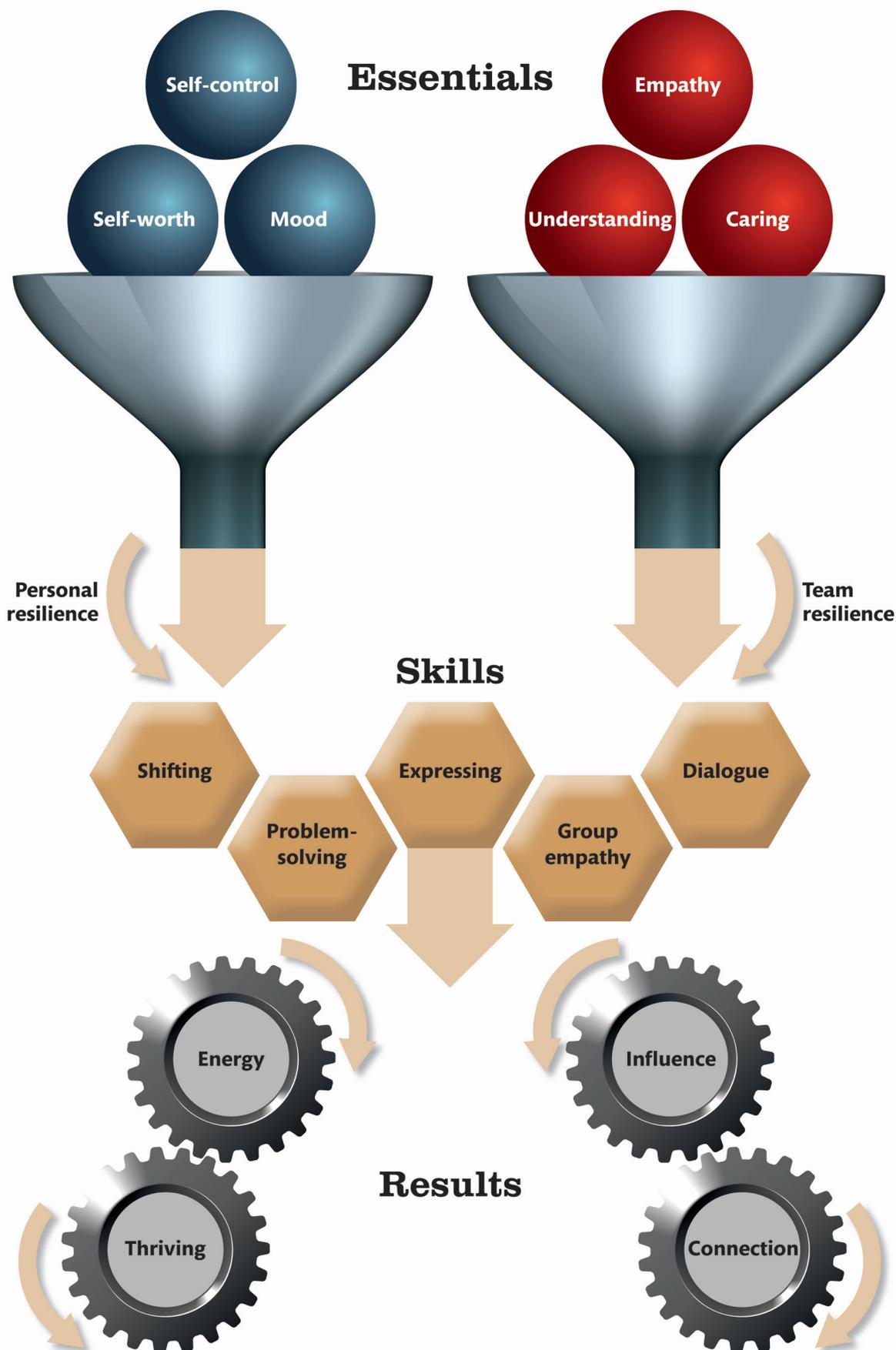


DEVELOPING YOUR EMOTIONAL RESILIENCE



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Emotional Resilience includes a range of competences, skills and abilities that enable us to be effective in today's workplace.

= the ability to continually choose the feelings, thoughts and actions that help you achieve results and perform at your best at personal, team and organisational levels



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	ESSENTIALS	SKILLS	RESULTS
PERSONAL RESILIENCE handling your emotions	SELF-WORTH Feelings about yourself and how you function at work.	SHIFTING Changing your emotional state in response to everyday events.	ENERGY Sustaining your strength and vitality to perform at your best.
	SELF-CONTROL Keeping your feelings under control in response to everyday work events.	PROBLEM SOLVING Resolving problems of a personal, emotional or interpersonal nature by tuning into emotions as data.	THRIVING Organising yourself to be effective under pressure.
	MOOD Your emotional state in any given moment		
TEAM RESILIENCE handling your emotions with others	EMPATHY Tuning into other people's feelings so that you can take them on board when making decisions.	EXPRESSING Communicating your feelings and thoughts to others at work.	CONNECTION Building relationships through personal interactions.
	UNDERSTANDING Tuning into what colleagues need in order for them to be effective at work.	GROUP EMPATHY Tuning into and shifting emotions at group level to stay on track with your work goals.	INFLUENCE Leading and managing relationships with stakeholders, colleagues and team members.
	CARING Showing that other people matter so that colleagues are able to make their best effort at work.		