

How to Navigate Uncertain Conditions with Resilience and Flexibility



Pratt Bennet,
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Our Panelists:



**Carolyn
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**John
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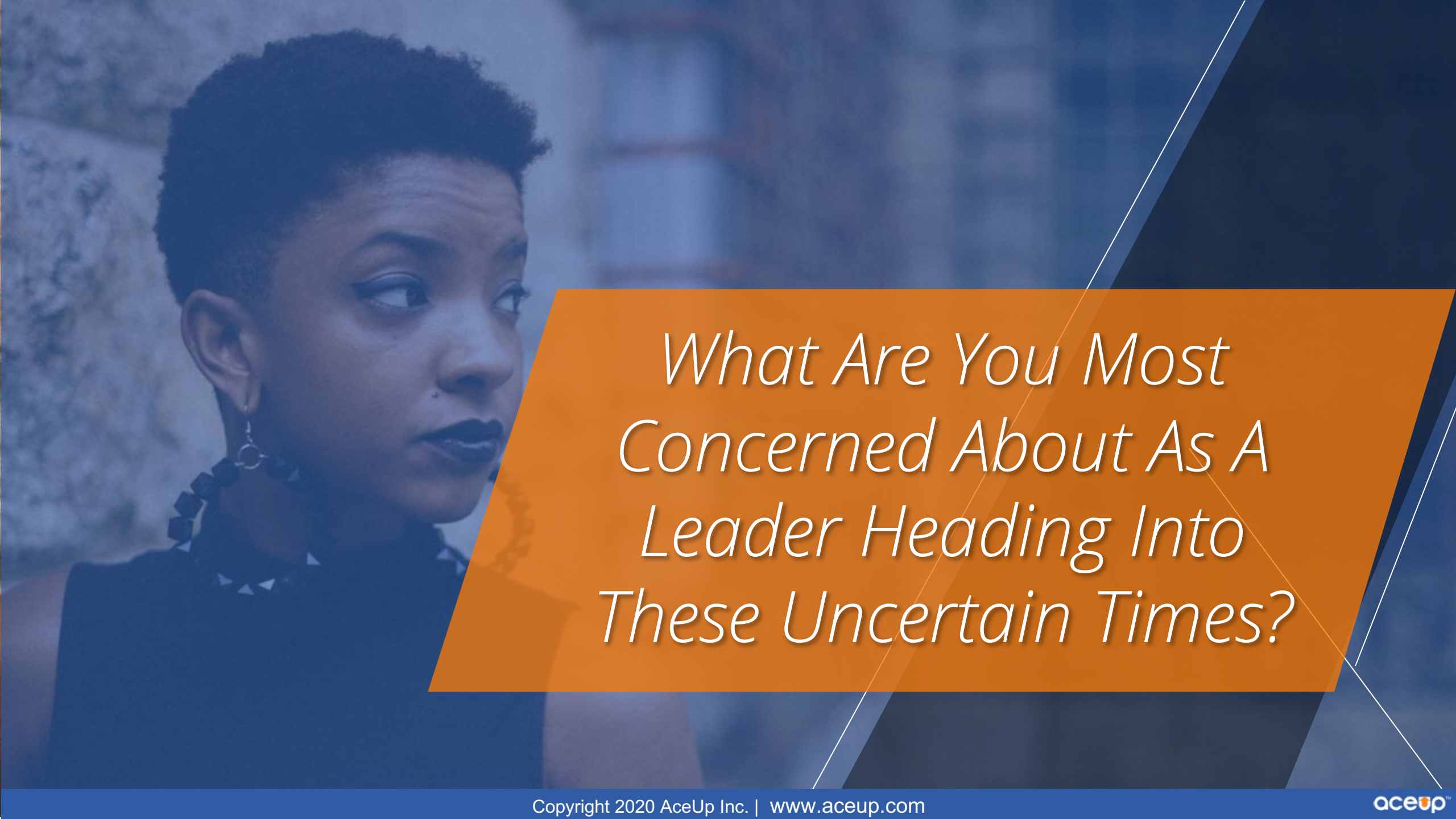




**What has
surprised you
most about
your or your
team's
resilience?**



*What Are You
Hoping To Get Out
of This Webinar?*



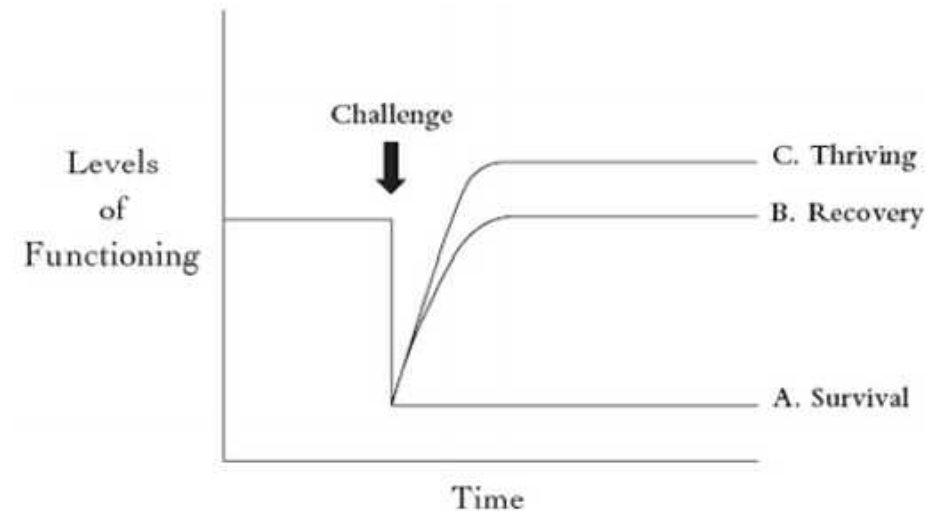
*What Are You Most
Concerned About As A
Leader Heading Into
These Uncertain Times?*

What is Resilience?

WHY do your people need this?

How can you help your people become more resilient?

What does science tell us about resilience?



Tedeschi, R. G., and Calhoun, L. G. (2004).



Advice from Leadership Coaches

Tip 1:

Be The Stable Rock Your People Need



Pratt Bennet

*Executive and Communications Coach
VP Learning & Development, AceUp*



WHY your people need this:

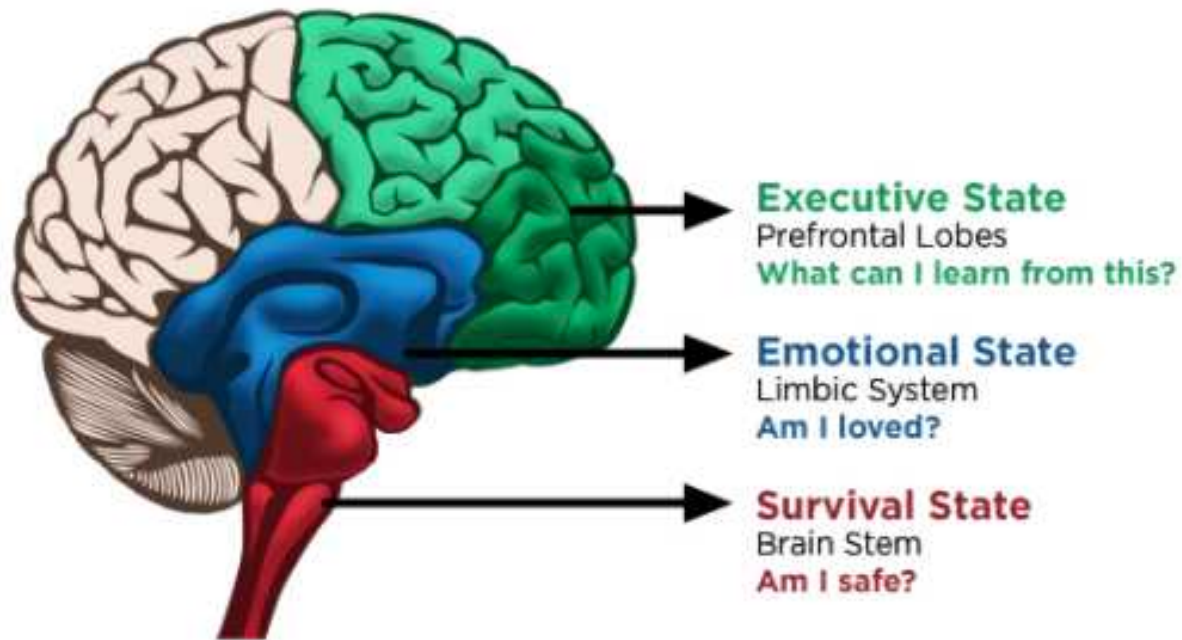
WHAT they need from you:

*HOW could you apply
this tip?*

References:

(Argenti, 2002) Crisis communication. Lessons from 9/11. Harvard Business Review. Dec, 2002

Tip 1:



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WHY your people need this:

WHAT they need from you:

HOW could you apply this tip?

References:

(Argenti, 2002) Crisis communication. Lessons from 9/11. Harvard Business Review. Dec, 2002

Tip 1:

Connection
Consistency
Transparency
Purpose



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WHY your people need this:

WHAT they need from you:

*HOW could you apply
this tip?*

References:

(Argenti, 2002) Crisis communication. Lessons from 9/11. Harvard Business Review. Dec, 2002

Tip 2:

WHY your people need this:

WHAT they need from you:

*HOW could you apply
this tip?*

“

Feel First, Think Better

Amy Rebecca Gay Ph.D.
Executive Coach and Expert in Conflict



References:

<https://hbr.org/2016/11/3-ways-to-better-understand-your-emotions>

Tip 2:

WHY your people need this:

WHAT they need from you:

*HOW could you apply
this tip?*

Recognize emotion

Understand cause & consequences

Label it

Express it

Regulate it

Amy Rebecca Gay Ph.D.

Executive Coach and Expert in Conflict



References:

<https://hbr.org/2016/11/3-ways-to-better-understand-your-emotions>

Tip 3:

Be Proactive And Be Prepared



Otis McGregor

*Leadership, Performance & Communication
Coach, CEO, LTO Enterprises*



WHY your people need this:

WHAT they need from you:

*HOW could you apply
this tip?*

(Luthans, F., & Youssef-Morgan, C. M. (2017). *Psychological capital: An evidence-based positive approach*. Annual Review of Organizational Psychology and Organizational Behavior, 4, 339–366

Tip 3:

Trust your gut

Prepare for what's next

Plan for the probable

Game out the worst case



Otis McGregor

*Leadership, Performance & Communication
Coach, CEO, LTO Enterprises*



WHY your people need this:

WHAT they need from you:

*HOW could you apply
this tip?*

(Luthans, F., & Youssef-Morgan, C. M. (2017). *Psychological capital: An evidence-based positive approach*. Annual Review of Organizational Psychology and Organizational Behavior, 4, 339–366

Insights From HR Leaders



**Carolyn
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Senior Director of HR



**John
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CHRO



**Samantha
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Head of People





Institute of Coaching
McLean, Affiliate of
Harvard Medical School

Questions & Answers

Further questions?

www.aceup.com

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SOURCES

1. Be the stable rock your people need

<https://www.psychologytoday.com/us/blog/your-brain-work/200910/hunger-certainty>

<https://multco.us/multco-align/blogs/brain-savvy-employee-dealing-uncertainty>

2. Acknowledge your emotions

<https://hbr.org/2016/11/3-ways-to-better-understand-your-emotions>

3. Be proactive, be prepared

<https://www.theatlantic.com/health/archive/2014/09/dont-think-positively/379993/>