



# Resilience

## **Module Five**

A Promoting Excellence  
Online Course

This is part of a series of online courses  
available from Promoting Excellence  
Leadership Consultants.



Promoting  
Excellence

## Module 5. Factors that can undermine individual resilience

These are shown below.

Use them to reflect on your experiences and situations and think of your reactions and what would you do now.

Undermining factors	Your personal experiences and responses to difficult situations
overload at work	
making mistakes	
others' making mistakes	
unanticipated bad news	
difficult managers, colleagues	
unresolved conflict	
sustained criticism	
emotional or physical shocks	
things not going to plan	

Bearing in mind your answers above now complete the exercise below:

## What do you need to work on to improve your resilience?

### What can you do?

**This exercise is best done in twos and threes.**

Start by looking at the first category 'Confidence' and highlight any area to work on to help develop resilience. Then work through the other elements.

Once completed share your points to work on with those in your group. (Alternatively complete this individually.)

**The Robertson Cooper Model of resilience has four elements that are influenced by our personality and the skills we develop over time:**

#### **1. Confidence: What helps develop your resilience?**

**Worry** Dealing with negative self-talk in relation to future events. Stay in the present – this is where you can build your strength.

**Anxiety** Being confident with people, overcoming shyness and embarrassment.

**Pressure** Having a positive response to pressure – keeping it in perspective.

**Enthusiasm** Being optimistic and cultivating feelings of positivity.

**Compliance** Dealing well with conflict - 'grasping the nettle'

**Modesty** Celebrating and talking about your achievements.

**Resourcefulness** Being capable of overcoming barriers and solving problems.

#### **2. Purposefulness: What helps develop your resilience?**

**Assertiveness** Taking a lead in situations and not being put upon.

**Activity** When appropriate, showing energy and initiative.

**Adventurousness** Not being too risk averse, seeing exciting opportunities.

**Aesthetics** Appreciating nice things and events.

**Social values** Having a clear sense of what is right and wrong.

**Sense of duty** Having strong ethical principles.

**Ambition** Balancing a need to achieve with relaxation.

**Self-discipline** Being determined and strong-willed.

**Deliberation** Striking a good balance between caution and being decisive.

### **3. Adaptability: What helps develop your resilience?**

**Frustration** Acting in calm manner, showing emotional control.

**Impulsivity** Responding constructively and flexibly to situations.

**Imagination** Striking a good balance in dealing with short term issues but anticipating future developments.

**Emotional Awareness** Alertness to others' emotions and your own.

**Variety** Coping well in a range of situations.

**Ideas** Being open to new ways of doing things, having a will to adapt.

**Sympathy** Where appropriate, being sympathetic and being flexible where personal warmth is required.

**Order** Not being over-reliant on order and structure - being more flexible.

### **4. Social Support: What helps develop your resilience?**

**Warmth and sociability** Being aware of the importance of support networks and not being afraid of being open and friendly with people you trust.

**Trust** Trying not to be too sceptical, trusting your intuition so you rely on those you trust when you need it.

**Straightforward** Maintaining a good balance by communicating in an honest and open way without being too sharp.

**Consideration** Being empathetic, willing to respond to requests for help from others. This is often reciprocated.

**Try 2-3 to start with and ask trusted friends or family how you are doing.**