



## **Resilience in a Multicultural World**

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# Resilience in a Multicultural World

- What is RESILIENCE?
- How do we get some of that?
- Is this cultural specific?  
Ordinary v's Extraordinary
- Resilience fundamentals...
- What role does it play in a modern world?

# What is resilience?

- **Engineers** think of resilience as ***the capacity of material to absorb energy when it is deformed elastically.***

# What is resilience?

- The 'IT guy' in your office would understand resilience ***to be the ability of the computer network to provide and maintain an acceptable level of service in the face of various faults and challenges to normal operation.***

# What is resilience?

- **Ecologists** define resilience as *the capacity of an ecosystem to tolerate disturbance without collapsing into a qualitatively different state that is controlled by a different set of processes.*

# What is resilience?

To help us understand resilience the school of physics has come up with the following formula to calculate modules of resilience:

$$U_r = \frac{\sigma^2}{2E} = 0.5\sigma\epsilon = 0.5\sigma\left(\frac{\sigma}{E}\right)$$

# What is RESILIENCE?

The American Psychological Association defines RESILIENCE as...

***The process of adapting well in the face of adversity, trauma, tragedy, threats, or even significant sources of stress – such as family and relationship problems, serious health problems, or workplace and financial stressors.***

It refers to the ability of “bouncing back” from difficult experiences and ones ability to cope with stress and *catastrophe!*

# What is RESILIENCE?

I define resilience as...

***The ability to survive (practically) anything, not give up and still look forward to tomorrow (or at least two days from now)!***

Therefore resilience is not...



# Resilience is more...



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# Ordinary v's Extraordinary

- Research has shown we all commonly demonstrate resilient behaviour.
- Being resilient does not mean a person doesn't experience sadness or distress – these feelings are ordinary.
- Resilient people have an extraordinary trait to survive such experiences without it holding them back.

# So for most of us resilience in our daily lives is surviving this...



# So meet the resilience guy!



# How do we get some of that?

Scientific research from such places as the University of Pennsylvania confirms that:

More than education...

More than training...

More than experience...

**it is RESILIENCE that determines who succeeds and who is satisfied with life!**

# Common Questions

- Where does resilience come from?
- Do some people have more of it than others do?
- Is this some unique quality only special people have?
- What role does the environment and culture play in hindering or helping ones resilience?

# Simple Answer

More than 30 years of research from such distinguished universities as Penn, Harvard, Stanford and the like would tell us everybody has a ***resilience factor***.

Moreover, the great news is resilience is not necessarily something we are born with, but something that can be taught.

# Ongoing Studies Support

- Resilience is not a trait people either have or do not have; regardless of race, age, gender, creed, etc.
- It involves behaviours, thoughts, and actions that can be learned and developed by anyone.
- In fact, those we would define as resilient often have the skill thanks to action learning through life experiences that involve considerable emotional distress.

# Resilience Fundamentals

...tutoring the development of the following  
ten fundamental strengths will help  
achieve a resilient mindset...

# Strength One

## **Make Connections...**

- Taking time to build good relationships with others helps increase ones emotional strength.
- Forge positive relations with people at work, people in your family and people who have nothing to do with both.

# Strength Two

## See Crises Events As They Are...

- Stop seeing major trauma and crisis events as insurmountable problems.

An old Vietnamese proverb exemplifies this strength well – *you can not change what has happened, for that is in the past. You can however control how we respond to that past.*

# Strength Three

## **Accept Change...**

- Surrender yourself to the fact that change is part of life.
- Accept that from time-to-time certain goals may no longer be attainable as a result of adverse situations beyond your control.

# Strength Four

## Take Action...

- Do something about achieving your goals.
- If you don't have any, get some!
- Set achievable goals, rather than wasting time on 'learning to fly without any wings.'

# Strength Five

## **Be Decisive...**

- Do not avoid facing adversity – confront the problem head on and take decisive action to improve the situation or ensure it does not repeat itself in your life.

# Strength Six

## Self Improve...

- Be active in finding ways to improve yourself and don't be frightened to get to know yourself better.
- Find reasons to have a strong sense of self-worth and value to the world.

# Strength Seven

## **Develop An Ego...**

- Take the time to find reasons why you are important and focus energy on developing confidence.
- Trust yourself and your instincts so they can better help you and your world to problem solve.

# Strength Eight

## **Keep Things in Perspective...**

- Never make mountains out of molehills.
- And when confronting mountains view them in perspective of the greater challenge ahead – even Mt Everest looks small from the moon!

# Strength Nine

## **Be Hopeful...**

- Find the optimistic outlook for even the most devastating event.
- Learn to see what you want, rather than worrying about what you fear – which is what we often confuse as what we see.

# Strength Ten

## Take Care of Yourself...

- Pay attention to your own needs and feelings – but don't be self centred.
- Keep yourself healthy, fit and well – invest energy into eating well, gentle exercise and maintaining a positive frame of mind.

# What role does resilience play in a modern world?

The American Management Association has monitored the effectiveness of RESILIENCE training and 'hardiness' programs in the workplace.

They have found...

# Results Speak

Participants report they are no longer overcome with panic, anger, and detachment during times of high work demand.

# Results Speak

Participants report feeling more self-confident, as they think through all the changes that are taking place during a normal working day.

# Results Speak

They no longer feel inadequate and vulnerable when they are unsure of what is happening within the workplace.

# Results Speak

Participants report feeling more energetic and enthusiastic on a day-to-day basis.

# Results Speak

They have fewer headaches, upset stomachs, aches and pains, and don't have trouble getting out of bed anymore.

# Results Speak

Participants report feeling more involved in the events going on around them, and think they can really make a difference.

# Results Speak

They don't think of themselves as victims being preyed upon by those in power.

# Results Speak

Participants report having a sense of a better future for themselves, rather than thinking it is only other people that can get what they want in life.

# Results Speak

Management report employees  
procrastinate and participate in  
avoidance behaviour less.

# Results Speak

Participants report doing less stress-related eating and drinking.

# Results Speak

Managers report that as employees come to feel less overwhelmed and powerless, they appear to cut corners less and do not disregard rules as much.

# Results Speak

Management report employees appear to be more flexible, and open to whatever happens.

# Results Speak

Participants report they are less likely to get stuck in old beliefs about how the world works, as they become more open to possibilities and how they can actually improve their lives.

# For Information

- On our resilience training programs:  
[www.IRISconsulting.com.au](http://www.IRISconsulting.com.au)
- On resilient coaching and counselling strategies:  
[www.ShaneWarren.com](http://www.ShaneWarren.com)