

Building Resilience for HR During the Coronavirus:

Learning to Thrive During Uncertainty and Change

Introductions



Joanne Layne

joanne.layne@lhh.com

US Zone Talent Development Practice Leader
Change Management, Resilience and Transformation

We exist to find and deliver opportunities for people and companies to thrive in a changing working world

Our Producers for this series:



Nicole Marks



Tanisha Taylor



Suzanne Jones

Today's Objectives

Navigate successfully through uncertainty and change

Understand the key resilience indicators at the root of resilience

Provide a forum to identify and discuss challenges and opportunities for working during the coronavirus/COVID-19 pandemic

Learn practical strategies, tips and techniques for enhancing your resilience, working from home, managing stress and uncertainty

Identify resilience-building actions to take

60-Minute Agenda



What is Resilience and Why is it Critical Now



The Components of Resilience and Key Resilience Indicators



Challenges and Opportunities - Working During Coronavirus Pandemic



Managing Uncertainty, Stress and Change



Strategies, Tips and Techniques for Working from Home



Resilience Building Action Planning

Resilience is teachable; it can be learned and improved.

What is Resilience?

- ▶ An ability to recover from or adjust to misfortune or change

Miriam Webster Dictionary

- ▶ The ability to withstand, recover and grow in the face of stressors and changing demands

Resilience in the Workplace – An Evidence Review and Implications for Practice Resilience Research American Heart Association- CEO Roundtable

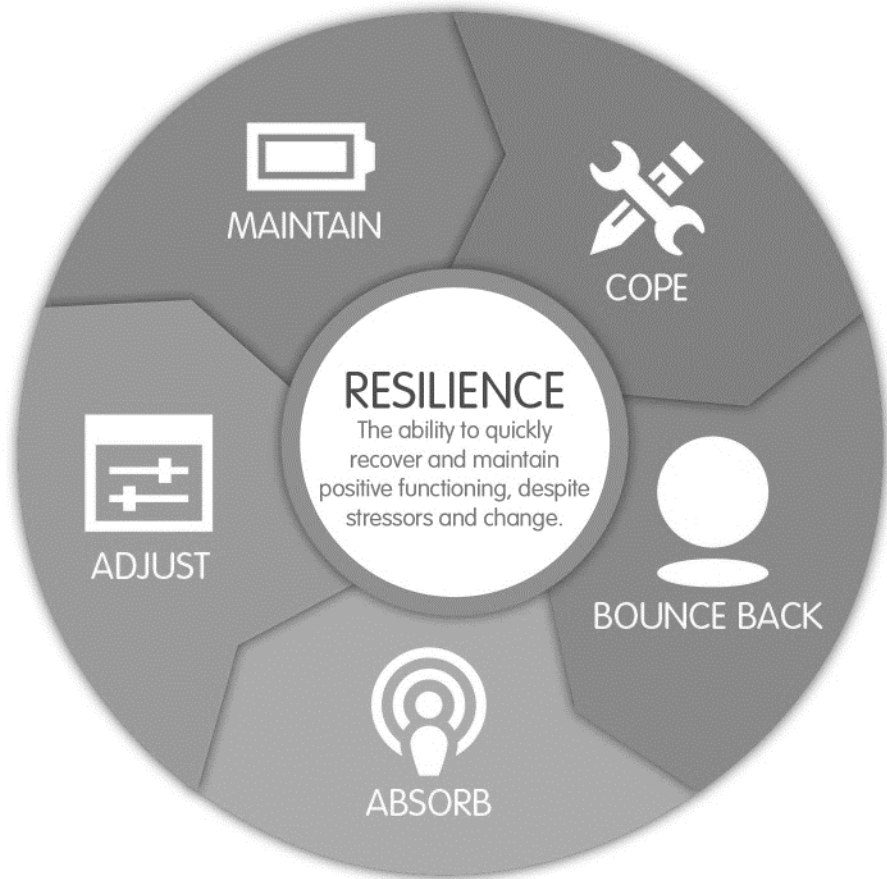
- ▶ The capacity to recover quickly from difficulties; toughness

Oxford Learners Dictionary



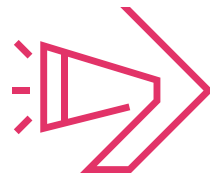
Resilience is an ability, a life skill and it can be developed

Why is Resilience Critical for HR ?



Resilience Enables You To:

- ▶ **COPE** effectively with stress and uncertainty
- ▶ **BOUNCE BACK** from physical and emotional stress
- ▶ **ABSORB** high levels of constant change & remain effective
- ▶ **ADJUST** to disruptions in life
- ▶ **MAINTAIN** high levels of productivity



Which resilience enabler do you want more of
(Cope, Bounce Back, Absorb, Adjust, Maintain)?

What Does Resilience Research Show?



There are personal characteristics/factors that underlie and enable resilience



Resilience is the ability to bounce back quickly to positive functioning



Thriving is ability to bounce back better than prior functioning



Resilience is teachable; it can be learned and improved.

The LHH Resilience Model: The Factors and Indicators of Resilience



Mindset

Resilience Indicators

Optimism

Attitude

Awareness



Action
Orientation

Resilience Indicators

Seeking help

Generating and
exploring options

Taking steps to
resolve problems or
reach goals



Ability

Resilience Indicators

Competence

Problem Solving

Knowledge



Resourcefulness

Resilience Indicators

Relationships

Support

Curiosity



Which factor is a strength for you right now?

Mindset

- **Optimism:** You take a positive outlook.
- **Attitude:** You view and behave toward things with openness, flexibility, and a sense of humor.
- **Awareness:** You notice yourself and the workplace with regard to behaviors, thoughts, emotions, traits, skills, strengths, and weaknesses.

Stress Mindset – Reframing How You Think About Stress

- ▶ How do you see stress – Is it Enabling or Debilitating?
- ▶ Research shows that seeing stress differently results in more positive affect (mood) and increased cognitive flexibility.

The role of stress mindset in shaping cognitive, emotional, and physiological responses to challenging and threatening stress.

Alia J. Crum, Modupe Akinola, Ashley Martin and Sean Fath
Department of Psychology, Stanford University, Stanford, CA, USA; Department of Management, Columbia University, New York, NY, USA; Department of Management and Organizations, Duke University, Durham, NC, USA



What do you think?

Action Orientation

- **Seeking help:** You locate, discover, or search for assistance.
- **Generating and exploring options:** You identify and investigate possible approaches, solutions, or outcomes.
- **Taking steps to resolve problems or reach goals:** You begin a course of action to achieve a goal.



What are the benefits of having a strong action orientation during this time of uncertainty and change?

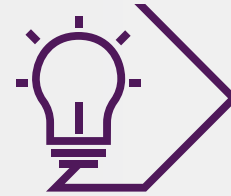
What is one thing you could do to be more action oriented?

Ability

- **Competence:** You have the skills and ability to do something properly.
- **Problem solving:** You think through questions, challenges, or situations to find a solution.
- **Knowledge:** You acquire information, skills, and facts.

Resourcefulness

- **Relationships:** You make efforts to connect with people.
- **Support:** A source of strength and assistance to hold up and sustain you or that you provide to others.
- **Curiosity:** You have a strong desire to know or learn something, and you are able to gather facts.



This is a critical factor for HR...
You are the caregivers and the resources!



How are you taking care of yourself?

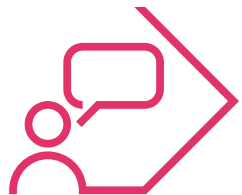
Reframing Challenges Into Opportunities Chat

What is the biggest challenge for you right now?

What opportunity exists within that challenge?



Best Practices for Managing Uncertainty



Reflect on your record of success in past uncertain situations.
What lessons have you learned?

10 Tips for Managing Stress and Change Right Now

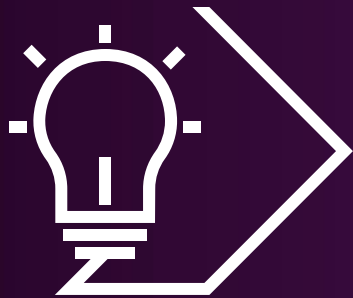
1. Get up, get groomed and go to bed at your regular time. Maintain routines where possible.
2. Structure and plan your whole day on your calendar.
3. Uncertainty & unstructured time can lead to unraveling - watch out for the weekends!
4. Beware of “fact flooding” (news, notifications) and its impact on you. Limit exposure.
5. Find a way to be active, move more, breathe and exercise.
6. Find something funny and laugh out loud everyday. **Raise your hand if you have LOL today.** *Watch or listen to “feel good favorites”.*
7. Watch out for stress snacking; weighing yourself everyday is a known best practice.
8. Don't look at your 401K or brokerage account.
9. Reduce negative thoughts, try confining your worries to a Worry Journal.
10. Each night text/ email yourself three good things in your life you are grateful for. *(Use “I get to” reframe rather than “I have to” as a starter. (Example – “I get to work from home.”)*

Best Practices for Working from Home

1. Get up, get groomed and go to bed at your regular time. Maintain routines where possible.
2. Structure and plan your whole day on your calendar – Uncertainty & unstructured time can lead to unraveling.
3. Establish a time to stop working.
4. Create dedicated workspace/s, if possible; eliminate clutter from the space. Change the venue if possible during the day (In the AM I work from one space, after lunch another.)
5. Hold “Household Huddles” each evening to check in, and discuss next day calendars.
6. Look at your call schedule for the day and advise the household when interruptions and silence is most needed, and how to interrupt non-verbally.
7. Schedule and take breaks, find a way to be active, move more and get fresh air.
8. Watch out for stress snacking, weighing yourself each day is a best practice.
9. Increase your internet speed if needed, have a plan B if your household internet goes down.
10. Do most of your calls with video. Be camera ready by getting dressed as you would for work.

Resilience Building Action Planning – Takeaway

LHH



What is one thing you are taking away from this session to build your resilience?

Music Soothes, Inspires & Keeps Hope Alive

Create a Resilience Playlist of upbeat music that inspires you; extra resilience credit for dancing!



What resilience song is number one on your playlist?

A white triangle pointing to the right, located in the top-left corner of the slide.

Wrap Up

- Take care of yourself
- Reach out to your LHH representative with additional questions

Thank you for joining us today!