

Western CT SHRM
June 11, 2025



Insights On

RESILIENCE

CONNECTED
APPROACH



Resilience Is...

The ability to thrive when
challenging circumstances occur.

It is about bouncing FORWARD.

**It is NOT “powering through” to an endlessly
depleting tank of energy and into exhaustion.**

Insights On

07

Resilience

- 1 We Only Control How We Perceive The World
- 2 On Balance, You Have The Right Stuff To Practice Resilience
- 3 Resilience Is A Team Sport That Cannot Rely On Individual Grit
- 4 People Leaders Are Integral to Bridging Self & Organizational Resilience
- 5 To Improve Resilience, Relationships Matter Most
- 6 To Support Resilience, The Organization Must Care For & Help You
- 7 Resilience Is A Strategic Advantage

We Only Control

Insight

01

RESILIENCE

How We Perceive the World



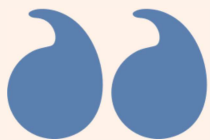
Viktor Frankl

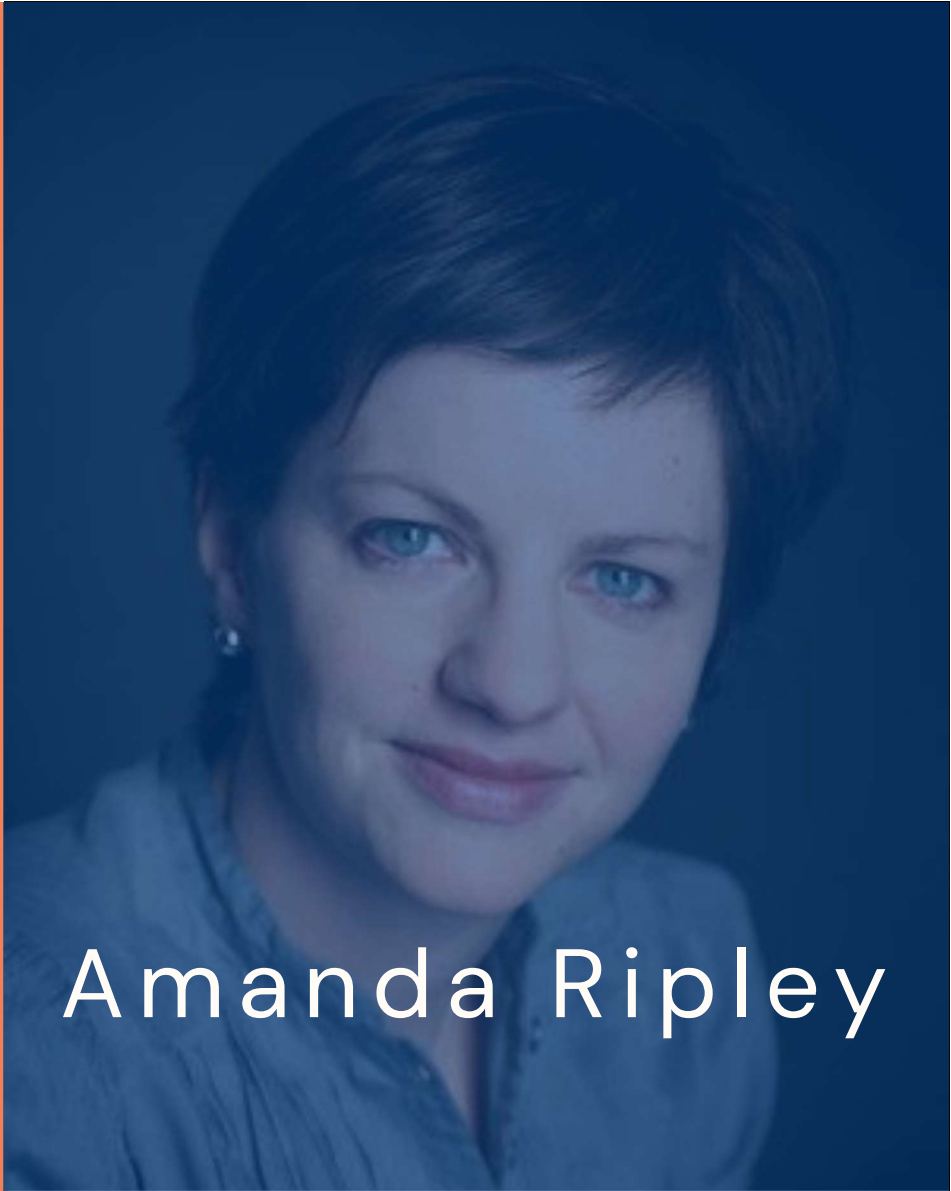


Between stimulus and response,
there is a space.

In that space lies our freedom and
power to choose our response.

In our response lies our growth
and happiness.





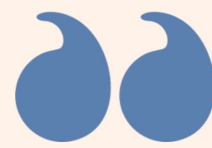
Resilience is a precious skill.

People who have it tend to also have three underlying advantages:

a belief that they can influence like events;

a tendency to find meaningful purpose in life's turmoil; and

a conviction that they can learn from both positive and negative experience.



Tips for Personal Resilience



Tip #1:

Do something to try to recognize the space between stimulus and response (breathing technique, PQ rep).



Tip #2:

Choose a response that aligns with your values.

Tip #3:

Use a mantra.



Tip #4:

Acknowledge that the stimulus/stimuli does not determine your value.

A photograph of Coach Kara Lawson, a woman with curly hair, smiling and holding a basketball. She is wearing a blue and white Duke University sweatshirt. The background is a solid blue color.

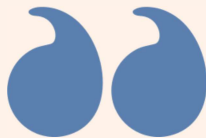
Coach Kara Lawson



Don't give [anyone external to you] the power to affect your self-esteem and who you are as a person . . . Never give someone externally the power to touch you in that way. Because that is all internal.

If you give someone externally the power to impact how good a day you're going to have, what type of attitudes you're going to have, how hard you're going to work, you're ceding something that is really valuable in life.

You control that.



A top-down photograph showing the hands of several people of various ethnicities and ages. They are holding light-colored wooden puzzle pieces, arranged in a circle on a light-colored wooden floor. The puzzle pieces are being held up, suggesting they are about to be put together. The image is partially overlaid by a dark blue banner at the top and a white circle on the left side of the overall graphic.

On Balance, You Have the Right Stuff
to Practice Resilience

Insight

02

RESILIENCE

Insight

03

RESILIENCE

Resilience Is a Team Sport That
Cannot Rely on Individual Grit



RESILIENCE

Insight

04

People Leaders Are Integral to Bridging Self & Organizational Resilience

Resources in support of people's resilience



Accommodations recognizing adversity set what/when people can produce



Behaviors rewarded signals what leaders value and want their people to prioritize.

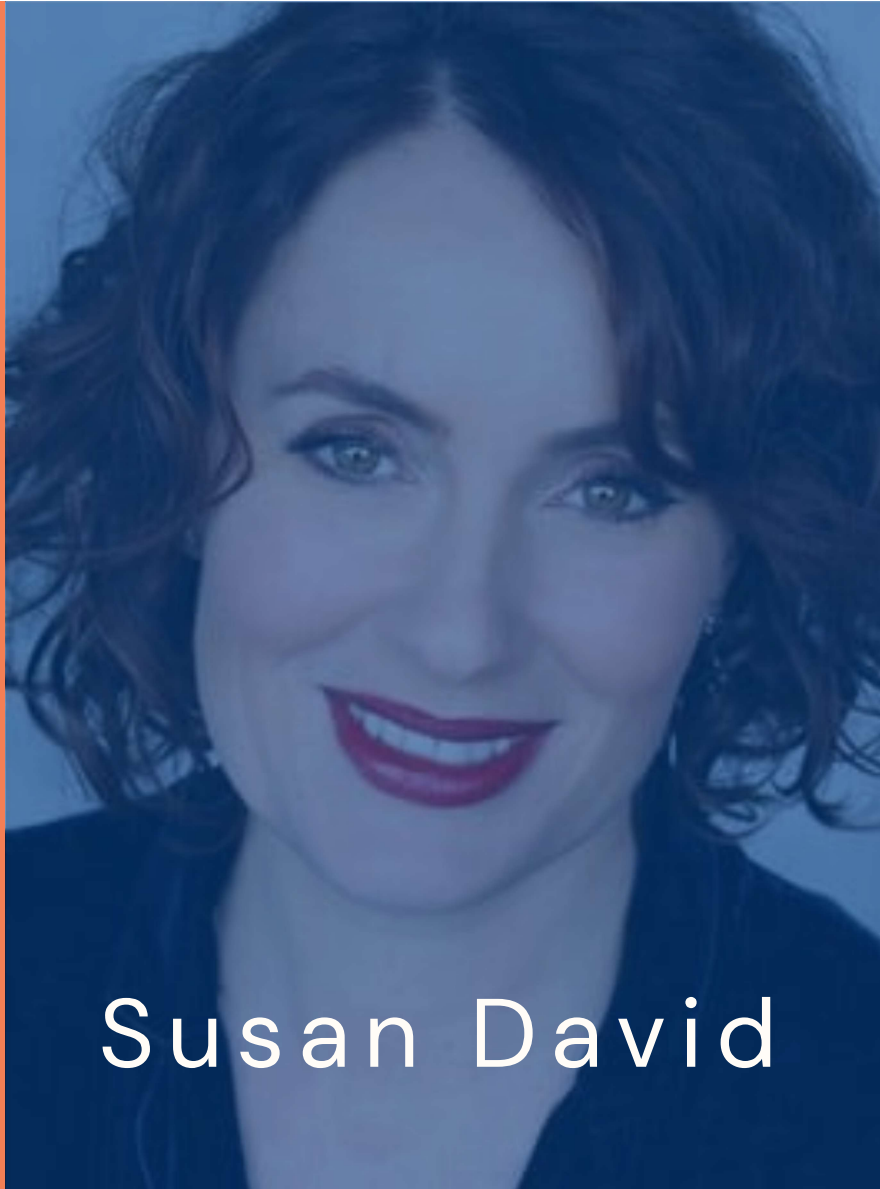


Space made for range of people's feelings.



Source: King, D., McSpedon, M. What Leaders Get Wrong About Resilience. Harvard Business Review, June 2022. <https://hbr.org/2022/06/what-leaders-get-wrong-about-resilience>

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Susan David



If so many of our emotions are troubling, and yet helpful enough to make the cut of natural selection, doesn't that mean that even the dark and difficult feelings have a purpose?

Is that why we shouldn't try to avoid them but rather should accept them as a useful—though sometimes uncomfortable—part of our lives?

Yes. Precisely.



To Improve Resilience, Relationships Matter Most

Insight

05

RESILIENCE



1
Identify Resilience Needs



2
Build Resilience Network

Source: Cross, R., Dillon, K. and Greenberg, D. The Secret to Building Resilience.
Harvard Business Review, January 2021.
<https://hbr.org/2021/01/the-secret-to-building-resilience>

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Add notes here

Formula for
Team
Resilience

Formula Cheat Sheet

Work \neq Worth

Work $=$ Work

To Support Resilience, The Organization Must Care For & Help You

Insight

06

RESILIENCE



Shift your work / manage surges



Make sense of people / politics



Encourage your
self-advocacy



Provide empathetic support to
release negative emotions



Remind us of the purpose or
meaning in our work



Broaden you to maintain
perspective during setbacks

Source: Cross, R., Dillon, K. and Greenberg, D. The Secret to Building Resilience. Harvard Business Review, January 2021. <https://hbr.org/2021/01/the-secret-to-building-resilience>

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Resilience Is a Strategic Advantage

Insight

07

RESILIENCE

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