to better health, better sleep, feeling calm; lower depression and greater life satisfaction; more optimal performances; better relationships
- To use Hunt the Good Stuff:
  - Identify three good things each day
  - For each good thing, write a reflection (at least one sentence) about one or more of the following topics:
    - Why this good thing happened
    - What this good thing means to you
    - What you can do tomorrow to enable more of this good thing
    - What ways you or others contributed to this good thing



*"Inward calm cannot be maintained  
unless physical strength is constantly and intelligently replenished."*

--Buddha

- Energy Management helps to build the Resilience Competency of **Self-regulation**.
- Deliberate (Tactical) Breathing has the greatest benefits when you achieve physical control (**breathing rhythmically** all the way down into the bottom of your lungs), mental control (**quieting your mind** and eliminating racing thoughts/mental chatter), and emotional control (deliberately experiencing **feelings of gratitude** and appreciation).
- Deliberate Breathing's **recovery benefits** include:
  - Increased energy efficiency
  - Faster healing
  - Pain management
  - Reduced insomnia
- Deliberate Breathing's **performance benefits** include:
  - Greater precision, accuracy, and motor control
  - Enhanced memory and recall
  - Composure, poise, and self-control
  - Improved concentration and mental agility
  - Faster reaction time
- Deliberate Breathing is a skill that requires **daily practice** to achieve its full recovery and performance benefits.



*"Change your thoughts and you change your world."*

--Norman Vincent Peale

- Avoid Thinking Traps helps to build the Resilience Competency of **Mental Agility**.
- Thinking Traps are **overly rigid patterns** in thinking that can cause us to miss critical information about a situation or individual.
- There are six common Thinking Traps.

Thinking Trap	Definition
Jumping to Conclusions	Believing one is certain about a situation despite having little or no evidence to support it.
Mind Reading	Assuming that you know what another person is thinking or expecting another person to know what you are thinking.
Me, Me, Me	Believing that you are the sole cause of every problem you encounter.
Them, Them, Them	Believing that other people or circumstances are the sole cause of every problem you encounter.
Always, Always, Always	Believing that negative events are unchangeable and that you have little or no control over them.
Everything, Everything, Everything	Believing that you can judge one's worth/character based on a single event or believing that what caused the problem is going to negatively affect many areas of one's life.

- Each Thinking Trap has its own **Mental Cue** and **Critical Question** to help you get out of the Thinking Trap.

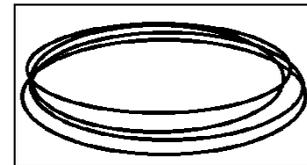
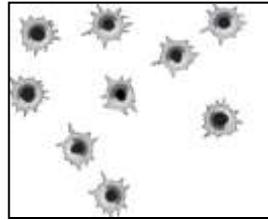
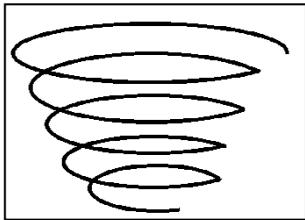
Thinking Trap	Mental Cue	Critical Question
Jumping to Conclusions	Slow Down	What is the evidence for and against my thoughts?
Mind Reading	Speak Up	Did I express myself? Did I ask for information?
Me, Me, Me	Look Outward	How did others and/or circumstances contribute?
Them, Them, Them	Look Inward	How did I contribute?
Always, Always, Always	Grab Control	What's changeable? What can I control?
Everything, Everything, Everything	Get Specific	What is the specific behavior that explains the situation? What specific area of my life will be affected?



*"When it seems like the sky is about to collapse,  
relax, that's just the roof caving in."*

--Jarod Kintz

- Put It In Perspective helps to build the Resilience Competency of **Optimism**.
- **Catastrophizing** is when you waste critical energy worrying about the irrational worst case outcomes of a situation, which prevents you from taking purposeful action.
- Catastrophizing can be **downward spiral** (your brain tells a story that gets increasingly negative and improbable), **scattershot** (you think about many, disconnected outcomes), or **circling** (your thoughts about one or more bad outcomes keep repeating).



- Catastrophizing creates high levels of anxiety, decreases focus, and increases helplessness.
- The goal of PIIP is to lower anxiety so that you can accurately assess the situation and deal with it.



*"Nothing limits achievement like small thinking..."*

--William Arthur Ward

- Real-Time Resilience helps to build the Resilience Competency of **Optimism**.
- Real-Time Resilience is the skill of fighting back against **counterproductive thoughts** as soon as they occur so you remain task-focused and motivated.
- Real-Time Resilience involves proving your thoughts false by:

- Using **evidence** to prove the thought is false

Sentence Starter: "That's not (completely) true because..."

- Generating a more **optimistic** way of seeing it

Sentence Starter: "A more optimistic way of seeing this is..."

- Using **Put It In Perspective**

Sentence Starter: "The most likely implication is... and I can..."

- **Pitfalls** are common mistakes made when responding to counterproductive thoughts and fail to pass your personal **gut check**:

- **Dismissing the grain of truth** (or ignoring that there is some truth in the counterproductive thought)

*Example*: "Oh that's not true!" or "That'll never happen."

- **Minimizing the situation** (or downplaying the importance of the situation)

*Example*: "Who cares?" or "This doesn't matter that much anyway."

- **Rationalizing or excusing one's contribution** to a problem (or failing to take personal responsibility)

*Example*: "It's all his/her/their fault."

- **Weak responses**



*"The single biggest problem in communication  
is the illusion that it has taken place."*

--George Bernard Shaw

- Assertive Communication helps to build the Resilience Competency of **Connection**.
- There are three styles of communication:
  - **Aggressive Communication** is blaming, talking down, and is not controlled or respectful.
  - **Passive Communication** is appeasing, fearful, and lacking clarity.
  - Assertive Communication helps you solve problems by remaining **Confident, Clear, and Controlled**.
- The **IDEAL model** helps you communicate assertively, so you can solve problems while strengthening relationships.

**I = Identify** and understand the problem

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**D = Describe** the problem objectively and accurately

**E = Express** your concerns and how you feel (when appropriate)

**A = Ask** the other person for his/her perspective and then **ask** for a reasonable change

**L = List** the positive outcomes that will occur if the person makes the agreed upon change



*"Who is the happiest of men? He who values the merits of others, and in their pleasure takes joy, even as though t'were his own."*

--Johann Wolfgang von Goethe

- Active Constructive Responding (**ACR**) helps to build the Resilience Competency of **Connection**.
- There are four ways people tend to respond when others share good news, talk about a positive experience, or describe a success:

	<b>Constructive</b>	<b>Destructive</b>
<b>Active</b>	<ul style="list-style-type: none"> <li>• <b>Authentic interest</b></li> <li>• <b>Elaborates the experience</b></li> </ul>	<ul style="list-style-type: none"> <li>• Squashing the event</li> <li>• Negative focus</li> </ul>
<b>Passive</b>	<ul style="list-style-type: none"> <li>• Distracted, understated support</li> <li>• Conversation fizzles out</li> </ul>	<ul style="list-style-type: none"> <li>• Ignoring the event</li> <li>• Changing the conversation to another topic</li> </ul>

- Only Active Constructive Responding leads to stronger relationships.