# CORRINE THOMAS & JO FRANCES


## Harnessing BA Resilience, through Storytelling, Strengths and Strategies

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# Harnessing BA Resilience

## Through Storytelling, Strengths and Strategies

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## SESSION AGENDA

- What is resilience?
- Storytelling and sharing experiences
- Methods for understanding and managing resilience
- Building on your BA and team strengths
- Thoughts, quotes and takeaways

# What is resilience?

## Part 1

# WHAT IS RESILIENCE?

**“Resilience is not what happens to you. It’s how you react to, respond to, and recover from what happens to you.”**

Jeffrey Gitomer

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**“Resilience is the ability of people or things to recover quickly after something unpleasant, such as shock, injury, etc. It is the capacity to withstand or to recover quickly from difficulties.**

The Oxford English Dictionary defines resilience as ‘The capacity to recover quickly from difficulties; toughness. The ability of a substance or object to spring back into shape; elasticity.”

Oxford Learner's Dictionaries +4

Copilot Answer

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# WHAT IS RESILIENCE TO YOU?

Share your thoughts and perspectives

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# WHAT IS RESILIENCE?

- Ability to bounce back from setbacks.
- A positive outcome resulting from the experience of adversity.
- Effective coping and adaptation in the face of major life stress.
- Personality trait/characteristic.
- Process of normal human adaptation – Ordinary Magic.
- The ability to take the challenges and changes of life in your stride and say yes to the opportunities that excite you.
- A process of learning and self-development occurring over a period of time.

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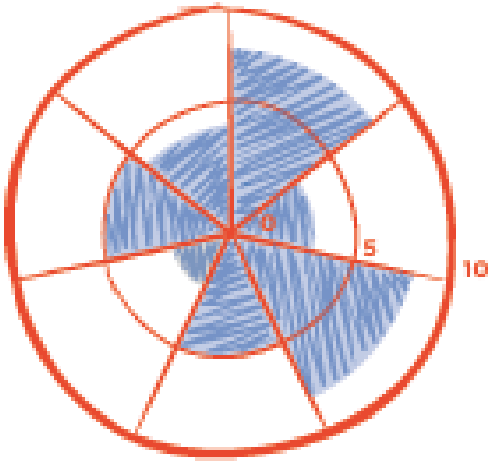
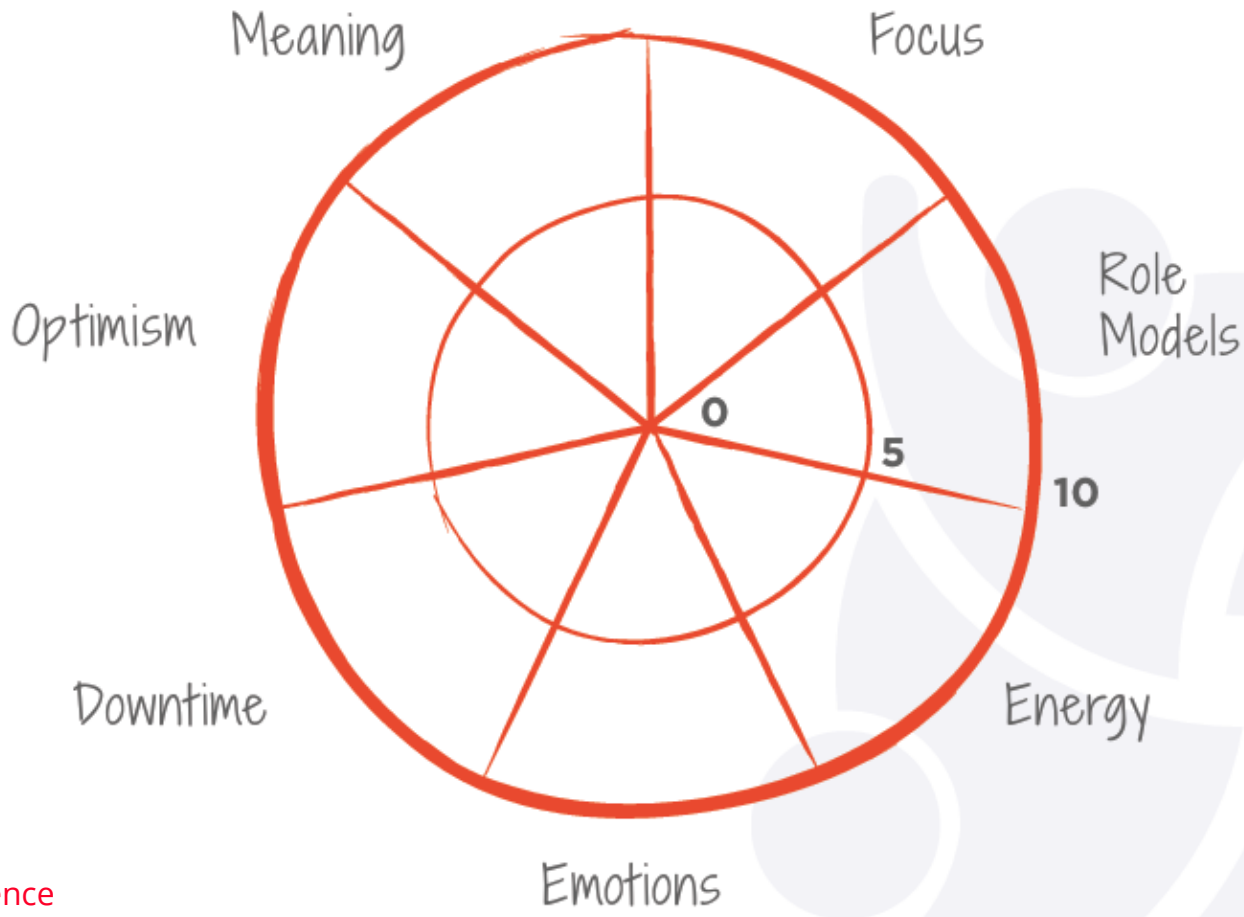
# THE FREEDOM MODEL

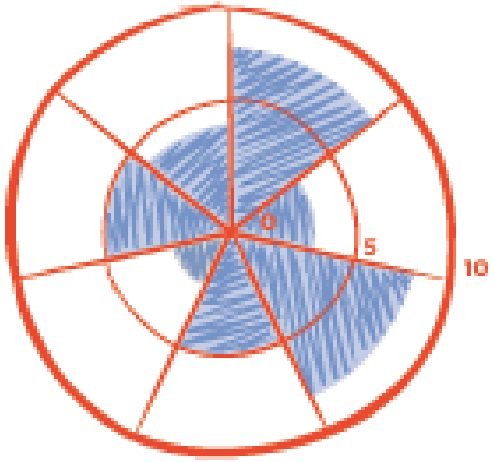
## ‘Wheel of Resilience’

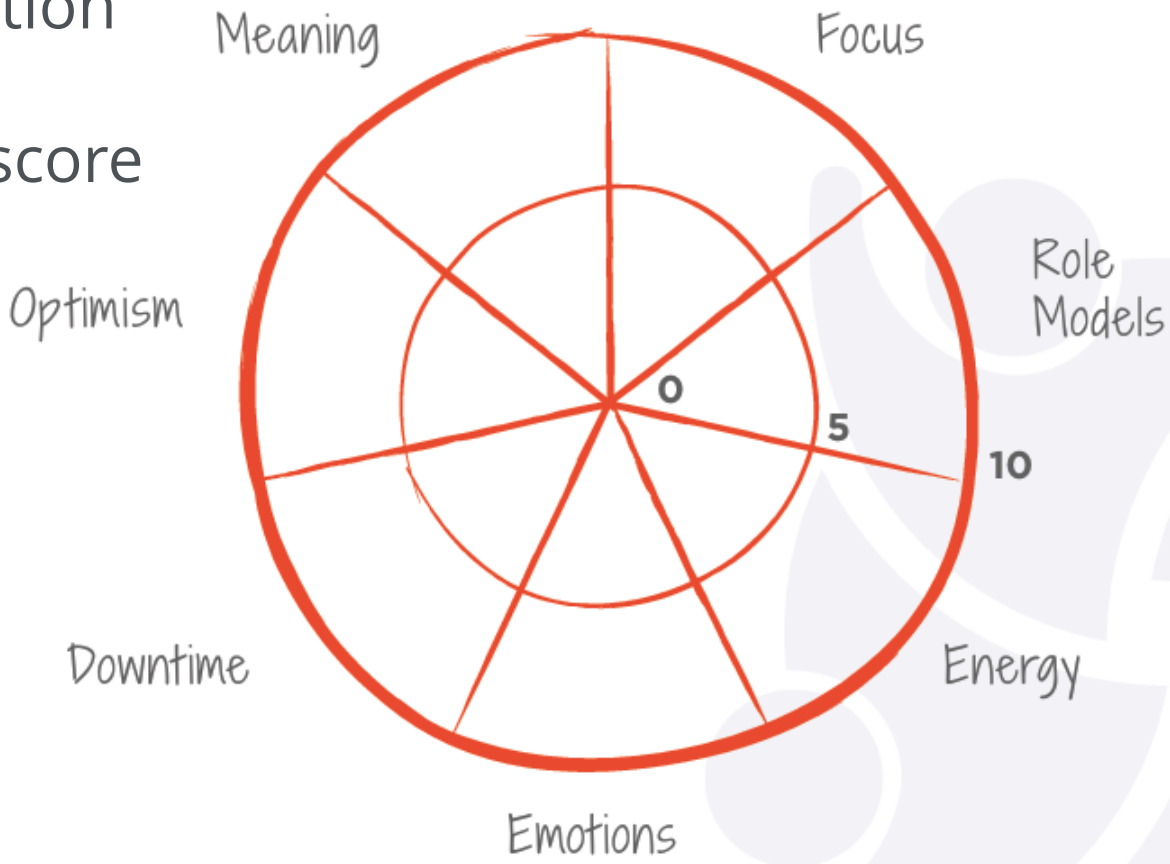


# WHAT IS RESILIENCE?

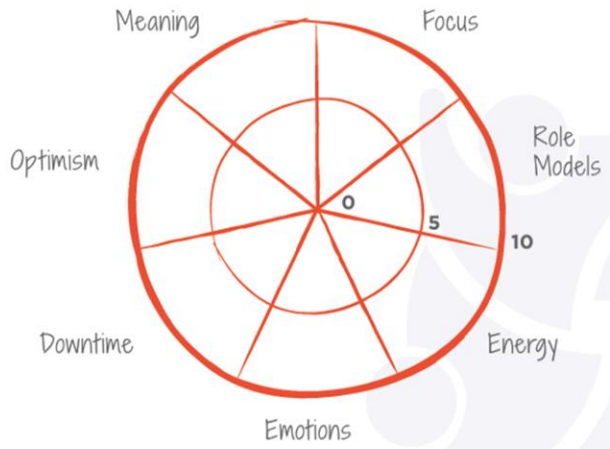
- Score each section out of 10
- Colour each section
- Review 'lumps'
- Act to increase score



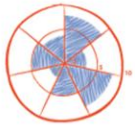
# DRAW YOUR OWN WHEEL

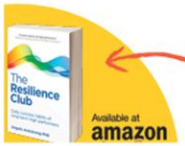
## Wheel of Resilience (FREEDOM Model)




### How to Complete the Wheel of Resilience

1. Score each sector out of 10 (high agreement with statement = 10)
2. Shade each sector to reflect your score (see smaller diagram)
3. Review - how "lumpy" is your wheel?
4. Get informed and take action in sectors you gave a lower score






More free resources available at **www.TheResilienceClub.co.uk**

## Brief Definitions

**Focus**: I actively manage my workload demands. I direct my full attention to the one thing, within my control, that will move me forward fastest and helps avoid overwhelm.

**Role Models**: I have role models and a high-quality network of people who inspire me to be my best. My actions and behaviours reflect my deeply-held values. I am a resilient leader who inspires others.

**Energy**: I actively create, conserve and direct my energy. I am usually healthy. My energy levels allow me to deliver maximum value and influence others.

**Emotions**: I have good emotional self-control. I have learned to let go of hurt and lean in to vulnerability. I can surf the emotional change curve like a pro.

**Downtime**: I regularly experience joy. I can calm my mind, rest and play. I do something each week that feels true to my spirit. I create and enjoy magic moments in life.

**Optimism**: I believe that 'whatever happens, I will be all right'. I take steps to build confidence in my resourcefulness, bite off what I can chew, and make choices about how I want my life to be.

**Meaning**: I know why I do what I do and that enables me to dig deep in times of hardship or adversity. I ensure my self-talk is mostly positive. I learn from failure, and seek to have an impact beyond myself.



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# Resilience storytelling

## Part 2

# WHAT IS RESILIENCE?

What happens when resilience goes wrong...

CommunityCare
The heart of your social care career

# RESILIENCE STORYTELLING

Traits of resilient people

## Social workers

- Protecting yourself
- Learning strategies
- Cognitive skills
- Seeking support
- Ongoing journey

# RESILIENCE STORYTELLING

Angela Armstrong

- Management consultant leading national and global change programmes.
- Ranked in the top 5% of performance for her peer group.
- Burned out – suffered a physical and mental collapse.

# Sharing experiences

## Part 3

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# SHARING EXPERIENCES

With the person sat next to you, share your own experiences around resilience as a BA.

- What challenges have you faced or witnessed?
- As you reflect on the challenges you have faced or witnessed, what have you learned from it?

# Building on your BA strengths

## Part 4

# BUILD ON YOUR BA STRENGTHS

With the person sat next to you:

- Discuss the strengths that you have adopted (or observed in others) that can help to overcome these resilience challenges.

- Stick your best two on the ‘wall of strengths’.

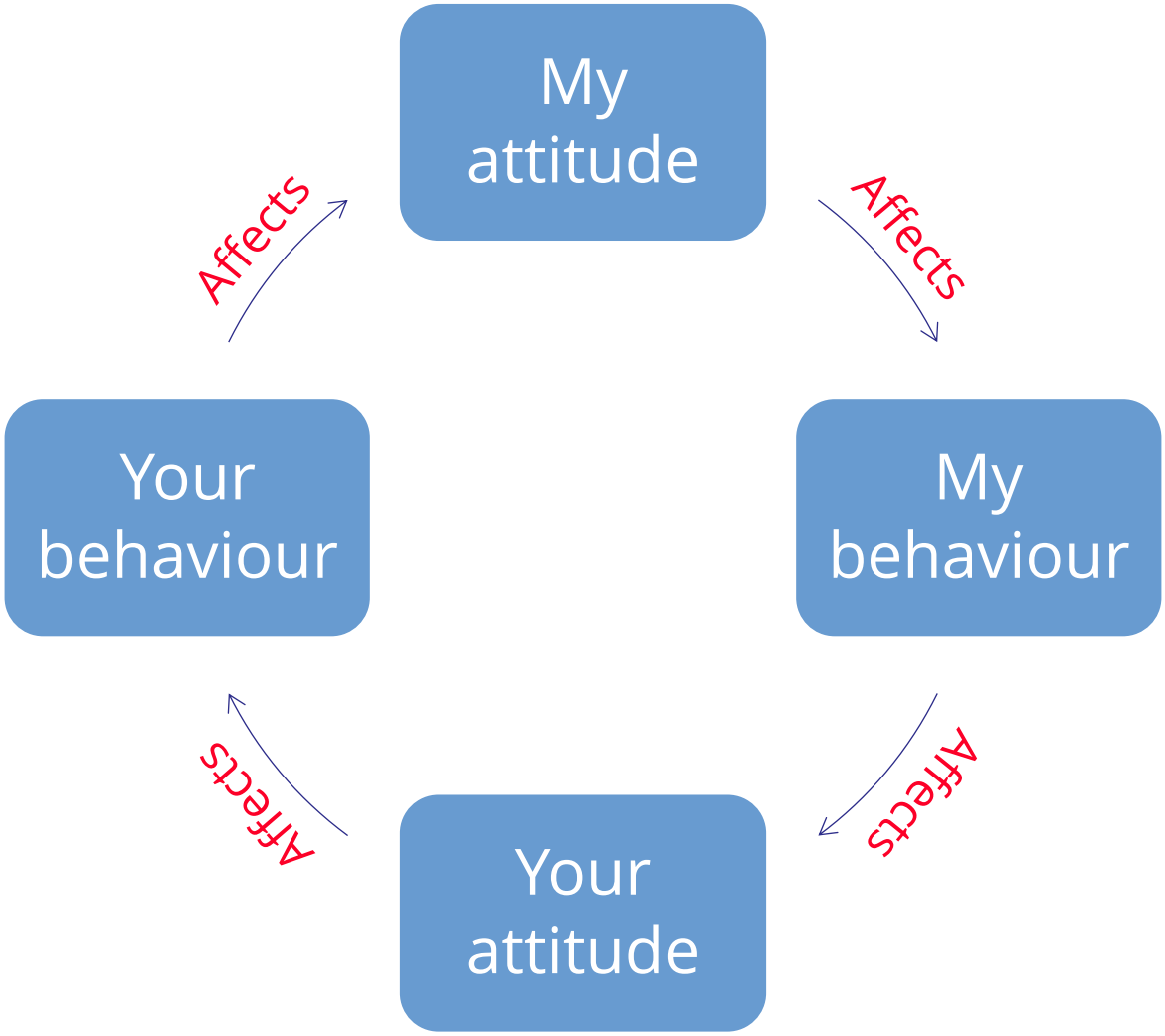
# Methods for understanding and managing resilience

## Part 5

## METHODS

- *FREEDOM model* | *Wheel of resilience*
- The Betari box
- The 4Cs framework
- The 4Ps framework
- Learning your ABC's
- Mindfulness exercises

# THE BETARI BOX



# THE 4CS


**Resilience**

Coping with life's difficulties

+

**Positivity**

Seeing and seizing opportunity

Inner Strength + Outer Orientation

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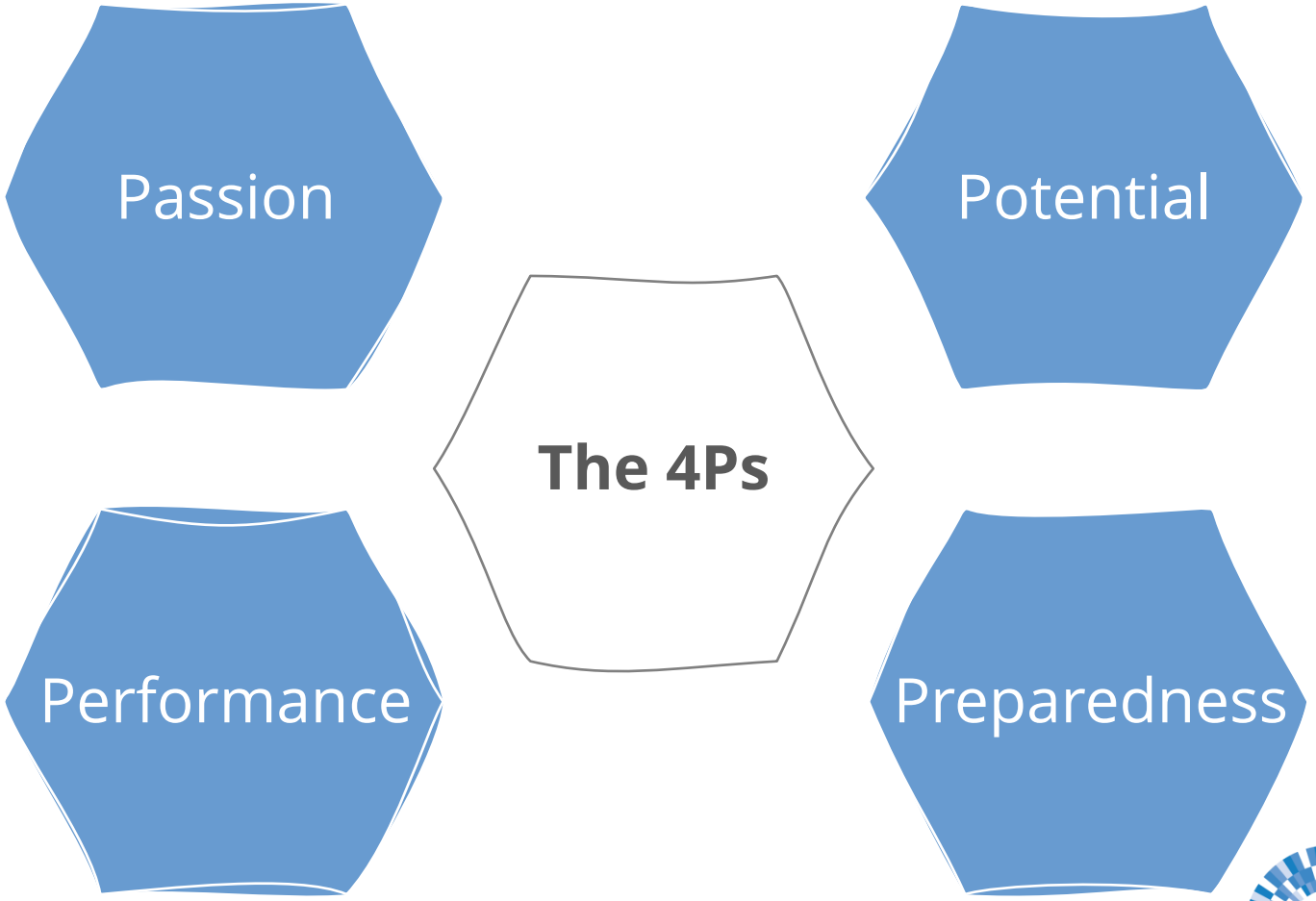
# THE 4PS FRAMEWORK

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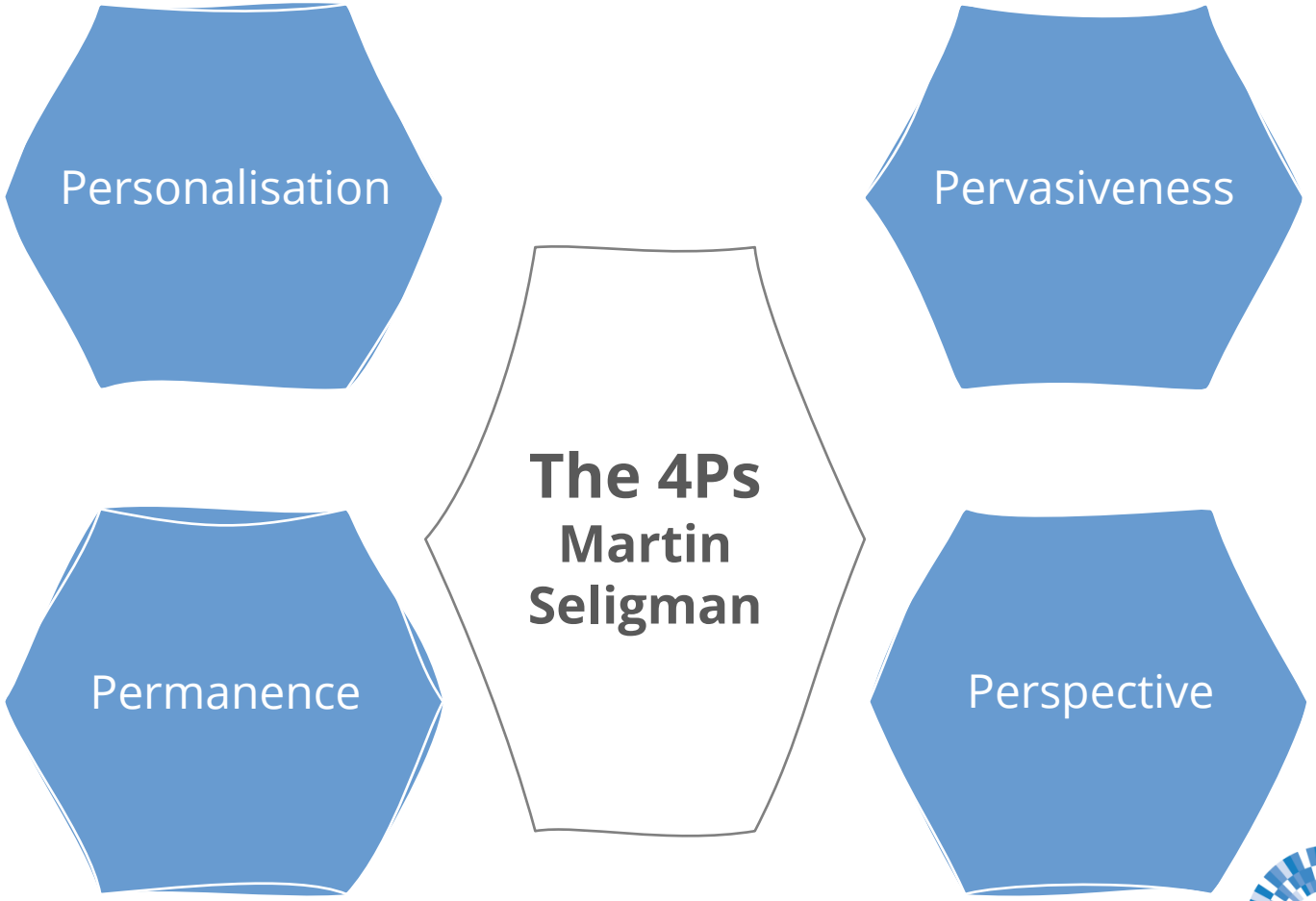
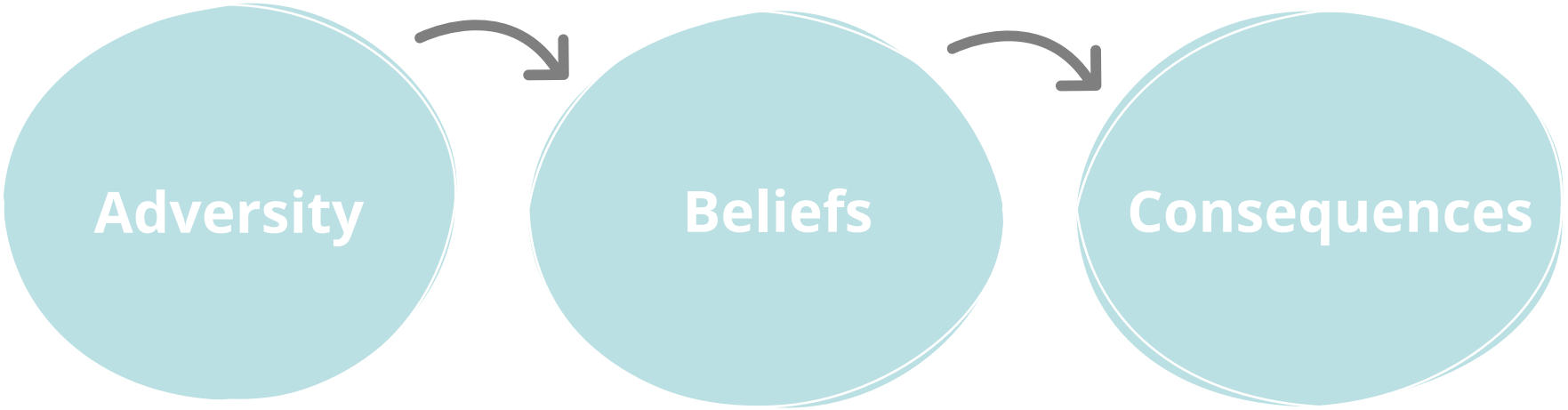
# THE 4PS FRAMEWORK – MARTIN SELIGMAN



# LEARNING YOUR ABC'S

## 'ABC Model of Resilience'




*Being in a challenging situation*

*Interpreting the situation*

*Thoughts or feelings from the situation*

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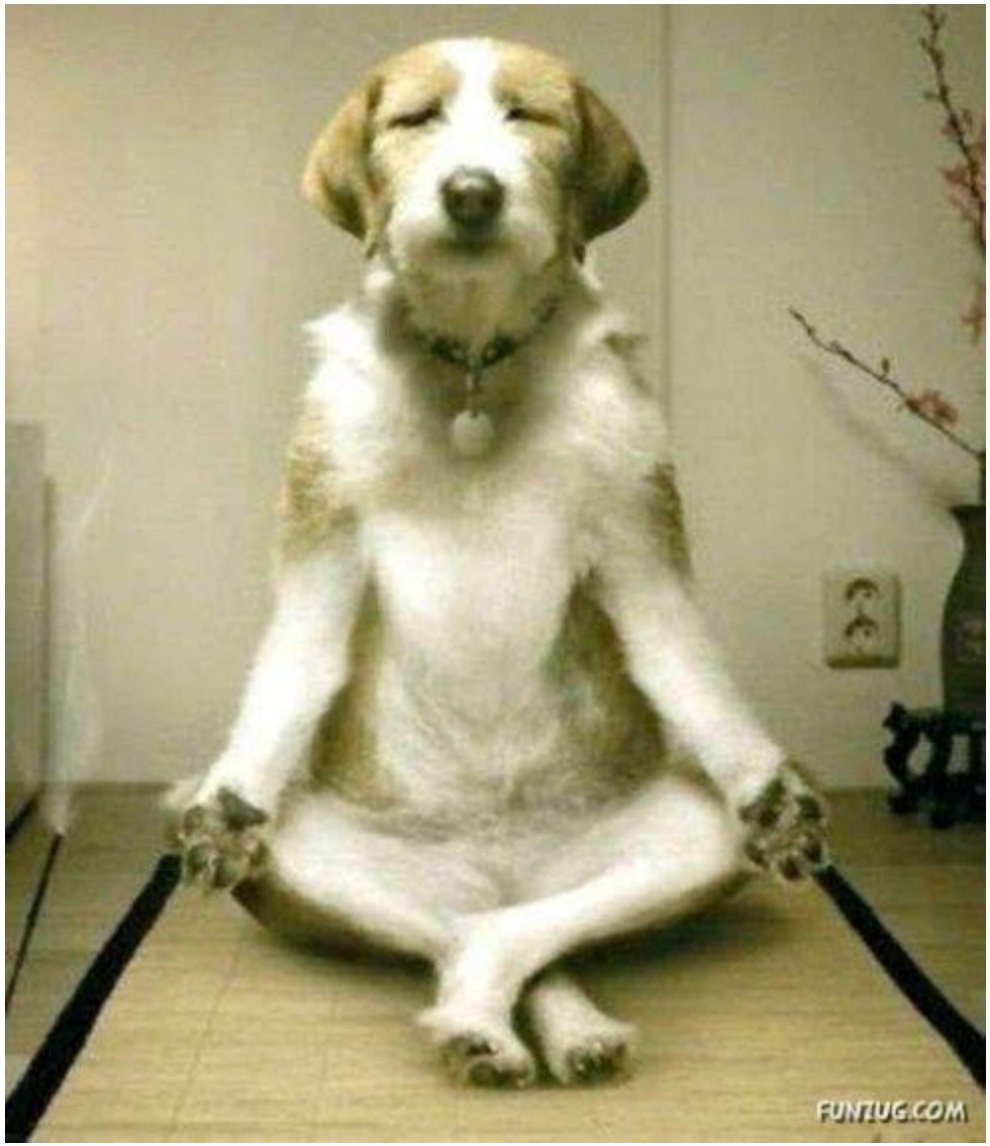
# MINDFULNESS EXERCISES

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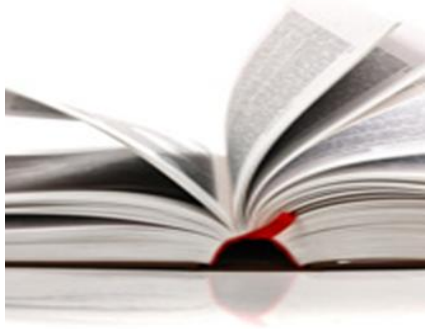

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# MINDFULNESS EXERCISES


***Be present***

*5 things you can see*
*4 things you can hear*
*3 things you can feel*
*2 things you can smell*
*1 thing you can taste*

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# Building on your team strengths

## Part 6

# BUILD ON YOUR TEAM STRENGTHS

Each table to select 5 post its randomly from the ‘wall of strengths’.

Bring back to your table and discuss how these strengths can help to build resilience in BA practice.

# BUILD ON YOUR TEAM STRENGTHS

| | | | | | |
|---|---|---|---|---|---|
| Become aware | Manage emotions | Take control | Understand the situation | Get to the root of the problem | Explore the future |

Reach out for support

Learning attitude

*Corrine Thomas – masters research*

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# Thoughts, quotes and takeaways

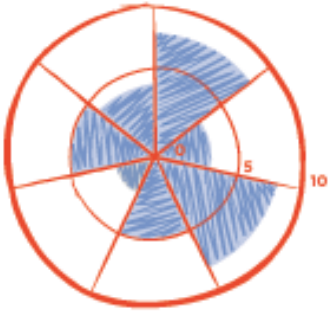
## Part 7

# THOUGHTS, QUOTES AND TAKEAWAYS

**"Life doesn't get easier or more forgiving, we get stronger and more resilient."**

Steve Maraboli

- Create your action plan!
- Try this with your teams.
- Slides available to takeaway.

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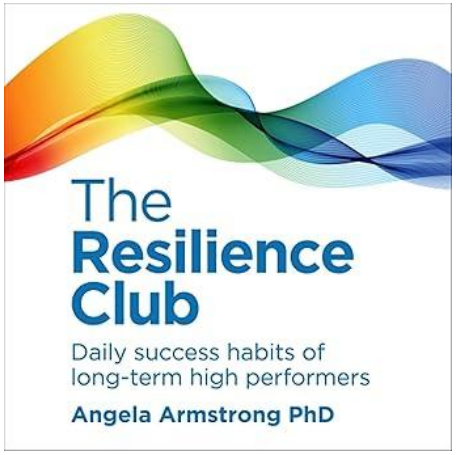
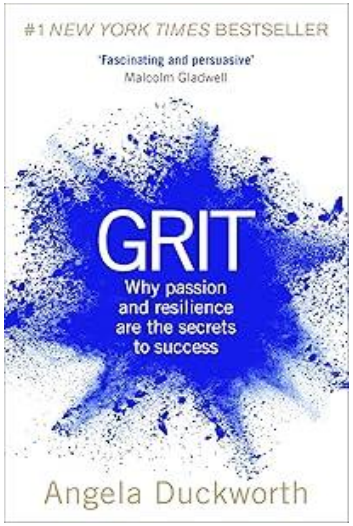
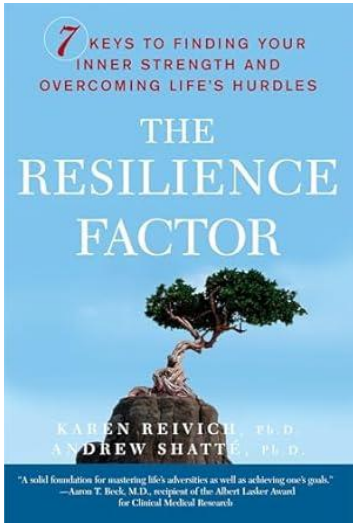
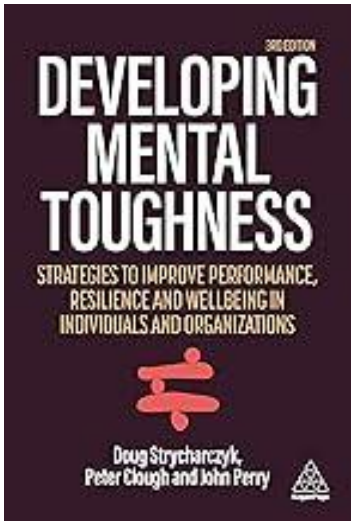
# RECOMMENDED READING

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