

## **American Management Association's Building a Resilient Mindset**

### ***Learning Objectives***

- Define Resilience as a Set of Practices Designed to Reduce Stress and Support Emotional Self-Management.
- Apply Resilience Tools and Techniques to Manage Stress and Thrive, Even in the Midst of Chaos.
- Assess Your Resilience Capacity by Looking at Your Values and at Situational Forces at Work.
- Practice Mindfulness and Other Resilience-Building Techniques to Achieve Your Best Self.
- Move Ahead After Setbacks Using Brain-based Structuring and Restructuring Approaches.
- Define a Personal Resilience Development Plan that Will Fit Your Needs, Challenges, and Daily Routines.

### ***Resilience and You***

- Examine Why Stress is Top of Mind in the Workplace.
- Explore Resilience, and the Connection with Stress Management.
- Explain Five Aspects of Personal Resilience.
- Reframe Negative Thoughts Using an Optimistic Lens.
- Practice Receiving Feedback With a Growth Mindset.

### ***Identify Your Hurdles***

- Identify Internal and External Hurdles That Keep Us Stuck.
- Collaborate With Others on How to Minimize or Overcome Four Common Obstacles.
- Decide on a Habit You Want to Change, and Diagnose What's Behind It.
- Explore a Technique to Manage Distractions and Get Work Done.
- Practice a Self-Compassion Technique to be Kind to Yourself.

### ***Manage Your Stressors***

- Understand Why Building Personal Awareness is Essential to Resilience.
- Develop a Habit of Awareness Through Mindfulness and Journaling.
- Identify Emotions and the Physical Impact.
- Practice Empowering Self-Talk.
- Recognize Igniters and Apply Emotional Regulation Strategies.

### ***Navigate Volatility, Uncertainty, Complexity, and Ambiguity***

- Explore the Impact of Today’s VUCA World on Well-Being.
- Define Psychological Safety.
- Explore Ways to Improve Psychological Safety.
- Explain Brain/Body Reaction to Threats—and Perceived Threats.
- Address Trauma, and Organizational Resources that Offer Support.

### ***Find Balance***

- Recognize the Price Tag of Unaddressed and Excessive Stress.
- Focus on Self-Care to Lower Stress, Improve Health, and Build Resilience.
- Practice Compassion for Self and Others.
- Listen to Understand.
- Communicate With Candor and Caring to Lower Stress.

### ***Action Plan for Resilience***

- Identify How You Will Make Resilience a Lifelong Habit.
- Decide What You Will Focus On.
- Develop Your Plan With Specific Actions You Will Take Over 30 Days.
- Identify Sources of Support as You Work Your Plan and Develop New Habits.