

The Resiliency Checklist

8 Steps for Cultivating Resilience On Your Team



Use the following eight steps to cultivate resilience on your team. These ideas will help you to stay connected, focus on meaning, identify what the team can control and influence, and the importance of using humor and optimism to build your teams' "resiliency muscles."

Step 1:

Get Connected

Build strong, positive relationships with your team and create opportunities to provide support to each other individually and collectively.

Step 2:

Focus on Meaning

At the start or end of each workday, have team members share something they did that provided a sense of accomplishment and purpose. Ask team members to set a small but achievable goal each day and why it matters to them. Keep your values front and center when making decisions.

Step 3:

Practice Acceptance

Collectively discuss facts and what is known. Accept what is. Encourage team members to own their emotions and feelings by identifying them. Resist the urge to place blame externally.

Step 4:

Focus on Your Control and Influence

Share how you've coped with hardships in the past. Discuss skills and strategies that helped. Share what the team did both positive and negative that helped or hindered in the past – work together to agree on how to engage in the positive behaviors during this time. Focus on what the team has control over (behaviors, actions) and where the team can influence.

Step 5:

Agree to Be Proactive

Agree how you will bring up topics or issues, rather than ignore them. Layout a plan together for addressing issues that come up ~ discuss the facts, agree on what needs to be done/steps to take, discuss tasks, timelines and responsibilities (plan), and then take action. Plans provide a sense of calm and security.

Step 6:

Practice Optimism

You can't change the current situation or the past, but you can always encourage your team to look toward the future. Discussing, accepting and even anticipating shifts and changes to the way you work together, support customers or get work done makes it easier for team members to adapt and view new challenges with less anxiety.

Step 7:

Pay Attention to Self Care

Participate in team activities, sharing of hobbies, walking meetings and other social connection events. Include physical activity in your daily meetings (walk together, stretch, breathe). Check in frequently on how people are doing with sleep and eating a healthy diet. Ask team members to share their best stress management and relaxation techniques to encourage others.

Step 8:

Use Humor

Any fun activity that your team can do that is inspiring, creates laughter and nourishes the soul – is a chance to "recharge" the batteries. These important "time-outs" for teams reduce the level of stress hormones and increase the levels of health-enhancing endorphins.

