



Manchester Community Central

Supporting our voluntary and community sector

Managed by Macc

Team Resilience

12:00 to 13:00 13 May 2020

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Supporting people to
be ahead in
leadership & wellbeing

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Learning Outcomes

1. To learn about the different components of Team Resilience at Work
2. To explore how teams can collectively reset and plan
3. To understand the importance of purpose and mutual support

Be ahead

Chat & Task

Type into **Chat** and **write** on a piece of paper
3 positive communications you have had with people in the last few days

During the Webinar it will be useful to have a pen and paper.
Slides and resources will be available after the webinar

Is your team coping with uncertainty?



>>>Severe disruption/ big change>>>Uncertainty

>>>Anticipating change

>>>Adapting to new situations>>>Accepting the “new normal”

>>>Resetting to be stronger

Adapted from Robertson Cooper



Robertson Cooper (Manchester)

<https://www.robertsoncooper.com/>

Setting yourself up for wellbeing – Personal Resilience

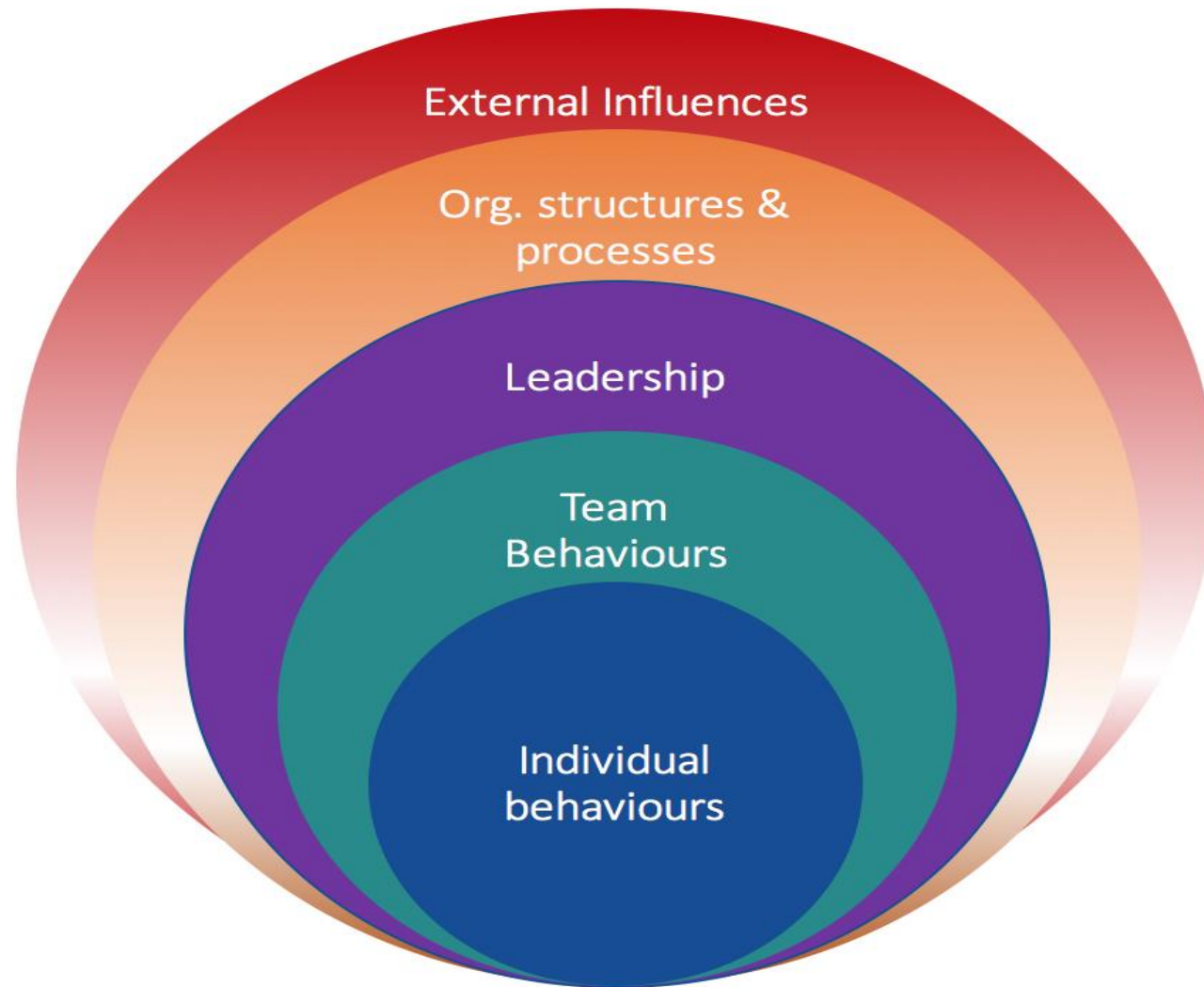
COVID-19 crisis special edition

<https://www.robertsoncooper.com/iresilience/>

Do you know your team?



Taking a systematic approach



Model: Components for Individual Resilience at Work (R@W)

R@W (Kathryn McEwen)

- S1. Living Authentically.**
- S2. Finding your Calling**
- S3. Maintaining Perspective**
- S4. Mastering Stress**
- S5. Interacting Co-operatively**
- S6. Staying Healthy**
- S7. Building Networks**



How is Team Resilience defined in R@W?



“We think of resilient teams as being robust enough to manage their role effectively yet agile enough to both respond to, and be leaders in change. To be sustained over the long-term, challenges need to be managed while preserving wellbeing and mutual support” Kathryn McEwen

Building Team Resilience using Resilience at Work
R@W based on research and practice carried out by
Kathryn McEwen (Aus)



Chat & Task

Type into chat and write on a piece of paper

What team activity have you done this week that you can celebrate?

Model: Components for Team Resilience at Work (R@W)

R@W (Kathryn McEwen)

T1. Robust

T2. Resourceful

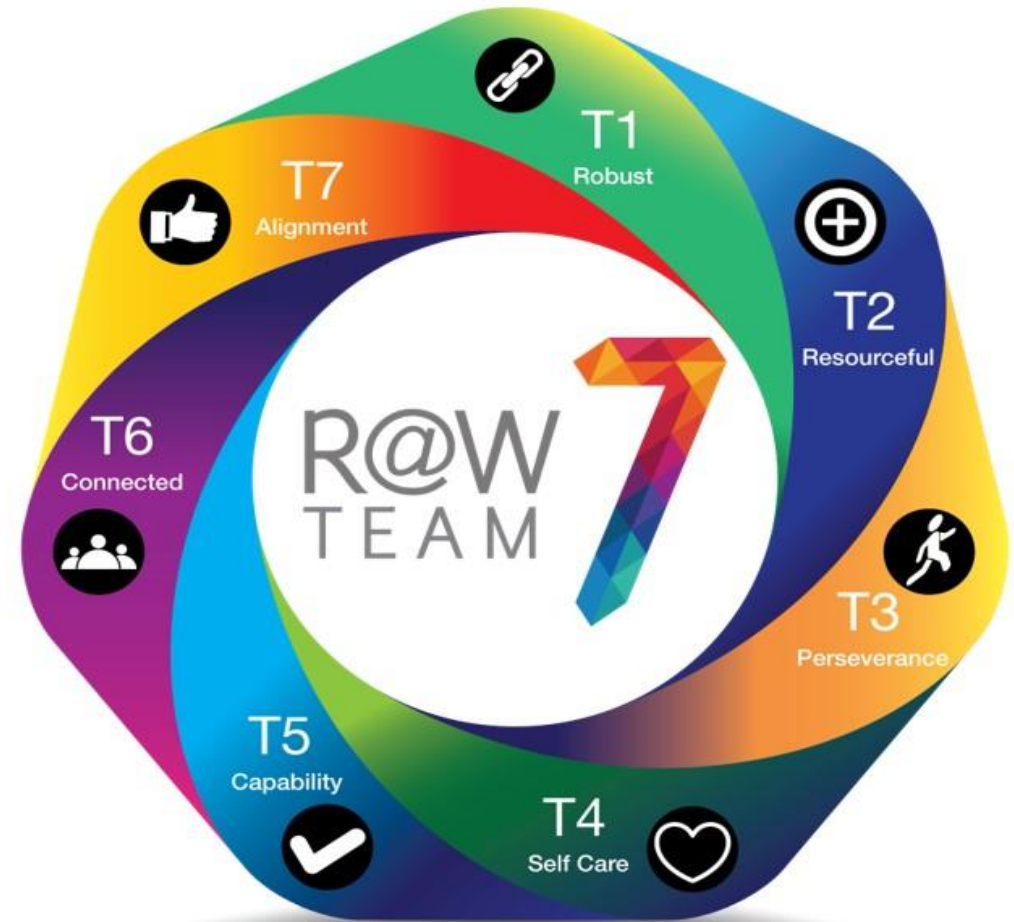
T3. Perseverance

T4. Self Care

T5. Capability

T6. Connected

T7. Alignment



T1. Robust

Solid intention with agility



Having shared purpose, meaning and goals

Being adaptable to change

Being proactive around issues and future challenges

What type of words do we use to communicate problems?

How well are our everyday tasks connected to the team's purpose?

T2. Resourceful

Optimising resources and processes



Creatively using our strengths and resources to meet stakeholder needs

Spending energy on what matters most (letting go of what is less important)

Using the crisis as an opportunity to improve how work is done

What strategies do we have in place to share resources within the team?

How well do we value trust in the team?

T3. Perseverance

Persisting despite setbacks



Having a focus on solutions

Collectively re-grouping as new obstacles emerge and sharing in the energy needed to do this

Holding hope and optimism “we can do this together”

How effectively do we solve problems together?

How do we make decisions and who is involved?



T4. Self-Care

Ensuring sustainable performance



Recreating self-care at work and agreeing on routines and boundaries

Understanding team member responses to overload and how best to respond

*Acknowledging the “out of work” work pressures people are experiencing
accommodating these where possible*

How do we ensure wellbeing is part of our culture?

What agreements do we have around work-home boundaries?



T5. Capability

Delivering in a changing landscape



Building capacity through networks

Seeking and acting on feedback from stakeholders

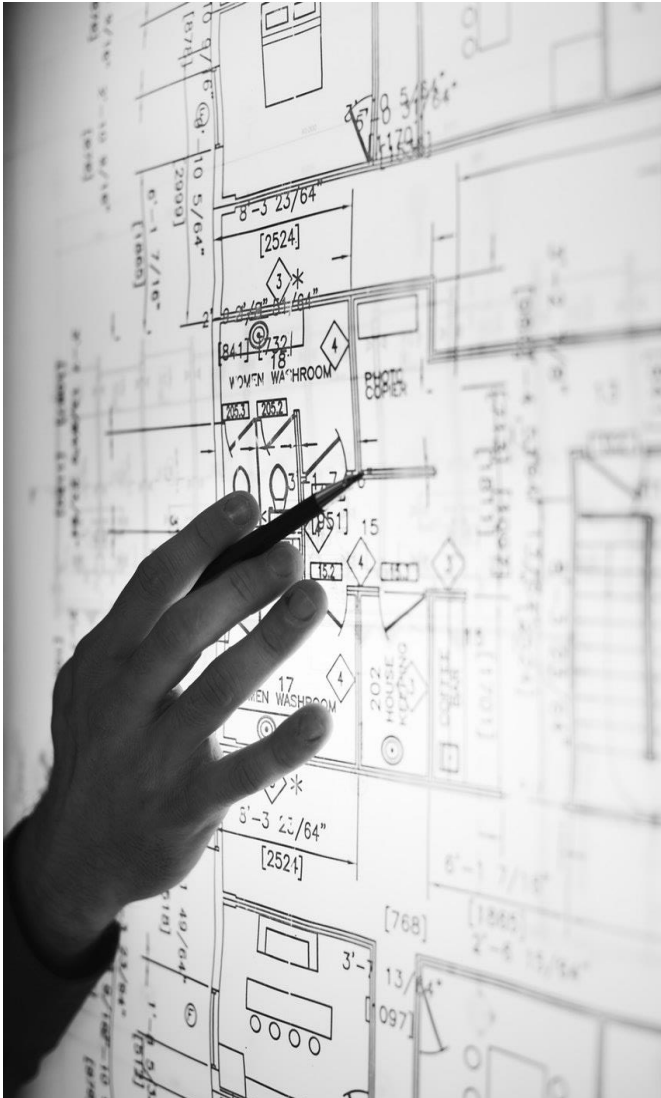
Identifying and accessing internal and external networks and supports to extend the team's capacity to deliver

Review the learning from Covid 19

How effective are we at seeking out and acting on stakeholder feedback and needs?

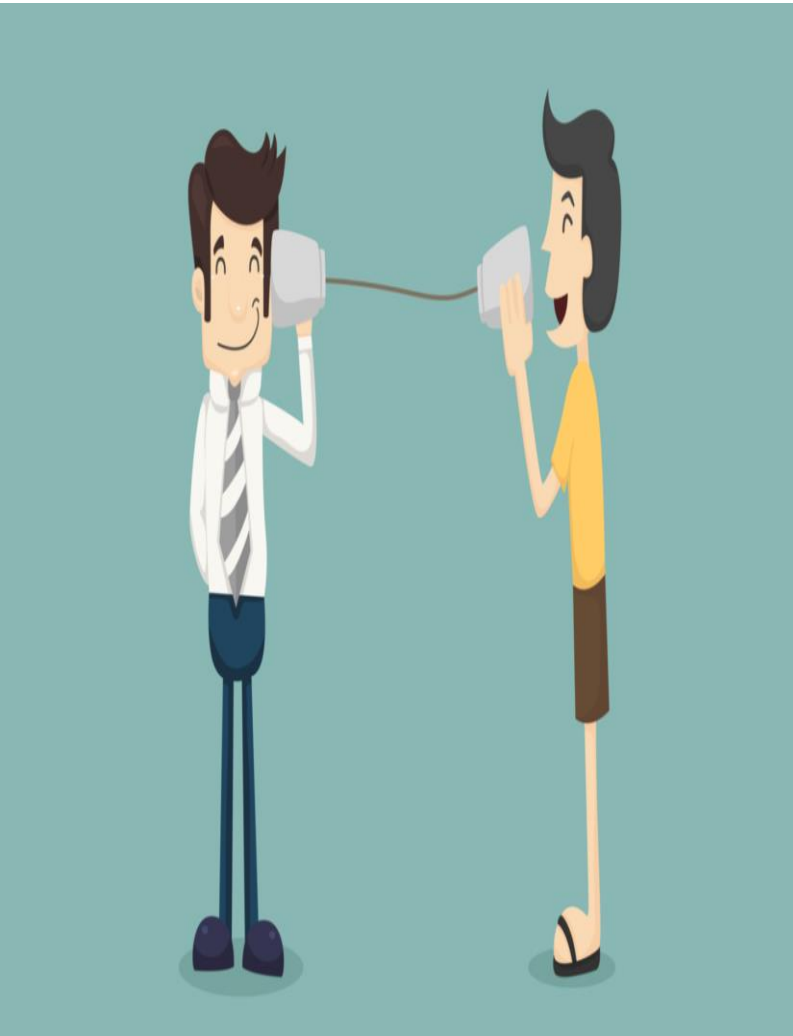
How do we build capability throughout the team by sharing our skills and knowledge?

Does the team know what is expected of them over the next few weeks?



T6. Connected

Having a sense of belonging



Being supportive and co-operative in getting the work done

Being flexible supportive and co-operative

Agreeing what work looks like and committing to this

How can we instill a culture of where it is okay to be vulnerable and ask for help?

How does the team support each other to complete tasks?

T7. Alignment

Sharing motivation and energy for success



Being optimistic

Sharing a desire and belief in team success

Noticing and celebrating the small wins (especially when there is a sense of not meeting the overwhelming need)

Capturing (in real time) what is working and building on it

When we feel like we are not moving forward how do we reframe what progress looks like?

How do we recognise and value the efforts of each other?

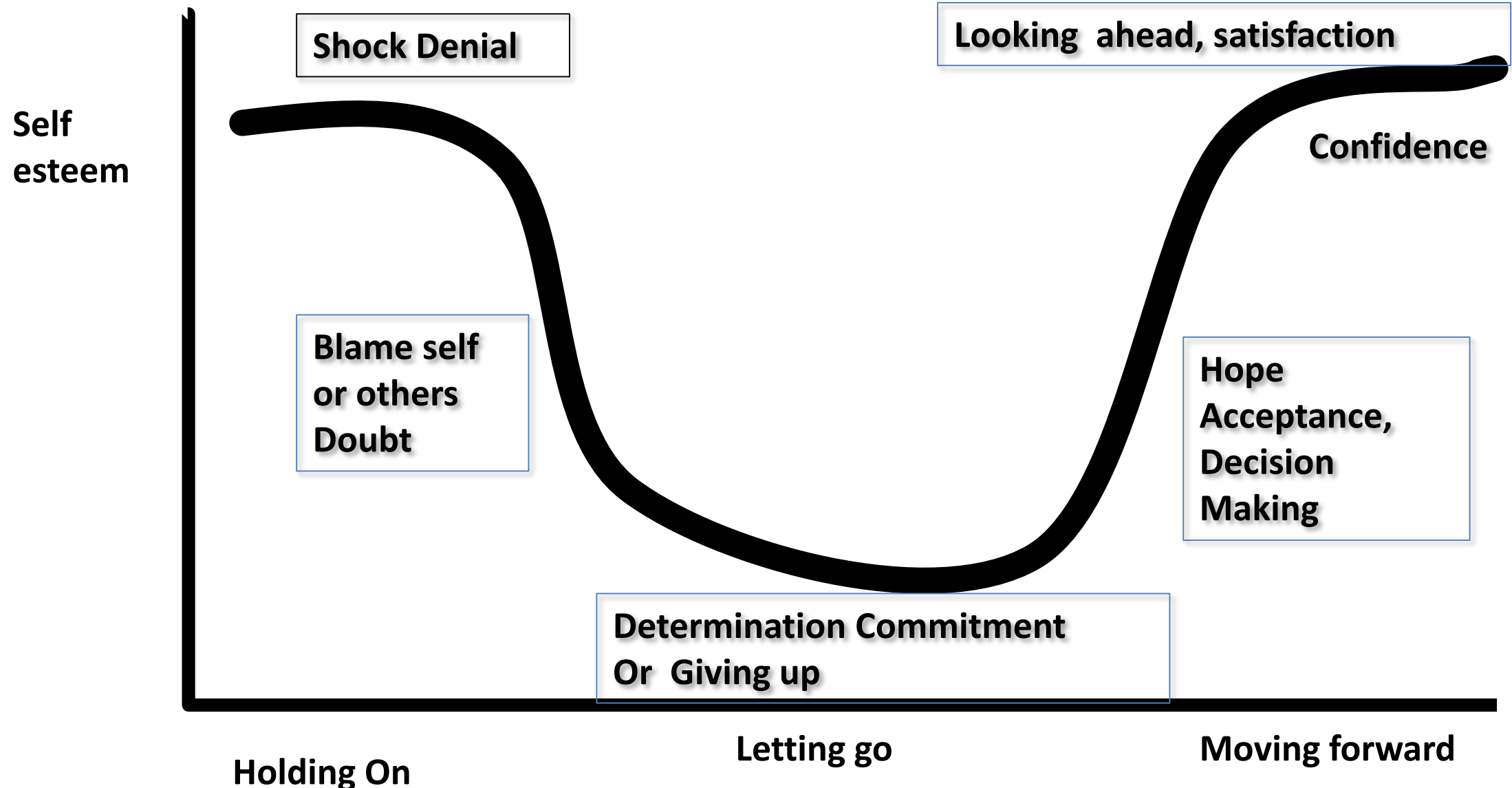
Does the shared success culture align with our core values?

COVID-19
COMMUNITY
VOLUNTEERING

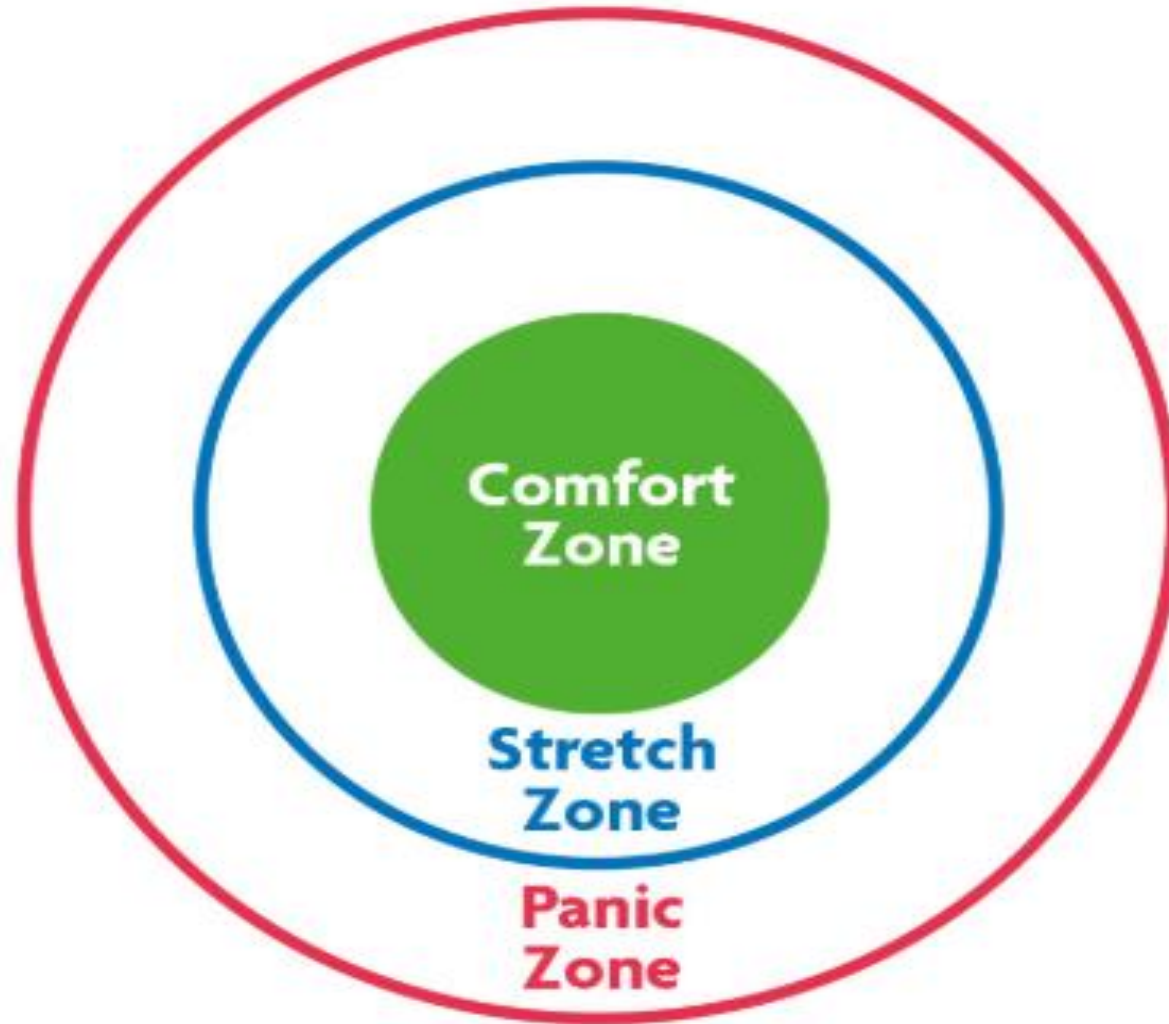


Q&A 1

How do we handle the emotion of change?



Does your team have the skills to move out of its comfort zone?



Can the team cope with uncertainty?

What are the team values?

What are the risks?

What are the plans?

What skills does the team have?



What are the risks?



Discuss and challenge the options together

Shape the plans around the values

Communicate the plan

What are the plans?

Launch the plan with energy

Challenge, review and be agile



Q&A 2



Your personal wellbeing really matters to your family and your colleagues, and most importantly it must be important to you. Without it you will not flourish, affecting those around you.

Be Kind to yourself and to others. Be proud of what you do. Create some time and keep your sense of humour.

**“I've learned that people will forget what you said, people will forget what you did,
but people will never forget how you made them feel.”**

Maya Angelou (1928-2014)

What 3 things
will you now go
away and do?

How will you
communicate this webinar
with your team?

LIVE YOUR BEST LIFE: HIRE A COACH! **THE COACHING TOOLS COMPANY.COM**

The infographic features a central circle with the word "YOU" and the text "LIVE YOUR BEST LIFE! Discover what it means to love and accept all of yourself. Be truly authentic!". Surrounding this center are eight interlocking puzzle pieces, each numbered 1 through 8, representing different coaching goals. To the left and right of the puzzle pieces are detailed descriptions for each step, with the step number repeated in a large font.

- 1 MAKE YOUR DREAMS A REALITY!**
Create a meaningful life you love, kickstart your motivation & get results!
- 2 BREAKTHROUGH YOUR LIMITING BELIEFS!**
Get unstuck, make better decisions create new habits and create lasting change!
- 3 BE MORE OPTIMISTIC**
Be more thankful, worry less, get out of your comfort zone & boldly go after what you want in life.
- 4 GET NEW IDEAS & INSIGHTS!**
Get inspired and energised! Think, wonder, discover & learn new ways to be in the world.
- 5 FEEL MORE CONFIDENT!**
Boost your strengths, challenge your inner critic & enjoy the excitement of being stretched!
- 6 BOOST YOUR CAREER**
Make your career work for you, reclaim your power & unlock your potential!
- 7 LEARN TO SET BOUNDARIES**
Take better care of yourself so you can be your best self, and learn to say no to yourself & others.
- 8 WHOLE-HEARTED SUPPORT!**
A coach is a trusted partner who holds you accountable & believes in you, even when you doubt yourself.

Q&A 3

References

Kathryn McEwen Working with Resilience

<https://workingwithresilience.com.au/>

R@W

<https://workingwithresilience.us7.list-manage.com/track/click?u=006e72f82aa236611a1a72c42&id=ee823c1342&e=9ff5b697f9>

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Institute for Leadership and Management

<https://www.institutelm.com/>

The Coaching Tools Company (CA)

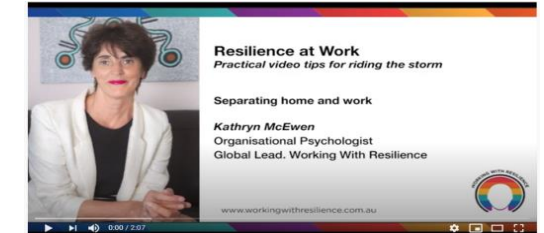
Alan Williams 31 Practices <http://www.servicebrandglobal.com/approach/>



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Resilience at Work
Practical video tips for riding the storm

Separating home and work

Kathryn McEwen
Organisational Psychologist
Global Lead, Working With Resilience

www.workingwithresilience.com.au



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