

Building Emotional Resilience.

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Emotional Resilience is a skill that can be taught and learned, but to be effective, these skills need to be practiced and incorporated into a healthy lifestyle and a healthy work style. When you practice resilience, it's like you're working out your 'resilience muscle', getting stronger every day and you getting ready to

If you go to the gym every day and lift weights, your muscles will grow more resilient to those exercises. You can use that increased strength in other situations, such as when carrying a heavy box of groceries inside. Emotional resilience works in a similar way. When you practice resilience, it's like you're working out your 'resilience muscle', getting stronger every day. Generally speaking....

Employees are Emotionally resilient when they -

Have a consistently positive outlook ;

Deal with each difficult situation they face with ease and

Don't exhibit excessive negative emotions during difficult times.

People will perform better if they aren't just keeping their heads above water. Instead, opportunities for growth and self-learning that come with change will energize them.



SELF REFLECTION

An emotionally resilient person is:

Aware of his thoughts, emotions, and inner potential

Thinks before reacting

Is patient, understanding, and willing to adapt

Is high on acceptance and forgiveness

Focuses on finding solutions

Expresses his emotions in a socially acceptable way

Does not bottle up negative emotions

Can create and sustain long-term relationships

Is not ashamed to ask for help when they need it the most

Believes in sorting out conflicts through discussions

Can you relate to one or more of these characteristics ?



Emotional Resilience at Work

Even in an ideal workplace where employees are doing what they love - obstacles and challenges are bound to appear along the way of work. And, these setbacks may test the patience of even the most cheerful employees. Here is where emotional resilience plays a significant role. Employees who have high emotional resilience are those who, when presented with stress (either work related or personal) can bounce back, bend without breaking, and cope without giving in, giving up, or breaking down.

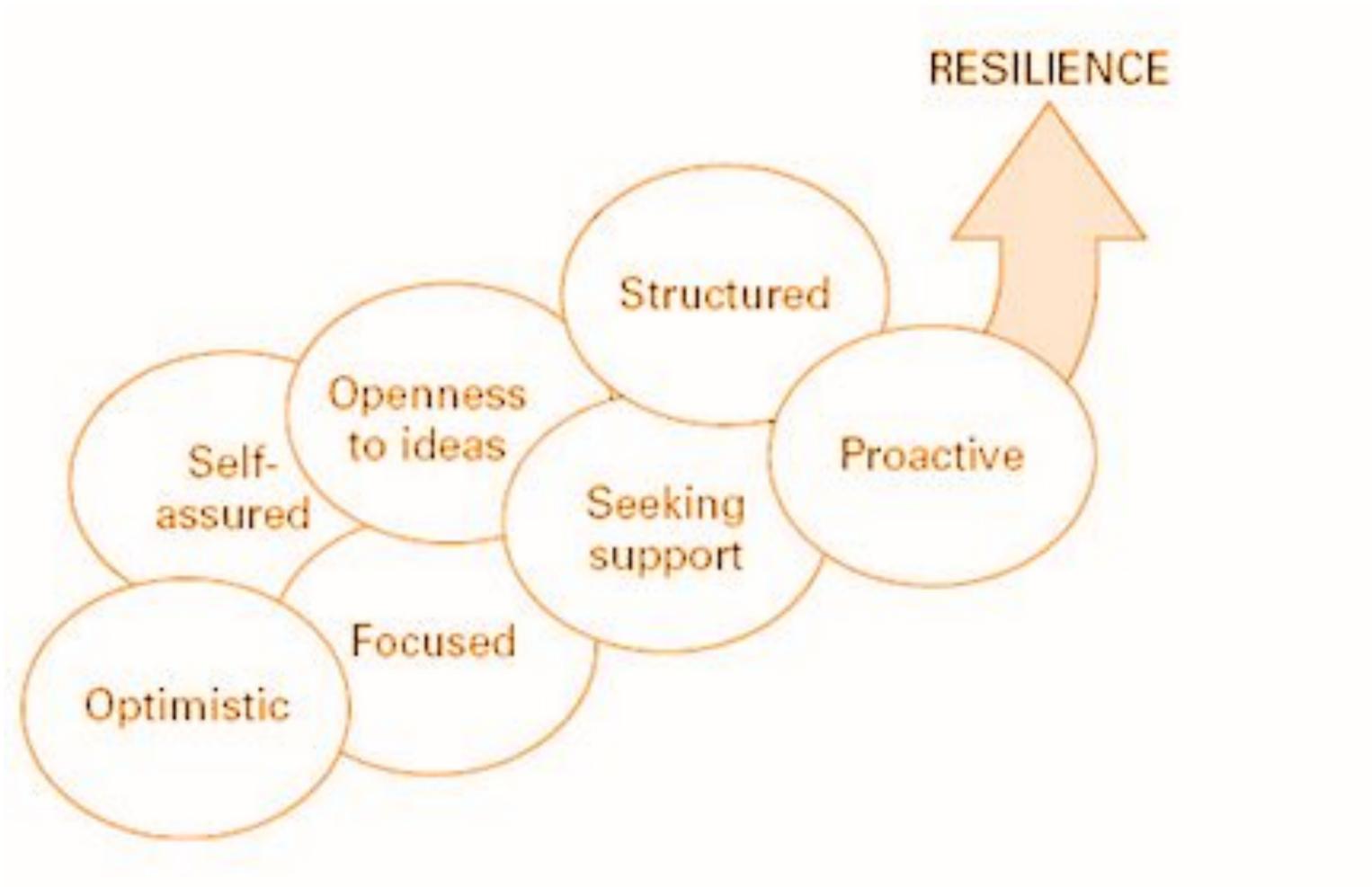
As businesses look for ways to support employees and help them be more effective, a new approach is gaining traction: Building Resilience. Defined as a combination of recovery, adaptability, and grit, resilience enables people to overcome stressful situations — emerging stronger and more capable. It's a proactive, long-term strategy that helps employees cope with difficult situations while also supporting their mental health and overall well-being.



Resilience also shapes the way employees respond to and manage the stress of change. Research has found that high employee resilience is associated with decreased stress and Employees with low emotional resilience are four times more likely to experience burnout.

So, What makes some employees more resilient than others?

Research shows that resilient employees engage in **Three Specific Behaviors** that help them remain focused and optimistic despite setbacks or uncertainty:



The first one is : Emotional regulation

This skill involves the ability to watch, recognize, and respond to our emotions effectively, so they don't impede our functioning. Developing strong emotional regulation skills helps build resilience. It allows us to keep functioning through a wide variety of internal experiences, including those that are difficult. For example, when something a coworker says bothers you ; you have the ability to notice , pause and make a decision about how to respond. Taking a few deep breaths and then calmly and logically addressing the issue is generally better than storming out of the room.



The second is Self-compassion

This behavior focuses on bringing mindful, kind, and forgiving attention to your experience. It aims to reduce harsh self-criticism. It can help support resilience because it helps us soothe difficult emotions and find sources of motivation. For example, consider the reaction you might have if you are denied an internal transfer to an aspirational role. Self-compassion allows us to recognize your disappointment, sadness, and insecurity as normal. You allow yourself to feel it rather than beating yourself for both the failure and not being over it the next day. This doesn't mean wallowing, but it acknowledges and honors your humanness in a way that is ultimately strengthening.



The third one is Cognitive agility

This skill involves recognizing when your thinking about a situation has negative results. Then, you intentionally shift how you think and change your perspective about it in a way that benefits you. For example, consider a situation where your boss makes a big decision about your department that you disagree with. Perhaps she didn't consult with you first, and you feel she should have. You might feel you've been disrespected or that your manager has purposefully left you out of the equation to get their way. Cognitive agility allows you to consider all possible aspects of the situation. Perhaps she needed to make the decision instantly, or maybe she didn't believe that to be an issue that concerns you, and you have a mismatch of expectations. This kind of resilience will give you the ability to discuss such issues with decorum and openness to the other person's viewpoint. Of course, resilience applies not only to events such as this. You can also use it on a daily basis to navigate smaller uncomfortable or stressful situations. For example, consider what happens when you realize you were left off a meeting invitation. You can choose to tell yourself a story about an act of disrespect from your coworker. Or the story can be about the kind of annoying mistake you yourself also often make.



EXAMPLE

Let's illustrate with an example: Say you're in a middle management role, such as a sales manager. Your team isn't performing very well this quarter. It's becoming a challenge for your mental health, productivity, and general well-being. A manager with low workplace resilience is likely to crumble under pressure in this situation. This is going to have a negative impact on workplace culture and employee engagement. It may even further impact team performance. You're also likely to see that the manager's lack of personal resilience affects team resilience. A sales manager with a high degree of psychological resilience will likely overcome such a challenge with ease. They'll shelter their team from pressures (where appropriate). They'll also bring in further workplace training or procedural efforts to get their team closer to expectations.

Need For Building Emotional Resilience

- A HBR survey conducted with over 70,000 people found that 1/3 of us either judge ourselves for having 'bad emotions, like sadness, anger, grief, or actively try to push aside these feelings.
- Research shows that our emotions and moods transfer from one person to another and from one person to an entire team- both consciously and unconsciously. It's called 'emotional contagion' and its study dates to the 1980s.

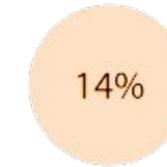
To summarize - Employees are Emotionally resilient when they - Have a mostly a positive outlook towards life , they deal with each difficult situation they face with ease and they do not exhibit excessive negative emotions during difficult times. Employees will perform better if they aren't just keeping their heads above water ; Instead they are able to view changes in life as opportunities for growth and self-learning that will energize them and help them grow.

Resilience impacts employee outcomes¹

Compared to employees who score low on resilience measures, employees who score high show...



less likelihood of depression



less productivity loss



less absenteeism

What sets resilient individuals apart?²



Challenge

Resilient people reframe difficulty as a challenge to overcome, not as a paralyzing event. They view failure and adversity as growth opportunities.



Commitment

Resilient people have a deep commitment to a purpose. A compelling reason to get up in the morning is at the foundation of resilience.



Personal Connections

Resilient people have a strong support network.

Resilience in the Workplace