

Emotional Resilience

THE BUILDING BLOCKS

Emotional resilience is the capacity to be ‘bold’ – to speak up, to share our ideas, take risks and use our full potential. It gives us greater strength to appropriately respond to workplace pressures and challenges and helps build robust, collaborative relationships.

SELF AWARENESS

- The capacity to know our self, our strengths and areas of emotional vulnerability.
- The awareness of our emotional trigger points, where these come from, what is likely to activate them and how to manage this.
- Awareness ‘in the moment’ of what is going on for us, and why and how we are reacting.

AWARENESS OF OTHERS

- Ability to understand the unconscious dynamics played out between people
- Capacity to remain centred and respond wisely in the face of conflictual encounters
- Capacity to see and act wisely and without judgement in the face of other’s lack of ‘centredness’ in a given situation.

GENEROSITY OF SPIRIT

- Not ‘assuming malicious intent’ when interactions go poorly.
- The willingness to ‘think well’ of people and to inquire directly of them as to their story.
- The insight to recognise one’s mistakes and the generosity to apologise.
- Listening to understand: temporarily putting aside one’s own points of view and feelings in order to hear others.
- The capacity to practice deep listening until one understands the other’s point of view, no matter how strongly differing. This does not necessarily equate with agreement!

COMMUNICATING ACROSS OUR DIFFERENCES

- When in conflict or disagreements with another, to fully hear their views and feelings without denying one’s own.
- The capacity to stand by one’s own points of view and feelings. To express these honestly and in hearable ways without putting the other person down.
- The willingness to refrain from harmful gossip and to speak up when others are doing so.
- The capacity to speak first and directly to another with whom you are having difficulties.

UNDERSTANDING POWER RANK AND DIVERSITY

- Understanding the structure of power and rank and how it is played out in organisations.
- The capacity to maintain this understanding in the midst of complex or challenging encounters.
- Awareness of one’s own Rank in any situation and how it may effect the interaction.
- Ability to encourage, welcome and work with differences and strongly held opinions.

HOLDING THE BIG PICTURE

- The ability to see and maintain an awareness of the larger organisational and societal context in which people are operating.
- The wisdom to see the effect of such big picture issues in ourselves and others and the capacity to take this into consideration.

SELF CARE

- To remain emotionally resilient, we must address our own needs:
- Personal space and reflection time
- Time out, rest, relaxation and fun
- Physical health care
- Time and support is needed to address unresolved emotional issues