

HOW CAN WE BETTER MANAGE OUR OWN AND OUR TEAM'S RESILIENCE?

ONLINE PANEL DISCUSSION - OVERVIEW & SUMMARY



Presented by
CUSTOMER ATTUNED LTD



How can we better manage our own and our team's resilience?

Alan Thompson, Director, Customer Attuned

"Resilience is about being able to successfully manage through change, and as leaders, how we have helped others be resilient through this change to ensure they stay positive, engaged and productive."

We were delighted to host our first online panel discussion exploring the subject of resilience as part of our ongoing series of events on **Providing Leadership Through Change and Uncertainty**.

In this summary, we pick up on some of the key points that were discussed during the event as our panellists shared their thoughts firstly on what is meant by resilience; secondly how we manage our own personal resilience and thirdly as leaders, how can we manage the resilience of our teams.



ANDREA TAYLOR



LAURA JORDAN



CALUM BYERS

In addition to this summary, a number of short videos are available on our website that include the full responses to each of the questions posed by our panel members: -

Laura Jordan, COO of Insurance Pricing at global insurance giant, AXA XL Insurance; Andrea Taylor, Head of People and Experience at the rapidly growing soft drinks company Fentimans; and our own Calum Byers, an Executive Coach who is just completing his Masters on Coaching & Behavioural Change.

Watch the panel discussion again.

We've edited the panel discussion into 5 minute videos, so you can choose to watch them in order or simply watch the questions you're interested in the most.

[Question 1:](#)

[What is meant by resilience?](#)

[Question 2:](#)

[What factors influence resilience?](#)

[Question 3:](#)

[How to manage personal resilience?](#)

[Question 4:](#)

[How to manage team resilience?](#)

[Question 5:](#)

[Top Tips for managing resilience](#)

What is resilience?

Calum provided an initial view:

"It can be thought of as capacity within a person which enables them to withstand, recover or grow from significant challenges. It can also be thought of as a process that can be learned."

Both Andrea and Laura related this to current challenges they are facing brought about by the Covid19 pandemic,

"We have all been impacted personally and professionally and we will all have reacted in different ways to the change this has created for us - depending on our personal mindset and experiences."

"Resilience is about being able to successfully manage through change, and for us as leaders, how we have helped others be resilient through this change to ensure they stay positive, engaged and productive."

What are the main factors that influence resilience?

Calum pointed out that resilience should be thought of as a process considering three areas:

1. **Appraisal of the situation** - 'how serious is this really?'
2. **Reacting** - 'what am I going to do about it?'
3. **Adapting** - 'what have I learned that will help me next time?'

By considering these three areas we can then consider the influences such as:

- your perspective,
- your emotional intelligence,
- your physical state, and
- your degree of connectedness with others.

Laura concurred, *"I think resilience is primarily driven by your mindset and personality but through experiences you can become more resilient."*

Laura went on to share how she has become more resilient by virtue of the experiences she has had to adapt to - changing environments and changes brought about by mergers, acquisitions, and restructures.

Looking back, she has seen how different people have handled these changes, *"The first time was quite a shock and a challenge but those that survived it and then went through the next acquisition and restructure were better equipped to handle it."*

"They were able to reflect on what happened during the first one and realised 'it wasn't so bad!' and therefore they were able to be a bit more relaxed when the next integration came along."

How can we manage and develop personal resilience?

Andrea picked upon the need for self-awareness being a key part of the appraisal of the situation. *"Being able to recognise the potential behavioural changes in yourself and then taking time out - for me getting out for a run really helps me physically and mentally."*

Andrea went on, *"Also crucial is recognising what is within your control and what isn't - many of us spend too long worrying about things which may never happen, and this is driven by our mindset."*

Laura picked up on this, *"To manage your resilience through a period of significant change it is important to have thinking time and a good night's sleep. Things that seem very stressful in the evening, can be much less so in the morning after a good night's sleep enables you to take a different perspective."*

Both also highlighted the importance therefore, of seeking out opportunities that can challenge you, inside and outside of work, e.g. volunteer for that stretch assignment at work; don't think about what you can't do in a role but what you can bring to it.

"If you don't challenge yourself you will find it harder to react to change when it is forced upon you."

What responsibilities does a leader have in terms of managing and developing their team's resilience?

All three of our speakers agreed on the importance of communicating with their teams through times of change to help alleviate the stress brought about by uncertainty.

Andrea specifically mentioned the importance of consistency of message that provides clear guidance to our teams so they know what is expected of them and what they can expect. She also mentioned that we shouldn't be afraid to show some vulnerability to our teams - we are all human and it showing others how you are coping with a stressful situation can help them.

Both Calum and Laura picked upon the role of leaders encouraging wellbeing amongst their teams - be a role model in your own behaviours and encourage it in others.

Building on this encouraging theme, Laura linked back to her earlier point about seeking out challenging situations and the role of leaders to encourage and support their team members to do this and stress the benefits of doing so.

Calum wrapped the panel discussion up with a few closing messages including the importance of self-awareness by posing a question to all leaders:

“Are you part of the problem or part of the solution?”



Question Time

At the closing of the discussion we opened up the floor to our virtual attendees who were given the opportunity to ask questions to the panel.

This gave the panelists the chance to reiterate key aspects on resilience:

- the importance of thinking time;
- providing structure particularly in the current climate;
- recognising differences in our team members situations;
- the need for leaders to adapt how they manage individuals to reflect generational, cultural, and personal situational differences across their teams.

Our panellists very kindly drew from their experiences to share their personal insights and recommendations on how to help yourself and your teams become more resilient.

Calum runs a number of resilience workshops for various clients and if you would like to find out more to see how these could add value to your organisation, please do get in touch.

Watch the discussion again at www.customerattuned.com

Thank you for joining us on Wednesday 13th May



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Co-Founder & Director



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Director



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Co-Founder & Director



Gary Lunt
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About Customer Attuned

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Highly skilled people:

- develop the right propositions
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