



Resilient Leadership

Val Ries, RN, MBA

Associate Coach, International Coaching Federation

Re.sil.ient — Springing back after being stretched , bent, compressed



Statistics

- \$328 billion lost in US from decreased productivity
- 71% workers are disengaged.
- In 2011, 84% workers looking for a new job
- Increasing resiliency, can increase productivity, working relationships and work/life balance **51%, 70% and 44%** respectively

My story



#1 -Acknowledge and Validate



Acknowledge

What it is:

- Active Listening
- Paraphrasing/Mirroring

What it isn't:

- “I” statements
- Fixing and Advising
- Talking over/Interrupting

Acknowledge

- What you're saying is...
- So when you ____, ____ happens
- Let me see if I get this
- What your telling me is.....
- Let me give it back so I make sure I have this

Validate

What it is:

- Normalizing the emotion
- Allow release
- Diffuse the intensity

What it isn't:

- Agreeing/Disagreeing

Validate Example

- It's perfectly understandable to feel...
- You've experienced _____, of course you feel _____
- It makes complete sense that your are _____
- Based on how important _____ is, no wonder you are _____

#2 - Judgement



- Other people
- Situation
- Self

My Client's Results

Boss

- Poor Leadership Skills
- No Communication
- Plays favorites
- Don't Trust Him
- Not Consistent
- No Recognition
- Doesn't Listen
- He doesn't trust me
- Won't give me resources
- Doesn't Value Me

Organization

- No Vision
- Not taking risks
- No action

Self

- Why am I staying?
- I don't feel valuable

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Now what?





Val Ries, RN, MBA

720-383-5424, val@valries.com
www.valries.com