



# The Ultimate Blueprint For Increasing Your Employees' Resilience & Optimism

Presented By: Mark Murphy



*This program has been approved for 1 (HR (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.*



*This program is valid for 1 PDCs for the SHRM-CP® or SHRM-SCP®. For more information about certification or recertification, please visit [www.shrmcertification.org](http://www.shrmcertification.org).*

## QUICKLY IMPROVE YOUR EMPLOYEES' EMOTIONAL WELLNESS

 **CNBC**  
Contributor  
**Forbes**  
Contributor

**New York  
Times**  
BESTSELLING  
AUTHOR



**Mark Murphy**  
Founder of  
Leadership IQ

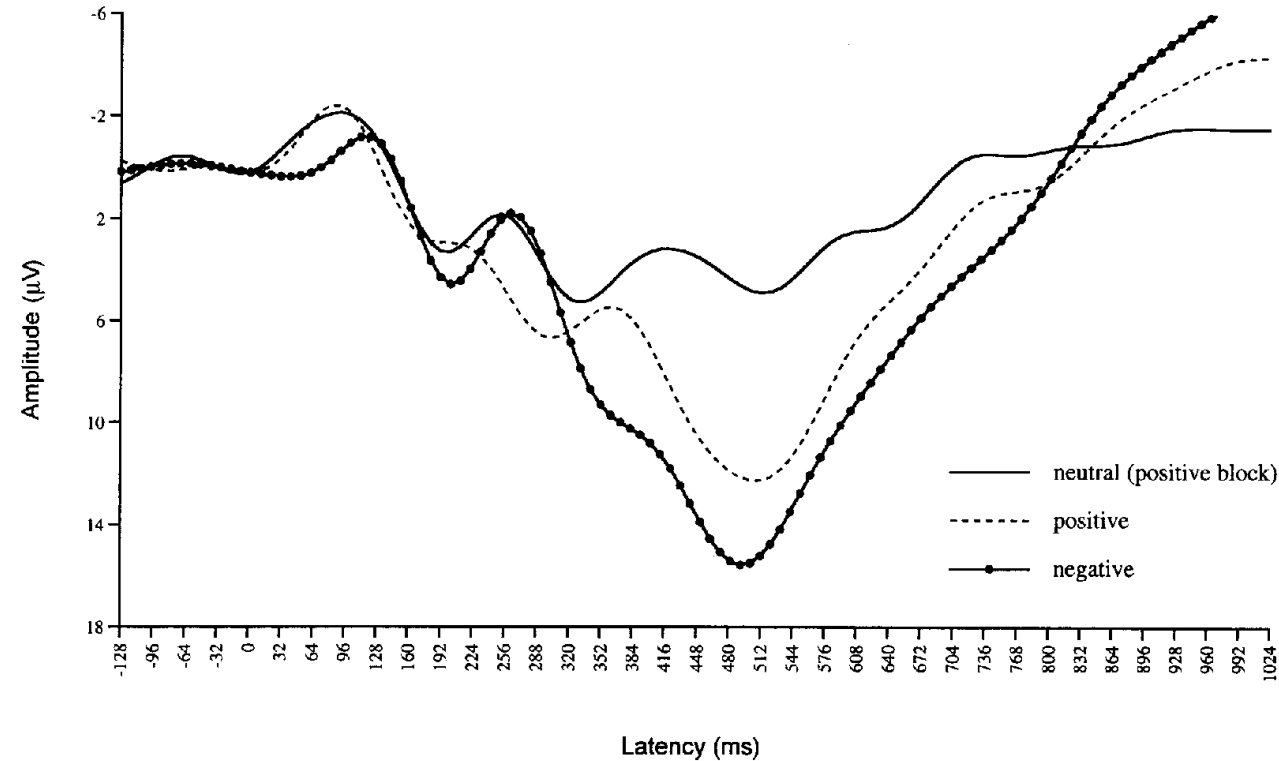
# AGENDA

- ▶ ASSESSING YOUR TEAM
- ▶ YOUR WEEKLY PLAN
- ▶ EXERCISES FOR INCREASING EMOTIONAL WELLNESS

# NEGATIVITY BIAS

896

ITO, LARSEN, SMITH, AND CACIOPPO



*Figure 2.* Averaged event-related brain potential waveforms at the midline parietal electrode (Pz) to neutral (frequent), positive (rare), and negative (rare) targets. The amplitude of the late positive potential is not only larger to the rare (positive and negative) targets than the frequent (neutral) targets, but it is larger to the negative targets than the positive targets. These results were obtained even though the positive and negative targets were equally extreme, arousing, rare, and task relevant. These results, therefore, are consistent with the operation of a negativity bias at the evaluative-categorization stage of information processing.

Negative Information Weighs More Heavily on the Brain

Article in *Journal of Personality and Social Psychology* · November 1998

LEADERSHIP IQ

© 2020 LEADERSHIP IQ

## ASSESSING YOUR TEAM

# BURNOUT & EMOTIONAL STRESS TEST

Compared to how I felt 4 months ago, I find  
myself experiencing:

STRONGLY  
DISAGREE

STRONGLY  
AGREE

Difficulty concentrating

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

Loss of interest in things I used to enjoy

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

Feeling hopeless about my future

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

Feeling distant or cut-off from others

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

Feeling irritable or angry

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

Feeling hyper-alert and on-guard

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

Feeling helpless

<input type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7
--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---

*This can also be used as a checklist of observations about your team*



# RESILIENCE TEST



<https://www.leadershipiq.com/blogs/leadershipiq/resiliency-test-how-do-you-respond-to-adversity>

# IS YOUR LANGUAGE TURNING NEGATIVE?

---

## *WARNING SIGN WORDS*

---



CAN'T (UNABLE)



FAIL



IMPOSSIBLE (NEVER, NO WAY)



NOT



DON'T



EXHAUSTED (FRIED, BURNED OUT)



UNPRODUCTIVE (NOT ACCOMPLISHING  
ANYTHING)



MEH (BLAH, MALAISE, HOPELESS)

Pick the 2-3 words you use most commonly. Write them on a notecard along with the words you're going to use instead.



# IS YOUR LANGUAGE TURNING NEGATIVE?

I CAN'T	➡	I CHOOSE
THERE'S NOTHING I CAN DO	➡	HERE ARE SOME ALTERNATIVES
THERE ARE NO OPTIONS	➡	I MAY DISLIKE MY OPTIONS, BUT
THEY WON'T ALLOW ME TO	➡	_____
I HAVE TO	➡	_____
IF THEY WOULD LET ME	➡	_____
I MUST	➡	_____
I CAN'T CHANGE THAT	➡	_____
THIS IS IMPOSSIBLE	➡	_____

## YOUR WEEKLY PLAN

# LEADERSHIP IQ'S EMOTIONAL WELLNESS LIBRARY



# GENERAL DAILY/WEEKLY PLAN

Monday	Tuesday	Wednesday	Thursday	Friday
	1:1 CONVERSATIONS	1:1 CONVERSATIONS	1:1 CONVERSATIONS	GROUP MEETING [RECOGNITION & VALIDATION]
	VIRTUAL COFFEE	VIRTUAL COFFEE	VIRTUAL COFFEE	VIRTUAL COFFEE
GROUP MEETING [UPDATE & PLANNING]	1:1 CONVERSATIONS	1:1 CONVERSATIONS	1:1 CONVERSATIONS	

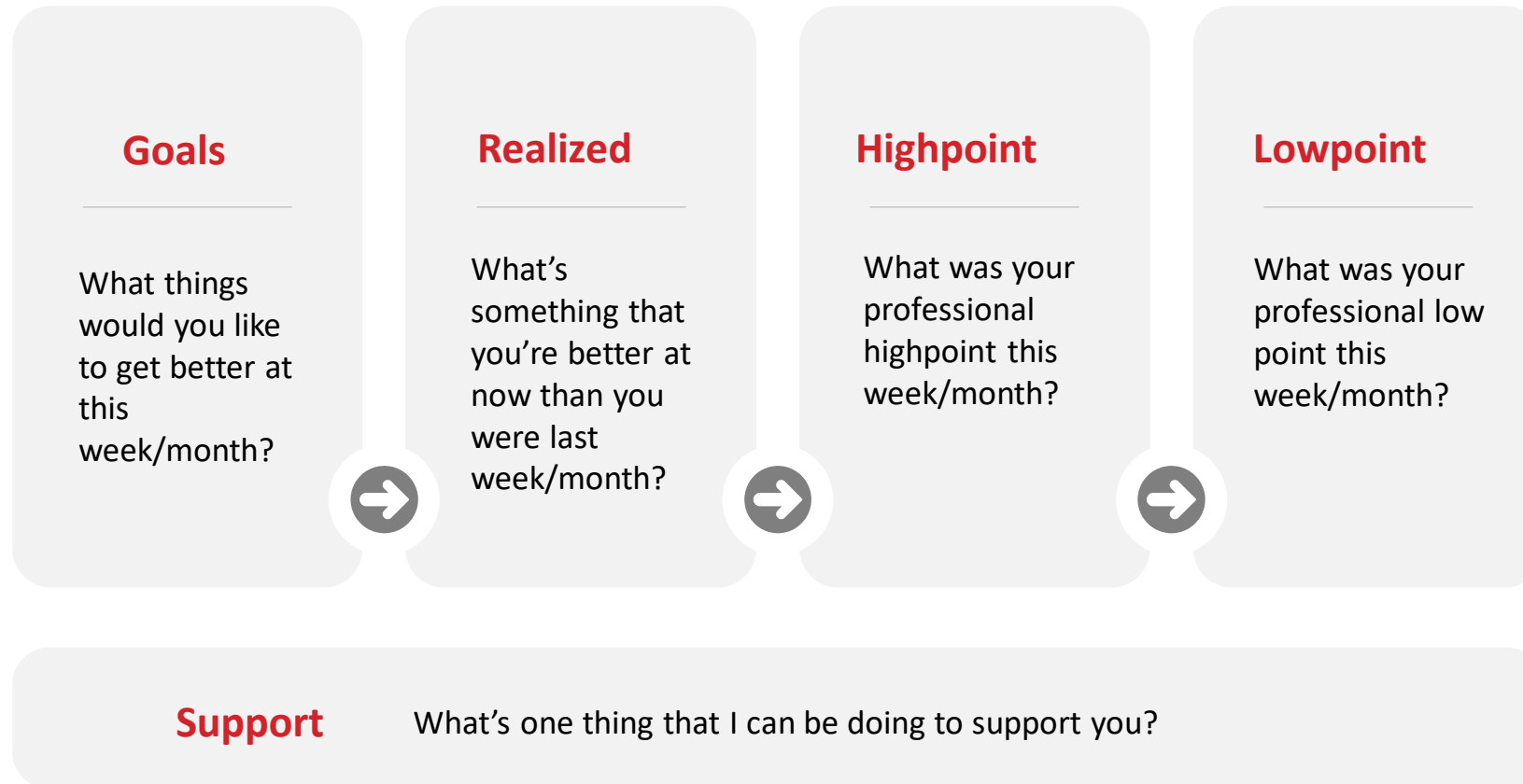
# MONDAY GROUP MEETING [UPDATE & PLANNING]

- 1 **LISTENING:** One word open -- Start by having each person give one word that describes how they're feeling right this moment.
- 2 **SHARING:** Give any fact-based updates.
- 3 **SHARING:** Share an example of how the work they're doing is making a difference.
- 4 **LISTENING:** What is the biggest challenge facing you this week?
- 5 **LISTENING:** How are you planning to deal with it or how are you already handling it?
- 6 **LISTENING:** What are you most looking forward to this week?

# FRIDAY GROUP MEETING [RECOGNITION & VALIDATION]

- 1 **LISTENING:** One word open -- Start by having each person give one word that describes how they're feeling right this moment.
- 2 **SHARING:** Give any fact-based updates.
- 3 **SHARING:** Share an example of AT LEAST one success from this week.
- 4 **LISTENING:** What was your biggest frustration from this week?
- 5 **LISTENING:** What accomplishment are you most proud of from this week?
- 6 **LISTENING:** What's one lesson from your successes this week that you're going to bring into next week?

# 1:1 CONVERSATION (STAY INTERVIEWS)





# TEAMBUILDING: VIRTUAL GRAB A COFFEE



You (the leader) assign everyone on your team a 'coffee buddy' with the explicit assignment to have a video conference coffee for at least 15 minutes (let them go up to an hour).

Give them a starter set of questions (or they can just chat about whatever they want):

- What made you laugh this week?
- If you could have tea with a fictional character, who would that be?
- What's the most fun project you've ever worked on?
- What three things are you most grateful for?
- What's one movie you could watch over and over?
- What is your favorite guilty pleasure TV show?
- What is the one food you could eat for the rest of your life?
- If you could have picked your own name, what would it be?
- What book had a big influence on you?

Then the following week, change 'coffee buddies' and repeat.

## EXERCISES FOR REDUCING BURNOUT

# LEADERSHIP IQ'S EMOTIONAL WELLNESS LIBRARY



# SELF-EFFICACY

---

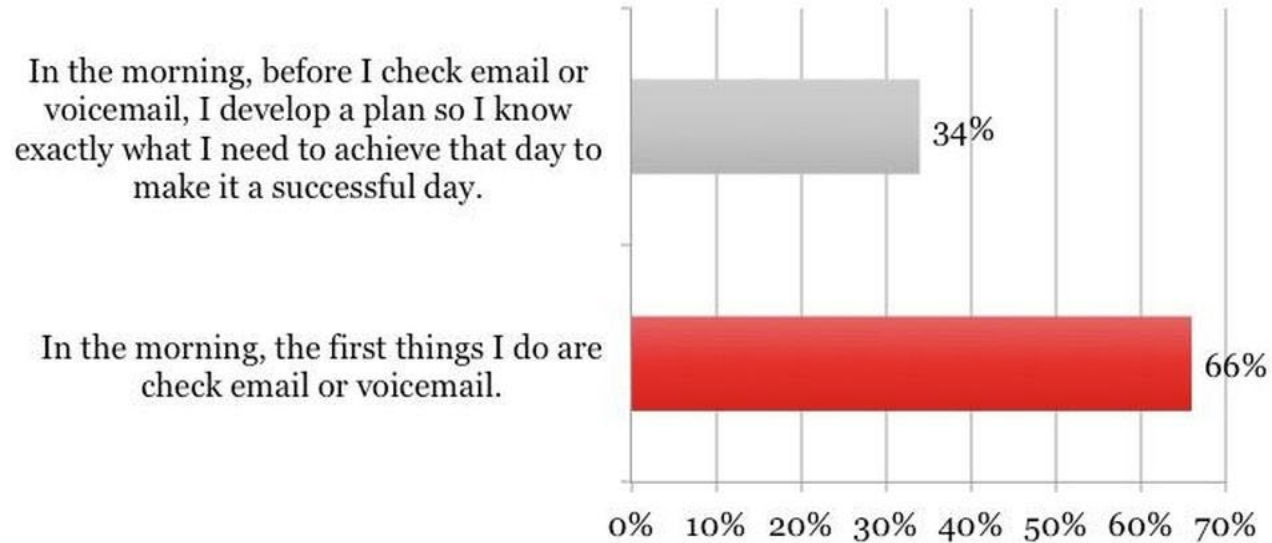
## WHY IT MATTERS

---

People high in self-efficacy are confident in their ability to succeed and meet the challenges ahead of them. Although it seems similar to self-esteem, self-efficacy is quite a bit different. Self-esteem is the belief that we're good as we are, whereas self-efficacy is the belief that we have the ability to successfully meet the challenges ahead (e.g. in our job, on the next project, etc.). Albert Bandura, the psychologist who developed the concept, called self-efficacy "belief in one's agentive capabilities, that one can produce given levels of attainment." Research has shown that people high in self-efficacy are more successful at quitting smoking, eating healthier, controlling pain and exercising more. People high in self-efficacy are very confident in their abilities to do their job. And they believe that, compared to other people, they perform their job very well.

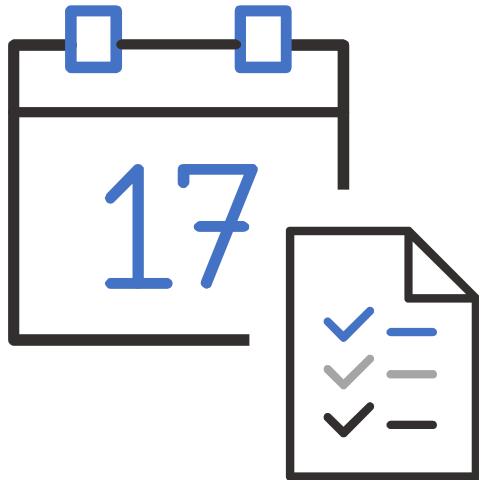
# HOW DO YOU PRIORITIZE YOUR DAY?

Data from the quiz “How Do Your Time Management Skills Stack Up?”



If the first thing you do in the morning is check your email, you're about 82% more likely to have over half your time wasted at work!

# DAILY GOAL-SETTING EXERCISE (SELF-EFFICACY)



**What are the 1-2 things that I need to achieve today in order for this to be a successful day?**

---



**Practical Tips:**

- › Begin your day with Green Light activities
  - › Lock your door, shut off your phone, email, email alerts, IM
  - › Do not respond to those who interrupt your time if it's not a serious issue
-

# SELF-EFFICACY EXERCISE #1

EVERY DAY...

- 1 At the end of the day, identify at least one thing you did really well today
- 2 Write specifically what you did that made that thing so excellent (especially repeatable behaviors)...

“I did a great job on that report.”

“The way I got that report done two days ahead of schedule means a lot to the customer and the extra data analyses were really creative.”
- 3 How did you feel after doing that thing?
- 4 Now identify one thing you could do tomorrow that would be as good as what you did today



# SELF-EFFICACY EXERCISE #2

- 1 Make a list of your 'proudest achievements' over the past 6 months
- 2 For each of those proudest moments, write specifically what you did that made those things so worthwhile
- 3 For each of those proudest moments, what actions did you take that helped you be successful with that achievement?
- 4 For each of those proudest moments, what aspects of your personality helped you be successful with that achievement?
- 5 For each of those proudest moments, which of your skills helped you be successful with that achievement?

# RESILIENCE

---

## WHY IT MATTERS

---

People high in resilience are better able to bounce back quickly from failure, adversity, tragedy, stress, relationship problems, health issues, and more. Having high resilience does not mean that we don't experience failure, distress, pain or sadness (in fact, developing resilience can often mean experiencing those things). However, resilient people generally don't see crises as insurmountable problems; they manage their negative feelings. They're not necessarily any better at eliminating or avoiding difficult times, but they do interpret and respond to difficult times differently than people with low resilience. When people high in resilience make a mistake, they're more likely to immediately start looking for another chance to try again. And they're more likely to come through difficult times with little trouble.

# RESILIENCE EXERCISE

- 1 Think about a time in your career that was particularly challenging or emotionally difficult (it could involve failure, distress, pain or sadness). Remember how you handled that event/situation and were able to eventually bounce back.
- 2 What obstacles, failures, distress, hurdles, and/or challenges did you face? What unpleasant or negative feelings did you have during that time?
- 3 What actions did you take (or not take) that helped you come through that situation?
- 4 Who (if anyone) helped you and supported you in coming through that situation?
- 5 What aspects of your personality helped you come through that situation?
- 6 What past experiences did you draw on that helped you come through that situation?
- 7 What bits of wisdom, thoughts or life beliefs helped you come through that situation?

# OPTIMISM

---

## WHY IT MATTERS

---

People high in optimism expect that they're going to experience positive and favorable outcomes. But optimism is usually not a passive state; optimists typically expect good things to happen contingent on their active participation. So optimists will actively work to generate well-being for themselves (and often for their friends and colleagues). They can avoid negativity spirals and focus on the bright side. As Winston Churchill once said, "A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty." Research has shown that optimism can help reduce a person's stress and increase longevity which, in turn, often leads to lower levels of worry and anxiety. People high in optimism expect that more good things than bad things will happen to them, and that includes positive expectations about their professional future.

# OPTIMISM EXERCISE #1

Think about a time in your career that was particularly challenging or emotionally difficult (it could involve failure, distress, pain or sadness).

- 1 What did that experience teach you?
- 2 How has that experience better prepared you to face similar challenges in the future?
- 3 How has this experience helped you to grow as a person?
- 4 Is there any part of this experience that you're grateful for?

# REVIEW

Monday	Tuesday	Wednesday	Thursday	Friday
	1:1 CONVERSATIONS	1:1 CONVERSATIONS	1:1 CONVERSATIONS	GROUP MEETING [RECOGNITION & VALIDATION]
	VIRTUAL COFFEE	VIRTUAL COFFEE	VIRTUAL COFFEE	VIRTUAL COFFEE
GROUP MEETING [UPDATE & PLANNING]	1:1 CONVERSATIONS	1:1 CONVERSATIONS	1:1 CONVERSATIONS	

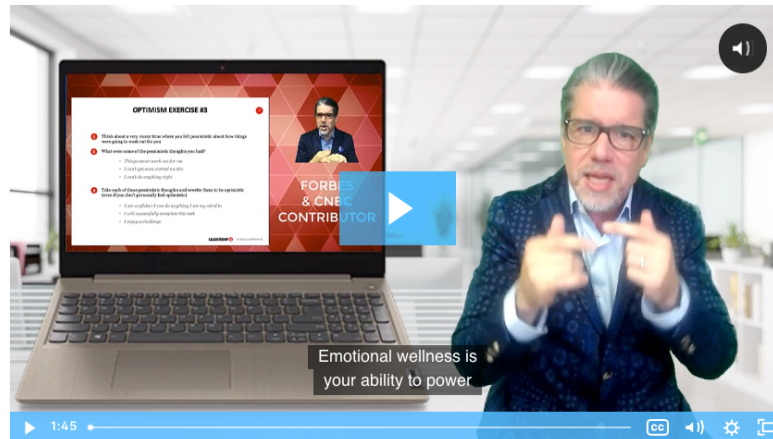
## EMOTIONAL WELLNESS

A LIBRARY OF 18 ONLINE TRAINING COURSES FOR EVERY EMPLOYEE

**W**hat is emotional wellness? **Emotional wellness** is your ability to power through life's challenges, find joy in your work and life, decrease negative thoughts, increase positive emotions, and achieve success in your career and everyday life.

Emotional wellness is a lot more than a few minutes of meditation, mindfulness, or even physical health. True emotional wellness, especially for today's highly stressed and burned out workforce, requires a set of learnable mental skills like resilience, optimism, emotional intelligence, self-efficacy, and more

That's why we created this library of 18 emotional wellness courses for everyone in your organization!



This library of 18 emotional wellness courses should be watched by every single person in your organization!

Whether you're a senior executive or the most junior person in the company, every single person will immediately benefit from increasing their emotional wellness. Because good emotional health is a skillset that can be learned!

To purchase the  
Emotional Wellness Training  
Library, contact:

**Jill Sutherland**  
[jill@leadershipiq.com](mailto:jill@leadershipiq.com)

Or visit:  
[www.leadershipiq.com](http://www.leadershipiq.com)





To purchase the  
Emotional Wellness Training Library, contact:  
**Jill Sutherland** [jill@leadershipiq.com](mailto:jill@leadershipiq.com)

Connect with me on **LinkedIn**  
<https://www.linkedin.com/in/markamurphy/>



mark@leadershipiq.com



www.leadershipiq.com



800-814-7859



# Thanks for joining us!



*This program has been approved for 1 (HR (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.*



*This program is valid for 1 PDCs for the SHRM-CP® or SHRM-SCP®. For more information about certification or recertification, please visit [www.shrmcertification.org](http://www.shrmcertification.org).*