



One Day
University



HERBEIN
CPAS + CONSULTANTS

Why Some People are Resilient & Others are Not

June 4th, 2020



MINDFLEX

Andrew J. Shatté, Ph.D.

Technological and societal change is linked to rapid transformations in the workplace – and what happens at work has the potential to affect emotional and psychological wellbeing.

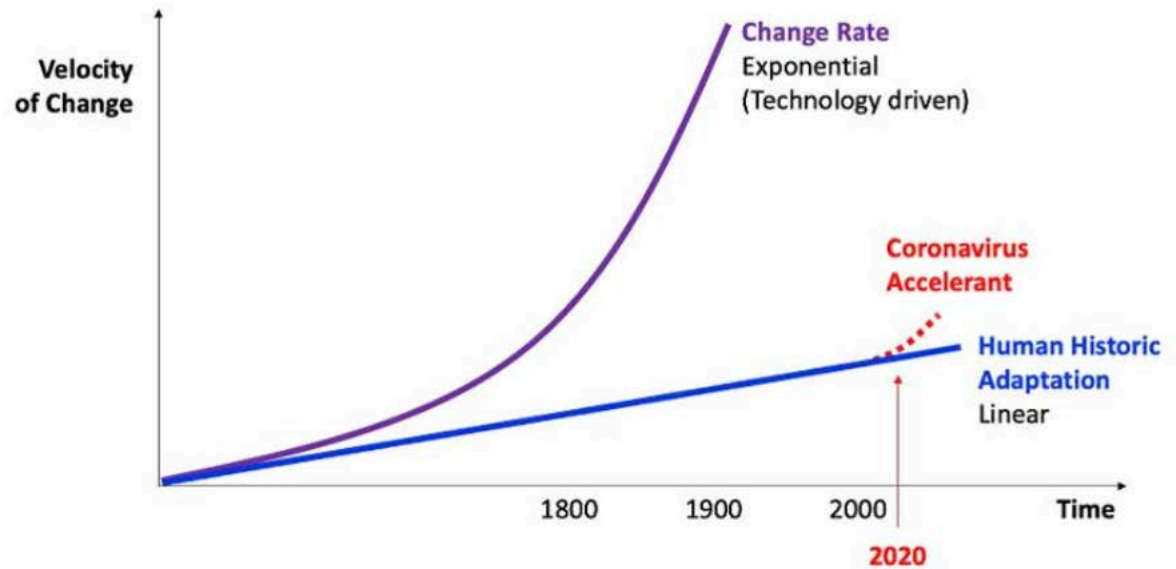
- Global Risks Report



The Pace of Change

Accelerated
by COVID-19

CORONAVIRUS ACCELERANT: Speeds Our Digital (Human) Transformation



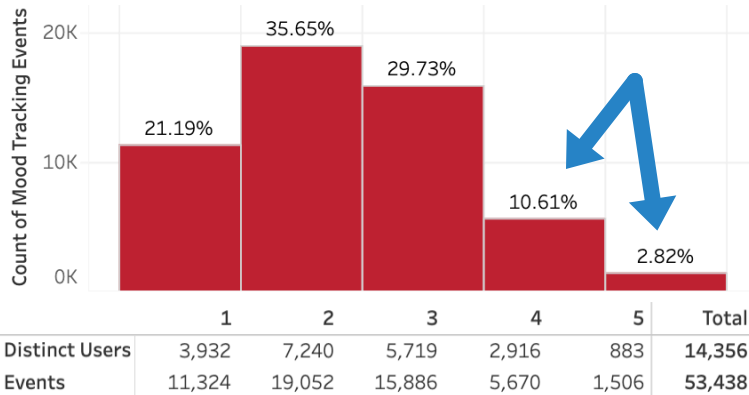
Poll Question 1:

Thinking back to a year ago, is your level of stress:

- * Much less than it was then
- * Somewhat Less now than it was then
- * About the same
- * Somewhat more
- * Much more than it was then

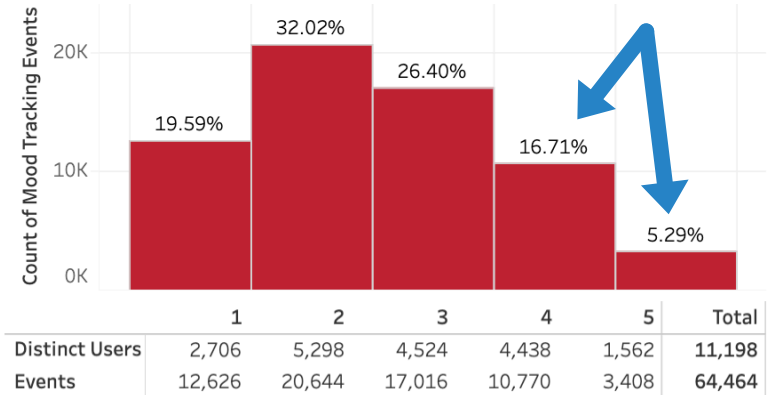
Stress has amped up

Comparison — Between 03/13/19 and 04/29/19



Percent of Events With High Stress: **13.43%**

Comparison — Between 03/13/20 and 04/29/20



Percent of Events With High Stress: **21.99%**

Scores indicate high and extreme stress scores are double 2019 levels for same time period.

Resilience is key

“The scientific research shows that more than education, more than experience, more than training, it’s **resilience that determines who succeeds and who fails.”**

- Dr. Andrew Shatté



About your facilitator

- Founder/President, Mindflex Inc.
- Research Prof., The University of Arizona
- Faculty – Brookings Institution
- CSO – meQuilibrium



Australian Government

Resilience is 7 Competencies

The background features a teal gradient with abstract, light green wavy lines and small white dots scattered across the lower half, creating a sense of movement and complexity.



EMOTION CONTROL





IMPULSE CONTROL

SEND





PROBLEM SOLVING

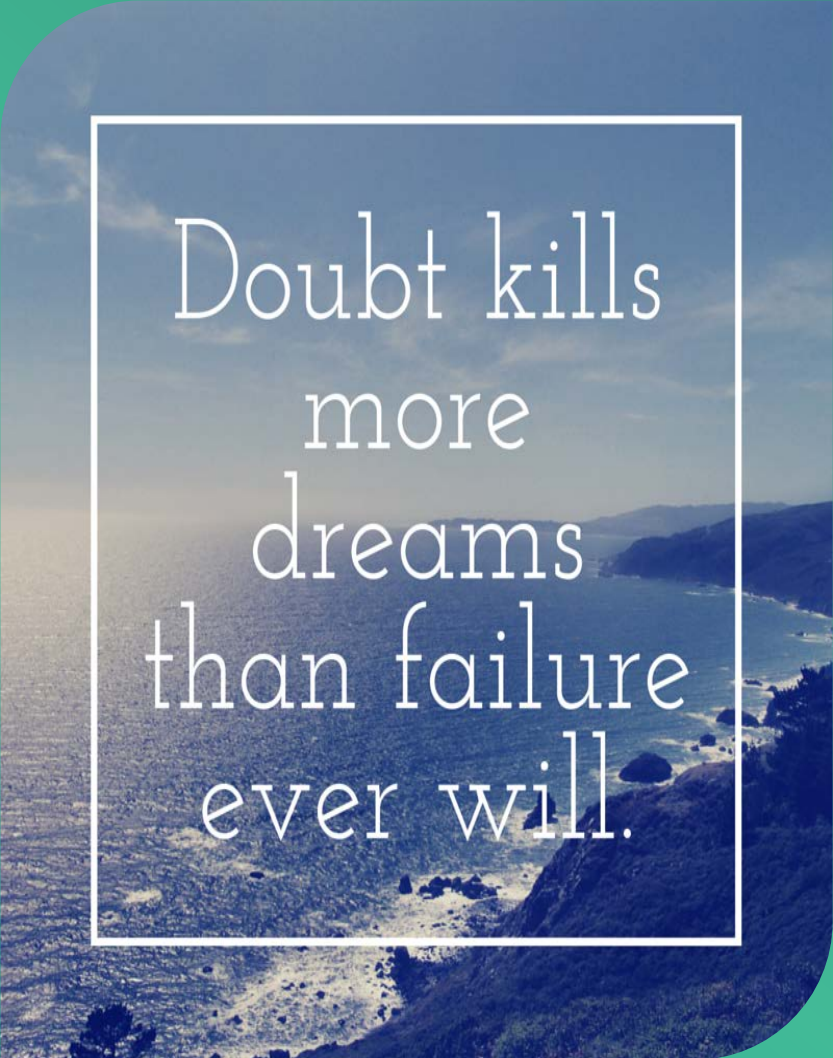


“Oh no! Not again!!”



SELF EFFICACY

“I can’t do this.”



Doubt kills
more
dreams
than failure
ever will.



REALISTIC OPTIMISM







EMPATHY





REACHING OUT



KEEP
CALM

1

The Power of Calm

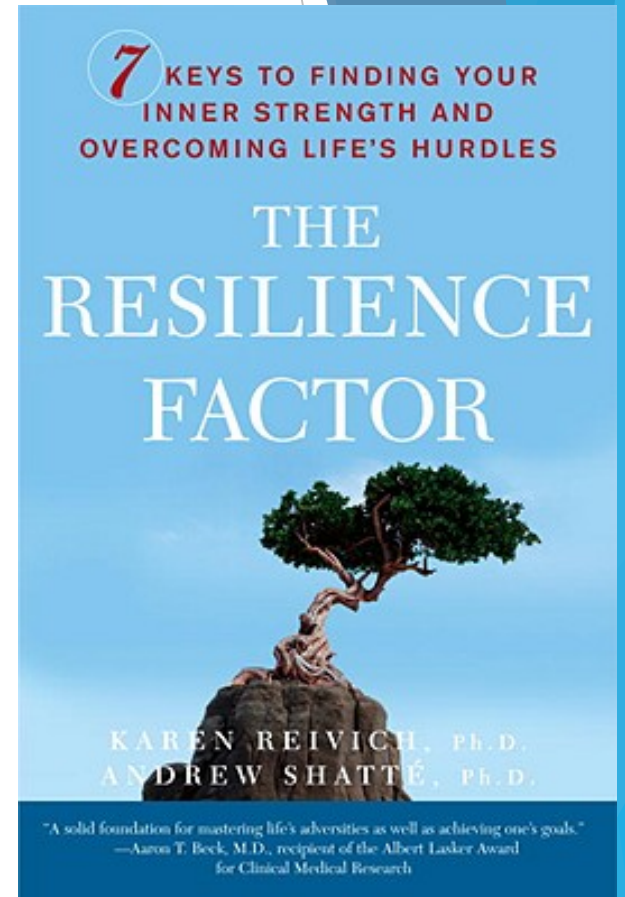
Poll Question 2:

Which emotion are you (&/or those around you) experiencing most these days:

- * Anger
- * Anxiety
- * Frustration
- * Sadness
- * Embarrassment
- * Guilt
- * Shame

Resilience & Thinking Style

“The scientific research shows that more than genetics, more than intelligence, more than any other factor, it is **Thinking Style** that determines who is resilient and who is not.”



Epictetus

“

We are disturbed not by events, but by the views we take of events.



Your organization was going through transformational change *before* COVID19.

Now everything has changed.

You're working from home, your children are home from school, and you're in tight quarters. Your financial stress has amped up. The project that was mission critical for your organization now depends on unreliable remote meeting technology and the future of your work now seems even more uncertain than before.

Thoughts?

Emotions?



7 Emotion Radars

Violation of Rights	Future Threat	Lack of Resources
Anger	Anxiety	Frustration
Loss	Violation of other's rights	Loss of Standing
Sadness	Guilt	Embarrassment
Fail to meet own Standards	Not good, not bad	All's well
Shame	No Reaction	Deliriously Happy

Action Plan



PANIC

CALM



Recognize and scan for your Signature Emotion and your Emotion Radar



Identify the exact thoughts that are causing the emotion



Write down the thoughts, examine and question them

Financial Consultants – Edward Jones

- Investment reps, new hires
- Cold calling and door knocking
- High levels of rejection
- Diversity of Emotions – anger, frustration, anxiety, sadness, guilt, embarrassment, shame, ok, excited
- 8 hours of training – focus on Emotion Control
- Followed 9 months after training

% Deploying a Skill to Stay Calm after Rejection

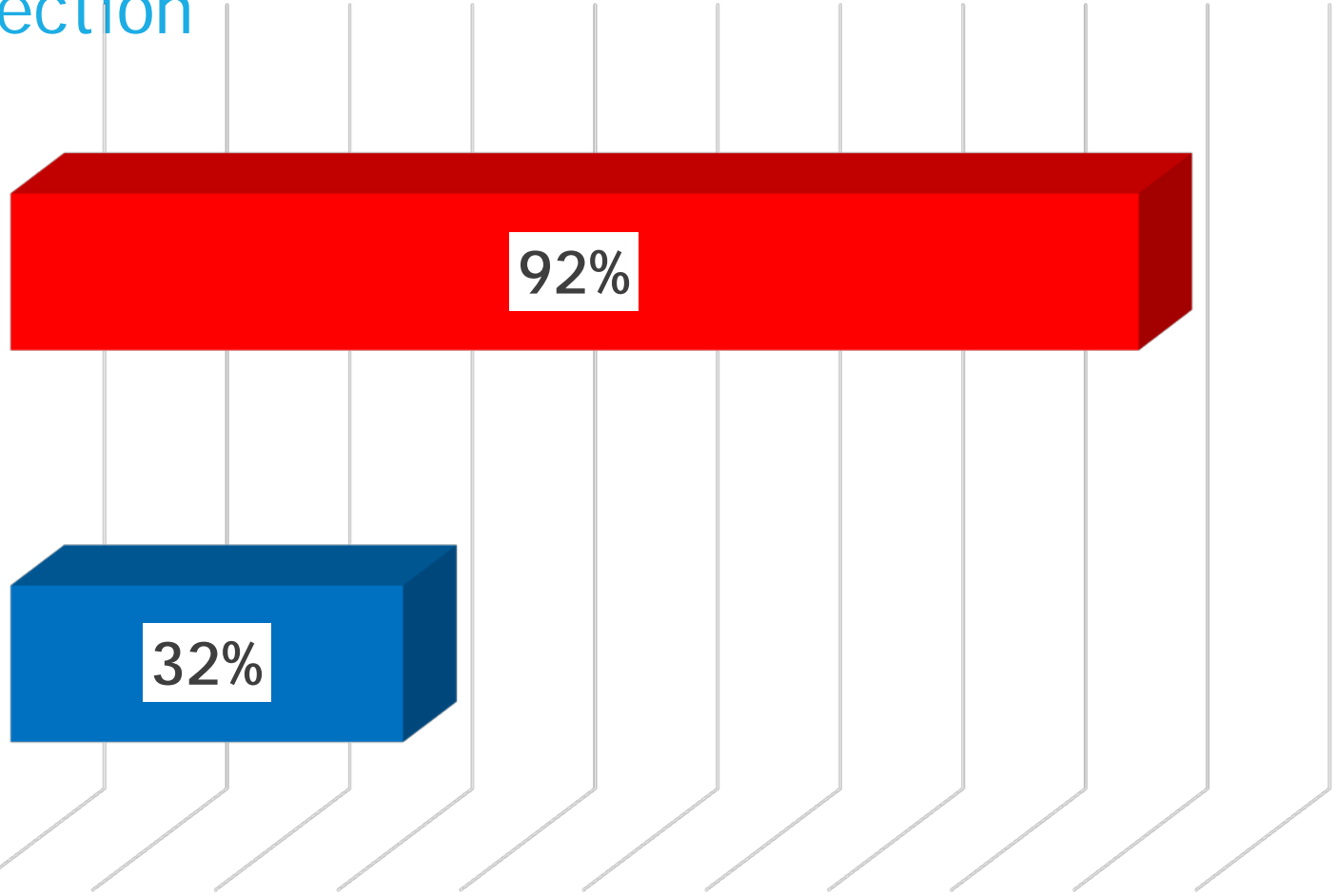
Resilience

92%

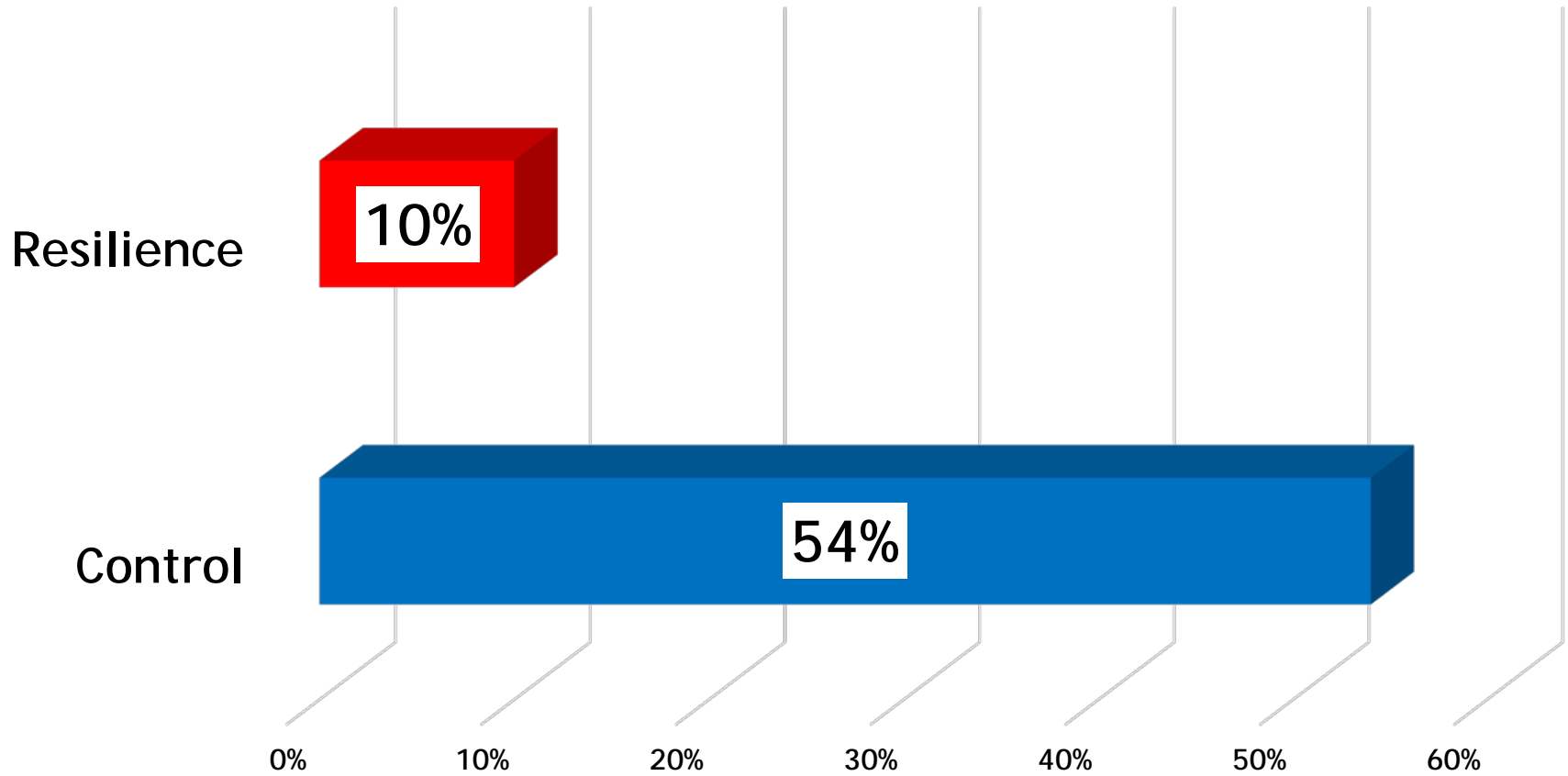
Control

32%

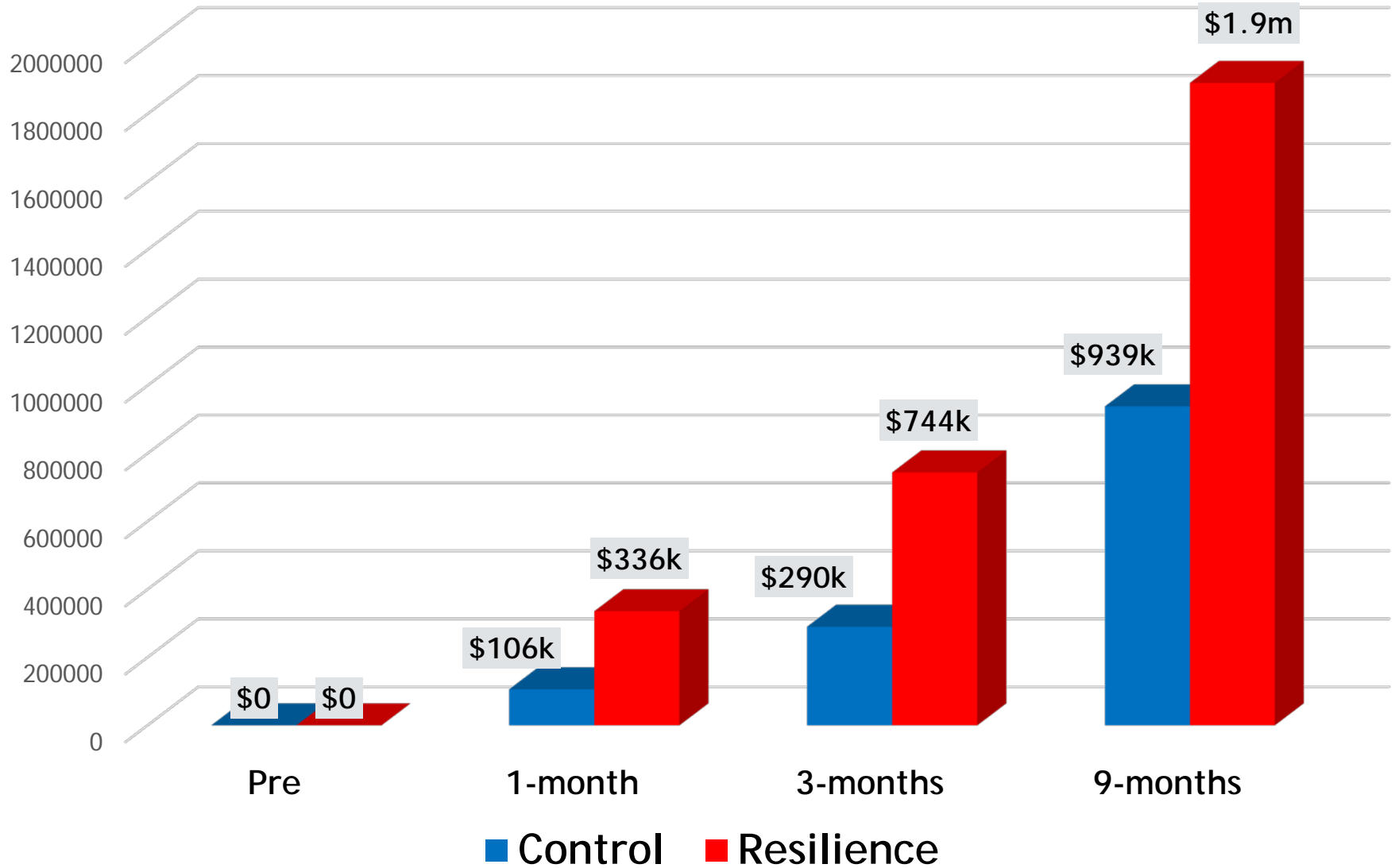
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



% Redlining - Emotion Level 8-10



Assets Under Management



Emotional Reasoning

- I'm anxious so this *must* be going to turn out bad
- I'm frustrated so this problem *must* be unsolvable
- I'm angry so it *must* be unfair
- I'm sad so my old life *must* be gone forever



2

The Power of Self Care



North America is just now emerging from one of the coldest seasons on record. Meteorologists reported unprecedented consecutive days of below-freezing temperatures. Store owners also report records -- the highest sales ever of snow shovels.

W

—

—

T

E

R

In a city of great restaurants, the “Garden Grove” is proving to be one of the best. The menu is comprehensive and the wine list is reasonably priced. But this restaurant’s best asset is its staff. I found them to be very attentive and friendly.

W

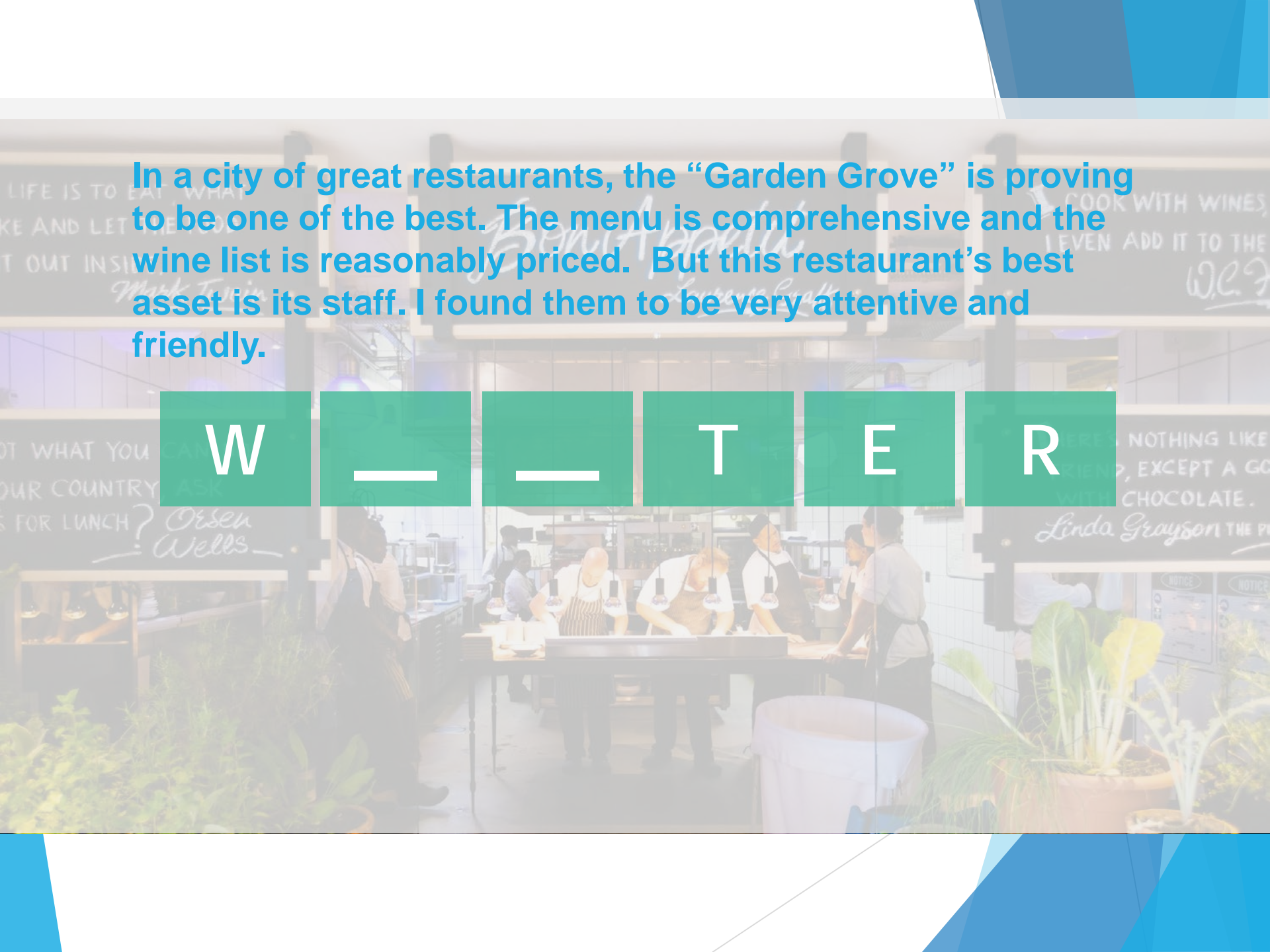
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T

E

R



Winter / Waiter Exercise



W

—

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T

E

R

About Iceberg Beliefs



Only tip in
conscious
awareness



Most
subconscious—
under the
water

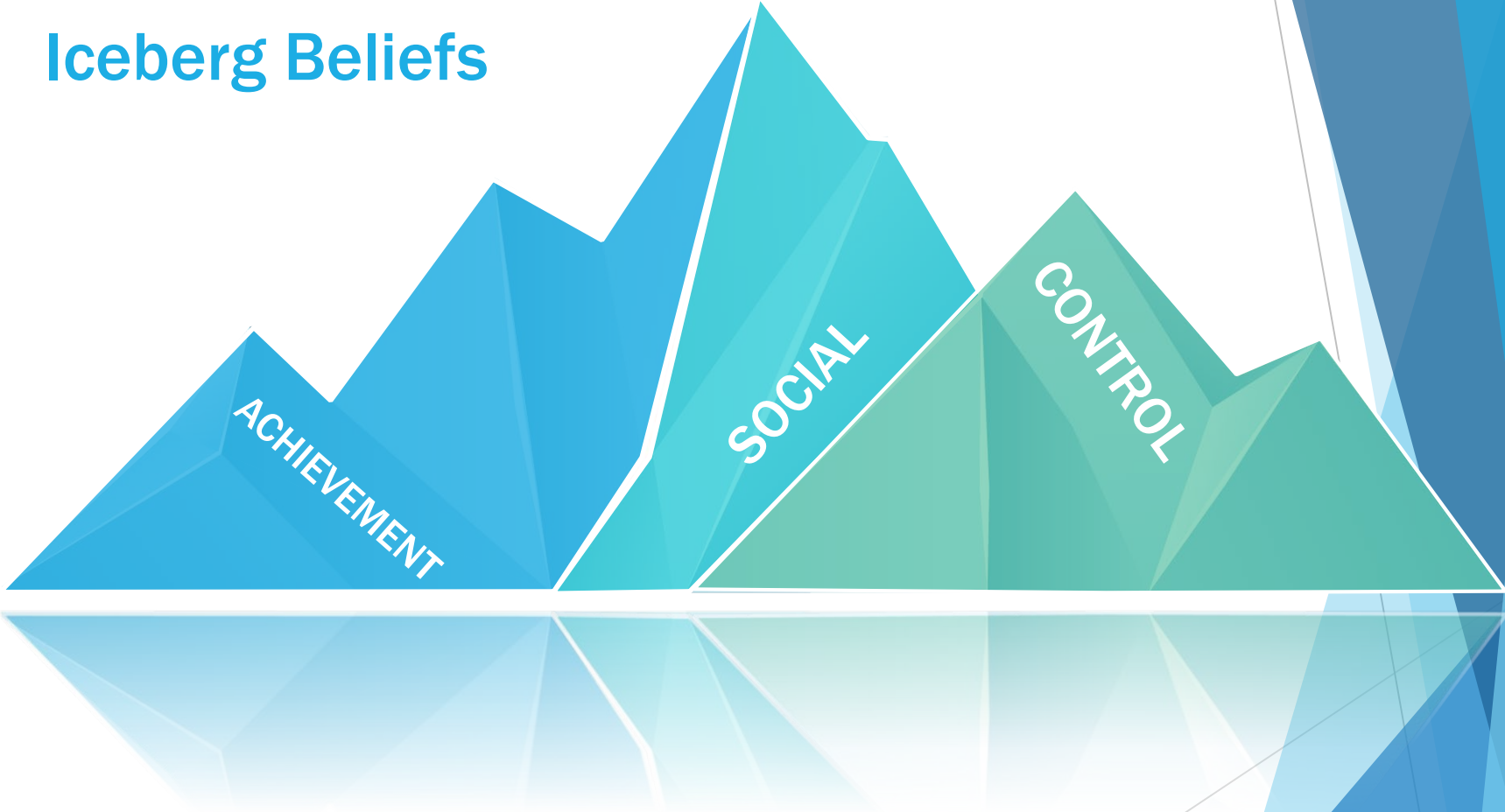


Fuel big
emotions
and big
behavior



Should and Must
beliefs—rules
about the world

Iceberg Beliefs





Achievement Icebergs

“Being successful is what matters most.”

“Failure is a sign of weakness.”

“I must never give up.”

“I should get everything right.”

Social Icebergs

“I want people to always think the best of me.”

“Avoid conflict at all costs.”

“I should always be there for the people I love.”

“Avoid embarrassment at all costs.”

“I should be respected by everyone.”



Control Icebergs

“Only weak people can’t solve their own problems.”

“I must always be in charge.”

“Life should be fair.”

“If you want it done right, do it yourself.”



Sleep Icebergs

“Only the weak need sleep.”

“Lack of sleep is a work ethic badge.”

“Important people skimp on sleep.”

“Sleep is the enemy of work-life balance.”



Work-Life Icebergs

Achievement Icebergs: Push us to work harder

“Being successful is what matters most”

Social Icebergs: Pull us home

“ I should always be there for the people I love”

Control Icebergs: Push at our “short-coming”

“I should be able to do it all”

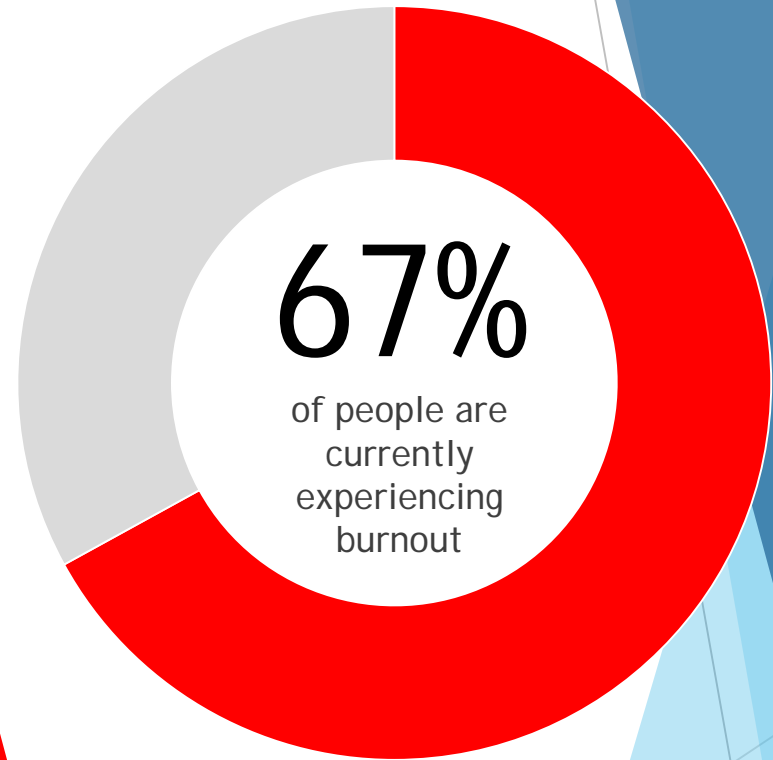


The Burnout Epidemic

Burnout occurs when the demands being placed on you exceed the resources you have available to deal with them.

Prior to COVID-19 – 40%

Now – 67%



Managing Icebergs



Identify
Struggle



Create a
Better Belief



Build an
Action Plan

CASE STUDY



- Medical professionals
- Poor physical health, high stress
- Knew what to do – weren't doing it
- Focus on Icebergs

CASE STUDY

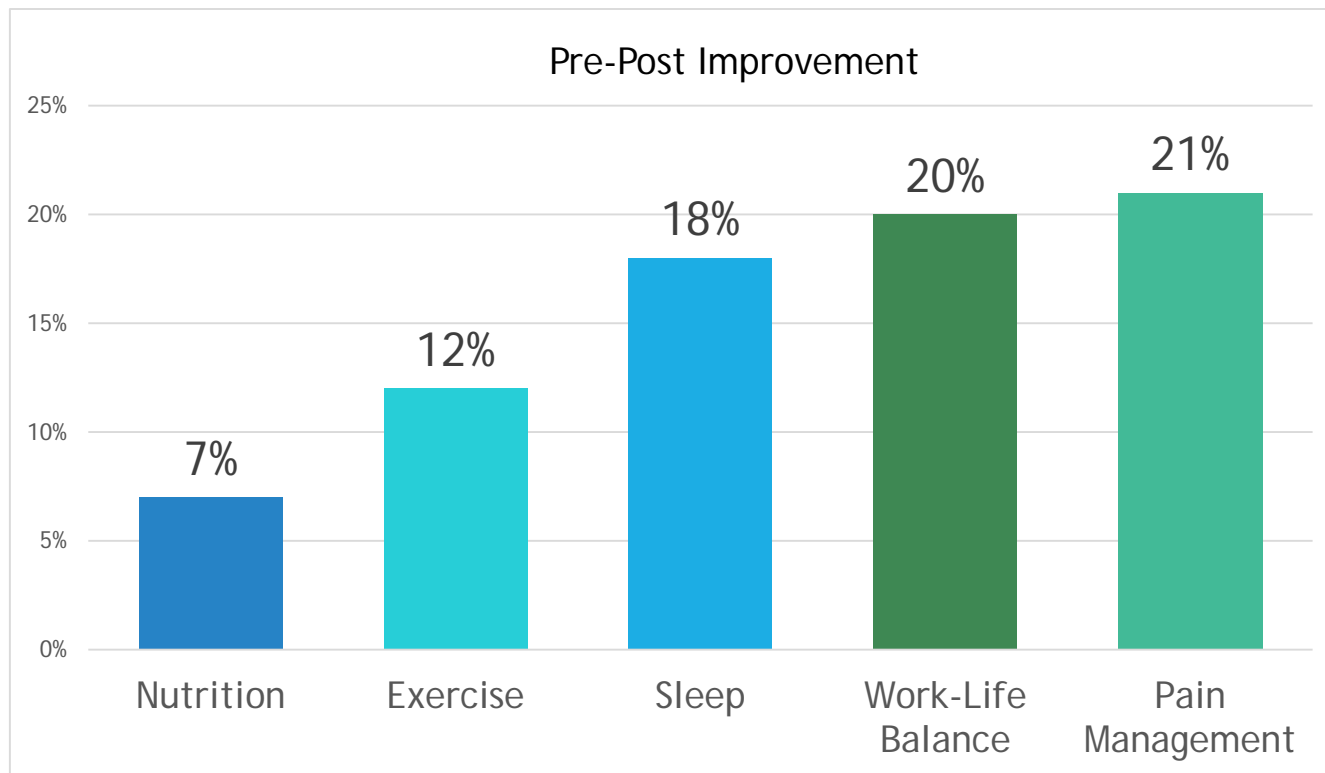
Icebergs:

“I should be there for all people at all times.”

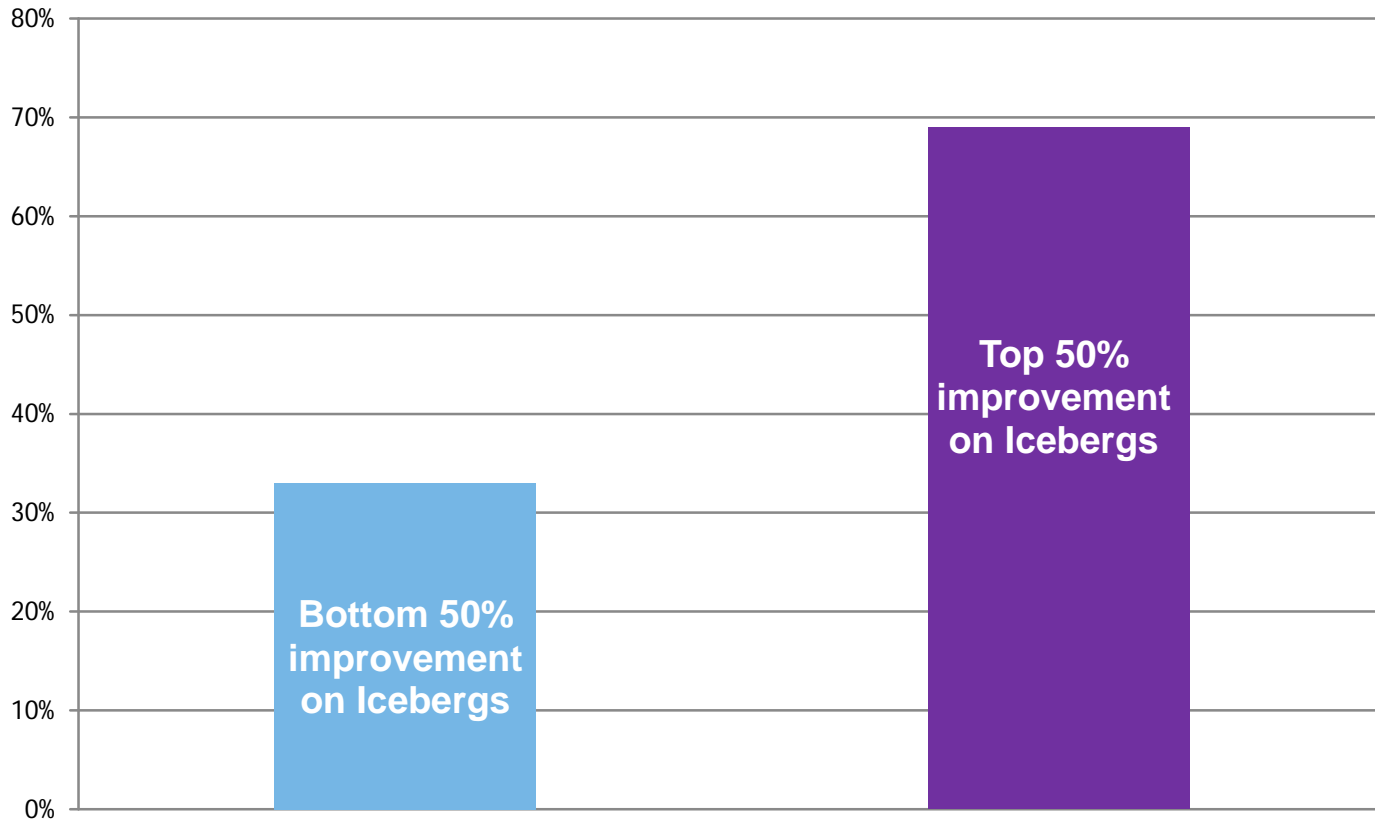
“Sacrificing for others is the right thing to do.”

“It’s wrong to turn someone away.”

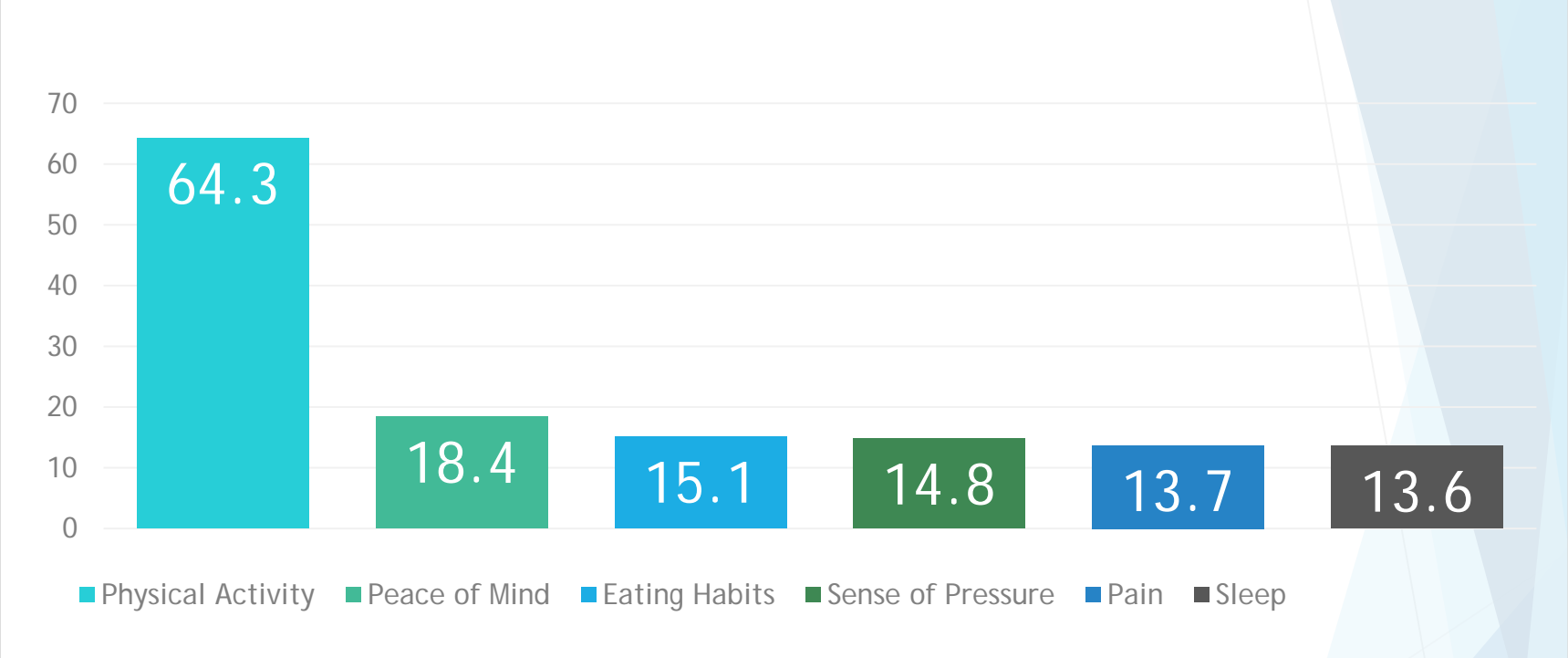
Improve Icebergs, Improve Self-Care



Improvement on Diet, Nutrition, Exercise



Self Care Halo Effect



3

The Power of Positivity



How are we calibrated?

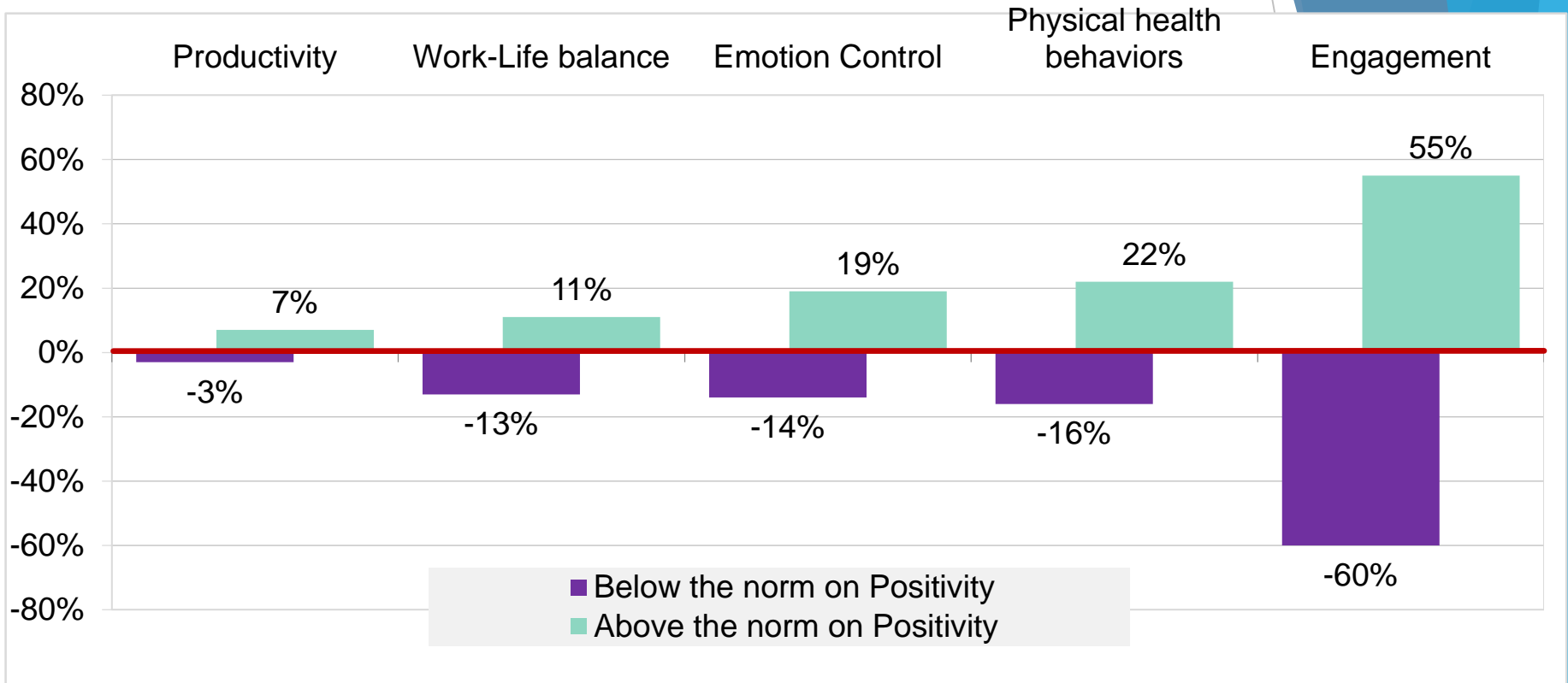
- The 3 a.m. phenomenon
- The Irish elk
- Our Sympathetic Nervous System – fight or flight



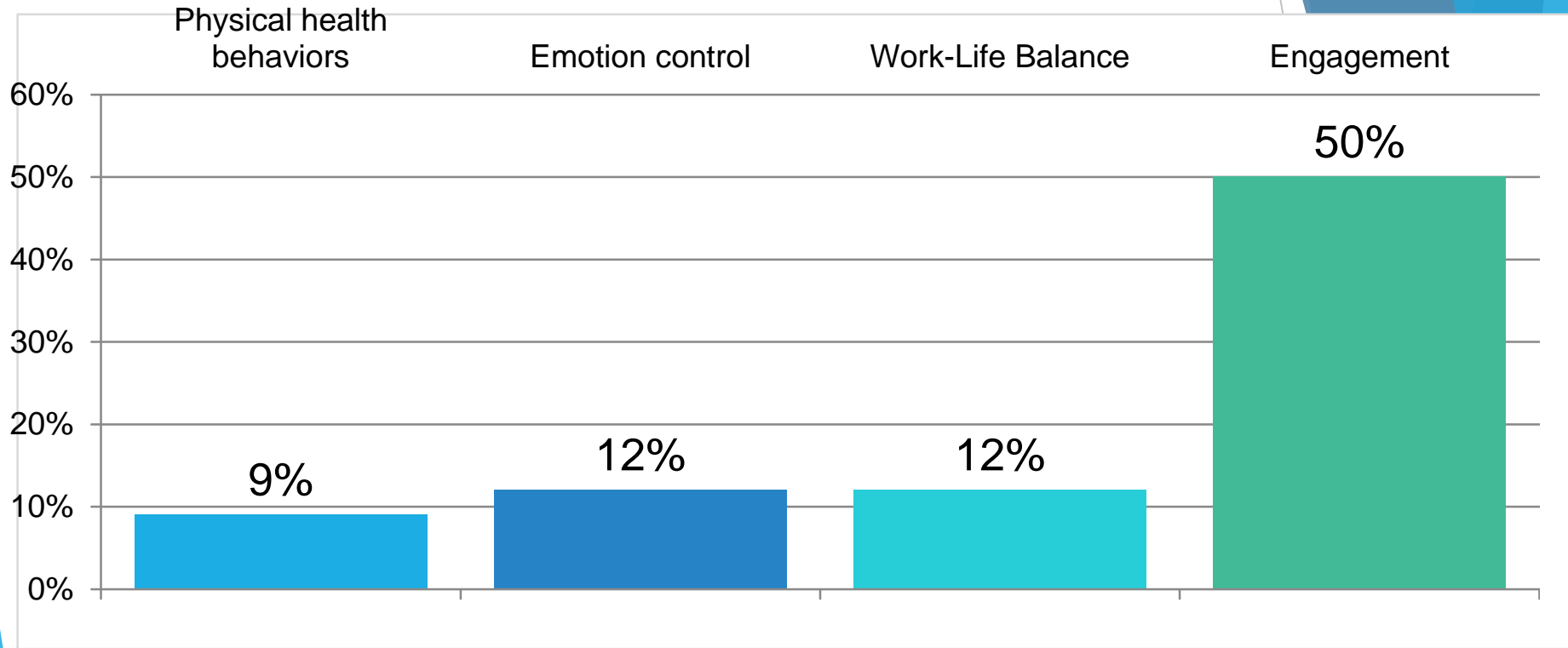
How You Can Help



Positivity Has Broad Impact



Downstream Impact of Positivity Boosts



4

The Power of Purpose



Poll Question 3:

If I think about my organization before and after Covid-19 hit, I think my colleagues are:

- * Much less engaged than they were
- * Somewhat less engaged
- * About the same
- * Somewhat more engaged
- * Much more engaged with our organization than they were

Phidippides & the human spirit



Steve's Story

- Born in Waukegan, Illinois
- After high school, worked on tractors
- -20°F
- Deputy Director, NASA



Meaning, Mission, & Purpose

Contributing to
Something Larger
than Self

Work &
Colleagues

Pay &
Benefits



Resilience and Purpose



Creating Meaning

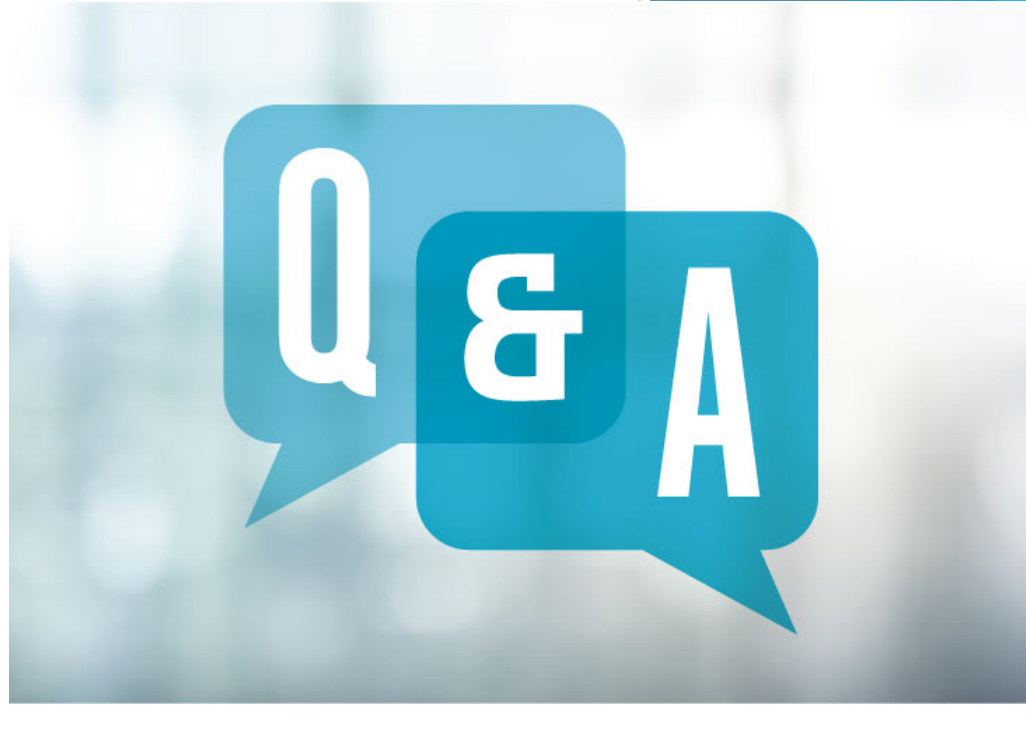
- Viktor Frankl
 - holocaust survivor
 - “Man’s Search for Meaning”



- “Ever more people today have the means to live, but no meaning to live for.”
- “He who has a ‘why’ can bear any ‘how’.”



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Thank You!