

# WORKPLACE RESILIENCE & ADVERSITY MANAGEMENT

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# THE CHANGING WORLD



# WHAT IS VUCA?

- **V-** stands for **VOLATILITY**: Things change continuously. What is true today isn't true tomorrow. Even the nature and dynamics of change, change. Products that are an absolute success today can be worthless tomorrow.
- **U-** stands for **UNCERTAINTY**: More than ever, we live with a lack of predictability and a prospect for surprise. It is impossible to predict how markets will evolve. Fixed values in the economy and stock exchange can collapse overnight and because of globalisation, a relatively small cause can have global consequences.
- **C-** stands for **COMPLEXITY**: Simple cause-and-effect chains have been replaced by complex interconnected forces and events. Interconnectedness makes all things increasingly complex.
- **A-** stands for **AMBIGUITY**: The ubiquitous availability of information has created a mist in which it becomes increasingly difficult to find clarity. Old certainties have disappeared in a mist of haziness and misunderstanding.

“ ■ When faced with a tragedy, natural disaster, health concern, relationship, work, or school problem, resilience shows how well a person can adapt to the events in their life.

■ A person with good resilience has the ability to bounce back more quickly and with less stress than someone whose resilience is less developed.

**-Harold Cohen**

# INTRODUCTION: RESILIENCE

- ❖ Empirical research shows that today's employees, as a result of technology, personal computers, internet, digital media and the telephone, never get the day's work done.
- ❖ Studies have shown that Resilience and Adversity Management Skills are critical and life-skills for the modern-day employees.

# INTRODUCTION- CONTD

- ❖ The contemporary workplace has been labelled the “**Pressured Pot**”.
- ❖ Because of the rapidly changing pace and scope of work and due to the dynamics of work and technological breakthroughs, today’s workplace is laden with tension and stressors.
- ❖ W.H.O. has named stress as the “**health epidemic**” of the 21<sup>st</sup> century.
- ❖ Workplace conditions have within them, endless problems, challenges and issues that keep modern-day employee perpetually thinking and working on his/her toes.

# PREVALENT WORKPLACE CHALLENGES

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# WHAT IS WORKPLACE RESILIENCE: YOUR UNDERSTANDING?



# RESILIENCE: VARIOUSLY DEFINED

- A person's capacity to respond to the demands and pressures of daily life.
- The capacity to have better life despite limiting circumstances.
- Ability to thrive in potentially hostile working environment.
- Ability to cope with challenges like constantly-changing organisational structure, staff cutbacks, etc.

# RESILIENCE DEFINED

- Ability to thrive and flourish, bounce back and overcome in the face of difficulties, obstacles, oppression and adversity.
- “The process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress- such as family and relationship problems, serious health problem, workplace or financial stress. It means bouncing back from difficult experiences”.

# COMMON WORKPLACE STRESSORS



- Personality differences
- Interpersonal conflicts
- Ineffective communication
- Gossip
- Workplace bullying
- Harassment(s)
- Discrimination
- Health and safety challenges
- Low employee motivation
- Targets and performance issues

# COMMON WORKPLACE STRESSORS-CONTD

- Salaries and reward systems
- Motivation and delegation
- Poor pay
- Poor prospects
- Poor job fits
- Diversity
- Technological advancements
- Economic uncertainties
- Political instability
- Organisational culture



# RESILIENCE: A LEARNABLE SKILL

- Like all life skills, resilience is a learnable skill.
- Empirical research shows that resilience can be shaped by “how we interpret the adversities”. – Yeager & Dweck, 2012
- Resilience is not purely a factor of traits or environment, but can be cultured, improved, developed and nurtured. (Kim-Cohen, 2007)
- Everyone can learn how to boost their

ability to cope, thrive and flourish when the going gets tough. (*Centre for Confidence & Well-being, 2006*)

# BUILDING RESILIENCE SKILLS



- Cultivate and nurture positive self-view
- Develop positive self-esteem, self-image and self-confidence
- With confidence, trust your gut instinct to solve problems and proffer solutions.

# BUILDING RESILIENCE SKILLS- CONTD



## Challenges are Real to Life.

- i. Don't see challenges and crises as insurmountable;
- ii. Challenges, crises and stress are part of life; how we interpret and respond to them has a big impact on how stressful we find them;
- iii. Place challenges and painful events in the

broader context of life-learning and life-long personal development.



# BUILDING RESILIENCE SKILLS- CONTD

## Build Healthy Relationship



- Cultivate and nourish healthy relationship with family, friends and well-wishers.
- Be open to accepting help and be willing to help others.
- Cherish social contacts, supports and interactions.

# BUILDING RESILIENCE SKILLS- CONTD

Nurture a positive look of Self



- Maintain a positive hopeful outlook
- Practice optimism using visualization techniques
- Keep a realistic perspective; “nothing is either wholly good or totally bad”.

# BUILDING RESILIENCE SKILLS- CONTD

## Set Realistic Goals



- Develop realistic goals for guidance and sense of purpose
- Take positive, decisive actions- do something each day towards attaining your goals
- “Doing something in the face of difficulty gives a sense of purpose even if it doesn’t remove the difficulty”
- Celebrate your success no matter how small

# BUILDING RESILIENCE SKILLS- CONTD

## Self-care



- Take care of yourself physically, emotionally and socially.
- Work hard
- Play well
- Eat well
- Rest well
- Sleep well
- Engage in both physical and mental exercises for all-round wellness

# GAINS FROM RESILIENCE



- Coping skills to identify and handle problems and challenges
- Develop realistic optimism
- Capacity to understand and cope with ambiguity
- Develop self-efficacy
- Gain flexibility, high energy, social, mental and emotional intelligence and the ability to consistently perform well
- Thrive in the face of adversity

# CONCLUSION



- Developing resilience is a personal journey involving thoughts, behaviour and action. Anyone can do it.
- Learning to deal with and overcome adversity is what builds resilience and character.



# Thank You!

## QUESTIONS PLEASE



# REFERENCES

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# FACILITATOR'S PROFILE



The Venerable Adelowo Adesina is the Managing Consultant of Sages and Scribes Consultants, an indigenous consulting firm in Lagos, Nigeria with global outlook. He has 40 years post-qualification with wide and varied work experiences in various fields of human endeavour such as commerce, consulting, work force development, enterprise promotion, management trainings, personal and organisational skills, learning and development.

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