



Resilience: Transforming Obstacles into Opportunities

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CONFERENCE

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About the Speaker

Dr. Linda Hoopes

- President, Resilience Alliance
- Ph.D. I/O Psychology
- 25+ years in organizational change
- Author *Prosilience: Building Your Resilience for a Turbulent World*
- Sailboat racer, musician, and massage therapist



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Key Outcomes/Objectives

1. Understand when and why you need resilience.
2. Explore the building blocks of resilience.
3. Plan next steps to build your challenge-readiness.
4. Identify implications for organizational practice.

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Agenda

- What is Resilience and Why Is It Important?
- Challenge and Adversity
- Building Blocks of Resilience
- Implications for Practice

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What is Resilience?

The ability to deal with *high levels of challenge and disruption* while maintaining *high levels of effectiveness and well-being*

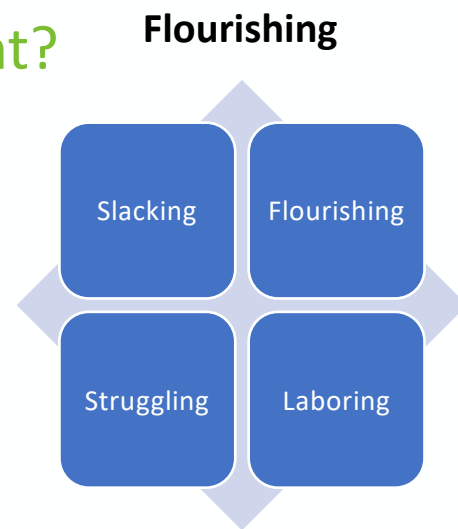
- ✓ Dealing with high levels of ambiguity
- ✓ Adapting quickly and effectively
- ✓ Thriving in adversity
- ✓ “Bouncing back”
- ✓ Using challenges to grow stronger
- ✓ Increased tolerance for change



Why is Resilience Important?

- The world is unpredictable
- Living a happy and productive life requires dealing with change and overcoming challenges

Feeling
Good



Being Productive

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CHALLENGE AND ADVERSITY

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Challenge

Gap between current state and desired state

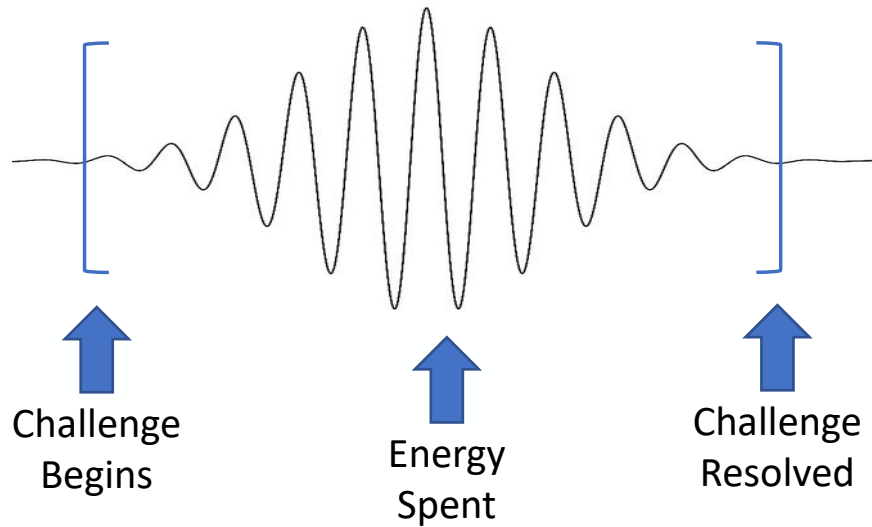
Physical, mental, emotional, and/or spiritual effort

Problem- or opportunity-based



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Challenge and Recovery



Examples of Challenge

- Moving
- Making a speech
- Having a baby
- Getting fired
- Car accident
- Running a 5K
- Chronic illness
- Promotion
- Aging parent
- Flu
- Bullying
- Home invasion
- Tornado
- Other examples?

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Adversity

When do we define a challenge as *adversity*?

- Danger
- Threat
- Loss

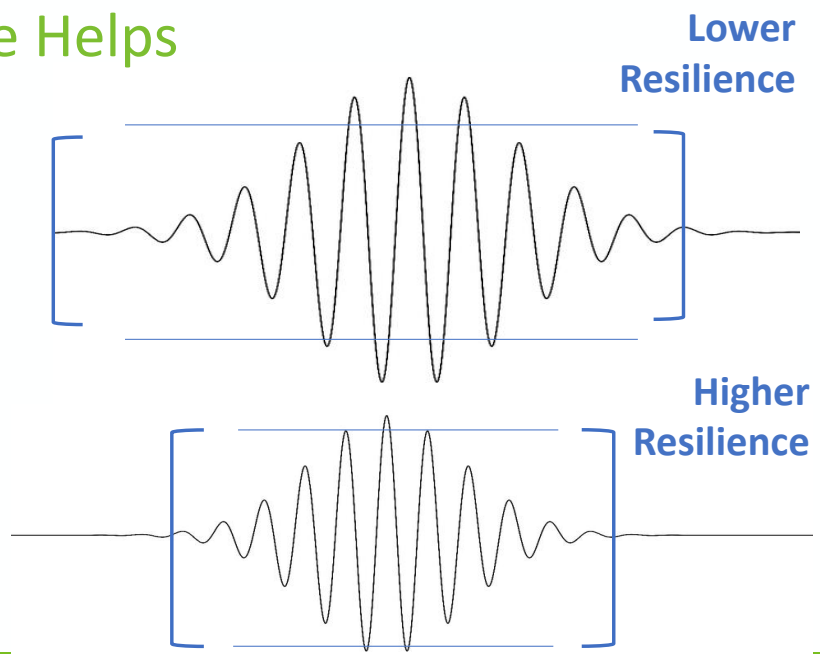
This affects how our brains operate.

The experience of adversity makes challenges harder.



How Resilience Helps

- Takes more to disrupt
- Less energy spent
- More productive behavior
- Quicker recovery



Impact of Multiple Challenges

The combined energy demands of multiple challenges can exceed individual capacity.

When people are overwhelmed, they become less effective and can begin to exhibit signs of overload.



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Signs of Overload

- Poor communication
- Errors and accidents
- Increased conflict
- Ineffective teamwork
- Apathy
- Promoting negativity
- Illness
- Absenteeism
- Turnover



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Micro- Challenges

Important to quality of
life

Predictor of how you
respond to larger
challenges

Large challenges are
made of many micro-
challenges

A great place to
practice!



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BUILDING BLOCKS OF RESILIENCE

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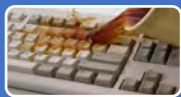
Four Building Blocks of Resilience



Calming



Choosing Strategies



Solving Problems

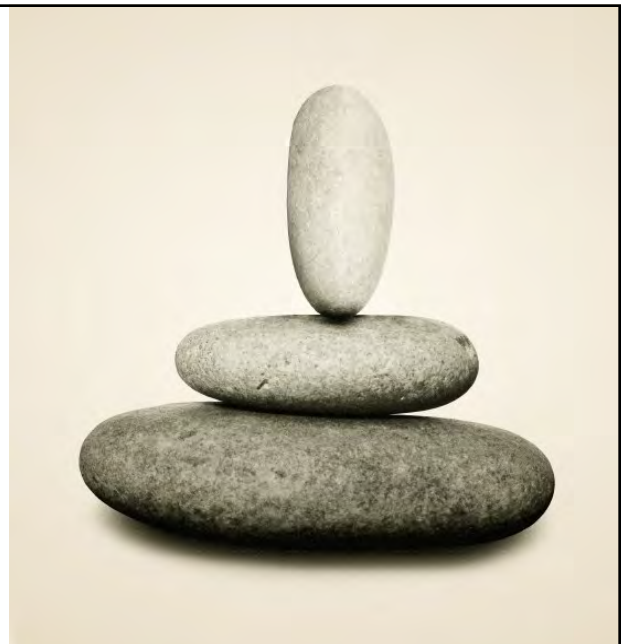


Building Energy

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1. Calming

- Different from relaxing
- A positive, alert emotional state
- Acts on your brain and central nervous system
- Improves your ability to respond effectively

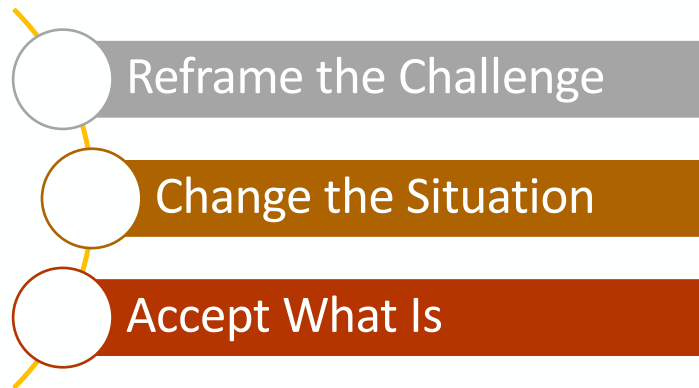


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2. Choosing Strategies

- Best approach depends on the situation
- Usually applied in combination
- Any approach can be overused or misused



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3. Solving Problems



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YOUR RESILIENCE MUSCLES

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Resilience Characteristics = Problem-Solving Muscles

- Everyone has them
- Some are stronger than others
- Weaker muscles take more energy to use
- They can be developed
- Regular practice is best
- Develop through challenge and recovery



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Positivity

Identify opportunities and hope in challenging situations.



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Confidence

Believe you can use your capabilities to successfully deal with challenges.



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Priorities

Identify and pay attention to the most important things.



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Creativity

Generate a range of possibilities and options.



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Connection

Build relationships with others and draw on them for support.



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Structure

Create and apply effective systems, processes, and plans.



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Experimenting

Try new and different approaches.



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Resilience Characteristics

Characteristic	Helps You...
Positivity	See possibilities and hope in challenging situations
Confidence	Engage your energy in approaching challenges
Priorities	Direct your energy toward your most important goals
Creativity	Generate a wide range of possibilities and ideas
Connection	Draw on others for resources and support
Structure	Apply organization and discipline to use energy efficiently
Experimenting	Take action in the face of uncertainty and learn by doing

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4. Managing Energy



Physical



Mental



Emotional



Spiritual

- ✓ It takes work to overcome challenges or adjust to situations that don't fit our expectations
- ✓ We use **energy** to do this
- ✓ We have a **finite supply** of energy
- ✓ We can **protect, build, and replenish** our energy
- ✓ The various forms of energy are **interconnected**

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Keys to Physical Energy

- Rest
- Breathing
- Hydration
- Nutrition
- Movement



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Resilience: The Big Picture



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Three Ways to Exercise

1. Select aspects to build; create a workout practice
2. Use everyday challenges to practice
3. Seek out a “resilience gym”

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Building Habits

- R.E.D.G.
- Arranging
- Stacking
- Tracking
- Celebrating



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IMPLICATIONS FOR PRACTICE

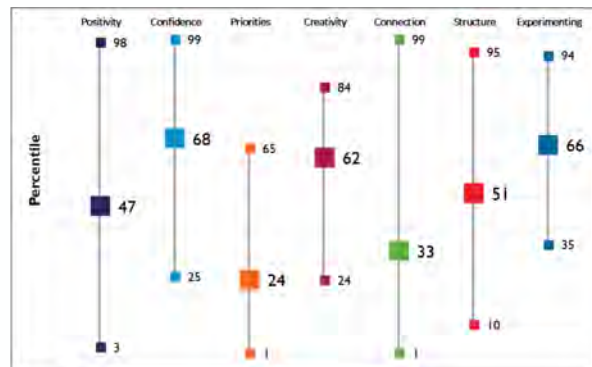
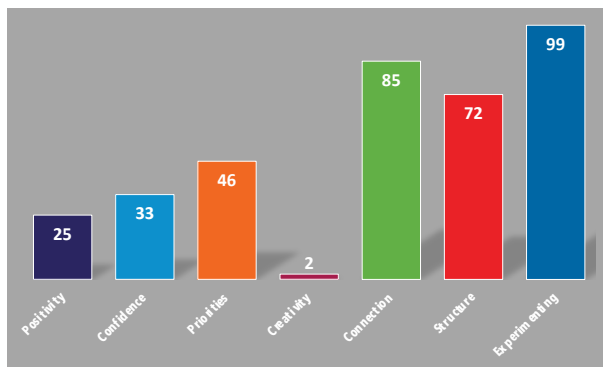
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Building Resilience in Organizations: Three Levels of Application

Individual	Team	Organizational
<ul style="list-style-type: none"> • Understand/ manage own responses to change • Strengthen resilience muscles • Build, protect, and replenish energy 	<ul style="list-style-type: none"> • Leverage individual resilience strengths for team performance • Build team synergy 	<ul style="list-style-type: none"> • Develop a culture that supports resilience • Prepare leaders to model and support resilience • Build resilience into the vision, mission, and strategy



Examples: Individual and Team Resilience



Adopt a Daily Practice

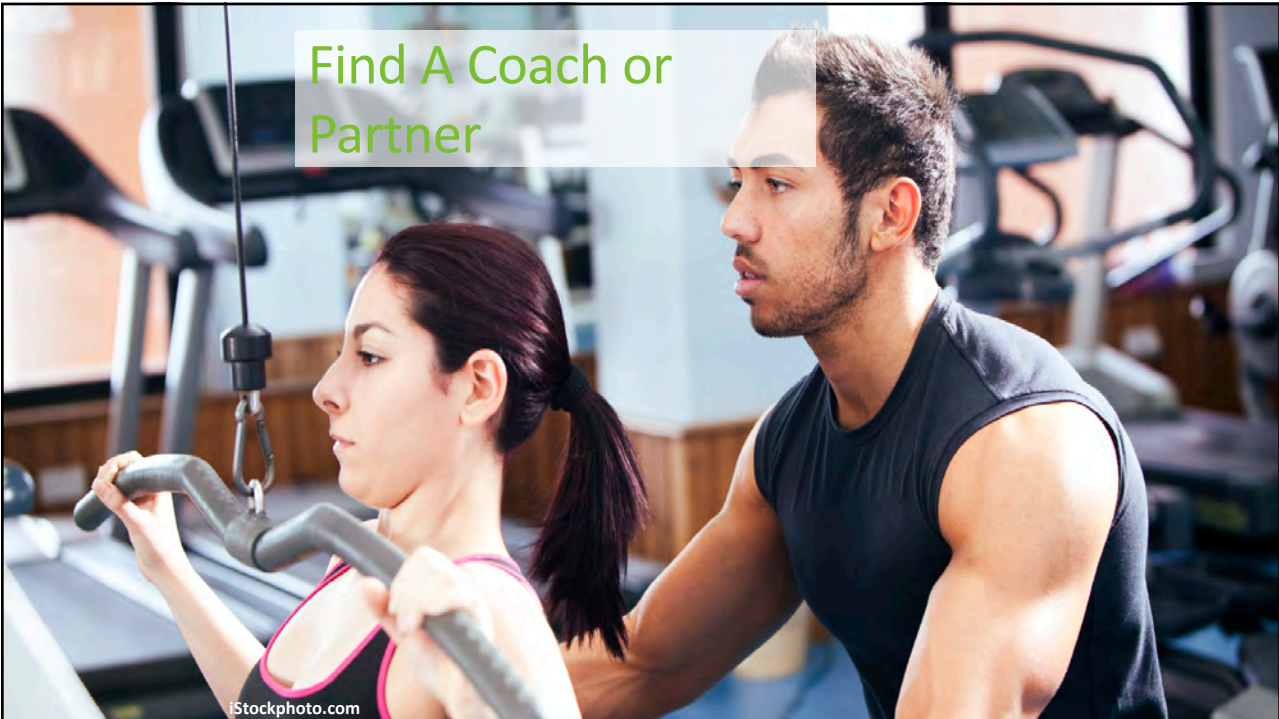


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Treat Hassles as Exercise



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Find A Coach or Partner

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Find Your Own "Resilience Gym"

Thank You!



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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

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Q&A

For questions after this session, contact me at linda@resiliencealliance.com

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