



- Identify thoughts, emotions, and behaviors
- Identify patterns in thinking and behavior, particularly counterproductive patterns
- Be open and curious

Identify the thoughts, feelings, and behaviors that hinder your effectiveness, and those that enhance your effectiveness.



- Regulate impulses, emotions, and behaviors to achieve goals
- Express emotions appropriately
- Stop counterproductive thinking



The ability to put on the brakes on counterproductive thoughts, emotions, and reactions is critical for remaining in control.

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- Hunt for what is good
- Remain realistic
- Identify what is controllable
- Maintain hope
- Have confidence in self and team

Optimism and hope keep us motivated and willing to work hard under tough circumstances.



**COMPREHENSIVE
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Resilience requires **Mental Agility**

- Think flexibly and accurately
- Take other perspectives
- Identify and understand problems
- Be willing to try new strategies



In a complex world where situations are in constant flux, flexible and accurate thinking enhances the likeliness of success.



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Resilience requires

Strengths of Character



- Knowledge of top strengths and how to use them to overcome challenges and meet goals
- Faith in one's strengths, talents, and abilities

Take the **Values In Action** survey at **authentichappiness.org** to learn more about your Strengths of Character

Knowing your strengths of character and those of your team adds value to skills and talents.



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Resilience requires **Connection**

- Strong relationships
- Positive and effective communication
- Empathy, tracking
- Willingness to ask for help
- Supporting others



Building strong relationships and being willing to give and receive help builds trust, which helps in accomplishing tasks that require teamwork.



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Build Resilience

Hunt the Good Stuff

- Hunt the Good Stuff is used to notice positive experiences to enhance optimism, gratitude, and other positive emotions.
- Hunt the Good Stuff on a regular basis in order to counteract the negativity bias and build Optimism.



Write down three positive experiences from the day and write a reflection about why the good thing happened, what the good thing means to you, what you can do to enable more of the good thing.



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Build Resilience ATC



- ATC is a method to identify your Thoughts about an Activating Event and the Consequences of those Thoughts.
- Use ATC when you're curious about your Emotions or Reactions, when you don't like your reaction, or when you're stuck in a pattern.
- ATC builds Self-awareness.

Describe the Activating Event objectively, identify your Thoughts, and identify your Consequences (Emotions, Reactions).



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Build Resilience Avoid Thinking Traps



- Thinking Traps are common, overly-rigid patterns in thinking that prevent a person from seeing a situation accurately.
- Avoid Thinking Traps builds Mental Agility.

Check for Thinking Traps (Jumping to Conclusions, Mind Reading, etc.) to correct counterproductive patterns in thinking and identify the critical information you missed.



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- Detect Icebergs is used to identify and evaluate core beliefs/values that are driving our Emotions and Reactions.
- Use Detect Icebergs when your Reaction seems out of proportion and limits your performance or effectiveness.
- Detect Icebergs builds Self-awareness.



Ask yourself "What" questions to identify the Iceberg. Once the Iceberg is identified, ask yourself questions regarding the usefulness, accuracy, and flexibility of the belief.



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Build Resilience

Energy Management



- Energy Management is used to regulate emotion and energy levels to enable critical thinking and optimal performance.
- Use Energy Management when you want to regulate the intensity of your emotions and energy so that you can effectively cope with a situation and enhance your performance.
- Energy Management builds Self-regulation.

Use tactical breathing and deliberate recovery to relax. Use mental games to refocus your thinking on the task at hand.



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Build Resilience Problem Solving

- Use Problem Solving to increase flexibility and accuracy in thinking about the causes of problems and to develop effective solution strategies.
- Use Problem Solving in situations that requires a thorough understanding of its causes in order to most effectively solve the problem.
- Problem Solving builds Mental Agility.



Identify the factors that caused the problem. Avoid the Confirmation Bias when gathering evidence to determine the accuracy of your thinking. Develop solution strategies to target what is controllable.



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Build Resilience

Put It In Perspective

- Put It In Perspective (PIIP) is a method to stop catastrophic thinking and deal with the most likely implications.
- Use PIIP when you are “making a mountain out of a molehill or making a Himalaya out of a mountain.”
- Put It In Perspective builds Optimism.



List the Worst Case, Best Case, and then identify the Most Likely outcomes and develop a plan for dealing with them.



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Build Resilience

Real-time Resilience



- Real-time Resilience (RTR) is an internal skill to shut down counterproductive thinking, build motivation, and focus on the task at hand.
- Use RTR when your thoughts are distracting you from an immediate goal or task.
- Real-time Resilience builds Optimism.

Respond to negative thoughts in the heat of the moment by providing evidence against the thought, by generating a more optimistic way of seeing it, or by putting the thought in perspective.



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Build Resilience

Identify Strengths in Self and Others

- Identify Strengths in Self and Others to recognize the best of yourself and the best of others.
- Identify Strengths to deepen your awareness of your Signature Strengths and how you use your strengths as a leader and family member.
- Identify Strengths in Self and Others builds Strengths of Character.



Assess your Signature Strengths using the VIA Strength Survey (at authentichappiness.org) and identify ways you already use your Character Strengths.



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- Leverage the strengths of team members to make sure that people are working together as effectively as possible.
- Using Strengths in Challenges builds Strengths of Character.



Assess the Signature Strengths of your team using the VIA Strength Survey (at authentichappiness.org) and identify ways the strengths of the team can be used synergistically to deal with group challenges.



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Build Resilience Assertive Communication



- Assertive Communication is a method of communication that is Confident, Clear, and Controlled.
- Use Assertive Communication when confronting someone about a conflict or challenge (and is the most appropriate style in that situation).
- Assertive Communication builds Connection.

Use the IDEAL model: I = Identify and understand the problem, D = Describe the problem objectively and accurately, E = Express your concerns, A = Ask the other person for his/her perspective and ask for a reasonable change, L = List the outcomes.



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Build Resilience Active Constructive Responding & Effective Praise

- Active Constructive Responding (ACR) is a method of communication in which the responder conveys authentic interest and helps the person to relive the positive experience.
- Effective Praise focuses on the strategy, behavior, or process that brought the good outcome.
- ACR and Effective Praise build Connection.



Respond to positive experiences by conveying interest and by asking questions. When giving Effective Praise, name the behavior, strategy, or process.



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