



Leading with Resilience

Techniques for building leadership's
new essential skill

Training on

- **Leadership and management**
- **Presentation skills**
- **Persuasion and influence**
- **Business writing**
- **Cross-cultural communication**
- **Client service**
- **Emotional intelligence**
- **Time management**
- **Personal development and career success**



Giles Duley
Photographer

Image: The Guardian



Image: Giles Duley

Image: Giles Duley











“Right hand?
Eyes?
I can work.”

Giles Duley







I WEAR THIS
T-SHIRT...
SO MY TEACHER
WON'T CALL ON ME!

“[It gives] me
greater insight
and empathy into
people's
suffering and ...
put me in a better
position to tell
their stories.”

Giles Duley



Why?



Everyday resilience



**“Surprises are
the new normal;
resilience is the
new skill.”**

**Rosabeth Moss Kanter,
Harvard Business School**



“Resilience is a central component of one’s capacity to lead. It’s the ability of leaders to manage their own personal responses and reactions in a fast-paced environment.”

Dr. Jane Gunn, KPMG



A close-up photograph of a person's hands holding a tennis racket and a yellow tennis ball. The racket has a black frame with orange accents and a white string pattern. The person's right hand is gripping the handle, which is wrapped in white tape, while their left hand holds the yellow ball against the racket's strings. The background is a solid teal color.

Resilience
is a learned
behavior.



The butterfly effect.



**REFOCUS YOUR
BRAIN**

1



**RESET YOUR
PRIMITIVE
ALARMS**

2



**REFRAME YOUR
ATTITUDE**

3



**REFRESH YOUR
BODY**

4



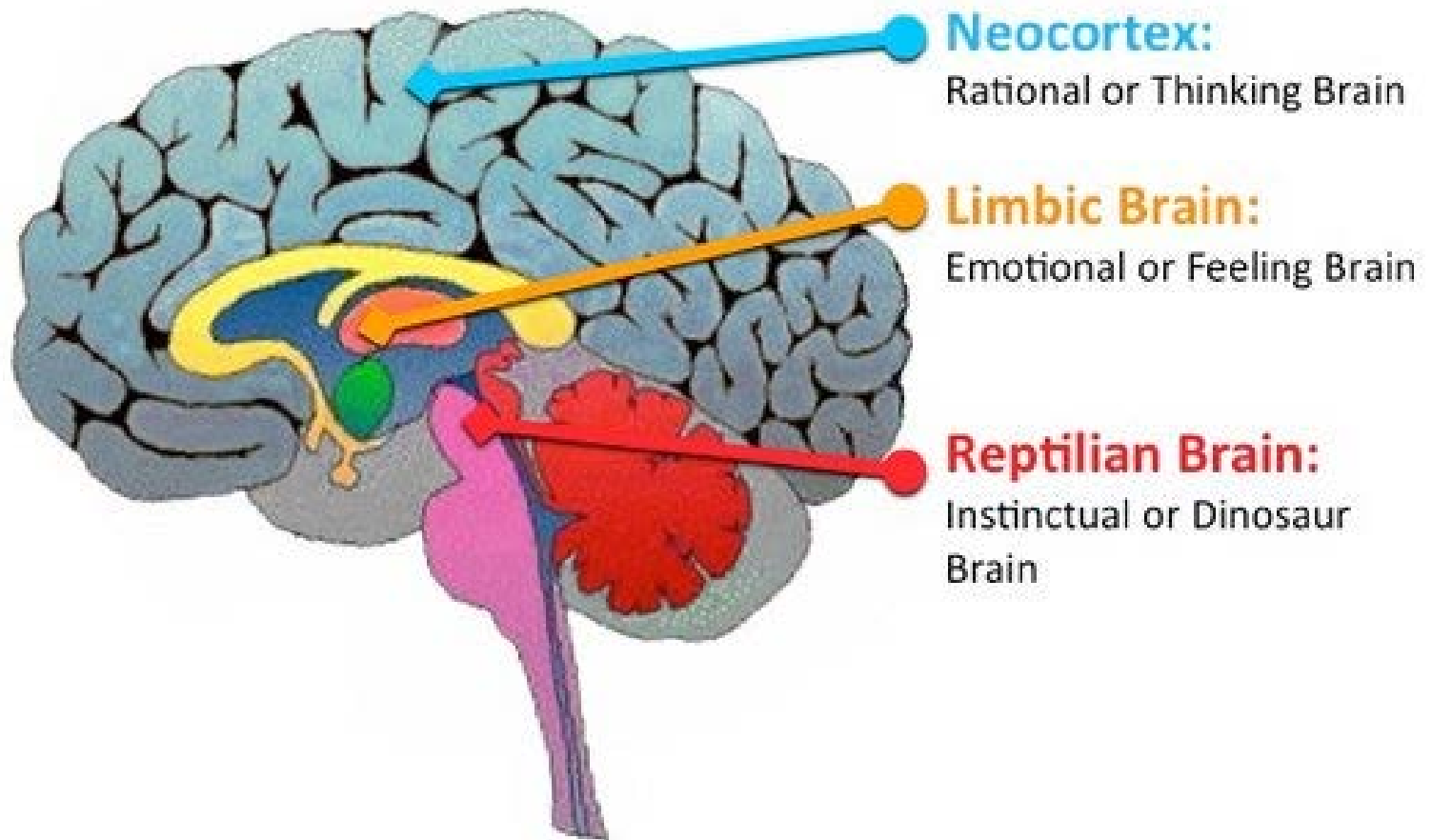
**RENEW YOUR
SPIRIT**

5



REFOCUS YOUR
BRAIN

1





REFOCUS YOUR
BRAIN

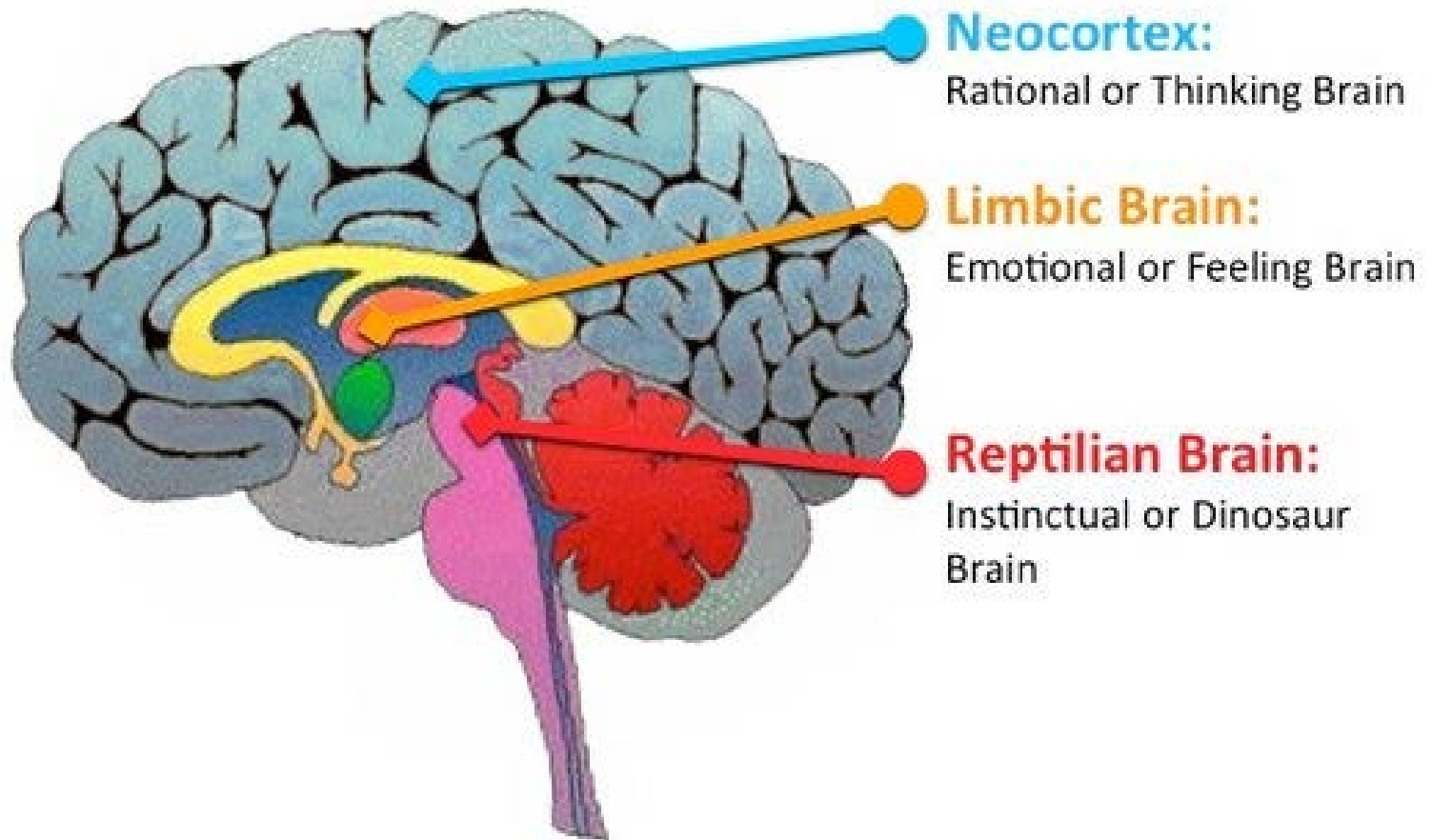
1





REFOCUS YOUR
BRAIN

1





REFOCUS YOUR
BRAIN

1

Stop multi-tasking.





REFOCUS YOUR
BRAIN

1

Build “islands”.





REFOCUS YOUR
BRAIN

1

Move.

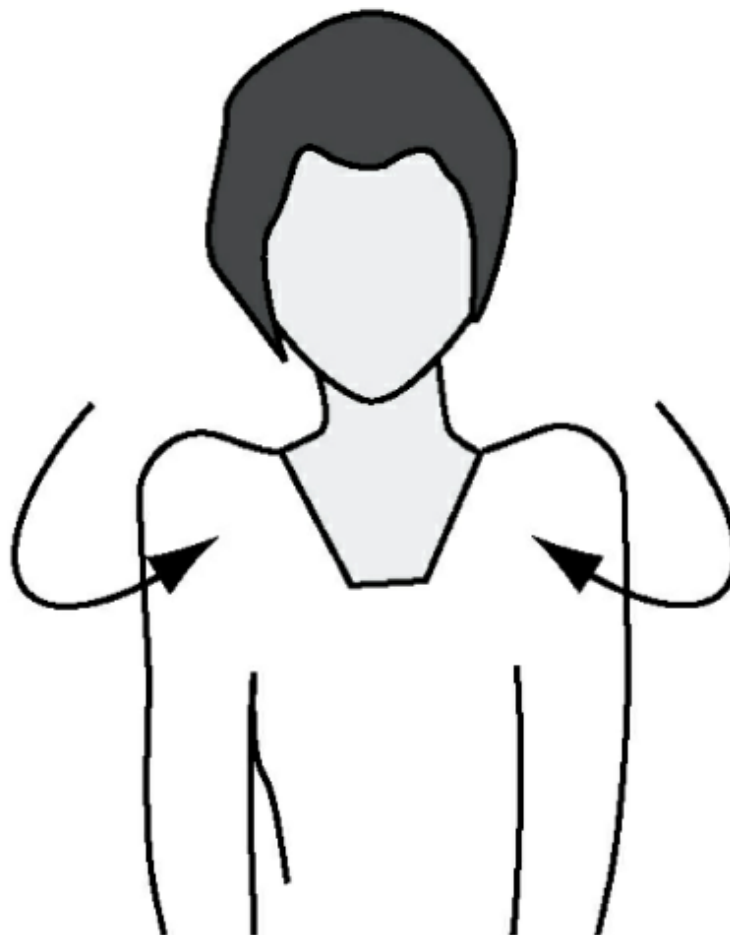




REFOCUS YOUR
BRAIN

1

Shoulder roll.

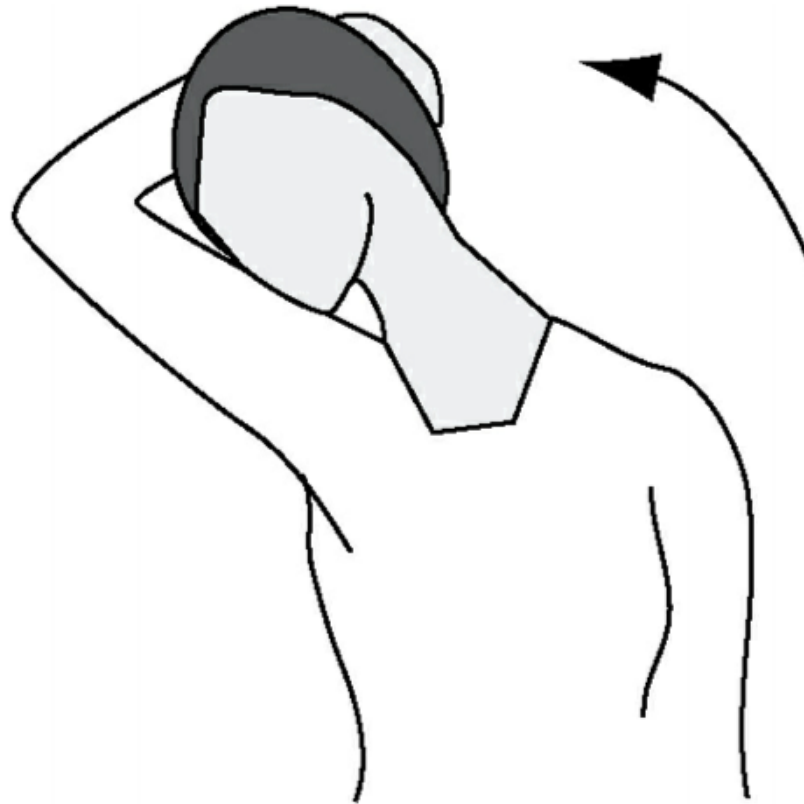




REFOCUS YOUR
BRAIN

1

Neck stretch.

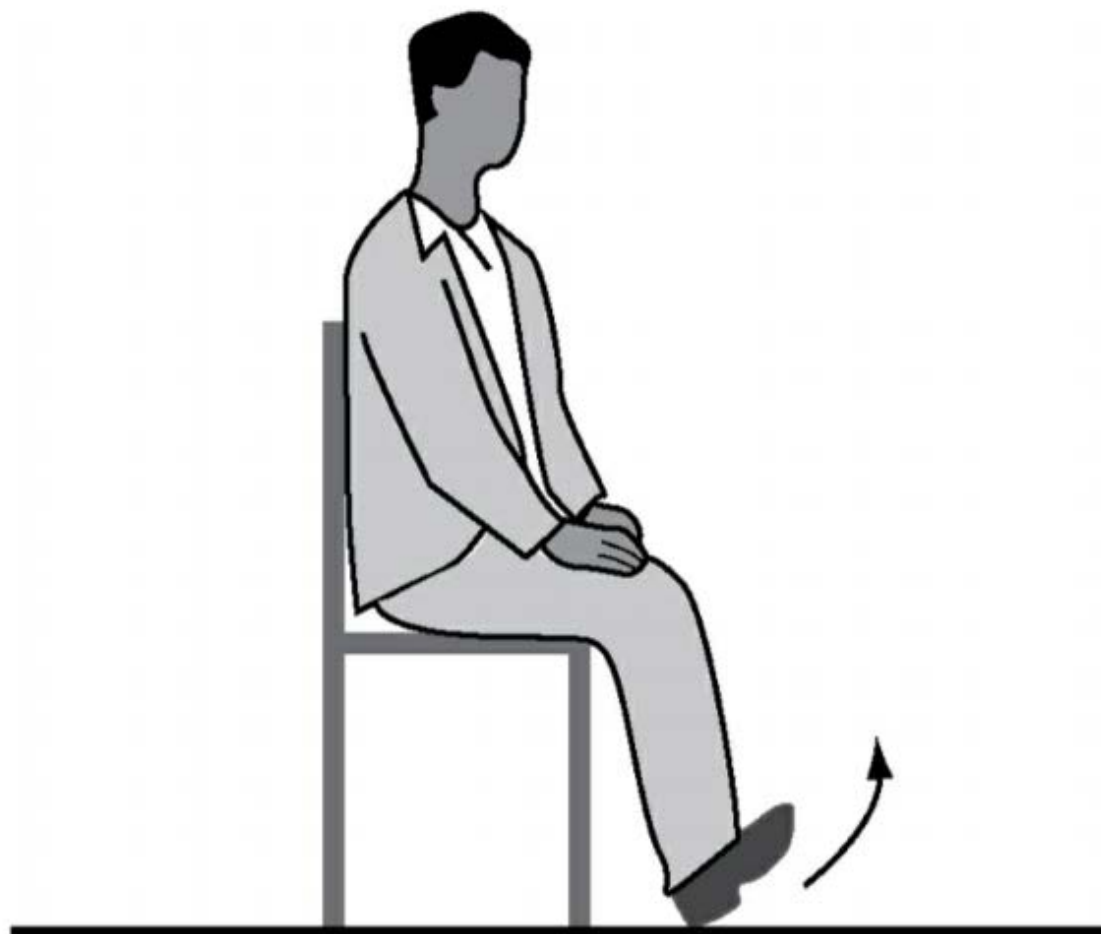




REFOCUS YOUR
BRAIN

1

Toe Lift.

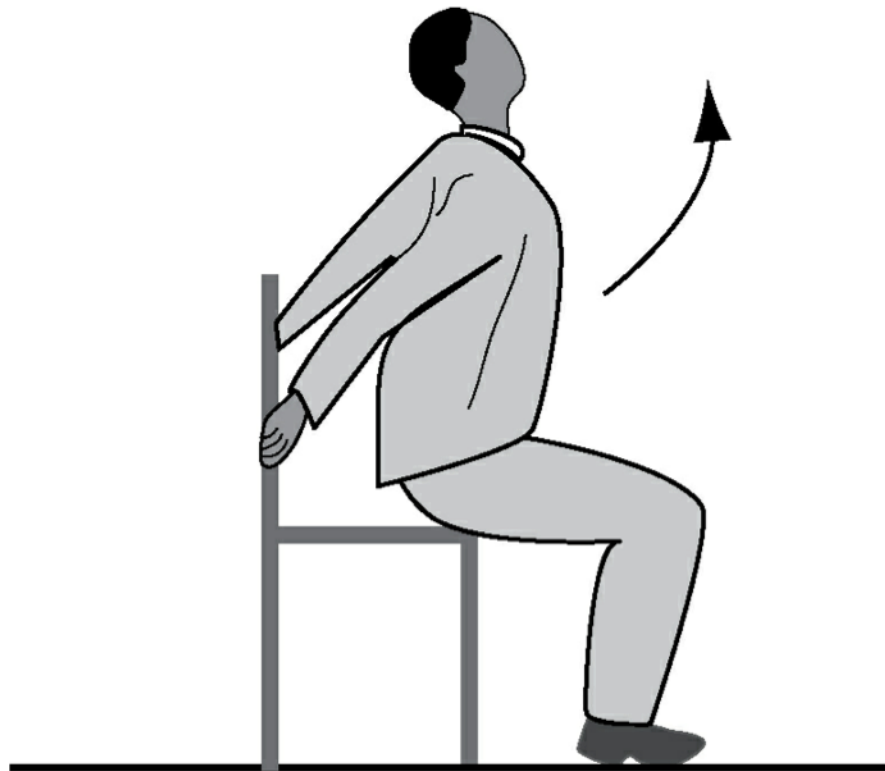




REFOCUS YOUR
BRAIN

1

Heart opener.





RESET YOUR
PRIMITIVE
ALARMS

2





RESET YOUR
PRIMITIVE
ALARMS

2

Emotional hijacks at work

- 1. Condescension and disrespect.**
- 2. Perceptions of unfair treatment.**
- 3. Lack of appreciation.**
- 4. Feeling you aren't listened to or heard.**
- 5. Unrealistic deadlines and demands.**



RESET YOUR
PRIMITIVE
ALARMS

2

Label your emotions.





RESET YOUR
PRIMITIVE
ALARMS

2

Breathe deeply.





RESET YOUR
PRIMITIVE
ALARMS

2

Stand like a
superhero.



Image: Getty Images



REFRAME YOUR
ATTITUDE

3





“Pessimists might
be right more often,
but optimists are
more successful.”

Michele Phillips
Happiness is a Habit



REFRAME YOUR
ATTITUDE

3

Take 3.





REFRAME YOUR
ATTITUDE

3

Make a date.





REFRESH YOUR
BODY

4

Hydrate.





REFRESH YOUR
BODY

4

Hydration tips

- 1. Keep a bottle of water by your desk.**
- 2. Drink herbal tea.**
- 3. Coffee drinkers: drink equal amounts of water.**
- 4. Drink before the most difficult and challenging parts of your day.**



RENEW YOUR
SPIRIT

5

Get focused.





RENEW YOUR
SPIRIT

5

Align your schedule.





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BRAIN**

1



**RESET YOUR
PRIMITIVE
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2



**REFRAME YOUR
ATTITUDE**

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4



**RENEW YOUR
SPIRIT**

5

Putting it all together

- Review all the frameworks.
- Choose one of them as a starting point – try out the techniques to see what works for you (email me at antony.campbell@dfdl.com if you want more).
- Set reminders on your phone.
- Choose a second framework and do the same .
- When you're ready, pick a third.
- Anchor the techniques in existing routines.

Relax. Sometimes
the smallest
changes can
make the biggest
difference.





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