

Volume 14

This issue includes a 5-minute video to take a deeper dive into this topic

What I'm hearing

What is resilience? I start the conversation with a formula:

HOPE > fear + anger + despair + frustration + worry + hunger + mistrust + _____ (fill in the blank)

Resilience is the ability to gather and generate HOPE to make this equation true when life happens and the right side of the equation dominates.

What it means

In a slow recovery, the resilience of your people will become more important than cash. Cash flow is measurable and has gotten plenty of attention. Worrying about and managing cash has done two things: It has pulled leaders back into day-to-day operations and delayed one of the key resilience-building activities—one-on-one conversations with people about their jobs (performance evaluations) and their lives (friendship).

A recent Harvard Business Review report outlined a \$145 million initiative to help soldiers develop their resilience. While a business environment doesn't test the resilience of an individual like warfare, there is a lot we can learn from this effort.

What you should do

As a leader, be purposeful about NOT feeding the right side of the equation.

Change management: Poor communication or slow communication during change feeds the right side. There are lots of reasons for people to be nervous, afraid, etc. Don't add to it by being silent during change.

Take care of yourself: Tired and stressed-out leaders move people to the right side. When you look like the right side is winning, your people's moods will follow you. Find activities like exercise, time with your spouse, peer friendships, faith practices, vacations, and other things that will keep your equation balanced.

As a leader, be purposeful about building HOPE.

Keep challenging your best people: One leader I spoke with rotated jobs for key people to cross-train them in other areas, preparing them as leaders for the time when business comes back and they are overwhelmed with work. Such a move feeds Hope! Make a list of your five most valuable people and make a habit to connect with them once or twice a month.

Create development plans for all your people: Pose questions such as the following: What do you want to be doing in three to five years? What do you want to learn this year that is outside of your current role? On a scale of one to ten, what is your energy level at work right now? What can I do to increase that level by two points?

Looking for ways to build the resilience of your leaders and your team? Would a resilience-growth strategy be a good complement to your cash-flow strategy? Contact me. scott@thetrugroup.com

Hear more about resilience by going to YouTube® and searching for the video called trU Tips #14 – Scott Patchin on Resilience.



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