



Building Resilience to Lead and Thrive Through Disruption, Turbulence, and Uncertainty

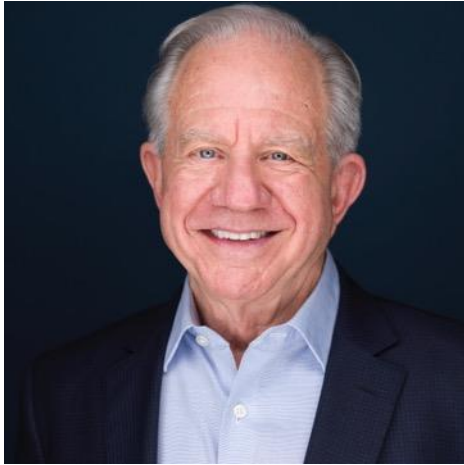
Dean Becker

November 14, 2024

Housekeeping

- Tech difficulties? Try:
 - Enabling pop-ups
 - Disconnecting from VPN
 - Using a browser such as Chrome or Safari (rather than Internet Explorer/Edge)
- Questions? Add them to the “Ask Question” box
- General comments? Enter them in the “Attendee Chat” box
- Closed Captioning: Toggle on switch under presenter video
- You can expand any of the boxes on your own screen if you would like to view them larger. Click the top right corner.
- Attendance certificate available in the certificate box after viewing 50 minutes

Presenter



Dean Becker

Dean Becker is a recognized expert in the fields of resilience and emotional intelligence, having founded Adaptiv Learning Systems, a leader in the development and delivery of research-based assessments, coaching and training programs. Dean delivers training, consulting and executive coaching services, and speaks about resilience and emotional intelligence to organizations worldwide.

Prior to creating Adaptiv Learning Systems, Dean founded and ran Preferred Medical Services, a physician billing and practice management firm that provided diversified business services to physician groups and health systems throughout North America. Dean began his career as a marketing representative with IBM, and later shifted his focus to executive search and recruitment for the information technology industry.

Dean holds an MBA in Medical Group Management from University of St. Thomas, and a BA in Psychology from Franklin & Marshall College. He is a member of ATD and sits on the board of ISA – The Association of Learning Providers.

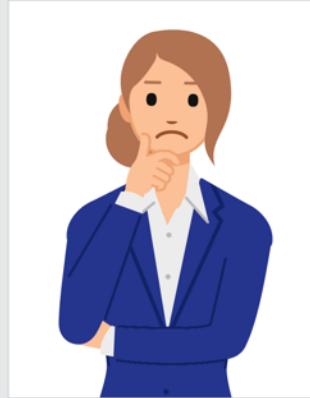
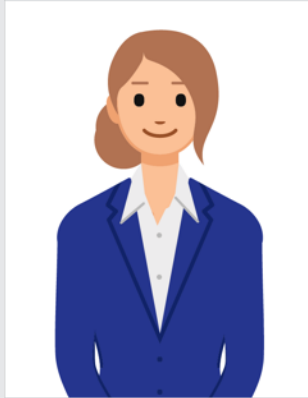
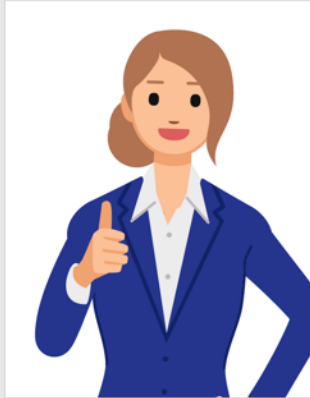


Guiding Question

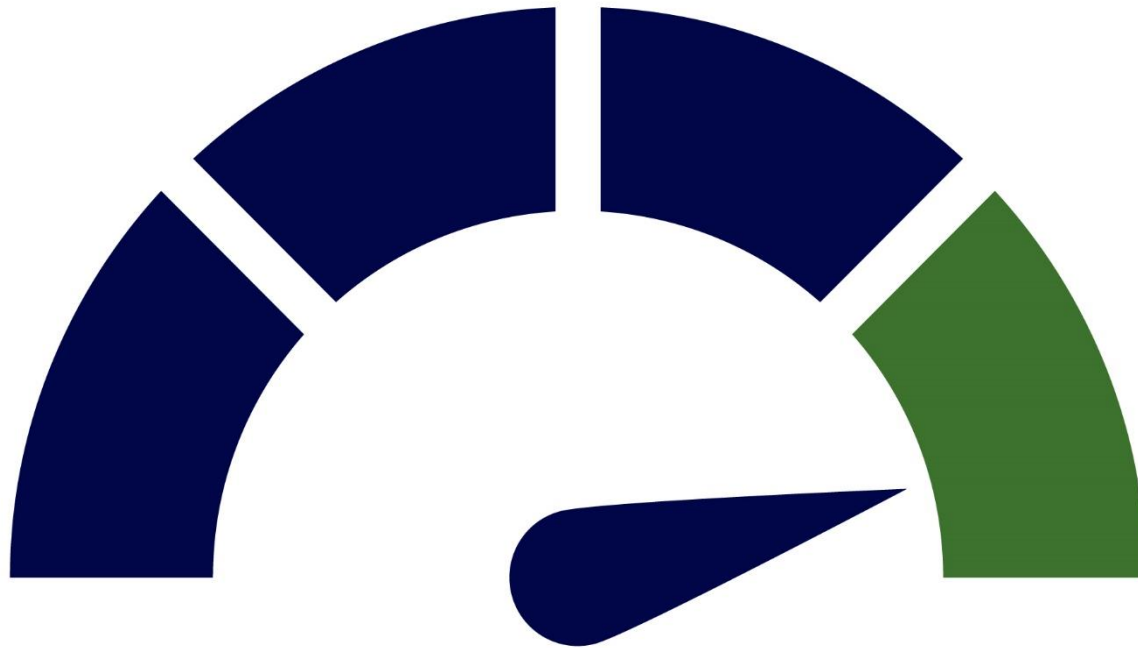
How do you keep loving what you do despite endless disruption, turbulence, and uncertainty?

Sentiment Poll

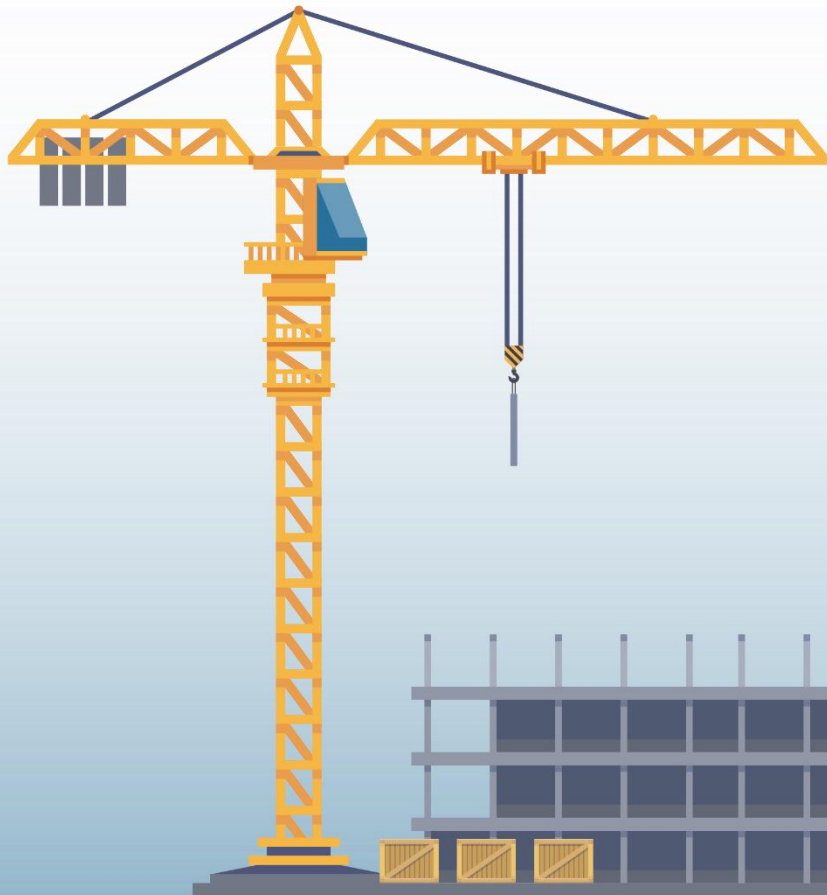
How are you feeling right now?



You are resilient! But...



A tool kit of foundational resilience skills



Some Resilience Facts

- Resilience can be measured
- Resilience is learned
- Resilience rises with position level



- ✓ Federal leaders are more resilient than private sector leaders

Why?



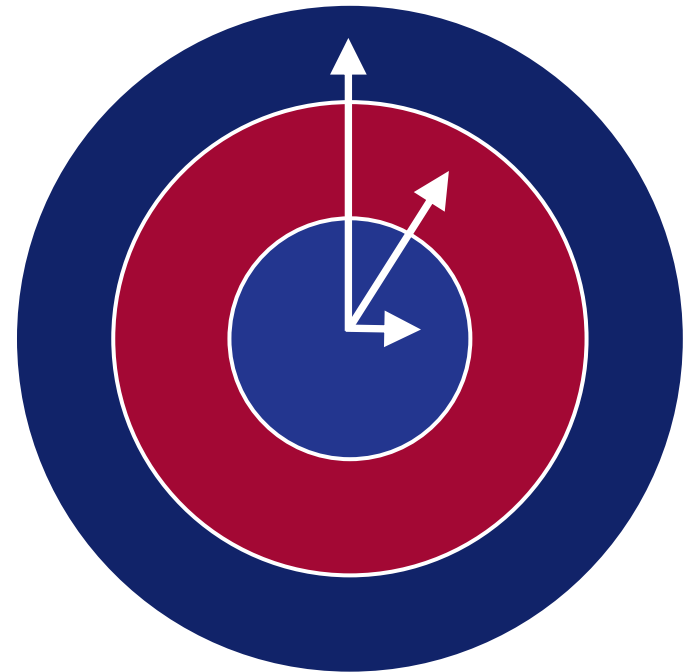
The Power of Connection to Your Work

Levels of Connection

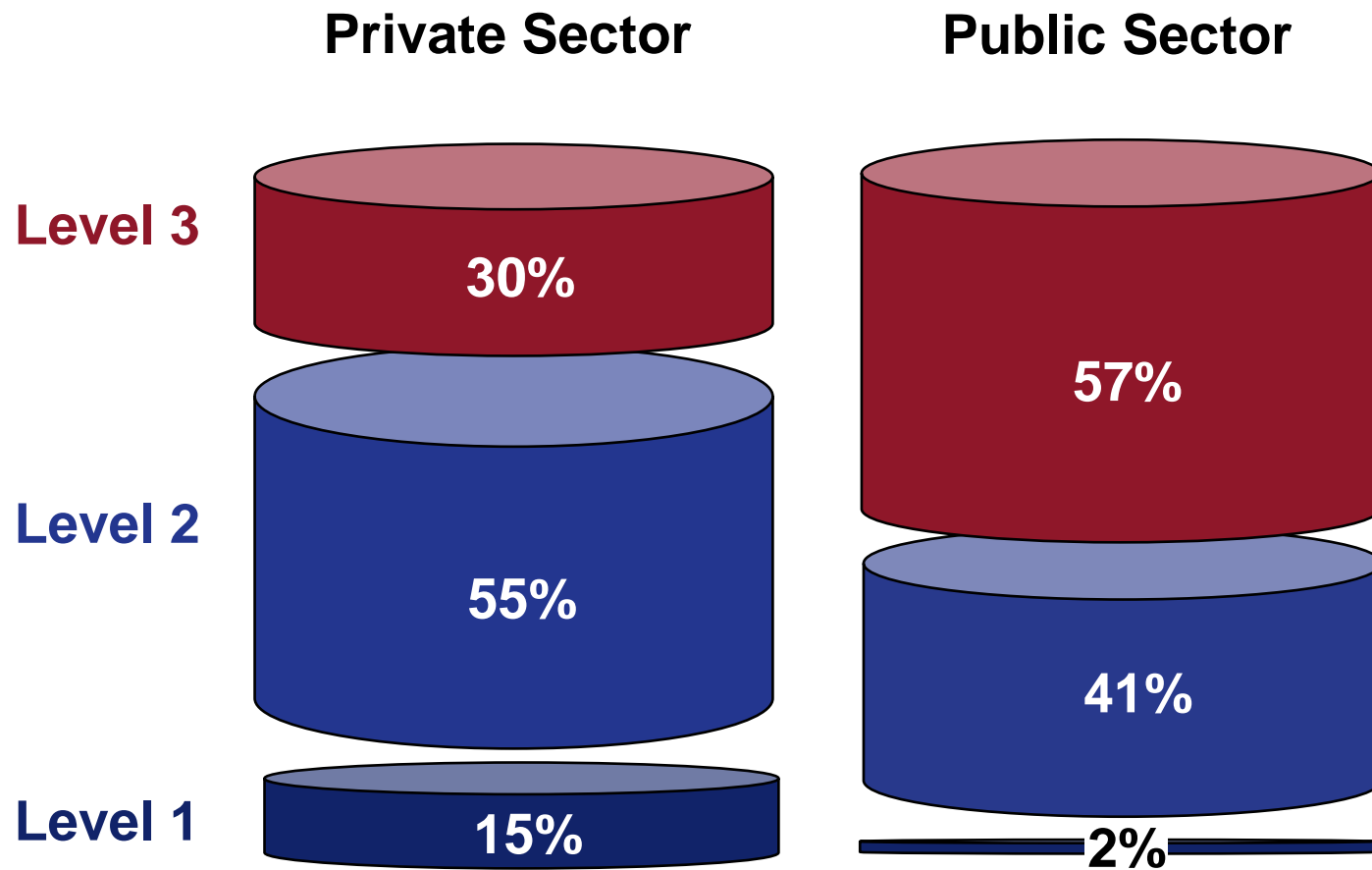
Level 1 – Pay, Benefits

Level 2 – The work, the people

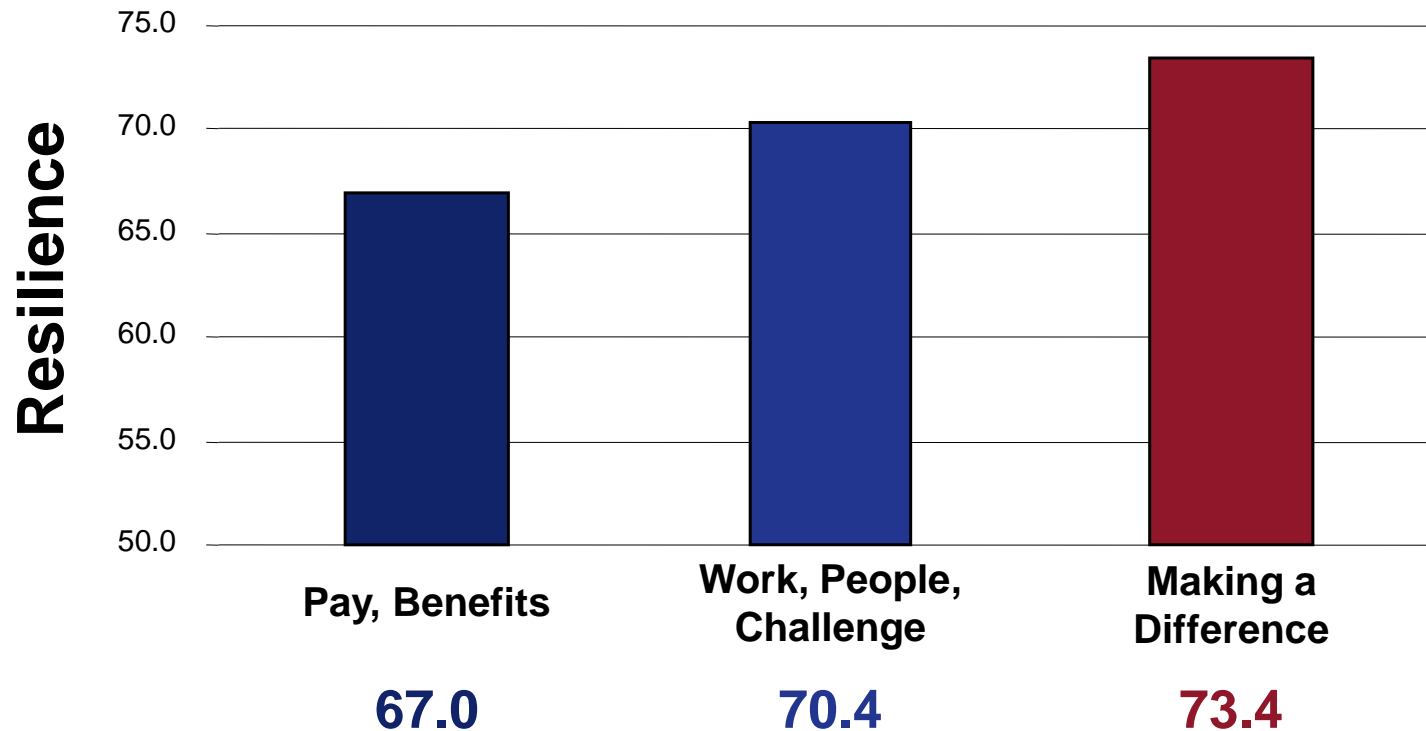
Level 3 – Making a difference



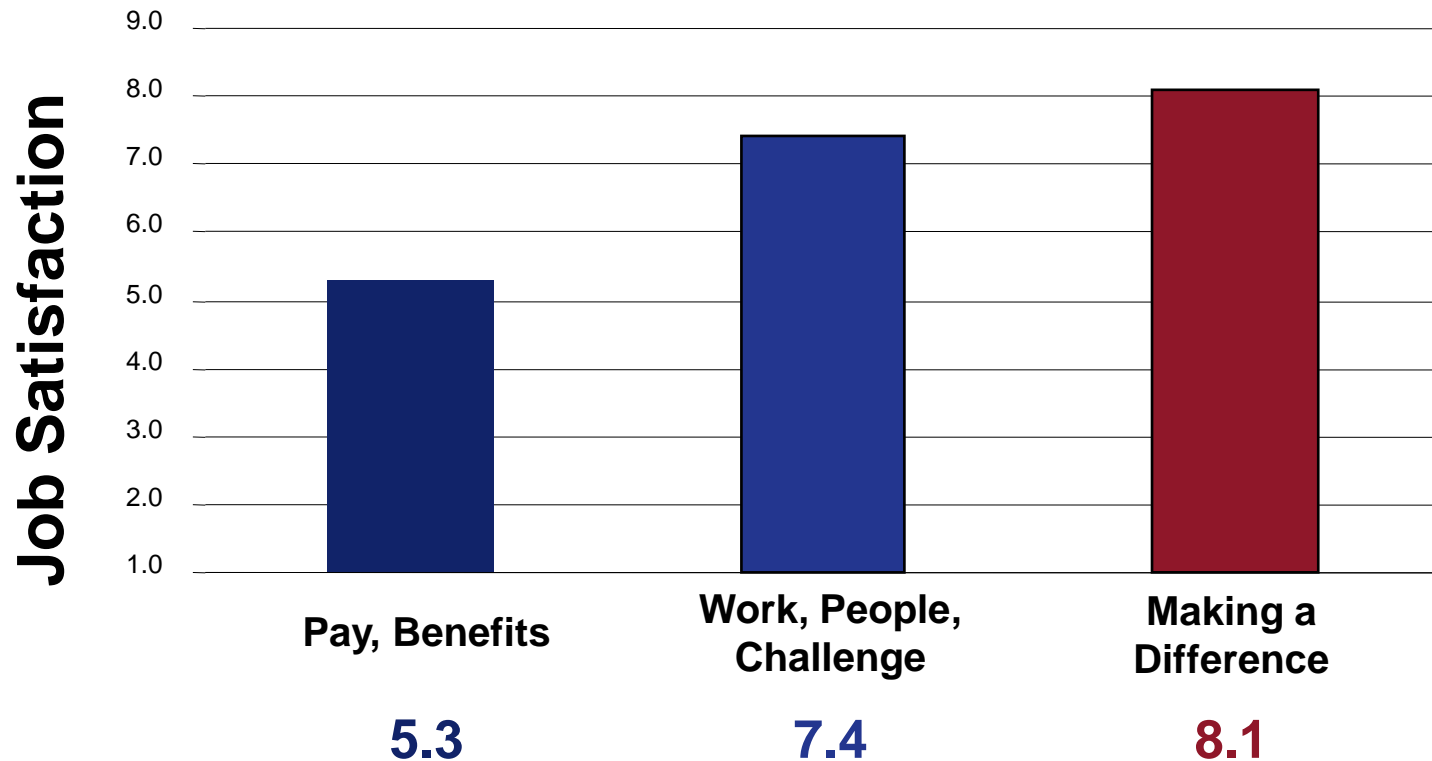
Your Secret



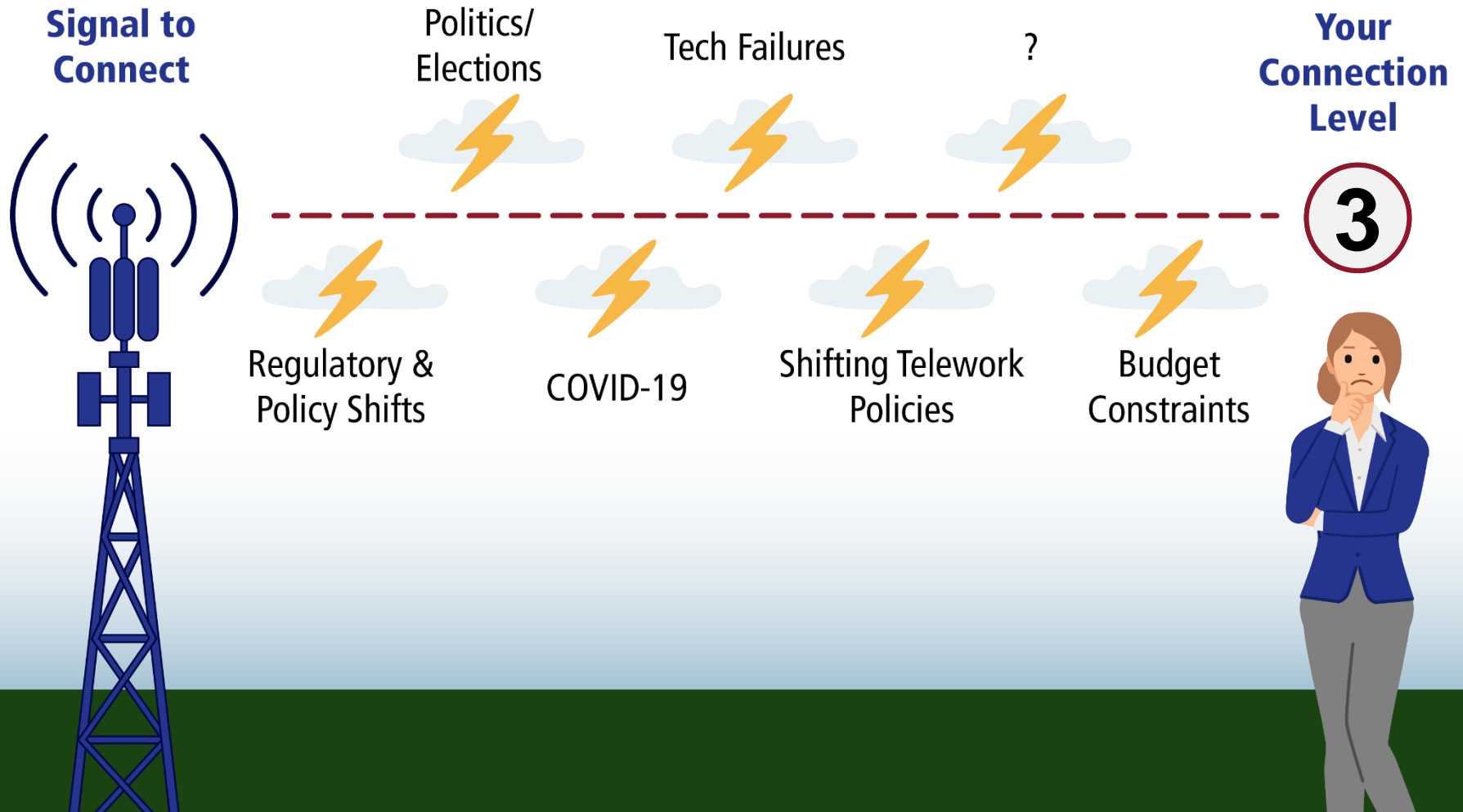
Connection Level & Resilience



Connection Level & Satisfaction



Signal To Noise Ratio (SNR)



How to maintain your public service mindset?

The 3 R's-

- ✓ Remind
- ✓ Refresh
- ✓ Recommit



Quick Review

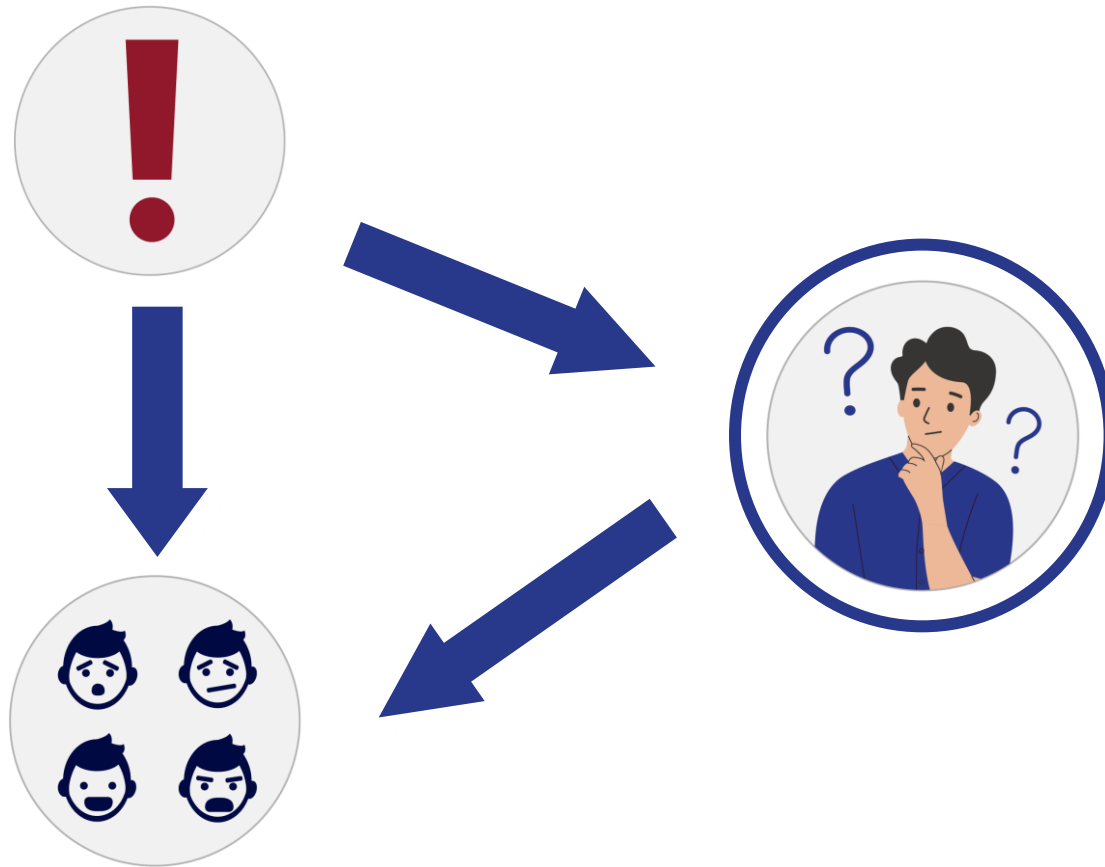
- You *are* resilient, but...
- Resilience is a capacity
 - Wins, successes, certainty boost it
 - Losses, failures, uncertainty drain it
- You are more resilient and more job satisfied than your private sector counterparts, because
- You have stronger, clearer Level 3 connections to your work, but
- Lots of noise can get in the way of your strong connection signal
- Practice the 3 R's – **R**emind, **R**efresh, **R**ecommit





The Neuroscience of Emotions

When Adversity Strikes



Thought Experiment

- **Event** –
You've been highly stressed at work, doing more with less, managing regulatory and policy shifts, adjusting to changing telework policies, responding to agency requests, and struggling to cope with all the disruption and uncertainty. You get home at the end of a particularly tough day, and your spouse/partner tells you that you need to start making your relationship and the family more of a priority.
- **Thoughts** –
What would go through your mind in that instant – not 5 minutes or even 5 seconds later?
- **Impact** –
What would you feel in that moment?

Thought Types and Emotions They Cause

Typical Thought	Radar	Emotion
"I deserve more support than I'm getting!"	Violation of Your Rights	Anger
"There's nothing I can do about this."	Lack of Resources	Frustration
"This isn't good – what if they're really unhappy?"	Future Threat	Anxiety
"I'm not managing this relationship very well."	Loss	Sadness
"They're right. They deserve better."	Violation of Another's Rights	Guilt
"We've been through this before and I can handle it."	Neutral	Okay

Thoughts – Emotions Decoder

Thought Type (Radar)	Emotion
Violation of Your Rights	Anger
Future Threat	Anxiety
Lack of Resources	Frustration
Loss – Real World or Esteem	Sadness
Loss of Standing	Embarrassment
Violation of Other's Rights	Guilt
Violation of Own Standards	Shame

Skill – Trap it, Map it, Zap it (TMZ)

- ✓ **Trap it** – Identify the emotion
- ✓ **Map it** – Find the Thought Type that fuels the emotion

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- ✓ **Zap it** – Check your thinking and reframe (this is the hard part)
 - ✓ Be skeptical of your thinking.
 - ✓ Take a few deep breaths; count to 10; mindfulness
 - ✓ Look for a small bit of counter-evidence.
 - ✓ Ask a friend.

Quick Review

- What we think causes what we feel and do
- We each develop thinking habits
 - They can bias our view of events
 - They can trigger a non-resilient emotion
- Use TMZ to work around a Non-Resilient Emotion to feel and do better
- Keep the Thoughts – Emotions Chart handy





The Power of Positivity

Traditional Psychology

- Built on the medical/disease model
- Focused on fixing what's broken
- We know lots about sadness, anxiety, anger, frustration, guilt, shame
- We know less about happiness, calm, pride, love, esteem, respect



Positive Psychology

- Empirical studies of the good stuff, e.g., positive emotion
- Feeling more positive emotions –
 - Undoes the effects of negative emotions
 - Builds resilience capacity
 - Supports overall wellness



Thoughts - Positive Emotions Decoder

Thought Type (Radar)	Emotion
Things are going really well.	Happiness
I performed well or admirably.	Pride
I have everything I need.	Contentment
This challenge is a good match with my capabilities.	Engagement
I see no big threats ahead.	Calm
People think well of me.	Esteem/ Respect

Positive Emotion Tips

- If you are feeling badly, notice that your thinking is probably:
 - Negative
 - Specific
 - Focused on the past or on the future
- To feel better quickly, try switching your thinking to:
 - Positive
 - General
 - Focused on the present



Quick Skills Summary

- Use the 3 R's to keep your connection level high
- Use TMZ to manage non-resilient emotions to feel & do better
 - Memorize the Thoughts – Emotions Chart
- Use positive, general, present-oriented thinking to feel more positive emotions.
 - Memorize the Thoughts – Positive Emotions Chart
- Use a calming technique any time to quiet your thoughts



Q&A

Type questions in the Q&A box, we will answer as many as we can live and the rest by email.



Resources



Enroll in a session of **Fostering Accountability, Adaptability, and Resilience, Course 4080**



Learn more about **The School of Federal Leadership Excellence (SoFLE)**



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Thank You



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