



Keep Calm and Thrive!

Building resilience for you and your team

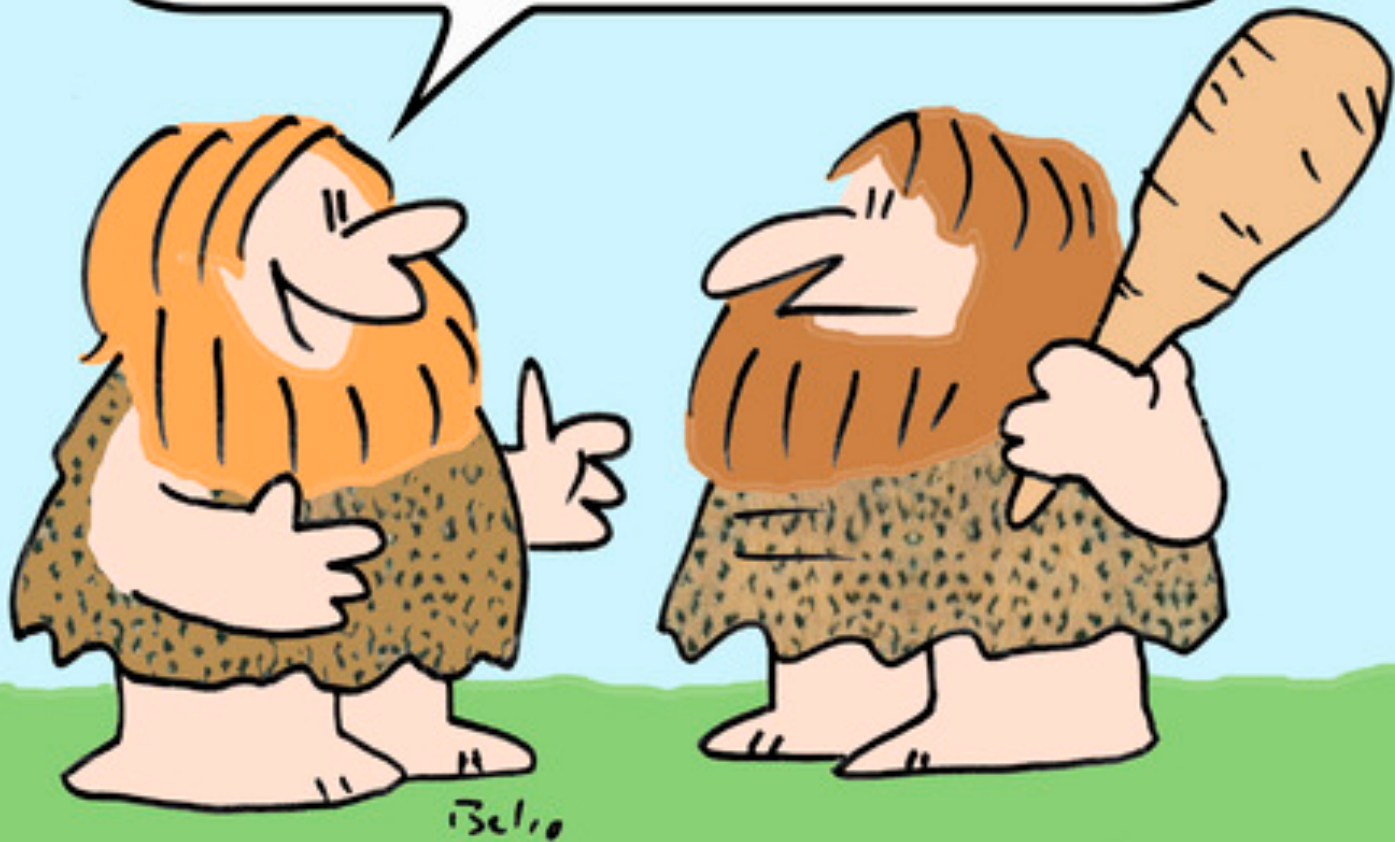
Massachusetts Non Profit Network Conference

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Ank Stuyfzand

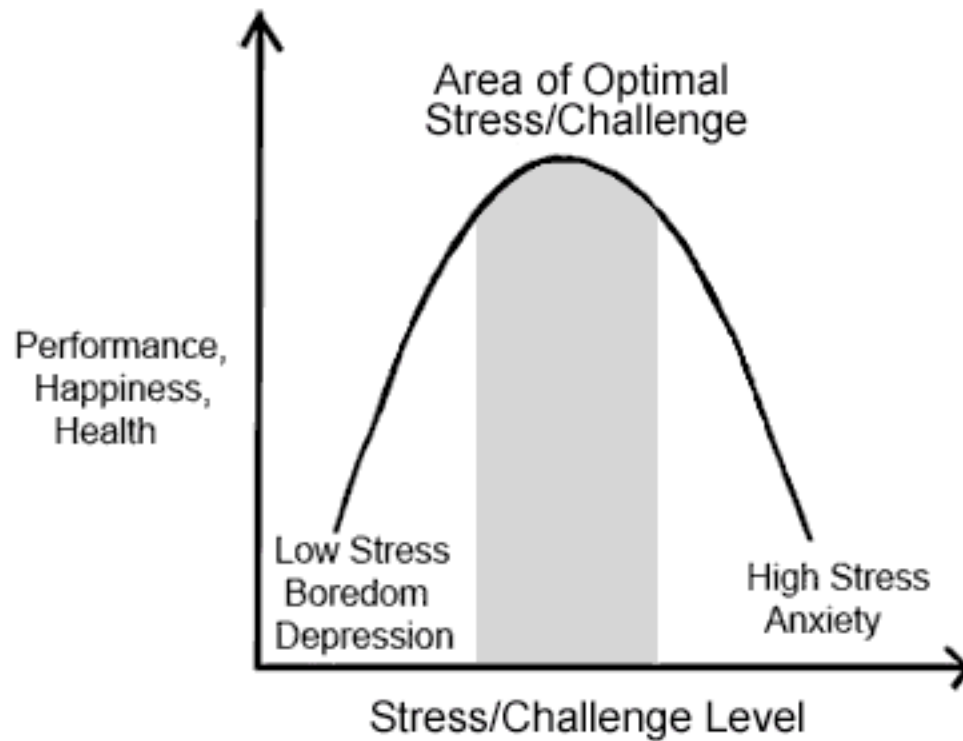
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IT'S CALLED "STRESS" - IT'LL
HELP WITH NATURAL SELECTION.



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Performance and Stress



Adapted from Robert Yerkes & John Dodson 1908

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Nothing Stresses You

Event + Response = Result

10%

90%

100%

Pressure + Response = Stress
external challenge resilience (or no-stress)

You stress you ...

What is Resilience?

- The capacity to adapt and to perform well under pressure
- The ability to bounce back from setbacks and keep going forward toward your goals (even more effectively than before).

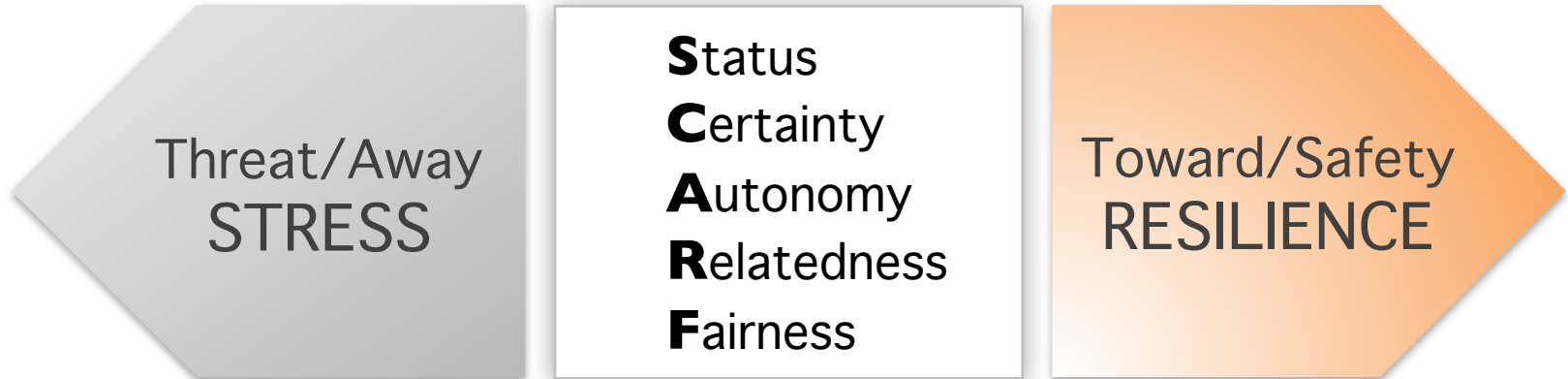
Resilience is the antidote to stress
and the catalyst for high performance

Human Needs that Affect Resilience

Core Human Needs

- Physical – Nutrition, Rest and Renewal
- Emotional – Enjoyment & Satisfaction, Safety & Trust
- Mental – Focus and Prioritizing
- Spiritual – Sense of Purpose and Meaning

Stress Triggers - SCARF



Building resilience happens through maximizing safety and minimizing threats

What are your stress triggers?

Developing Resilience

Maximizing safety, minimizing threats

Individual



Team

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How do you cope with stress?

Developing Resilience

Change your Thinking



- Care but do not worry ...
- Let it go ... (If it's not helping you).

Developing Resilience

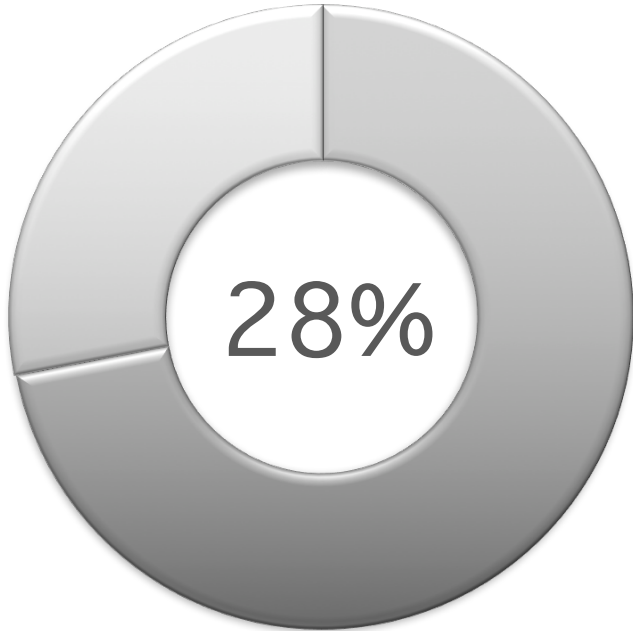
Manage Your Energy

- Eat Breakfast (every day)
- Sleep (at least six hours a night)
- Take a Break (every 90 minutes)
- Move and Drink Water (all day long)
- Breathe (long, deep and continuously)
- Be Present (it's the only moment you have)

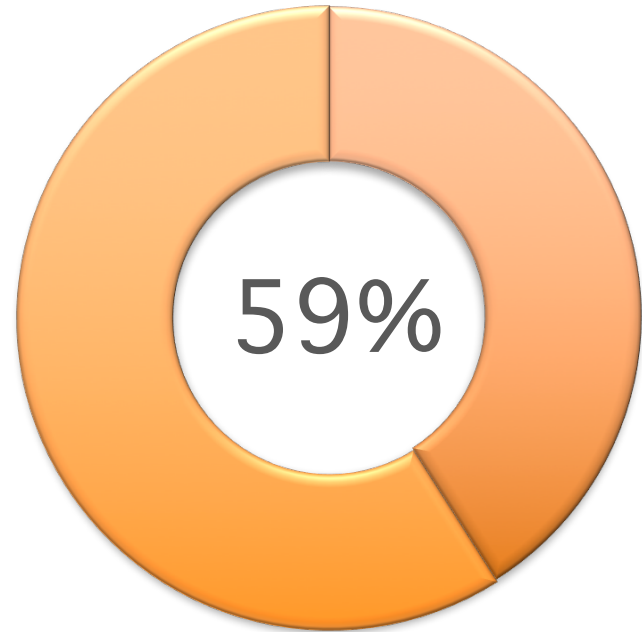
Developing Resilience

Change your Behavior

- **Be positive** - Identify opportunities and instill (self) confidence
- **Focus** –
 - Use vision and goals as guiding principles.
 - Put your attention where you want it to be
 - Focus on the things you can control.
- **Be flexible** - Generate a wide variety of approaches to change and see support.
- **Get organized** – Develop a plan of action and systems to support change
- **Be pro-active** - Initiate action and take calculated risks



... of workers is engaged
in their work.

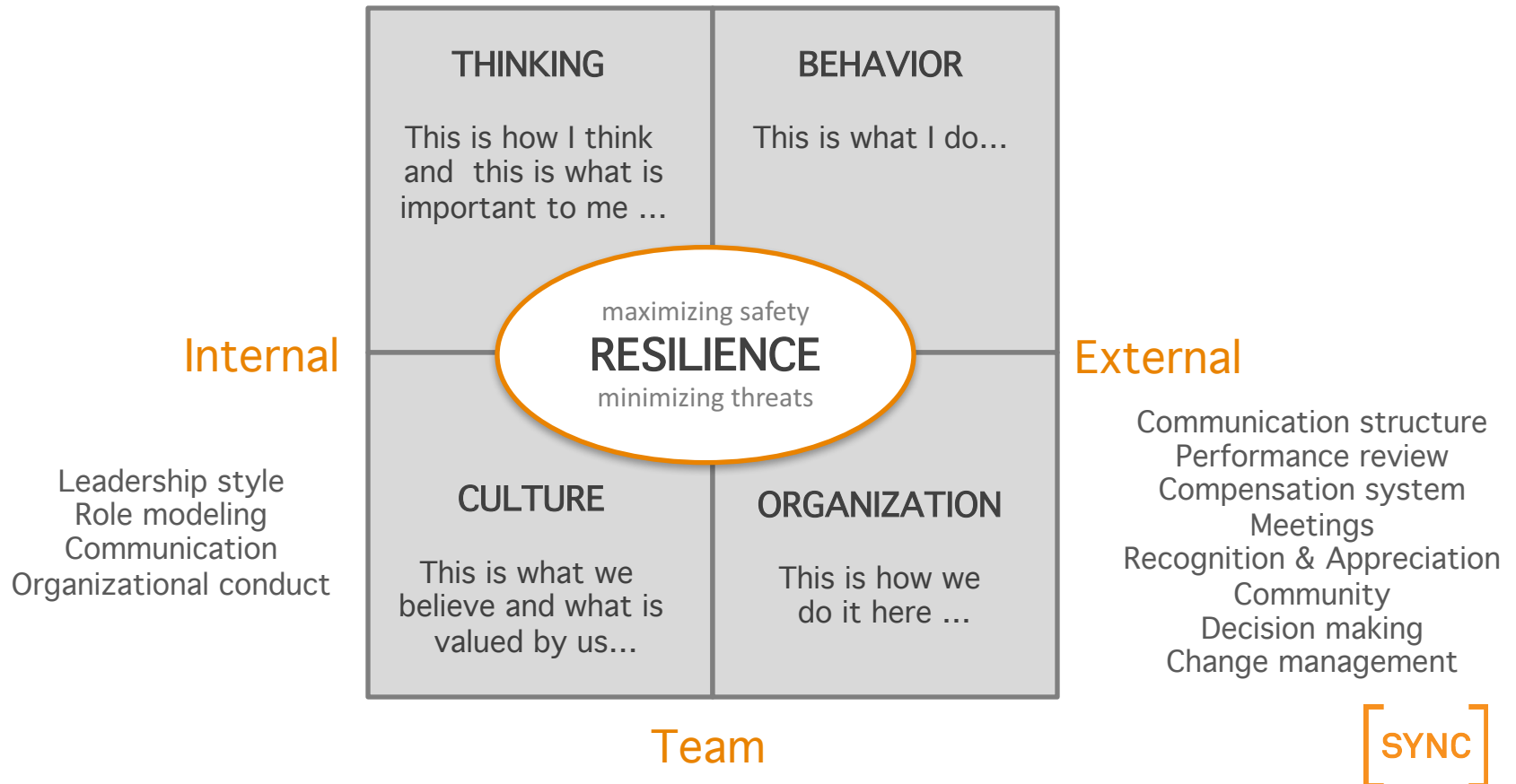


... of workers are physically
depleted, emotionally drained,
mentally distracted, and lacking
in meaning & purpose.

Developing Resilience

Maximizing safety, minimizing threats

Individual



Developing Resilience Leadership Behaviors

- Model
 - Respect
 - Recognition & Appreciation
 - Being Positive and Optimistic
- Chief Energy Officer
 - Physical - Balance intense effort with renewal
 - Emotional - Truly care for those you lead
 - Mentally – Empower to set boundaries
 - Spiritual – Have a clear and compelling vision

Team Resilience

Status – Certainty – Autonomy – Relatedness – Fairness

Status – *What is my status in the team?*

- Are people regularly recognized for their achievements and appreciated for the work they do?
- In what way does the compensation and reward system reflect everyone's contribution?
- Do all team members actively contribute to team meetings?

Team Resilience

Status – Certainty – Autonomy – Relatedness – Fairness

Certainty - *Am I in the loop?*

- Are expectations clearly expressed?
- Do people know what's going on and do they have all the information they need to do their job?
- Is important information cascaded throughout your organization?
- Do you talk with people about long term and strategic issues?

Team Resilience

Status – Certainty – Autonomy – Relatedness – Fairness

Autonomy - What are my choices and am I in control?

- Is the decision making power delegated to the lowest level possible?
- Do people have the room to make their own decisions?
- Are you micro managing?

Team Resilience

Status – Certainty – Autonomy – Relatedness – Fairness

Relatedness - *Do I belong?*

- Is there a sense of community among the team members?
- Do you focus on individual or team results?
- To what extent do team members support each other?

Team Resilience

Status – Certainty – Autonomy – Relatedness – Fairness

Fairness - *Do I get the same credits and opportunities as everyone else?*

- Is the performance review and reward system transparent and fair?
- Do you hold all team members to the same standards?
- Are all team members treated equally?

Moving to Action ...



Ank Stuyfzand, LLM, MAOL, PCC is a certified leadership coach and consultant. She works with leaders and their teams to create healthy and productive workplace dynamics.

Ank believes that while it is key to have ‘the right people’ on the team, a negative team atmosphere and difficult relationships undermine the success of even the most talented and engaged collection of people. She works with organizational leaders and teams to develop their capacity to effectively address challenging issues, including any elephants in the room.

Over the years Ank has worked with leaders, managers and teams across a wide range of industries including financial services, healthcare, utilities, marketing, retail, professional services, nonprofit and academia, both in the US and Europe. Her areas of expertise include leadership and team development, change management and organizational communications.

As a visiting professor at the Sawyer Business School of Suffolk University in Boston, Ank teaches classes in Leadership and Organizational Change.

Thank you!