

# Resilience

## OLC Course Recommendations

### Competency Definition

Deals effectively with pressure; remains optimistic and persistent, even under adversity; recovers quickly from setbacks.

### OLC Component Titles

#### Being Prepared for Change

##### **COURSE TSA-PD-PREP4CHANGE-0001**

Description: When the organization you work for changes, and demands that you change along with it, wariness and uncertainty are natural. Change signals the end of the tried, trusted, and familiar. But change is also a new beginning--a springboard into a new and potentially exciting personal future.

-Being Prepared for Change- focuses on the mental attitudes and behaviors you need to develop in order to take advantage of the opportunities for personal growth that can accompany organizational change. You gain insights into how to learn, and when to learn. You acquire the skills and strategies you need to manage your own change effectively. The course also shows you how to focus on the future in ways that will encourage successful personal outcomes from the change process. **Duration=3.5**

#### Developing a Positive Attitude

##### **COURSE TSA-PD-DEVELPOSATTUD-0001**

Description: Oftentimes your success or failure depends not only on the situation you are in, but how you react to that situation. Your reaction to the situations you encounter is significantly influenced by your attitude. Having a positive attitude involves looking for the best in a situation, being realistic about possibilities and consequences, and having the courage to believe that you can succeed. It isn't always easy to be positive. You may feel that the odds are stacked against you, or you may find it hard to cope with the difficult and challenging situations that you find yourself in. Taking action to develop a positive attitude involves examining how you perceive your situation, and how you deal with your perception of the situation. This course will show you that it is possible to change your perspective from negative to positive, and provide you with skills for overcoming the challenges that you face at work. Being successful starts and ends with you, and having a positive attitude will help you achieve your desired success. **Duration=2.5**

#### Overcoming Organizational Negativity

##### **COURSE TSA-MGMT-OVERCORGNEG-0001**

Description: Organizational negativity is the responsibility of each individual. This course will teach you how to challenge organizational negativity as well as how to protect yourself from the negativity of others. You will learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment. **Duration=2.0**

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### Proactive Approaches to Stop Negativity

#### COURSE TSA-MGMT-PROACTNEG-0001

Description: Quite often you may have found it difficult to communicate with a negative thinker. It is quite possible that the negative thinker remained closed to what you were saying. Instead of getting frustrated with the situation, using the right confrontational or coaching skills would help the negative thinker to see reason. This course offers you proven methods to help a negative thinker overcome negativity. You will learn how to avoid common pitfalls that hinder communication, when to confront a negative thinker, and how to use the I-CAN Model to coach negative thinkers. **Duration=2.0**

### Removing Performance Barriers

#### COURSE TSA-LEAD-REMPERFBAR-0001

Description: You've heard statistics like this before: Babe Ruth struck out 1,330 times in the process of hitting 714 home runs; Dr. Seuss's first book was rejected by 23 publishers before someone took a risk on him; R.H. Macy failed seven times before the famous Macy's in New York was a success. You've heard the statistics before, but have you really paused to consider the implication and impact of such figures? These statistics are factual proof that leaders have a different perspective, do things a little bit differently, try a little harder. Managers see problems and learn to work around them. Leaders engage in barrier-smashing. It may mean challenging an age-old process, throwing out performance appraisals, or taking a huge risk, but all great leaders have to be willing to confront and challenge the barriers that prevent achievement for themselves and the people around them. This course will help you identify and eliminate the barriers you may be experiencing as a leader. You'll be encouraged to do some honest evaluation of your processes and procedures. You'll be asked to question the processes you use for setting standards and tracking improvement, and you'll be challenged to engage in the type of risk-taking and experimentation that Abraham Lincoln demonstrated when, after being defeated in six state and national elections, he was elected to the presidency of the United States. **Duration=4.0**

### The Foundations of Creativity and Innovation

#### COURSE TSA-PD-FNDCREATVINNOV-0001

Description: What is creativity, and how does it affect the brain? Why is it that people often have many of their best ideas once they leave work, when performing the most mundane tasks? Is this a coincidence, or is there a particular reason for it? As more and more organizations encourage employees to propose creative and innovative ideas in the workplace, it's imperative that you understand the foundations of creativity and innovation, how creative thought happens, and what is needed to stimulate it further. This course begins with definitions and an exploration of the science of creativity, including biological and psychological perspectives. You will then examine specific models that are used to explain creativity and innovation. Of course, creativity is not a "dry" subject. The human mind must be stimulated, excited, and nurtured to produce creative thinking. In short, people need the right climate and culture for creativity and innovation to flourish. Starting with an examination of the barriers to fostering a creative culture, you will go on to look at teams and environmental factors. Crucially, your own outlook, your likes and interests can be a determining factor in how creative you are. **Duration=4.5**

### The Path from Pessimism to Optimism

#### COURSE TSA-MGMT-PESSMOPTIMSM-000

Description: Your point of view affects virtually every aspect of your life, including your level of success. A negative point of view is a detrimental influence. Negativity is the result of unchecked pessimism. It's an abnormal pattern of thinking that persists over time and negates solutions and successful outcomes. Learning to deal with negativity will improve both your personal and business relationships. This course identifies how negative attitudes are formed, how you can identify them, and how a bad attitude becomes contagious. You will also learn some practical tools for developing and maintaining a positive point of view. **Duration=4.0**

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#### **When the Going Gets Tough**

##### **COURSE TSA-COMM-GOINGGETTUF-0001**

Description: "It is common sense to take a method and try it; if it fails, admit it frankly, and try another. But above all, try something." Franklin D. Roosevelt spoke these words of wisdom. Negotiating can be challenging, especially when the stakes are high. It's possible to be suddenly stopped in your tracks when an event or circumstance sends the whole deal reeling. Have you ever been involved in a tough negotiation? How did you handle it? Moving past the glitches in negotiation requires savvy and an ability to stay focused on your ultimate goal no matter what it takes to get there. This course explores ways to navigate around the potholes, barriers, and hurdles that may appear during negotiation. You'll discover methods of dealing with them rather than avoiding them or being sidetracked by challenges. In addition, you'll examine the basics of third-party intervention and fostering good will. **Duration=2.5**