

Dubai Airports “Boosting Resilience” Job Aid

Adaptiv Skill 1 – Discover Your Signature Emotion

What A skill to first understand the impact of our thinking on what we feel and do in response to adversity, and second, identify the negative emotion that most drains our resilience capacity.

When When a negative emotion gets in the way

How

- Trap it, Map it, Zap it!
- Tune into your “ticker tape” thought.
- Identify the predominant emotion you feel.
- Use the “Common Emotion Radars” chart.
- Be skeptical of your thinking; count to 10 before acting on it.

Key Recognize that it's your thoughts about the event – not the event itself – that leads to what you feel and do in response. And your thinking may be inaccurate. Try to identify your “Signature Emotion” – the one that most gets in your way.

Common Emotion Radars

Thought	Emotion
Real-world loss or loss of sense of self worth	Sadness
Future Threat	Anxiety, Fear
Violation of your rights	Anger
Lack of resources	Frustration
Violation of another's rights	Guilt
Loss of standing with others	Embarrassment
Violation of own standards	Shame

Adaptiv Skill 2 – Avoiding Thinking Traps

What A skill to avoid 6 common thinking errors that may become Thinking Traps

When When you jump to a conclusion without having the data to support your conclusion

How

- Use the chart to identify the Thinking Trap.
- Ask yourself if what you're thinking is true.
- Find a different way to think about the situation.

Key Remember that Thinking Traps are different forms of jumping to conclusions. Most of us only fall into 1 or 2 traps consistently.

Common Thinking Traps

Personalizing – Blaming yourself when bad stuff happens; being a “Me” thinker

Externalizing – Blaming others when bad stuff happens; being a “Not Me” thinker

Mind Reading – Expecting others to know what you're thinking, or thinking you know what others are thinking

Magnifying / Minimizing – Being Velcro for the bad stuff and Teflon for the good stuff

Overgeneralizing – Character assassination without any evidence

Catastrophizing – Spinning off in a chain of increasingly low probability thoughts about what might happen; Pessimism

Adaptiv Skill 3 – Discovering Your Why? Style

What A skill to become more flexible and accurate with our thinking about why a problem has occurred.

When When you're dead-ended on solving a problem; or when you find you're solving the wrong problem.

How Know your Why? Style and flex around it when it leads you away from good problem solving

Key Think outside your Why? Style “box” to find new causes and solutions to a problem you're facing.

The 3 Dimensions of Why? Style

ME NOT ME

ALWAYS NOT ALWAYS

EVERYTHING NOT EVERYTHING

Adaptiv Skill 4 – Navigating Problem Icebergs

- What** A skill to detect and avoid non-resilient Iceberg Beliefs – those with more downside than upside. These Icebergs can lead to things like Perfectionism and Work/Life Balance issues.
- When** When you get blind-sided by big negative emotion and aren't sure where it came from. When your resilience is low.
- How** Identify the Iceberg (Check page 22 of your Participants Guide), then decide whether to Melt it, Steer Around it, or Embrace it.
- Key** Watch for Icebergs that contain the words 'must' or 'should'. They may not serve you well.
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Adaptiv Skill 5 – Harnessing Your Positive Emotion Radar

- What** A skill to help you learn how to spend more time feeling the positive emotions of your choice
- When** Whenever you want to feel less negative emotion and more positive emotion.
- How** 1. Check the chart on page 26 of your Participants Guide. Practice thinking the thought that leads to the positive emotion.
2. Practice the S.T.A.R. technique on pages 27-28 of your Participants Guide.
- Key** Focus on something that is generally positive to get started. Look at a pretty picture. Admire something beautiful.
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Adaptiv Skill 6 – Tapping Into Your Positive Icebergs

- What** A skill to help you identify your positive workplace values and use them to create your Leadership Philosophy.
- How** Review the exercise on page 30 of your Participants Guide.
- Key** Keep working to refine your Leadership Philosophy. Review it with your peers. Share it with your reports.
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Adaptiv Skill 7 – Creating Greater Connection

- What** A skill to help you create more meaning and purpose, both in your work and in your life at large.
- How** Use the exercise on page 31 of your Participants Guide.
- Key** The more you can discover how what you do, both at work and in the rest of your life, serves a greater purpose, the more satisfied and resilient you will become.
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Supplemental Skill - Mindfulness

- What** A skill to help you calm and relax yourself, using basic breathing and thought-stopping techniques.
- When** Any time you feel stressed and are having trouble thinking clearly, using the resilience skills, etc.
- How** Either on your own, or following a guided meditation recording, practice becoming aware of your breathing, focus on the present, stop judging yourself, and generally becoming more calm and centered.
- Key** Practicing mindfulness will help you to handle the difficult situations you face with more serenity, more grace, and more resilience.
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