

# Teamwork Workshop



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## Presenters:

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# Building a Resilient Workplace

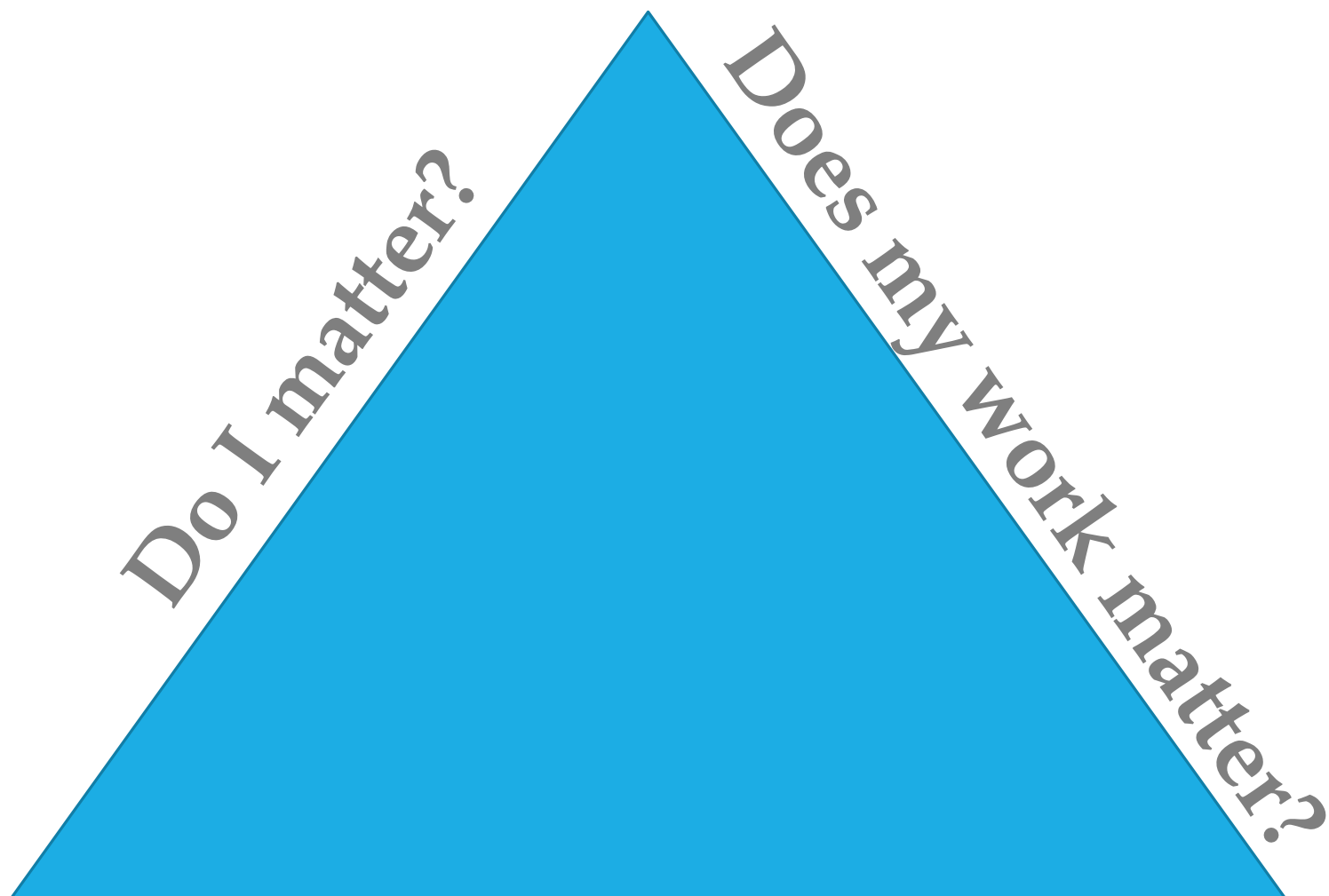
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By the end of today's workshop participants will

- Understand the key factors in creating a wellness culture.
- Understand the essential practices needed to create resilient teams.
- Be able to better support those they lead and work with towards wellness and resiliency.

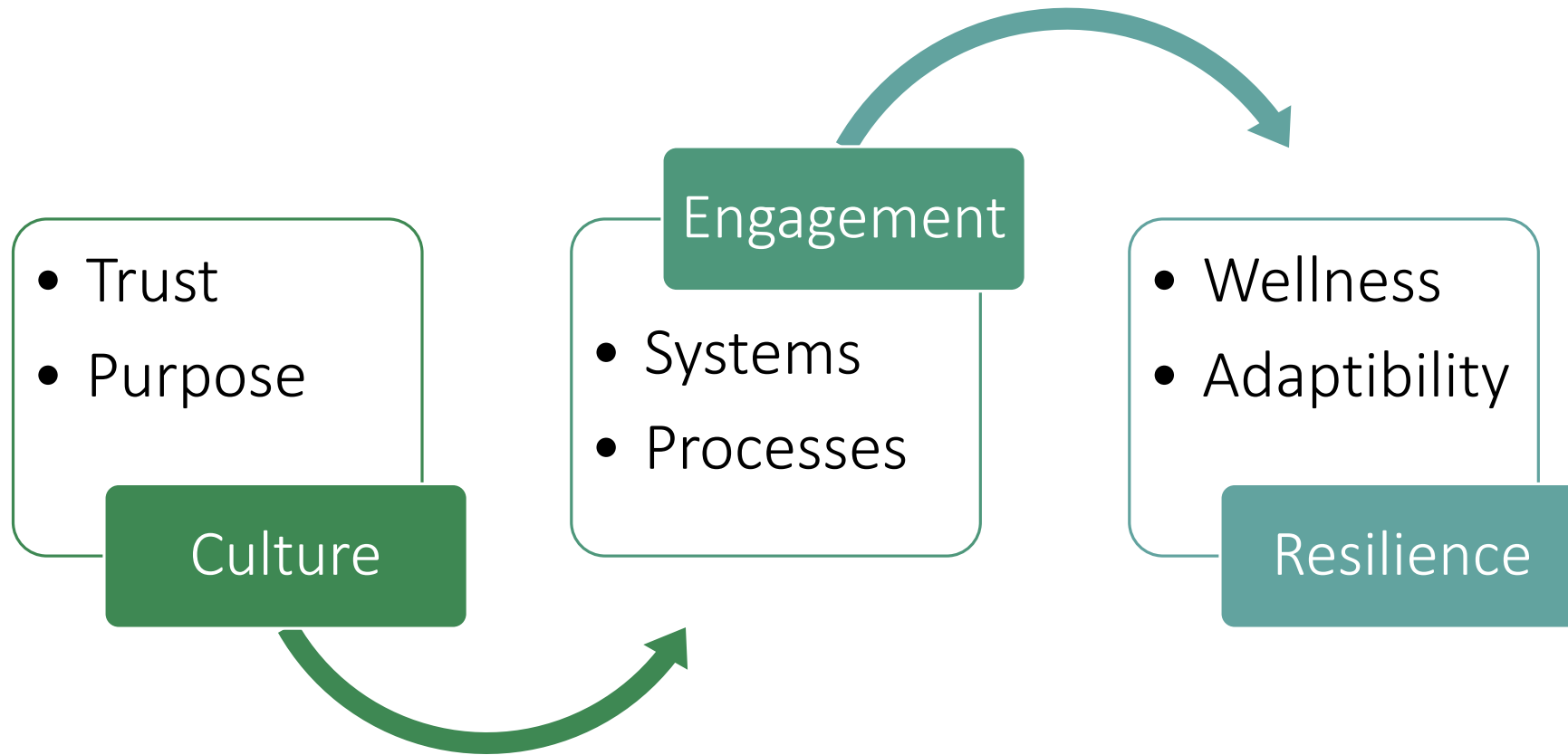





# The 3 Essential Questions of Employee Engagement

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Am I accomplishing what matters?



# The Resilience Path



“ Culture comes before programs, because cultures are the seedbeds that determine whether employee well-being programs die or flourish.”



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# CORE CONCEPT #5

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## **Resilience is the Gold Standard**

The hallmark of Stage 4 organizations is they are resilient: The meta-competency of organizational health and a key differentiator of workplaces where wellness has become a robust part of the culture and systems.

NE

3

ATL

28

3RD

2:08



STAGE  
**04**

## INNOVATIVE ANTICIPATION

- Operational Excellence
- Culture of Innovation

STAGE  
**03**

## HABITS OF EXCELLENCE

- Culture of Excellence
- Highly Trained, Motivated  
and Engaged Employees

STAGE  
**02**

## POTENTIAL FOR EXCELLENCE

- Developing Trust
- True Sense of Purpose
- Improving Morale



## CREATING A CULTURE OF TRUST

STAGE  
**01**

## LACK OF PURPOSE

LEADERSHIP

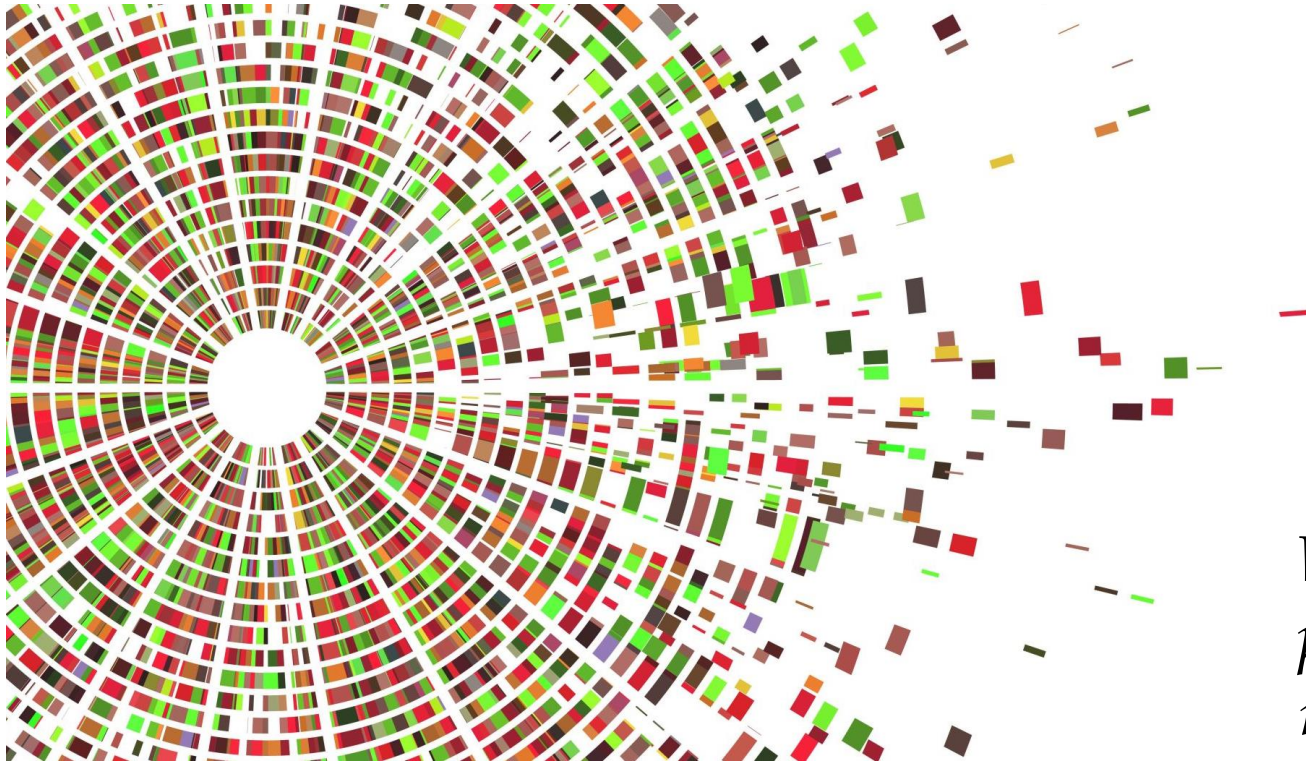
PEOPLE

TRAINING & PROFESSIONAL DEVELOPMENT

SYSTEMS & PROCESSES

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*When an employee says "it's truly a pleasure to work here" what might be reasons for why they feel that way?*

# Breakout Session 1

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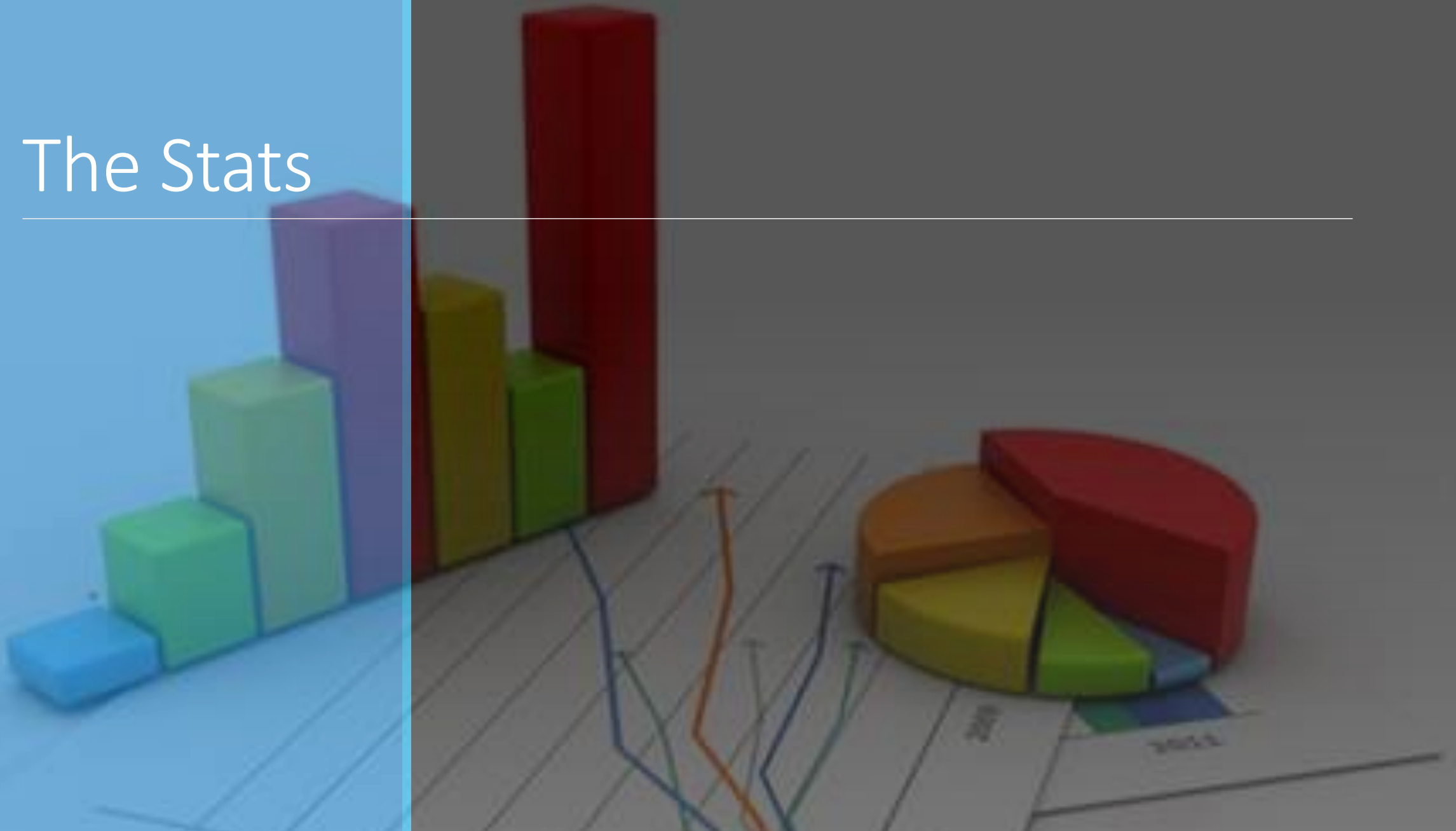
# Why it matters in the Wellness is... workplace...

“Wellness is defined as a  
Places of work that prioritize the  
dynamic process of learning new  
overall well-being of their  
life skills and becoming aware of  
employees are more productive,  
and making conscious  
engaging and purpose-  
choices toward a more balanced  
focused where burnout and  
and healthy lifestyle...  
inefficiency are far less likely to  
occur than in workplaces that  
lack this focus.

Source: *Center for Disease Control*  
Source: *Forbes*  
& *Prevention*

# The Stats

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When U.S. workers feel physically or mentally unwell, it affects many aspects of their work performance:

- 62% say it affects their ability to get work done
- 63% say it affects their engagement in work
- 62% say it affects their motivation to do the job well.







Source: Dr. Derek Mowbray

## \*The Pressure-Stress Continuum Matching Exercise



\*See page 15 in your booklet

An intentional focus on wellness can help increase employee engagement.

37% lower absenteeism levels

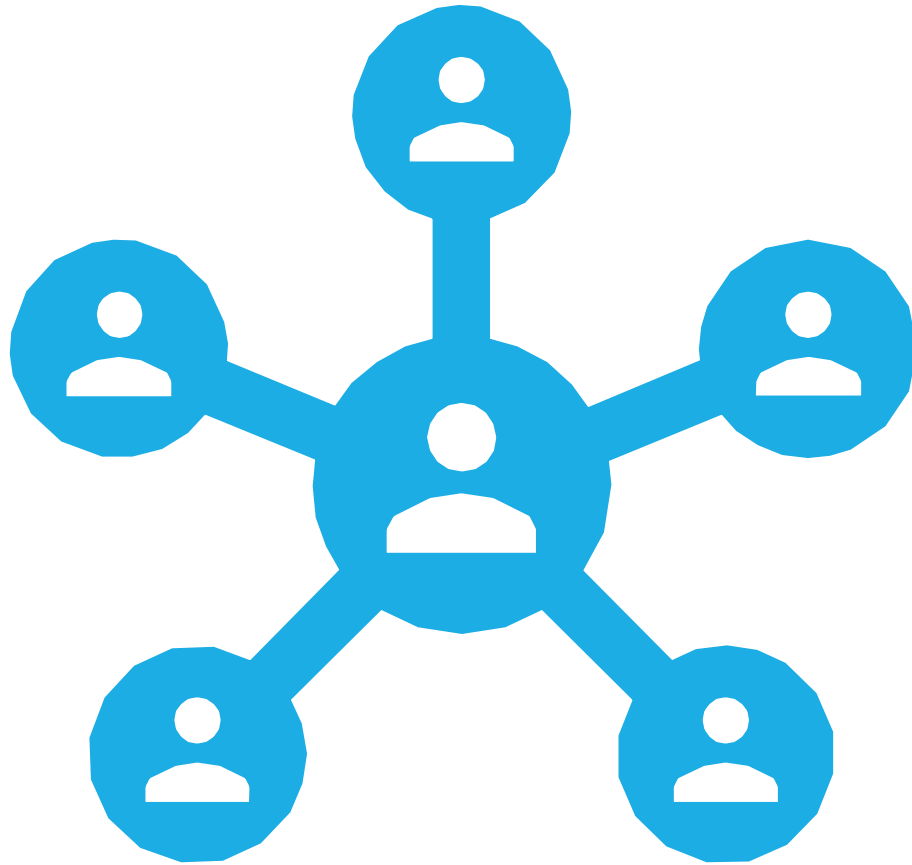
up to 65% lower employee turnover

10% higher customer satisfaction

21% higher productivity

Source: *Global Wellness Institute*





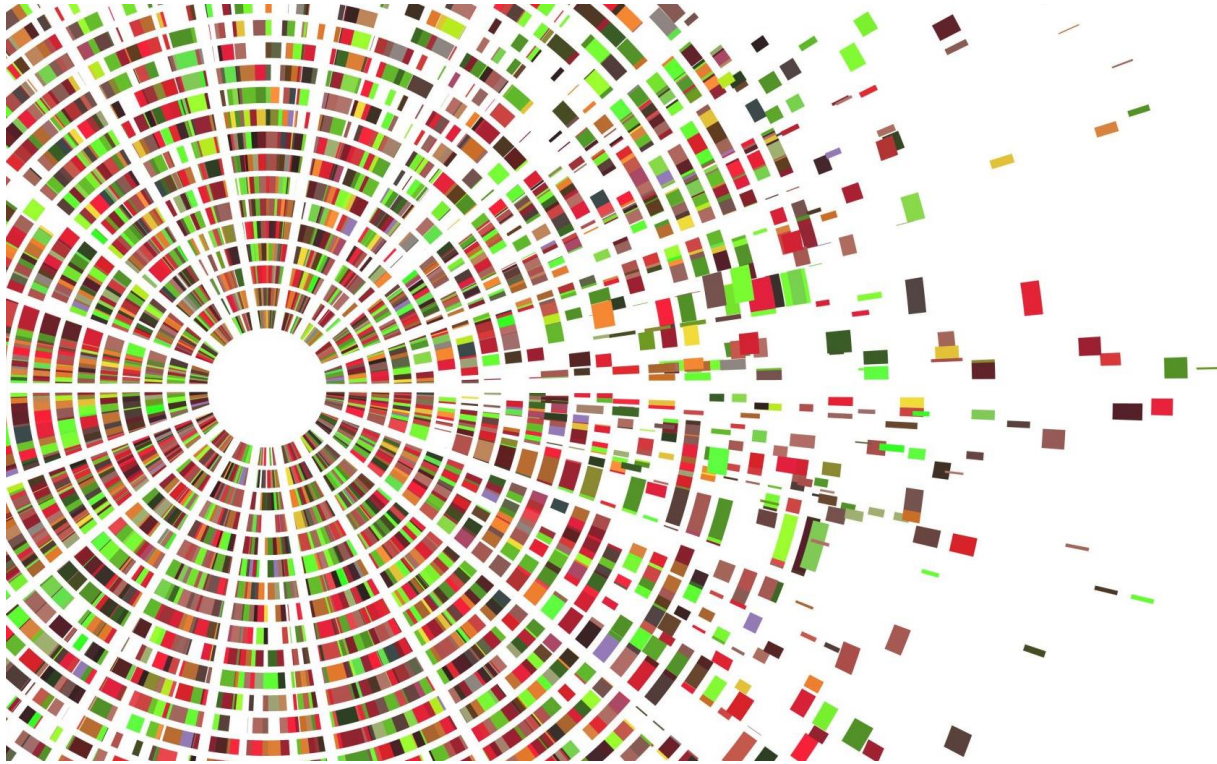
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*“Engaging in wellbeing programs builds better teams: When employees engage in corporate wellbeing programs that help foster habits and attitudes on the individual level, the impact radiates to their teams and even client relationships, fostering environments of inclusion, belonging...”*

Source: *Forbes*

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*What are some ways that you have seen or experienced well-being supported in the workplace?*

## Breakout Session 2

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**EMPLOYEE  
WELLNESS**

A pair of hands holds a white rectangular sign against a white background. The sign features the words 'EMPLOYEE' and 'WELLNESS' in a bold, dark red, sans-serif font, stacked vertically. The hands are positioned at the bottom corners of the sign, with fingers gripping the edges. A light gray curved shape is visible at the bottom of the frame, and a solid blue horizontal bar spans the very bottom.



# WHAT DRIVES US

THE KEYS TO OUR MOTIVATION

**AUTONOMY**

In control of what we  
do + how we do it



+

**MASTERY**

Improving our  
skills + selves



+

**PURPOSE**

Working towards  
something worthwhile



An evolution of motivating others

MOTIVATION 1.0

Survival—basic needs

→


MOTIVATION 2.0

Reward/punishment

→

MOTIVATION 3.0

Intrinsic motivation

FRAMEWORK FROM DAN PINK  DRIVE

sketchplanations

# Embracing the Power of Intrinsic Motivation



## Keys to Success

- Participation in decisions which impact work or role.
- Greater autonomy for creative problem solving.
- Opportunities for growth or advancement that are aligned with aspirations.



# Operationalize Healthy Habits







# Operationalize Healthy Habits



## Keys to Success

- Leadership should set and communicate to employees that time away from work is as essential as their focus during the work day.
- Embed self-care opportunities into the work day.
- A wellness survey may help.

*If you want your employees to be happy, engaged, and loyal, then take a long look at freedom and autonomy. A recent survey by Harvard Business School and Boston Consulting Group found among the new developments most urgently affecting businesses were employees' expectations for flexible, autonomous work, better work-life balance, and remote working...*

*Source: Phelps, S. (2019) If you Love Your Employees Set Them Free: Autonomy is Key to Employee Engagement. Forbes*

# Create Genuine Community







# Create Genuine Community



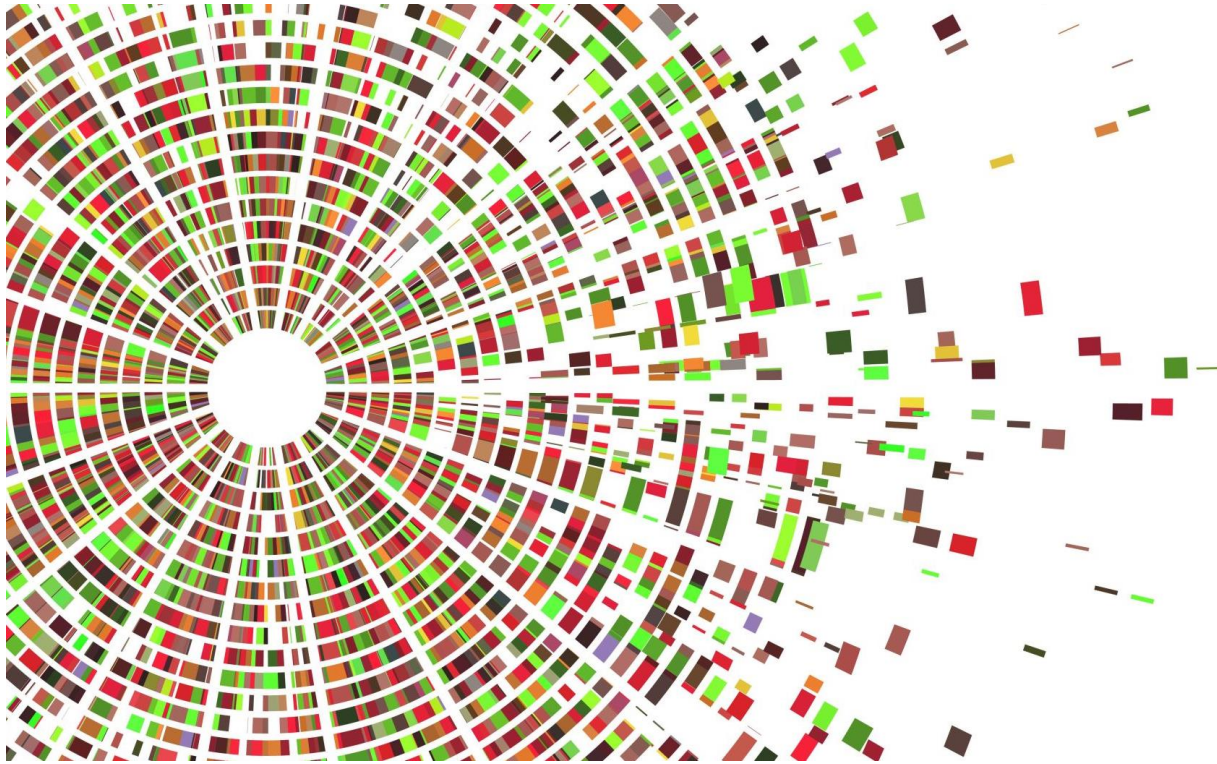
## Keys to Success

- Prioritize celebrating the success of colleagues.
- Give back and partner with larger community.
- Design physical space to encourage collaboration and connection.

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*Think of an individual in your life who is resilient. What are ways you have seen this person display resiliency?*

## Breakout Session 3

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**Resilience**

## Key Questions

**What is resiliency?**

**What are the key skills that make-up resiliency?**

**Why does it matter in the workplace?**

**How can resiliency be nurtured in the workplace?**





# What is Resilience?

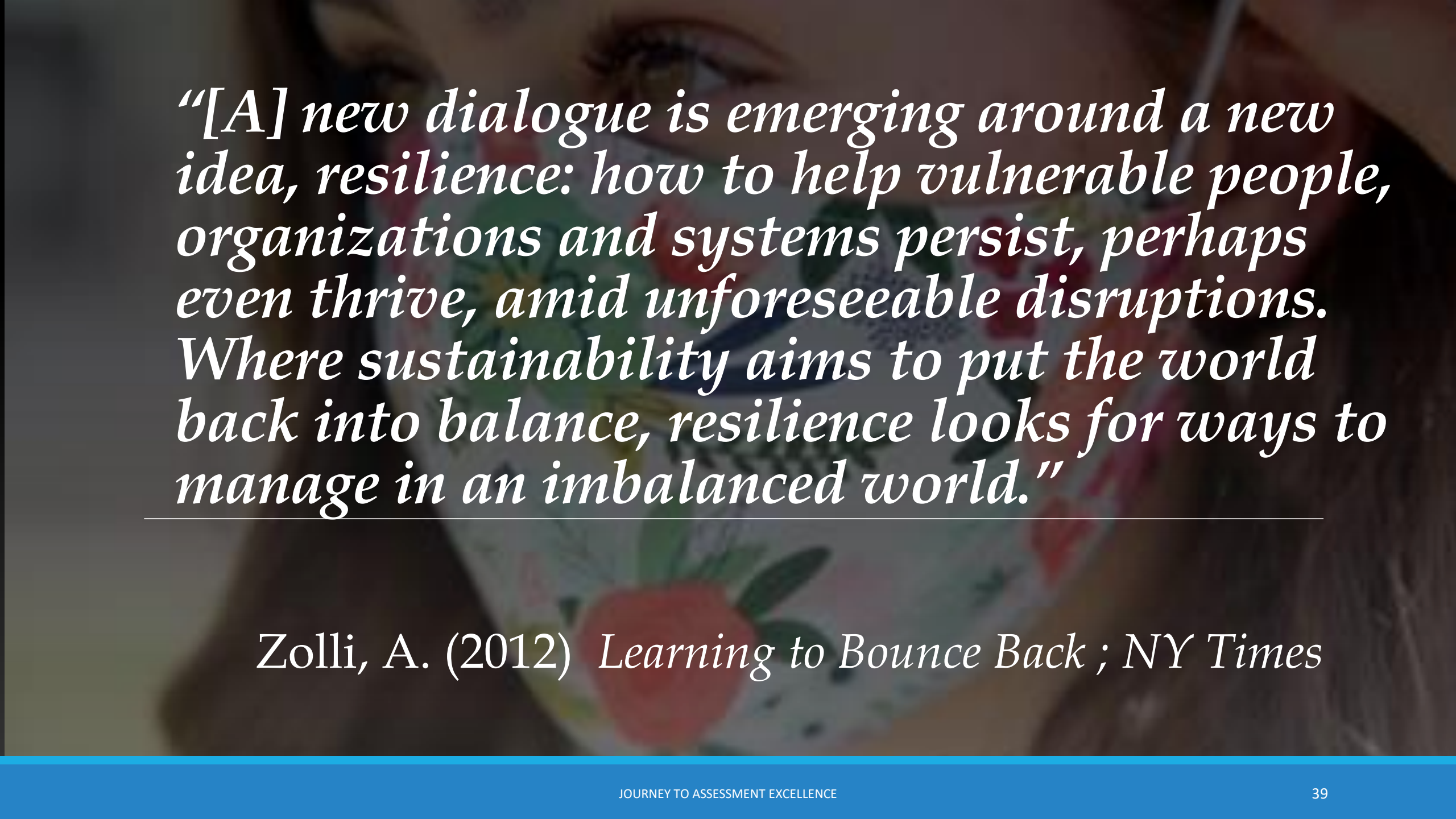
*“Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress... It means ‘bouncing back’ from difficult experiences”*

*Source: Forbes*



# Why does resilience matter in the workplace?

*...the experience of positive emotions (fostered by resilience) can expand activity, open an employees' eyes to a range of possibilities, and increase the likelihood of more creative solutions for workplace behaviors  
(Fredrickson, 2004).*



*“[A] new dialogue is emerging around a new idea, resilience: how to help vulnerable people, organizations and systems persist, perhaps even thrive, amid unforeseeable disruptions. Where sustainability aims to put the world back into balance, resilience looks for ways to manage in an imbalanced world.”*

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Zolli, A. (2012) *Learning to Bounce Back* ; NY Times



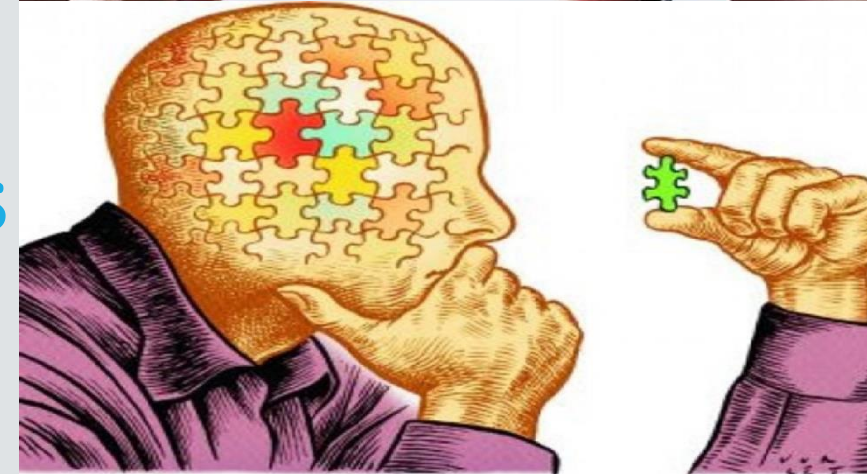


What are the  
key ideas  
that make-up  
resilience?

Learned Optimism



Self & Social Awareness



Reflective Thinking





FIXED

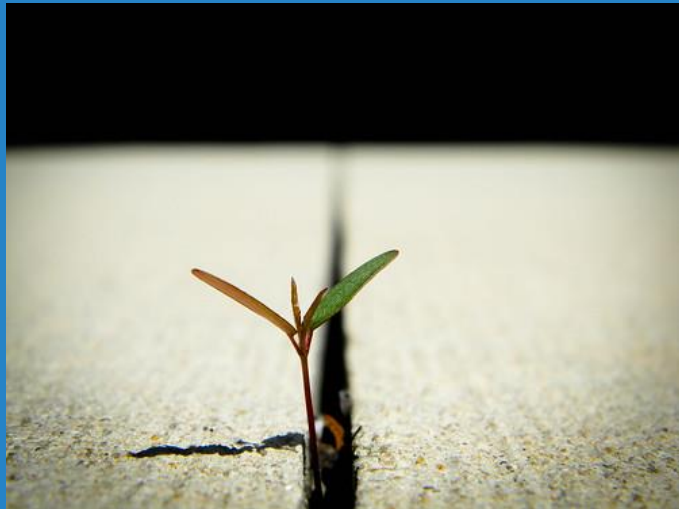


GROWTH

# MINDSETS



# Key skills of resiliency



A Learning Mindset

Purpose Builders



Balanced Optimism

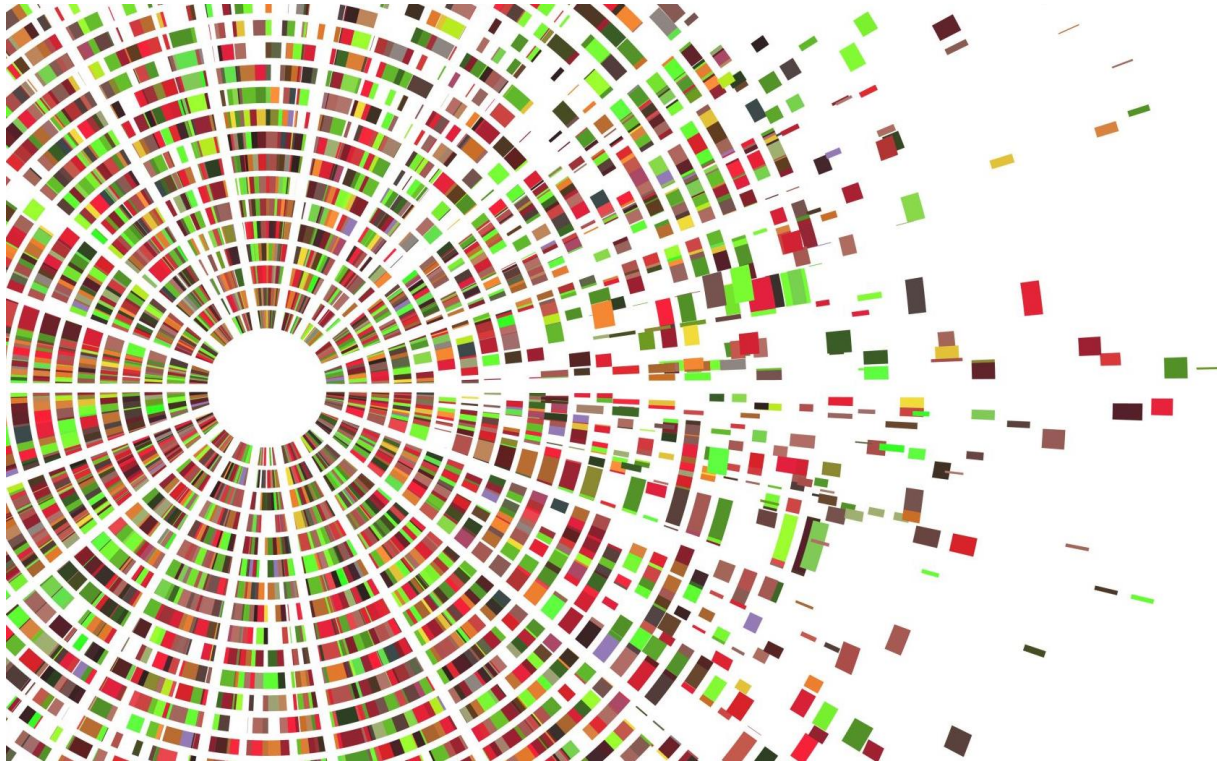
Creative Problem-Solving



“We” not “Me”

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*Brainstorm Challenge!*  
*In your group, come up with ideas*  
*on how you could build resiliency*  
*into your colleagues or employees.*

# Breakout Session 4

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# Resiliency Training

A SKILLS-BASED APPROACH

# Developing a Learning Mindset

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- Enjoy coaching and feedback and use it to improve performance.
  - Do not see failure as final but as an expected part of growth.
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## Training Tip:

Encourage and model a coaching culture through intentional mentor relationships.

See: <https://positivepsychology.com/resilience-training-build-resilient-individuals-groups/>



# Supervisor Tip

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Offer the right kind of praise (i.e., “process praise” that focuses on the client’s engagement, perseverance, and problem-solving strategy)





"RESILIENT PEOPLE DEVISE  
CONSTRUCTS ABOUT THEIR  
[CHALLENGES] TO CREATE SOME  
SORT OF MEANING FOR THEMSELVES  
AND OTHERS"

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Couto, D (2002) *How Resilience  
Works* Harvard Business Reivew



# Building Purpose

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- Believe difficulty can enhance a sense of purpose.
- Actively construct meaning from challenge.

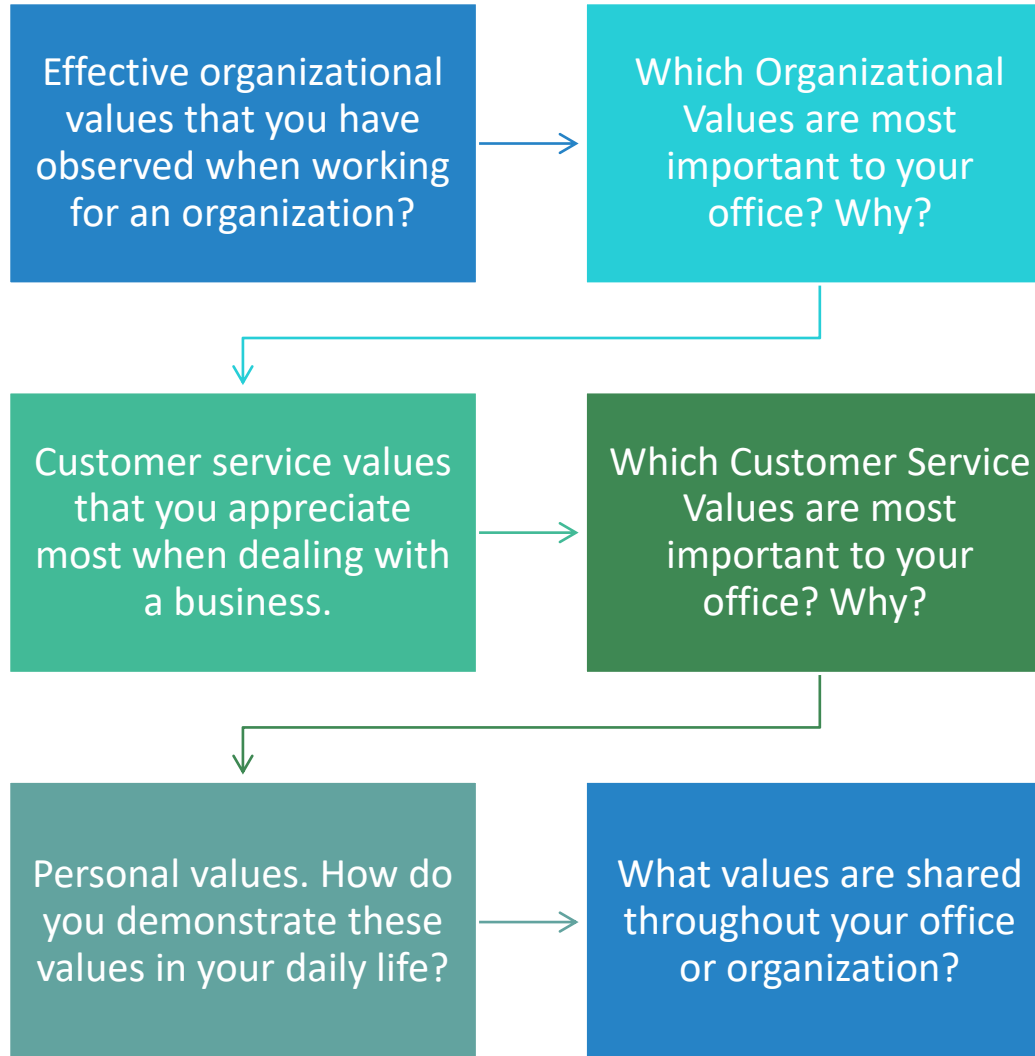
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## Training Tip:

Establish enduring core values based on an essential shared purpose.

*"The **core values** of an organization are those **values** we hold which form the foundation on which we perform work and conduct ourselves. ... The **values** underlie our work, how interact with each other, and which strategies we employ to fulfill our mission. The **core values** are the basic elements of how we go about our work."*

*Source: [www.nps.gov](http://www.nps.gov)*



When  
defining core  
values think  
of....





## Supervisor Tip

Demonstrate tenacious commitment to core values aligned with core purpose



## Generating Balanced Optimism

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- Intentionally reframe pessimistic thinking.
  - Anticipate problems but do not fixate on them.
- 

### Training Tip:

Seligman's [ABC Technique](#)





# Becoming Solution-Focused

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- Identify problems but do not rehearse them.
  - Remain fluid in their thinking which leads to multiple solution pathways
- 

## **Training Tip:**

Practice vulnerability-based trust.

Brene Brown  
*Researcher &  
Organizational  
Health Expert*

"Vulnerability is the  
birthplace of  
innovation, creativity  
and change,"





# Harnessing the Power of Team

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Aware of limitations and actively recruit help of teammates.

Provide emotional support.

Do not play the blame game

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## Training Tip

Practice a "No Bobble Heads Allowed" approach to tough challenges.



# Supervisor Tip

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Lean into the problem with your team by staying curious, encouraging multiple perspectives, demonstrating comfort with ambiguity, and with a "best idea wins" mentality.





## \*The Preferred Future Exercise



\*See page 16 in your booklet

1. What are our greatest strengths?



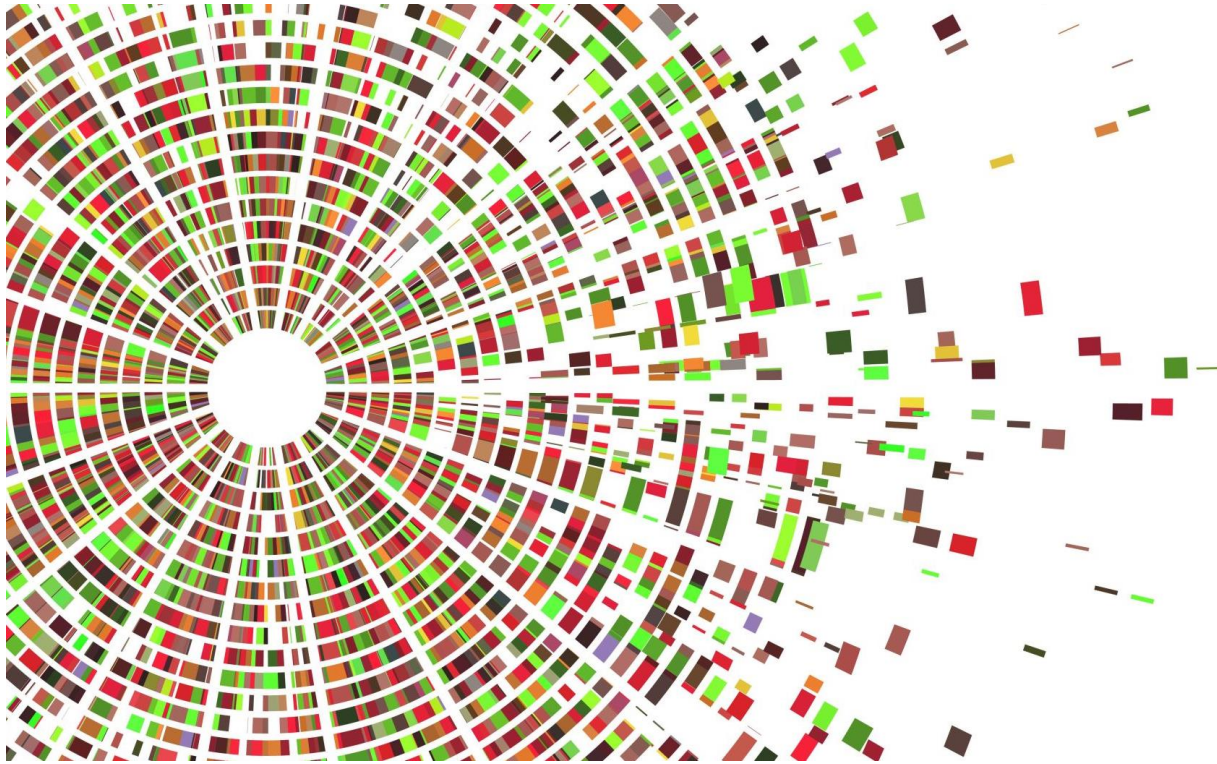
2. What are our best opportunities?

3. What is our preferred future?

4. What are the measurable results  
that will tell us we have achieved our  
vision of the future?

## The 4 Essential Questions





*What does your preferred future  
look like?*

# Breakout Session 5

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# Questions

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## The Five Behaviors of A Cohesive Team:

- Vulnerability-Based Trust
- Productive Conflict
- Commitment
- Accountability
- Results

# Additional Trainings & Services

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THE FIVE BEHAVIORS OF A COHESIVE TEAM™  
▼  
FACILITATOR ACCREDITATION

<https://www.discprofile.com/resources-and-tools/5behaviors-support/about-5behaviors/>

Additional Trainings are available to aid you in your journey  
to assessing excellence and creating an organization that  
thrives not just survives.

We are here for you!



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