



Ascension

Ascension WI EAP

# Resiliency Through Difficult Times

For Leaders

**Resilience is the ability to adapt well in the face of adversity. As a leader you are charged with helping associates through these unprecedented events, and adapting to change in record time. This is a brief overview of some things you can do to build your resilience while continuing to help your associates through change.**

## **The Stress of Change**

Few people like change, especially big change. Change is difficult, and particularly so when it impacts not only work, but your life as a whole. As we go through this shared experience we are all quickly adjusting and adapting to change in every facet of our lives. Here are some ways to present change and build your resilience while working through it.

## **What Associates Need From You**

According to Gallup meta-analytics that looked at data from what employees valued from their leaders in disasters and difficult times, the top four values were tried and true; your associates need your trust, compassion, stability, and hope.

## **Trust**

Gather as much information as you can about what change will occur for you and your team, and what your team needs to do to adapt. In delivering difficult news, be direct and brief.

Try to address the who, what, why, when and where with as much information as you can. Your transparency with information builds trust. Be open to questions. Remember that you do not need to have all the answers, but always show compassion and find answers when you can. Follow up with regular updates, and prompt replies, even if that reply is "I will have time to talk to you about this in an hour."

## **Compassion**

A compassionate leader can imagine how their team might feel when adapting to difficult change, however; if a leader becomes too embroiled in how they think their associates will feel, they can become fatigued or anxious at the thought of having to share difficult news. Expect a range of reactions, and, be empathetic by listening and validating what you hear associates say. There is a tremendous amount of power and support in simply being present with someone who is struggling.

### **Stability**

As a leader you often take care of others before yourself. You've heard it before—in an airplane you put your mask on before helping others. It still applies! Stability means keeping your wellbeing in the forefront so you can be consistent and at your best for others. Here are some tips to maintain that essential foundation:

- Take time to rest; keep a good sleep routine.
- Eat healthy foods; avoid sugary foods, caffeine and alcohol.
- Cut yourself some slack; you are also adapting.
- Avoid negative self-talk.
- Maintain meaningful connections with others in and outside of work.
- Attend to your physical, emotional, and spiritual self.
- Take time throughout the day to have a healthy snack, keep hydrated, and get fresh air.
- Take breaks. Allow yourself to be unplugged from work, your phone, laptop, and news.

### **Hope**

Your attitude toward change will greatly impact the perspective of your team. Look for the positives. These are turbulent times, but try to identify the good, and the good that will result from your team's efforts. If you are struggling in finding hope, reach out to your mentors or EAP.

### **Struggling Associates**

If you see an associate who is struggling with change or the anxiety of current events you can remind them about EAP.. You might say, "We've gone through a lot lately, and I want to remind you that EAP is available. It is a free

and confidential service and can be a great help in difficult times." Offer the EAP phone number and email address.

### **Accessing Your Employee Assistance Program (EAP)**

EAP is available to you, your associates, and your household members. It is a free and confidential benefit. EAP counselors can be reached by phone or e-mail during regular business hours. Contact us anytime to talk, consult, get resources, or find more ways to build your resilience. We're ready to help.

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