

Build Resilience and Thrive in the Ever-Changing 'Normal'

Elisa Enriquez
LANL Ombuds Office



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The ~~new~~ ever changing normal

*Habits are surprisingly delicate:
when circumstances change
even the slightest bit, they can
fall apart.*

- Charles Duhigg, author of The Power of Habit



Zoom Meeting

Audio only

With video



Biggest Challenges of Working from Home

1. Feeling disconnected from colleagues (47 percent)
2. Limited or outdated technology (36 percent)
3. Too many distractions (32 percent)
4. Lack of focus (29 percent)
5. Feeling disorganized (27 percent)

SOURCE: *Work-from-home Habits of Effective People Ebook*; Vital Smarts; 2020

*When we are no longer able to
change a situation, we are
challenged to change ourselves.*

-Victor Frankl



7 WFH Habits for Greater Productivity

**Adapt to the home
office environment**

ROUTINE RULES ALL

ARRANGE AN OFFICE SPACE

TACKLE YOUR TO-DOS

DRESS FOR THE JOB

**Manage stress and
work-life balance**

CONNECT CONSISTENTLY

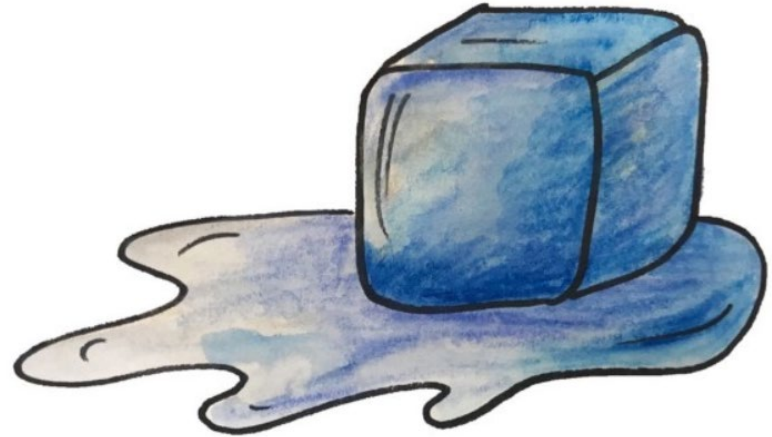
BREAK OFTEN AND WELL

START, STOP, AND RESET

Consider 'rules' for online or hybrid work



Connect consistently and have fun

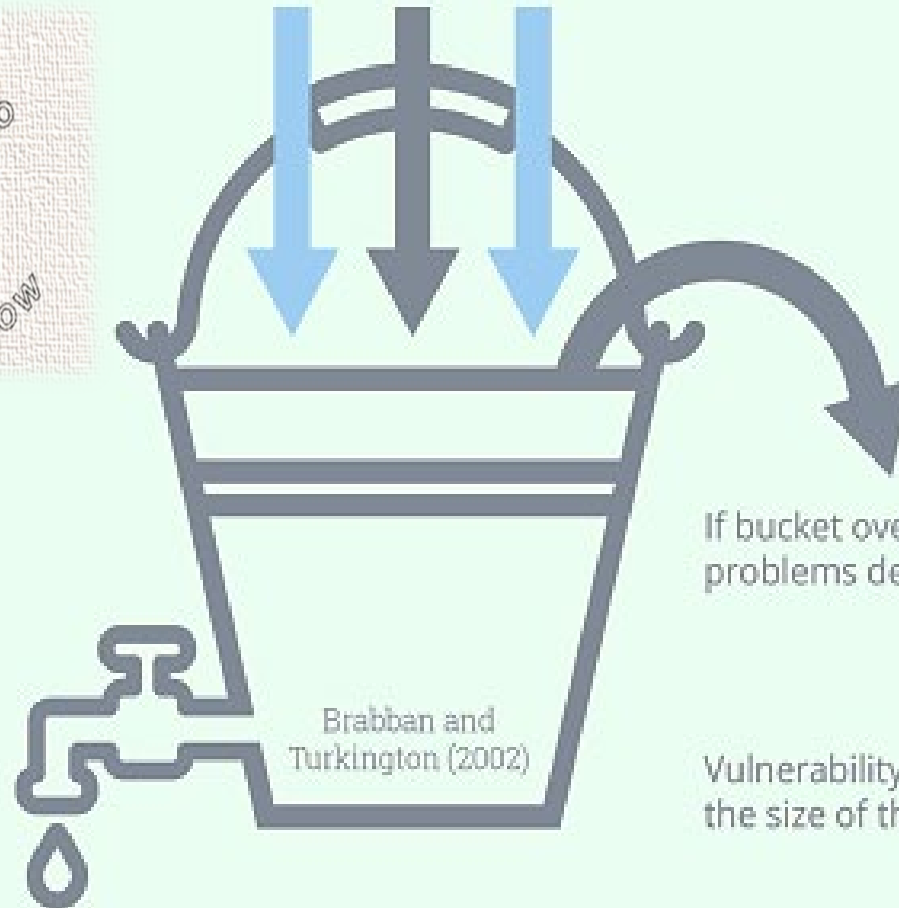
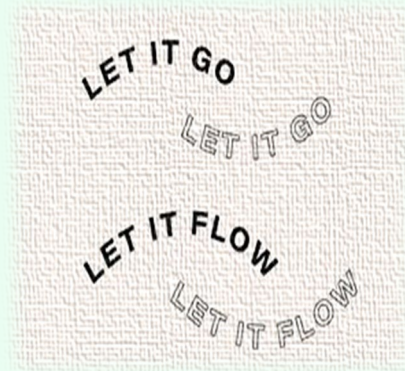


3 tips for a 'threat adaptive' culture

- *Acknowledge the challenges.*
- *Adapt when- and what- you can.*
- *Manage stress and work-life balance*



Stress flows into your bucket



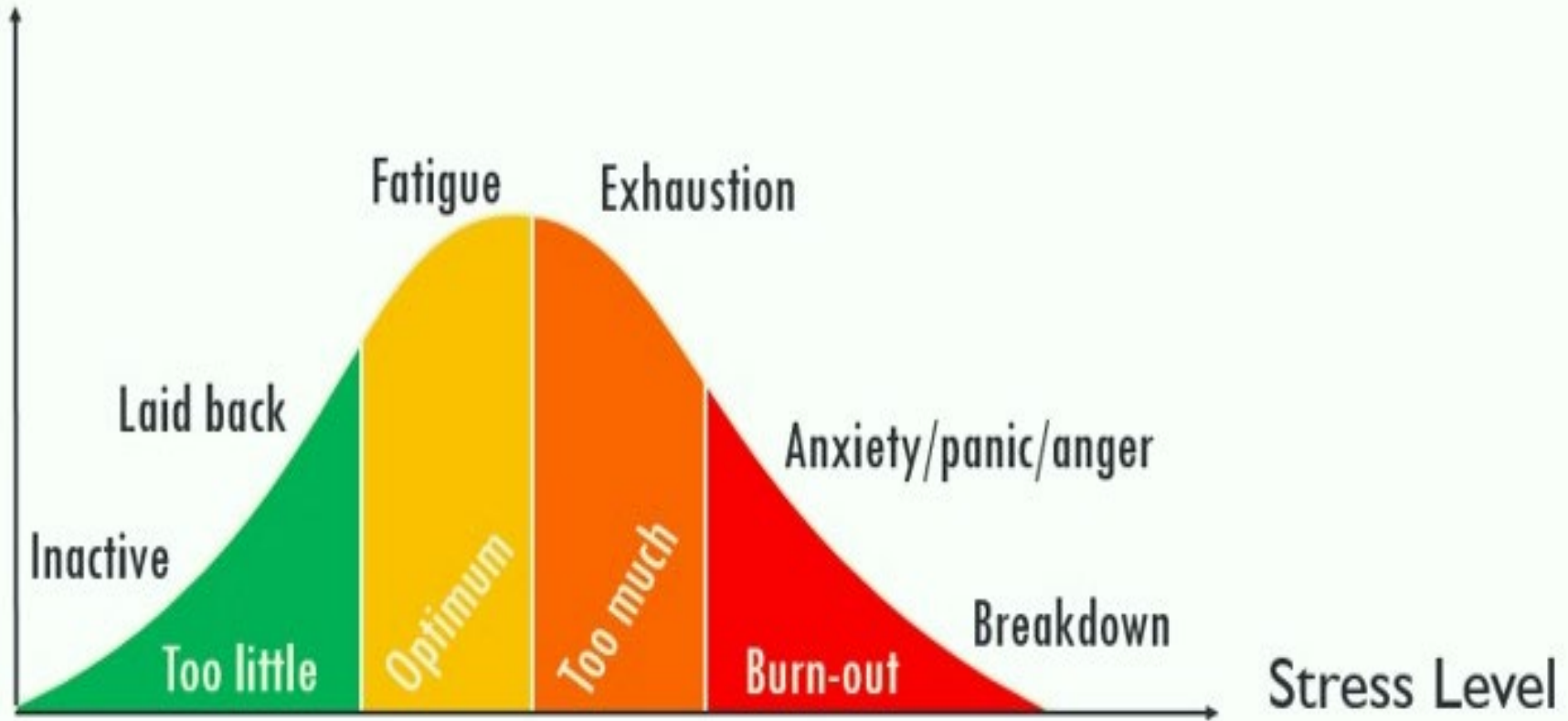
If bucket overflows,
problems develop

Vulnerability is shown by
the size of the bucket

Brabban and
Turkington (2002)

STRESS CURVE

Performance



REFLECT

We have to become intentional about cultivating sleep and play, and about letting go of exhaustion as a status symbol and productivity as self-worth.

[Simone Biles in Tokyo: 'Put Mental Health First' – YouTube](#)

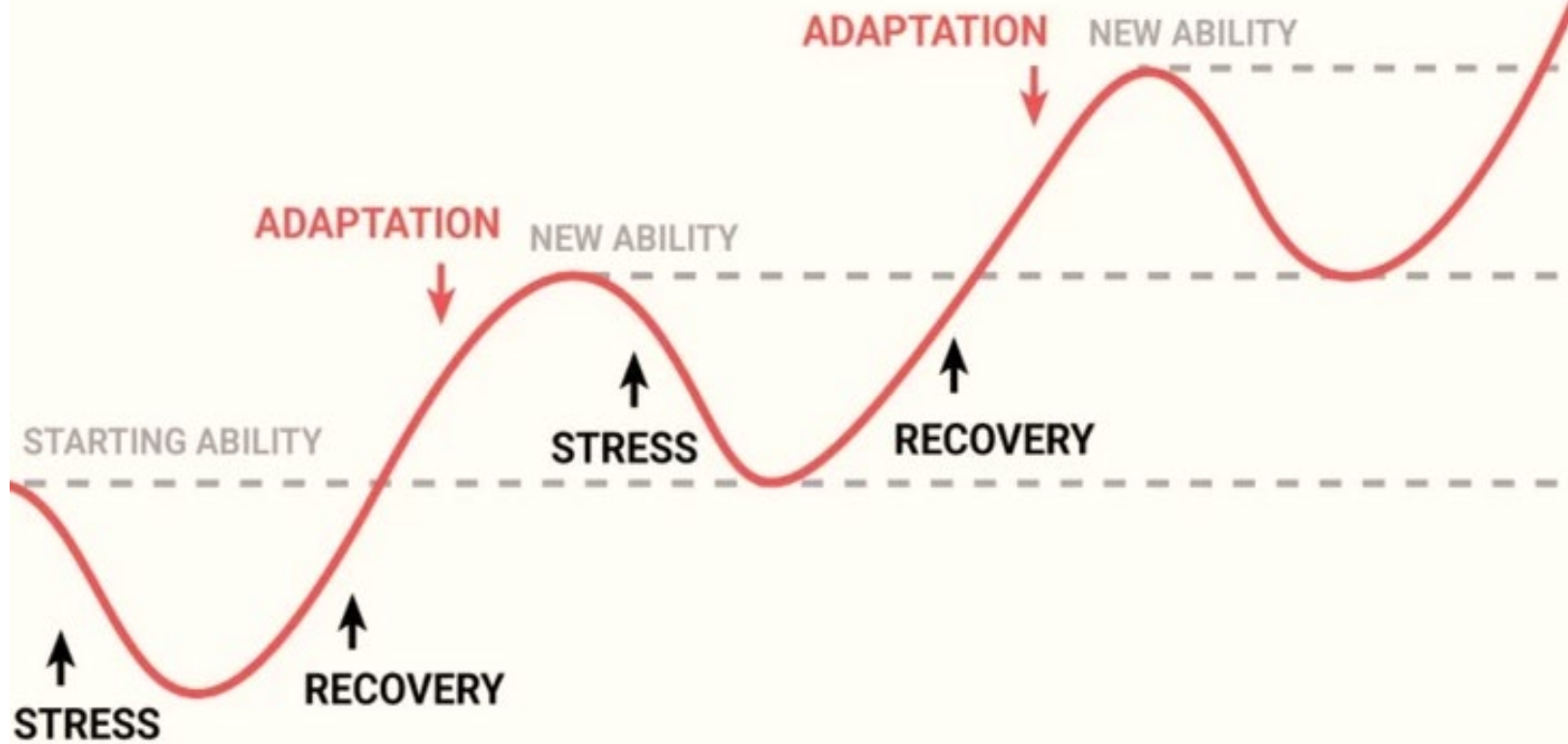
- Brene Brown

What is resilience?



Being able to withstand, recover, and grow.

STRESS-RECOVERY-ADAPTATION



Build Resilience with Stress Hardiness

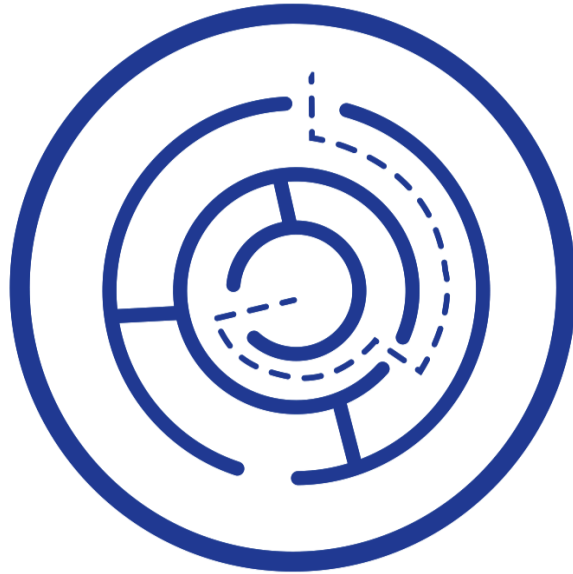


Challenge

Control

Commitment

- Suzane Kobasa



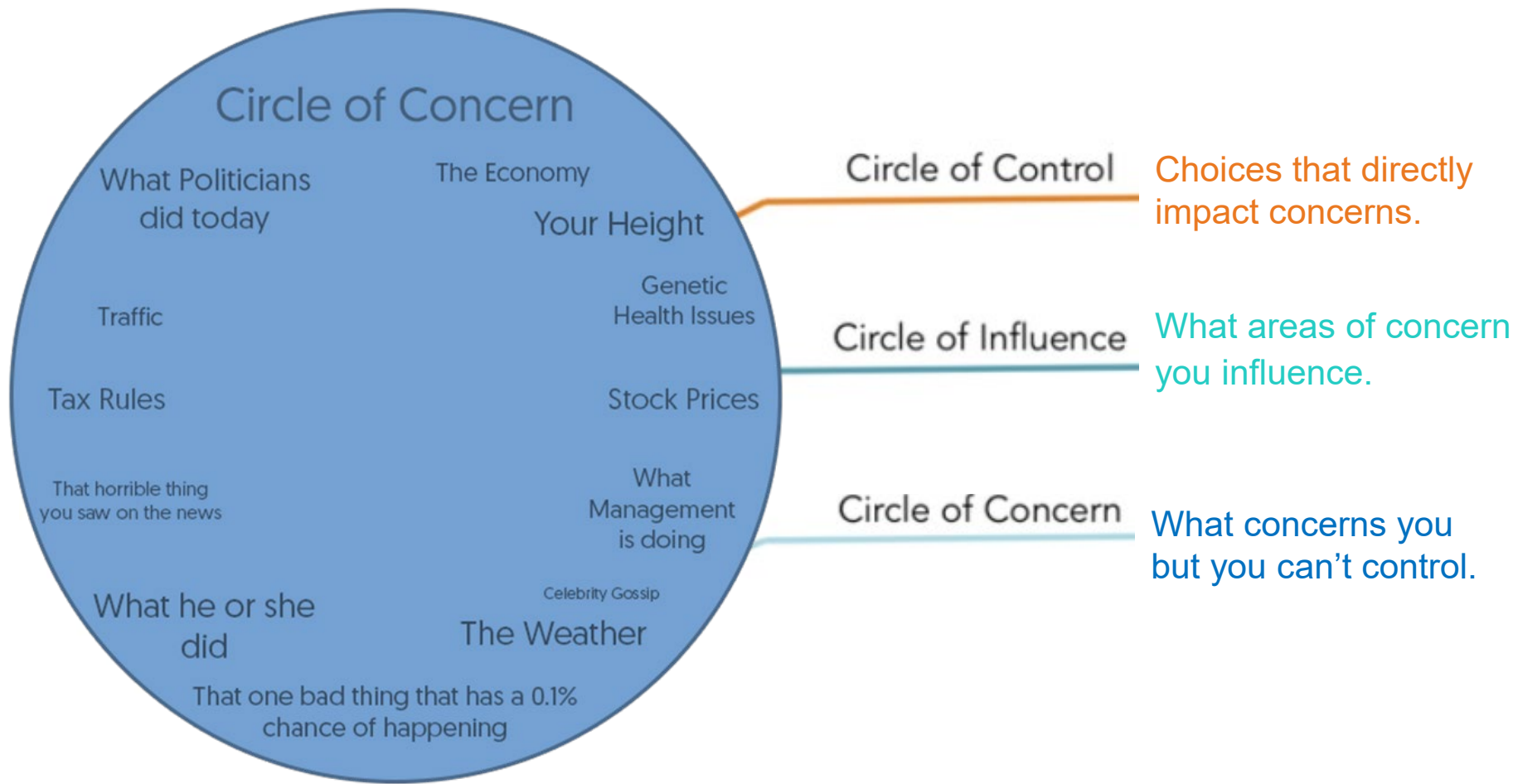
CHALLENGE





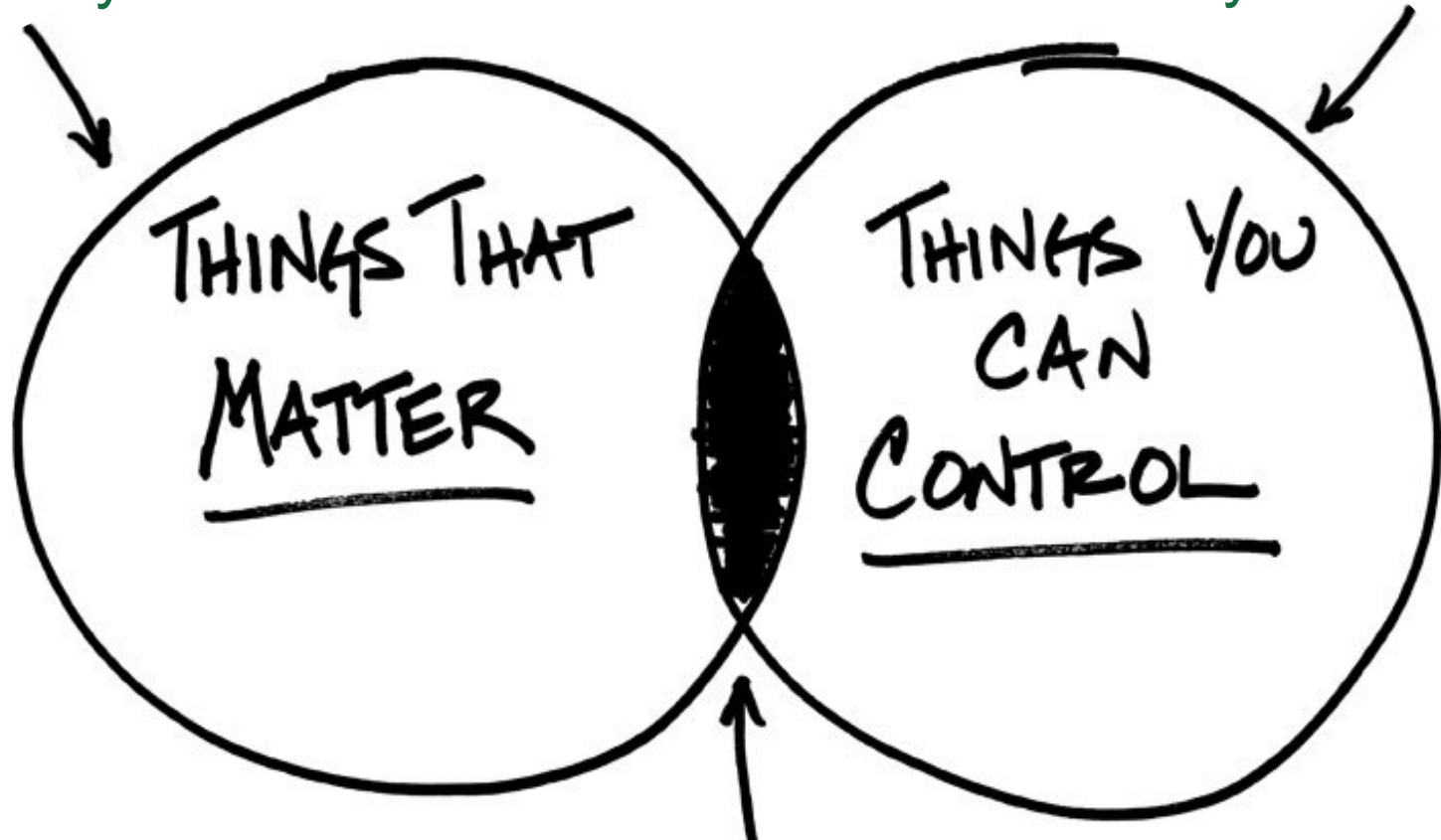
CONTROL

Circle of concern vs. influence & control



What are you concerned about?

What can you control?



What do you care about that is in your control?

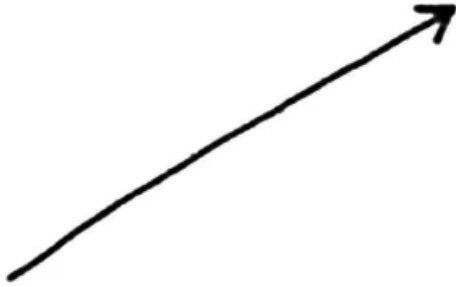




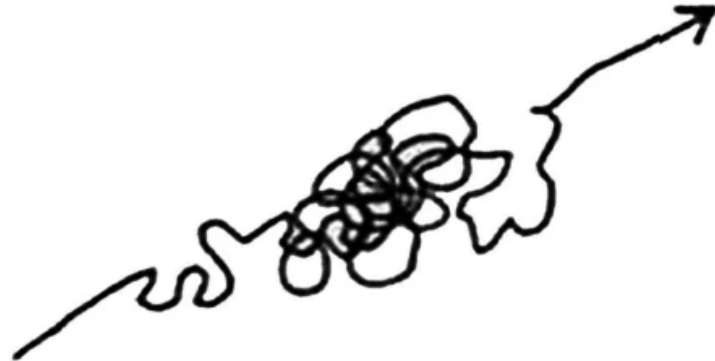
COMMITMENT

Commit to successful imperfection

S U C C E S S



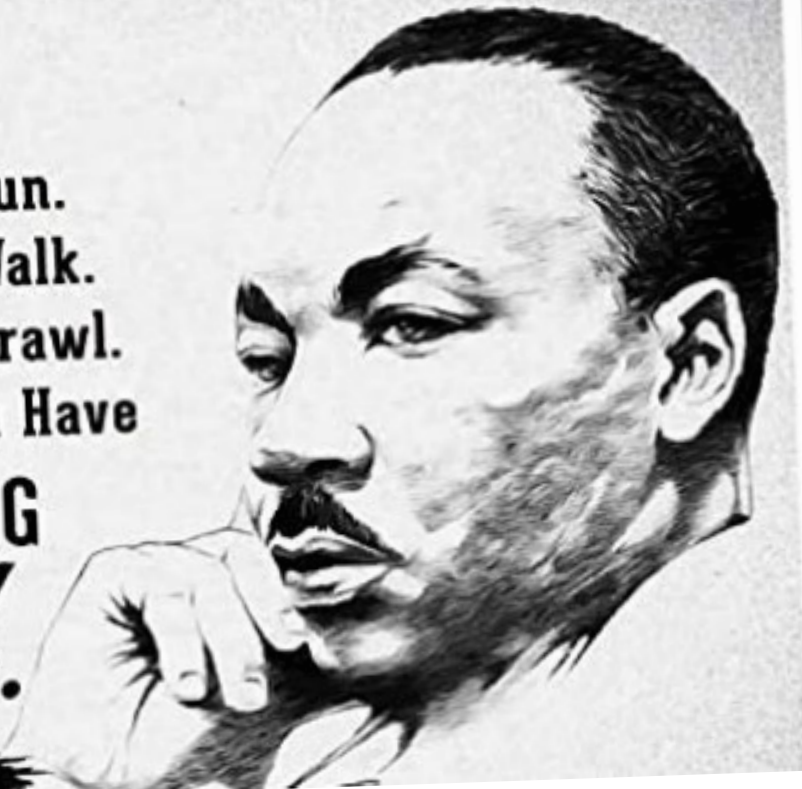
What people think
it looks like



What it really
looks like

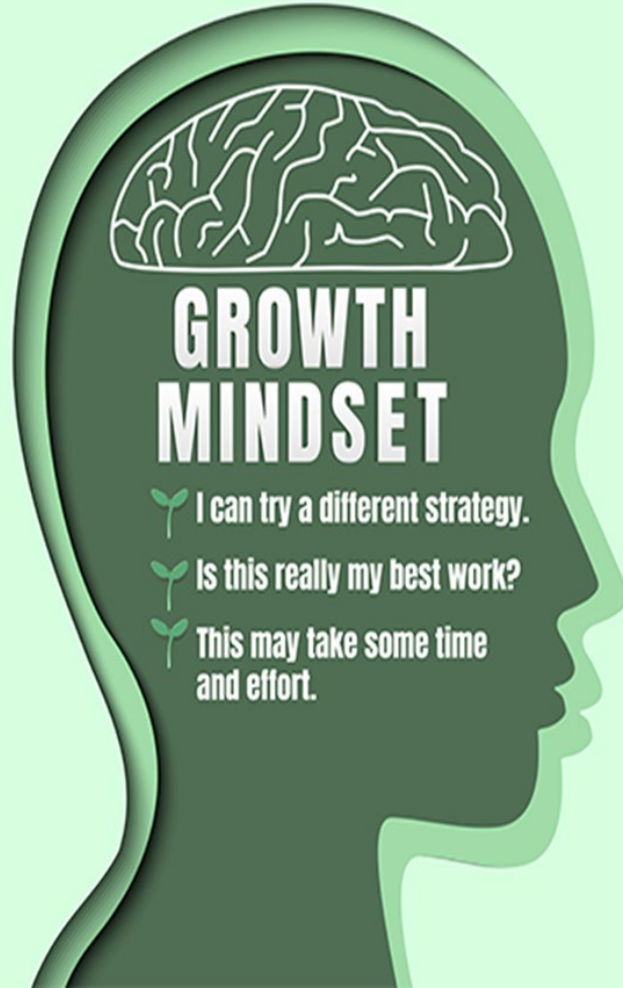
If You Can't Fly Then Run.
If You Can't Run Then Walk.
If You Can't Walk Then Crawl.
But Whatever You Do, You Have
TO KEEP MOVING
Forward.

MARTIN LUTHER KING JR.



'Mental toughness is the secret to
success' | BBC Ideas | Asha Phillip

Choose your mindset



YOUR THOUGHTS MATTER

INSTEAD OF:

TRY:

"I'M A MESS!" → "I'M HUMAN."

"I CAN'T DO THIS." → "I CAN DO HARD THINGS."

"I'M A FAILURE." → "I'M LEARNING."

"WHY IS THIS HAPPENING?" → "WHAT IS THIS TEACHING ME?"

Reframe your mindset

You are tasked with taking over a project and don't know where to start.



Catch it.

*I have no idea
where to start!!*



Check it.

-?-



Change it.

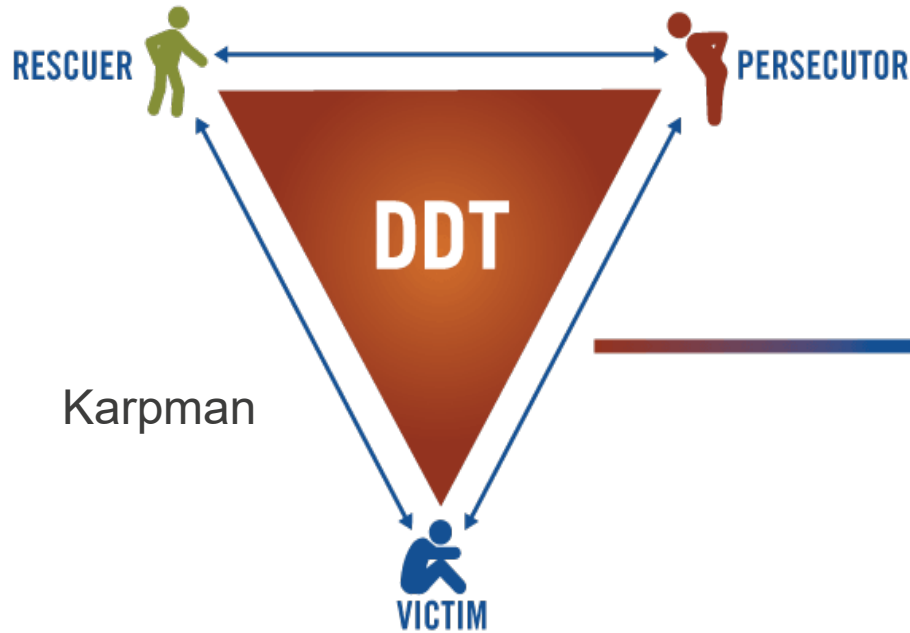
*I will ask questions and
request help as I learn.*

Become Conflict Resilient

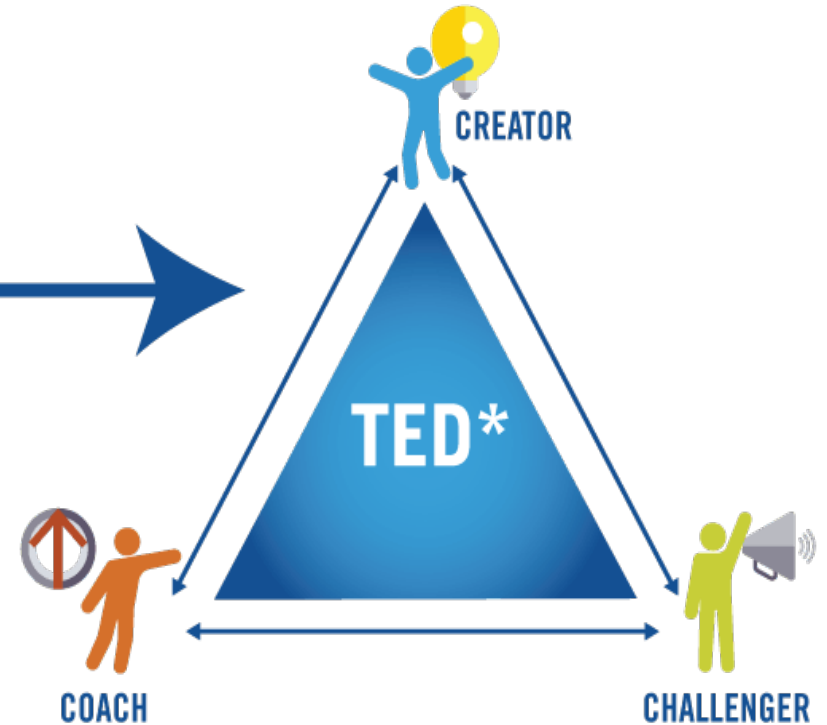
What are some ways to
reframe conflict as positive
rather than negative?



The Empowerment Dynamic



Dreaded Drama Triangle



<https://www.youtube.com/watch?v=F7pBYF8qxYk>

After a conflict, I tend to:	TRUE	FALSE
Stop thinking about what the other person said or did that offended me, within a short period of time (few days).		
Forgive and do not bear a grudge, or ill feelings about the other person.		
Reflect on my part of the conflict.		
Reach out to make amends or discuss things with the other person.		
Consider what I may have done differently.		
Identify what may have been important to the other person that I missed, or did not pay attention.		
Apologize for my part of the conflict.		
Gain a better appreciation for and understanding of the other person's perspective, even if I don't agree with it.		
Not blame myself for what I did or said (or didn't say or do).		
Let go of blaming the other person for what s/he did or said (or didn't say or do).		

Determine your CRQ: Add up the "Trues," and if you marked:

10 "Trues" – You are definitely conflict resilient.

7-9 "Trues" – You are fairly conflict resilient and may want to explore the areas that are not true for you.

4-6 "Trues" – Your conflict resilience quotient is low and conflict coaching is in order.

0-4 "Trues" – You are not conflict resilient, and you likely alienate those around you.



Reframe, Don't Triangulate

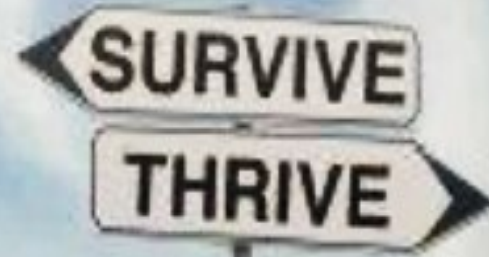


- Problem-solve
- Show respect
- Establish Trust

<https://youtu.be/SRQm1fGMfTQ?t=45>

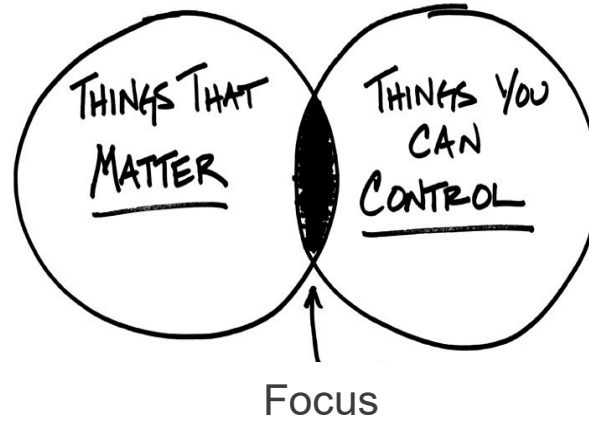
It is not a matter of
letting go, you would I
you could. Instead of
“let it go” we should
probably say “let it be.”

Jon Kabat-Zinn



https://youtu.be/_iuPewWbp2U

REVIEW



Bibliography & Resources

5 ways to build your personal resilience at work

<https://hbr.org/2016/06/627-building-resilience-ic-5-ways-to-build-your-personal-resilience-at-work>

Cinergy Coaching <https://cinergycoaching.com/articles/conflict-resilience/>

Crucial Learning Skills Summary: Master My Stories

<https://cruciallearning.com/blog/crucial-conversations-skill-summary-master-my-stories/>

Stress Relief from Laughter? It's no joke.

<https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress-relief/art-20044456>

Reframe Unhelpful Thoughts <https://www.youtube.com/watch?v=tfkhkFwCtxs>

How You Can Overcome Adversity with One Simple Adversity

<https://betterhumans.pub/how-you-can-overcome-adversity-with-one-simple-perspective-379760e5f7aa>

TransitionNetwork.org <https://transitionnetwork.org/do-transition/inner/conflict-resilience-resources>

BOOKS

Getting Things Done by David Allen

First Things First by Stephen Covey

The Power of Habit by Charles Duhigg

FREE EBOOKS

Work-from-home Habits of Effective People (Vital Smarts Ebook)

<https://go.vitalsmarts.com/Work-From-Home-Habits-e-book.html>

Back to Business: 5 Strategies for Success in an Ongoing Pandemic (Vital Smarts Ebook)

https://go.vitalsmarts.com/rs/313-LOT-447/images/BackToBusiness_ebook_v03_gp.pdf

FREE Webinars and Videos

(Vital Smarts) *Crucial Skills for Crucial Times* <https://go.vitalsmarts.com/CrucialSkillsWebinarSeries-Recording.html>

(Vital Smarts) *Getting Back to Business: 5 Practices to Create a Culture Where People Feel Safe*

https://go.vitalsmarts.com/Event-WC-05282020-GettingBackToBusiness_200.Recording.html

Designing Your Remote Workday https://www.youtube.com/playlist?list=PLIcl8o7_2m8TUc8JB3QpZbMSpNvuGigtm

One Tip to Sort Through the Mental Clutter Created by Covid 19 <https://www.youtube.com/watch?v=Axt4Mk5Ke-w>

How to Find More Productivity and Less Stress in a Crisis <https://www.youtube.com/watch?v=d4gm2Q8kfQY>

Circle of control

