

# How to be resilient in the digital age



**April 2018**

# Resilience

- The capacity to recover from and adapt in the face of pressure, challenge or adversity.
- The ability to continually choose thoughts, actions and feelings that enable you to function at your best, on an individual, team and organisational level.

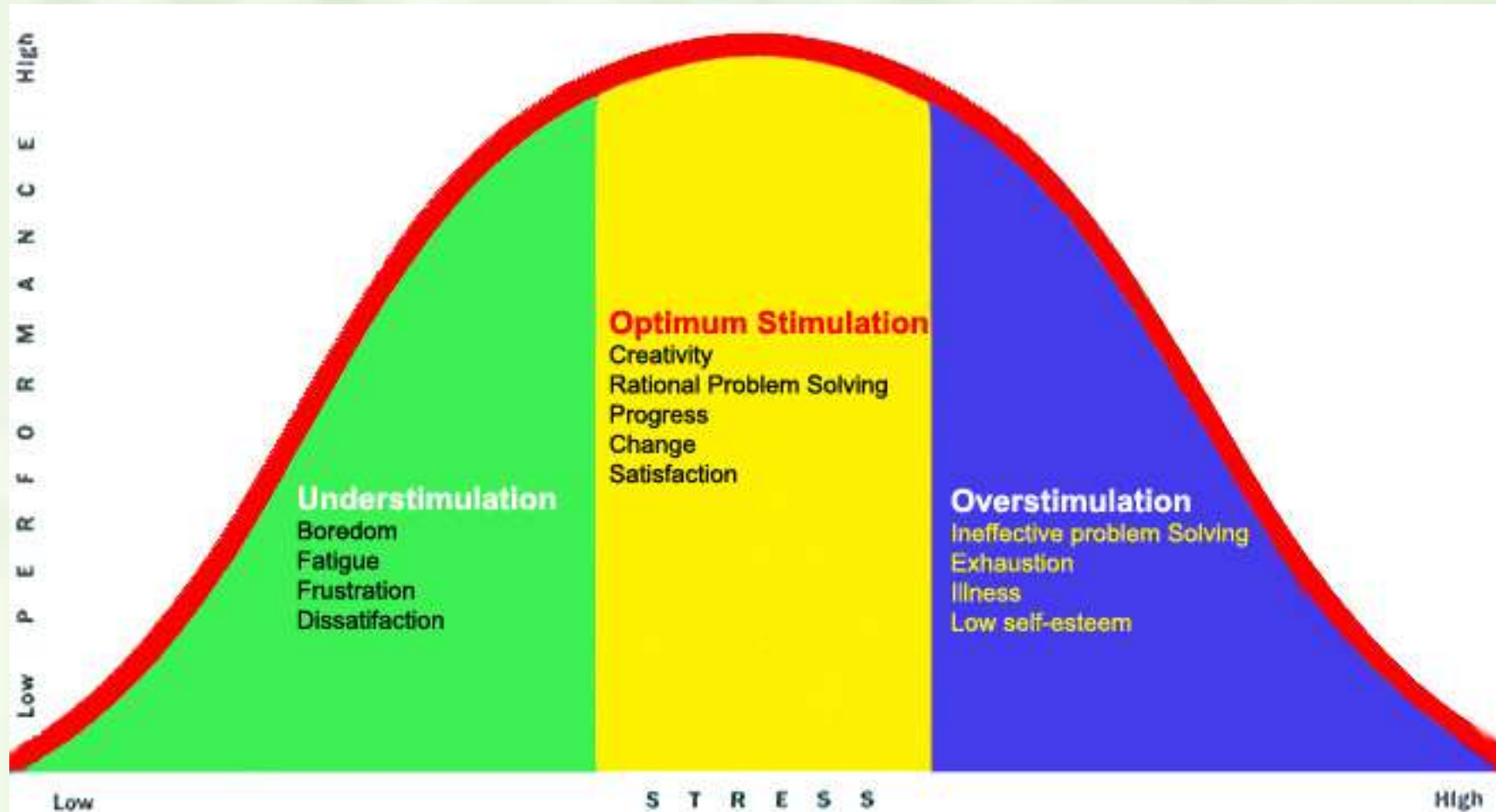
# You are already resilient!

In pairs discuss something that makes you feel stressed

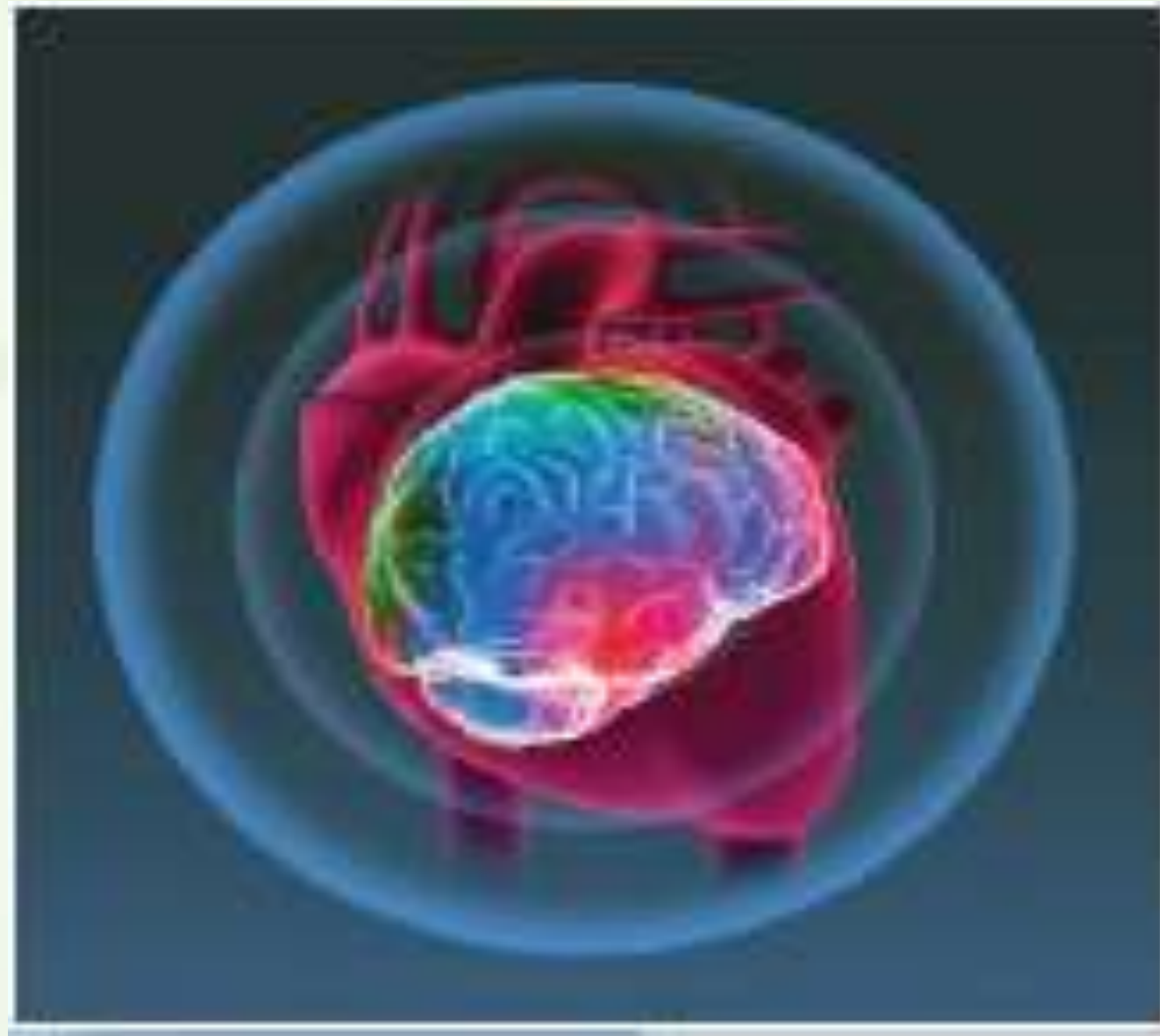




# How performance is affected by pressure



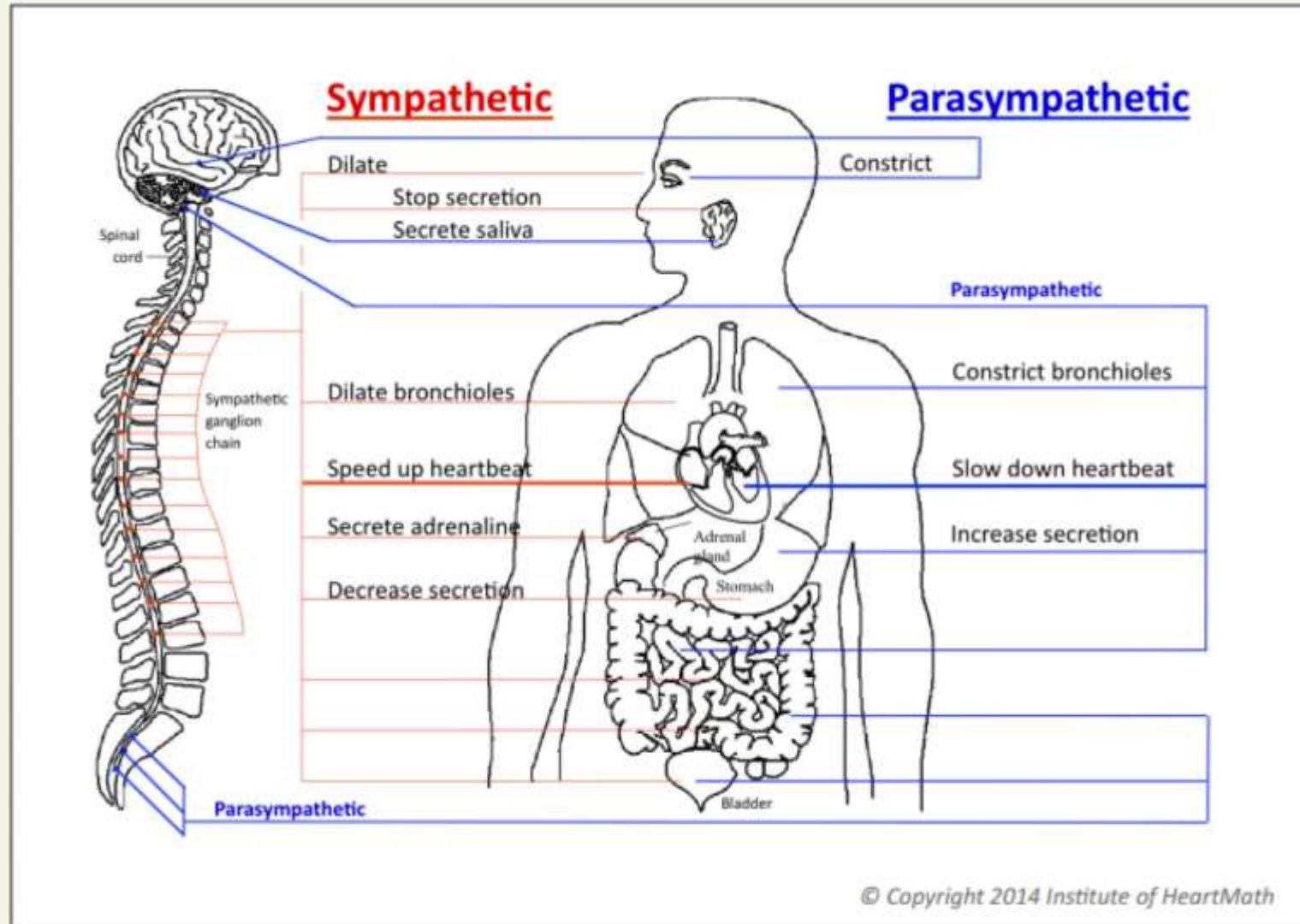
# The Brain in the Heart



# Heart-Brain Communication

- New understanding comes from research in the field of neurocardiology.
- As far back as the late 1800's it was known that the heart sends more information to the brain than the brain sends to the heart.
- The signals the heart sends to the brain affect the brain centers involved in decision-making, problem-solving, creativity and self-regulation.

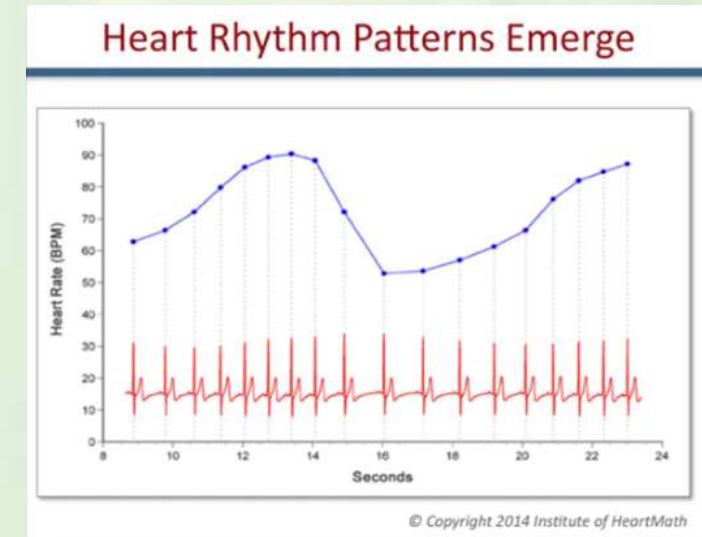
# The Autonomic Nervous System



# Heart Rate Variability

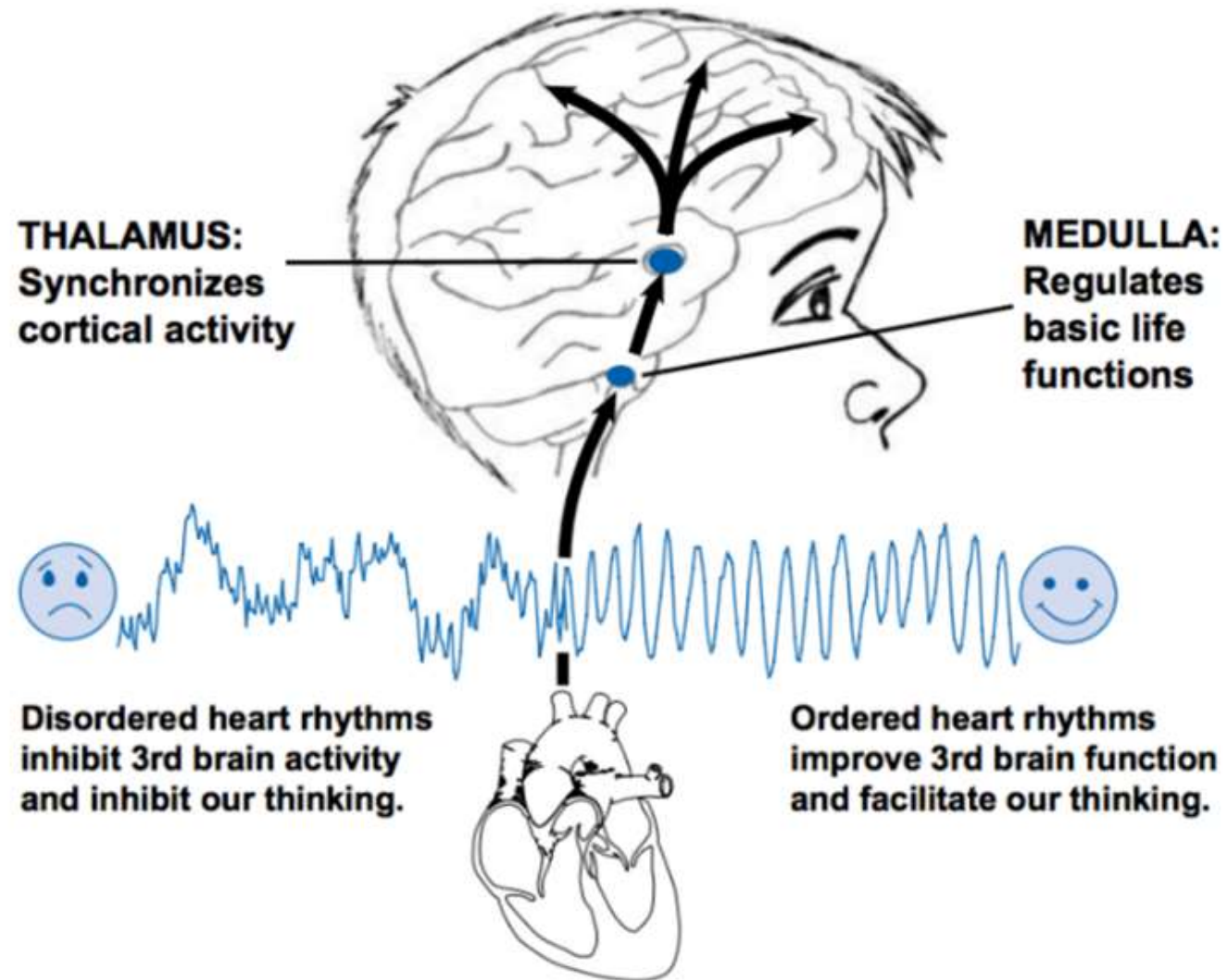
Heart Rate Variability (HRV) is the measure of the change of the heart rate with every beat. It's commonly thought that the heart beats at a steady rhythm.

In a healthy, resilient person, the amount of time between each heartbeat actually changes or varies.





# How Heart Activity Affects Our Ability to Think



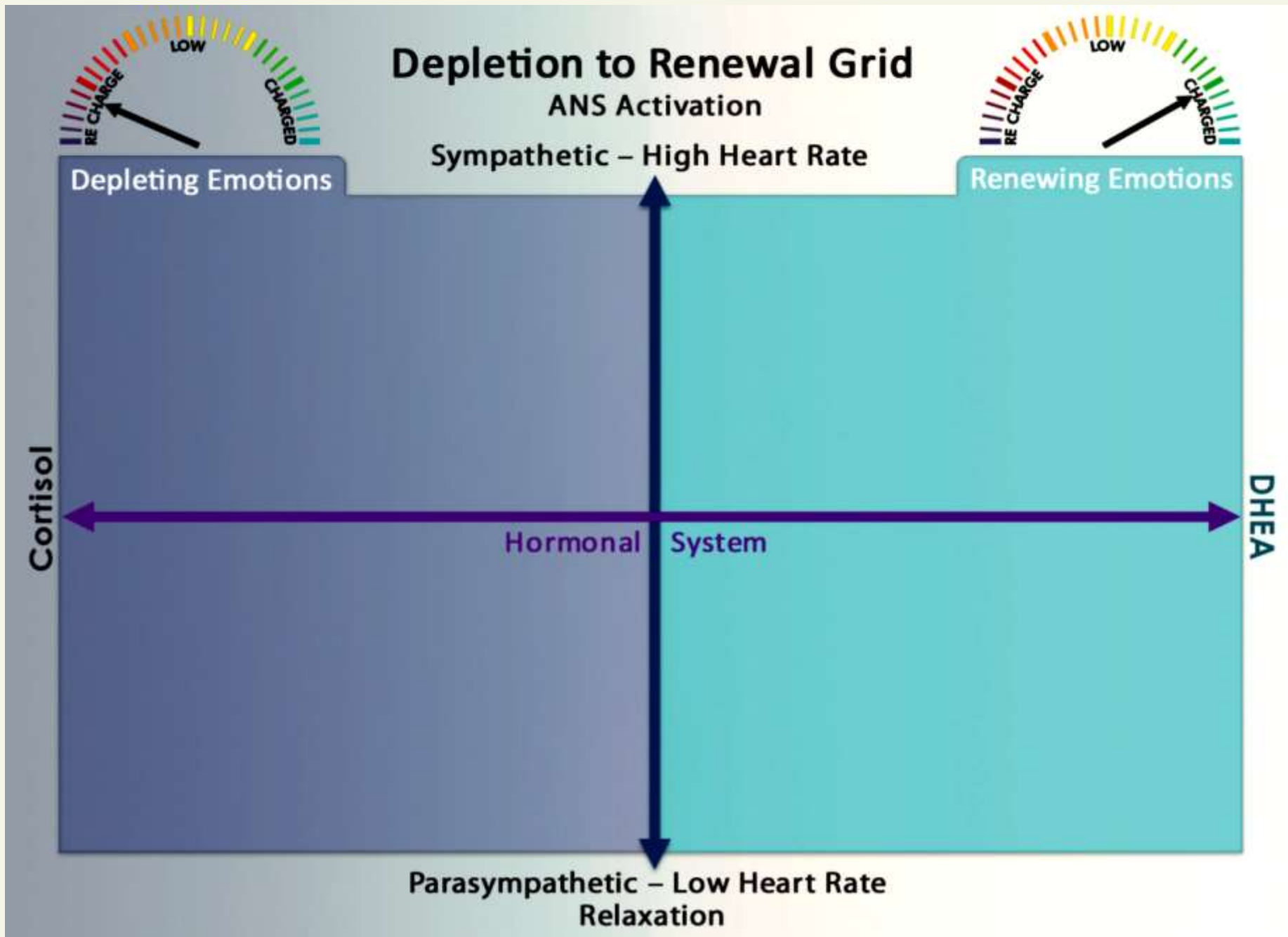
# **Quick Coherence Technique**

**Heart Focus**

**Heart Breathing**

**Heart Appreciation**





Status

Certainty

Autonomy

Relatedness

Fairness





# Status

- A desire to be perceived as the same or better than another
- Perception of where you are in relation to others
- Your relative importance in a community



# Certainty

- Pattern recognition and trying to predict the near future
- Your brain likes to know what is happening. Certainty uses less effort.
- Certainty can't be given.



# Autonomy

- Exerting control over one's environment
- Participating in decision making
- Organising your own work



# Relatedness

- Friend or Foe
- In-group – Just like us
- Out-group - Strangers





# Fairness

- Our perception of fair exchanges between people
- We have an inbuilt need for fairness
- The perception of fairness is crucial, be transparent



***SJ***

***Guardian/Stabilisers/Traditionalist***

**Need stability, security & community.**

**Trust authority, procedure & structure.**

**Need clarity of goals & direction.**

**Strong work ethic.**

**Respect hierarchy.**

**Precise, procedural, loyal.**

***SP***

***Artisans / Experiencers***

**Need freedom and practicality.**

**Trust their impulses and instincts.**

**Need variety and stimulation.**

**Value aesthetics and freedom.**

**Enjoy troubleshooting and fire-fighting.**

**Want freedom to act.**

***NF***

***Catalyst / Idealists***

**Need a sense of purpose & making a difference, & being a unique individual.**

**Trust intuition and focus on morality.**

**Value relationships, unity, team-work & co-operation.**

***NT***

***Rational Theorists / Conceptualiser***

**Need independence & vision.**

**Value competence, ideas, concepts, knowledge, innovation & logic.**

**Enjoy theories & models.**

**Need to understand the whole.**