



# Performance Matters

Vol. I No. VIII

Newsletter

## Resilience: The Key For a Successful Today and Tomorrow

**S**uccess in business and in life comes to those who can sustain energy, creativity and passion in the midst of continual change, stress and competition. Information overload leaves us struggling to sustain that passion and drive and achieve the work/life balance that is essential to our growth and well-being. We are being bombarded with information every day and are working in different environments that require more accountability and have higher expectations than 10 years ago.

Individual and organizational resilience is needed now more than ever.

### Inside this Issue:

**Resilience: Feature Article**  
**Powerful Questions**  
**Favorite Quotes**  
**Test Your Resilience**  
**7 Codes of Resilience**

**R**obin Wilson is the founder of Reach and Achieve Associates, a performance and development coaching, training and mentoring firm that specializes in helping companies coach and retain key talent. The programs are designed to develop, support and maximize the people resource of an organization.



Robin has facilitated presentations with groups of 150 or more, and has been a guest speaker for several well-known organizations, including the New York State Conference of Mayors, The Governor's Office of Employee Relations, and the New York State Society of Medical Assistants Annual Convention.

She co-authored the book *Maximize Your Mind; Peak Your Potential* available on her web site.

Her article "Ethics in Sales" was published in the HRDQ Press.

For a complete listing of products and services visit our web sites at: [www.ReachandAchieve.com](http://www.ReachandAchieve.com), and [www.PerformanceLeadershipTools.com](http://www.PerformanceLeadershipTools.com) check out our blog at: [www.PerformanceTools.Typepad.com](http://www.PerformanceTools.Typepad.com)

## Reach and Achieve Associates

(585) 218-9350 Phone

(585) 248-2117 Fax

[Info@ReachandAchieve.com](mailto:Info@ReachandAchieve.com)

[www.ReachandAchieve.com](http://www.ReachandAchieve.com)

[www.PerformanceLeadershipTools.com](http://www.PerformanceLeadershipTools.com)

This Months Special: 15% Off

*Maximize Your Mind: Peak Your Potential*

<http://www.performanceleadershiptools.com/special.htm>

## What is Resilience?

**W**ebster's Dictionary defines resilience as the ability to recover from misfortune or change. Mike Jay, author of *CPR for the Soul* and Founder of Leadership University defines it as "the integrated power to persist when things don't work out at first; to navigate ambiguity and uncertainty; to transcend common problems and barriers and to anticipate the future in a sustainable way."

According to Albert Bandura, individuals are instilled with certain capabilities that define what it is like to be human. Among those capabilities are: the ability to learn from our mistakes, plan for the future, reflect on ourselves and situations and manage our emotions. These capabilities provide us with the tools to control our own future and remain resilient in changing times. Developing these capabilities is the key to increasing our resilience. They are what make us human. We are the only species that is capable of planning, reflecting and managing our emotions. So the elements that make us unique are the same elements that can make us resilient in challenging times.

Resilience matters more than training, education and experience and ultimately determines who succeeds and who fails.

*Continued on the next column*

## Questions to Consider

How Resilient are you?

What evidence do you have for that?

How resilient is your organization?

## What characterizes resilient people and organizations?

**T**here are many elements of resilience, but these are the ones I find most important:

1. Accept things as they are not as you hope or wish they would be. It is easy to slip into denial as a way of coping with challenging times, but the only real way to prepare ourselves and our organizations for these challenges is to face reality. It is when we deny things that we perpetuate the hardship and stop any growth and renewal from occurring. With each day and month the cost of denial goes up. To be truly resilient, an individual and an organization must avoid wishful thinking and stop living in the past. They must be willing to face reality head on. Resilience means having the capacity to change before change becomes necessary. This is planning for our futures rather than being victims of our reality.
2. Know what's *important* and navigate around that. When there is a lack of clarity around what is most important, our actions and behaviors are undirected and resilience is stalled. Strong values serve as maps to guide our behaviors and actions. At times of crisis and hardships it is this clarity that allows us to navigate through the fog. If we are lost with no map and no signs to guide us, it makes the recovery much longer. Successful individuals and organizations have strong values that direct their behavior at times of crisis.

*"The only limit of our realization of tomorrow will be our doubts of today."*

-- Franklin Roosevelt

## What Characterizes Resilient People and Organizations

3. Know Thy Self. Self Knowledge is critical for resilience. If we are clear about our strengths and weaknesses, we are better able to leverage our strengths and manage our weaknesses. When we spend much of our time operating out of our weaknesses, more effort is expended and results are dispersed. Directing our actions around our strengths allows us to be more efficient and effective in freeing up creative energy. Problems and challenges will not be transcended if we become victims of our blind spots and minimize our talents and creativity

## Resilience Quotes

“Courage means to keep working a relationship, to continue seeking solutions to difficult problems, and to stay focused during Stressful periods.”

-- Denis Waitley

“To be at peace with ourselves we need to know ourselves.”

-- Caitlin Mathews

“Whatever reality you find yourself in is capable of being altered by you at any time you want. It is not altered by changing what is outside of you; it’s altered by changing how you choose to process your life.”

-- Wayne Dyer

## Resilient People of Today and Tomorrow

4. Accept and make meaning out of what life hands us. The core of resilience is the ability to bounce back from hardships. If we complain and whine about the challenges that are upon us, we are unable to adequately reflect and learn from the difficulties. Resilient people and organizations are able to see a potential opportunity hidden beneath the adversity. They build bridges with reflections from their past to the ingenuity of today and finally to a fuller future.

The resilient people of today and tomorrow are the ones who can face reality head on, knowing what’s important in the moment, leveraging their strengths and making meaning out of hardships. We create the future through our response to the challenges of today.

## Test Your Resilience

On a scale of 1 (low) to 5 (high) rate yourself on the following:

How comfortable are you with change?

How much control and influence do you have in your life?

To what extent do you use your strengths on a daily basis?

1 = Almost Never 5 = All the Time

How comfortable are you reaching out to others?

# The 7 Codes of Resilience

## **Code #1 - Challenge the Assumptions**

Every time we accept a proposition as truth without evidence we are making an assumption. People make assumptions often and are usually not aware of them. To avoid this we need to ask questions, test our interpretation, look for evidence and consider different points of view. When we test our assumptions we see reality as it is and not how we hope it will be.

## **Code #2 - Leverage Strengths**

Know your strengths and use them. When we consistently operate from our weaknesses we are expending extra energy and lose our effectiveness to deal with the issues that life deals us.

## **Code #3 – Reach Out to Others**

No one is an island and we need each other to learn and grow. Don't be afraid to reach out in times of need and help others along the way. Reaching out to people builds synergy and gives us the energy we need to tackle life's challenges.

## **Code #4 – Respond Not React**

Watch your emotions and take time to respond to the hardships at hand. When we react to situations and challenges we lose perspective and let our emotions filter the truth. Giving ourselves the time to respond allows for objectivity and clarity of action.

## **Code #5 – Stop Worrying!**

Put things in perspective and spend your energy on the important things. Don't waste time on the "what ifs" of the future. Respond to the realities of today and plan for tomorrow.

## **Code #6 – Take Responsibility For What Life Hands You**

When we play victim we give up our power to effectively solve the problem. We fall prey to our own emotions and filters. When we stand responsible we claim the problem and have the power to solve it.

## **Code #7 – Practice Optimism**

Optimistic people see possibilities while pessimist see problems. Optimism allows us to solve problems while negative thinking sets us back and extends the hardship.

## **Reach and Achieve Associates**

(877) 367-9480 Toll Free

(585) 218-9350

[Info@ReachandAchieve.com](mailto:Info@ReachandAchieve.com)

[www.ReachandAchieve.com](http://www.ReachandAchieve.com)

[www.PerformanceLeadershipTools.com](http://www.PerformanceLeadershipTools.com)

© Reach and Achieve Associates - 2006