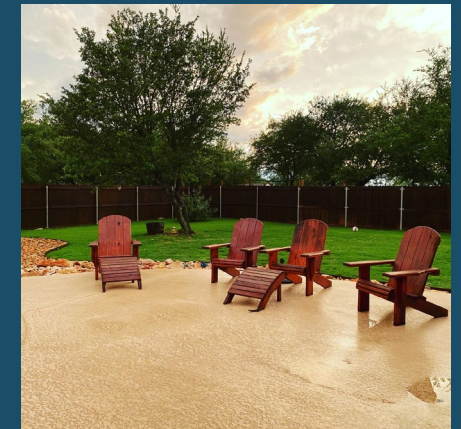
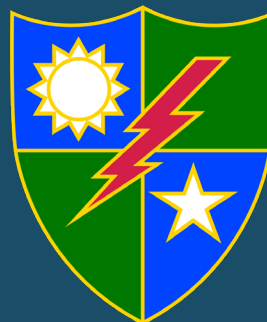
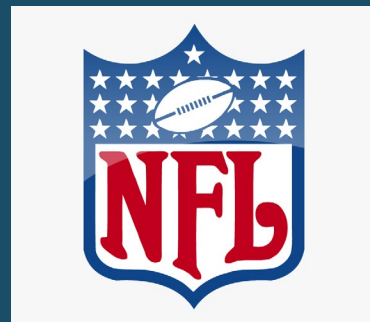


Joe Brown



solutions²¹





**CELEBRATING 75 YEARS OF
HR EXCELLENCE**

TMHRA ANNUAL CONFERENCE
May 7-9, 2025 • San Antonio Marriott Rivercenter

“ We are all wired for struggle...but worthy of love and belonging”

Resiliency...handling hard better

May 7, 2025

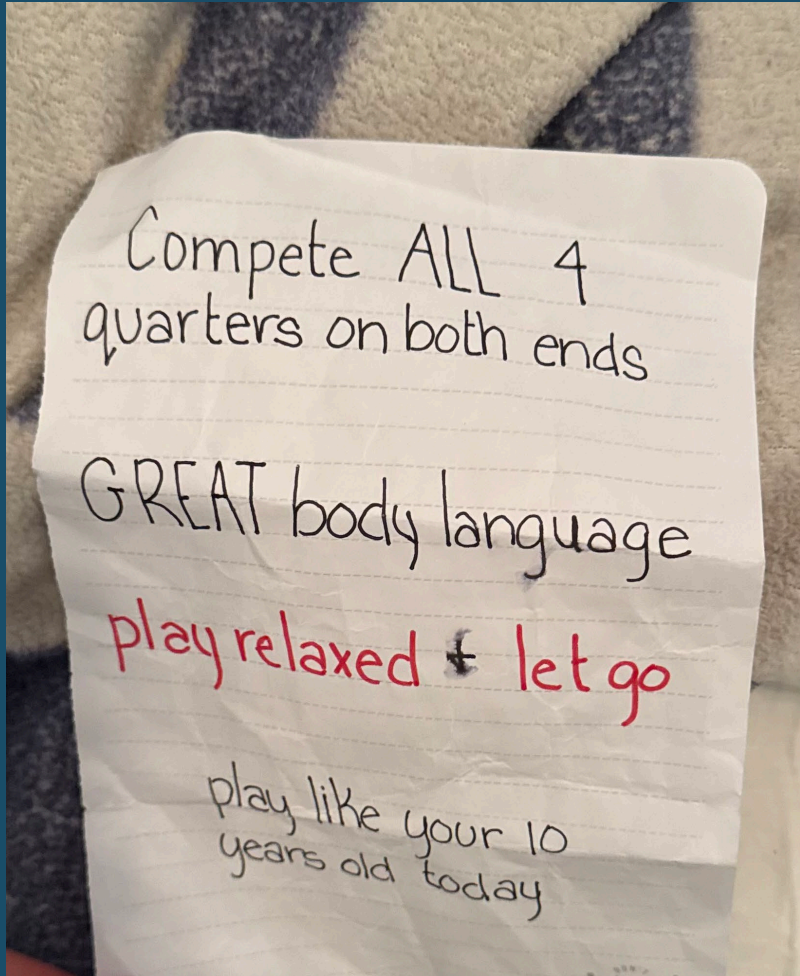


LEADING FORWARD
LEADERSHIP & TEAM PERFORMANCE

Agenda

- Feedback...correlation to growth
- Resiliency
 - August 1, 2007
- What is Resiliency? Perseverance?
 - Five factors that can help you drive resiliency at a high level
- Committed or Interested
- Discuss the idea of GRIT
 - What is it and how do I get it?
- Urgency towards growth
 - Never thought about it that way...
- What is TRUST...what role does it play in resiliency?
 - Do your teams have enough?
- Protect The GIFT
 - What is the GIFT?





Where do we receive feedback from?

- Performance feedback is such a huge piece of development and growth! Where do you get feedback?
 - Self-directed feedback...
 - Feedback prior to a big meeting, program, difficult convo, challenging board meeting, etc.
1. The power of performance feedback
 2. The power of positive self-talk
 3. The power of your own words on paper



We are what we tell ourselves we are!!!

Feedback or Criticism?

Feedback	Criticism
Focuses on what we want	Focuses on what we don't want
Focused on the future	Focused on the past
Builds up strength	Focused on the weaknesses
Inspires	Deflates
We can make this better together	You are the problem
Want and desire to make you better	Aimed at you're no good at this
Non-verbal is positive	Non-verbal is negative
Less likely to prompt defensiveness	Feels threatening
Solutions are explored	Focus on the problem...low solution
Focused on WE	Focused on YOU
Actions and behaviors	Personal attributes
Guidance to improve	No guidance
Tone and pace are engaged, positive and welcoming	Tone and pace are quick, stern, direct and not friendly
Growth mindset	I'm who I am...you are who you are
Based on effort	Based solely on outcomes



Professional Coach

People who want to see
you win, will help you win.
Remember that.



Committed or Interested

Committed:

Feeling dedication

Loyalty to a cause or job

Wholehearted dedication



Interested:

Showing curiosity or concern about something or someone

Having a feeling or interest...excitement

Seeking information



4 thoughts on being Committed or Interested?

- **When you're committed you find a way.** When your interested, you find an excuse.
- **When you're committed you do whatever it takes.** When you're interested you do what's convenient.
- **When you're committed you do it consistently.** When you're interested you do it occasionally.
- **When you're committed you take accountability.** When you're interested you point fingers and shift blame.



A small blue square logo with a white letter 'D' in the top right corner.A photograph of three women standing in front of a blue wall with 'DUKE' repeated in white letters. The woman on the left is wearing a white and blue Duke jersey with the number 3. The woman in the center is wearing a black zip-up jacket with a Duke logo on the left chest. The woman on the right is wearing a blue Duke jersey. They are all looking towards the right.

URGENCY AND GROWTH

KARA LAWSON

Process>Growth



1. Have you had bad days, weeks, months?
2. Have you had teammates that are trending downward, plateauing?
3. Ever felt stuck in your role?
4. How urgent are you for development/growth?
5. What's your mentality towards growth?
6. How can we stay present in OUR process?



Resiliency

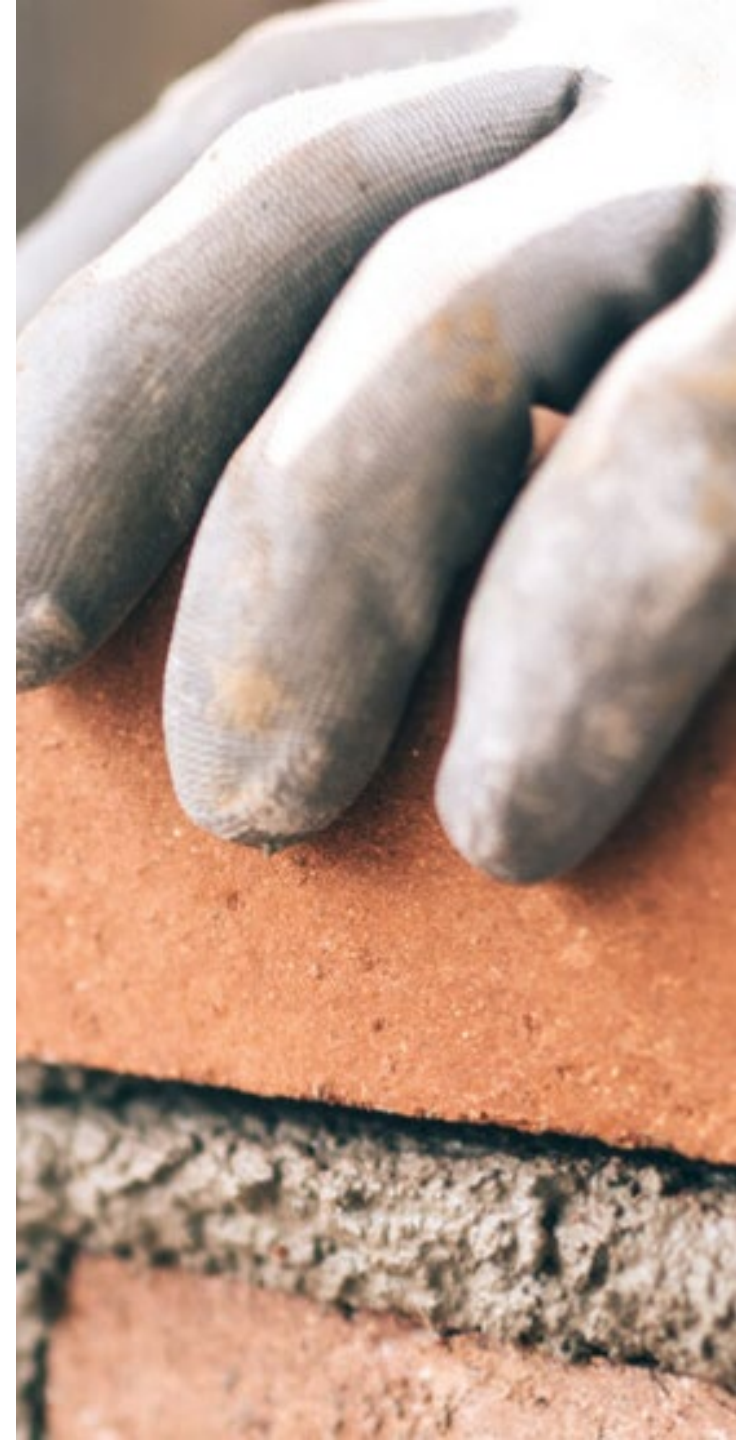


- Resilience is the process and outcome of **successfully adapting to difficult or challenging life experiences**, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands. The ability to **successfully adapt to stressors, maintaining psychological well-being in the face of adversity**.

5 Factors that DRIVE strong resilience

1. Connection to others
2. Communication
3. Confidence
4. Competence and commitment
5. Control

“Sometimes resilience is rest and connection...not always about pushing harder”



Connecting with Others



How well do we connect with others?

1

Be available

2

Listen

3

Ask questions

4

Be thoughtful

5

Be open

6

Be likeable

7

Show humility

8

Be adaptable

9

Emotional awareness



How well do we Communicate?



Active listeners



Spoken/written



Follow up



Meet others where they are



Listen to understand



Feedback seeker



Emotional intelligence



Ability to reframe



Awareness of bias



Confidence "givers"

Stay connected, stay confident...



Giving people self-confidence is by far the most important thing that I can do. Because then they will act.

Jack Welch

@quidionay

Be Genuine

- Authentic
- Genuine
- Accountable

Support Others

- Help others prepare
- Show grace
- Lean in often

Empower Growth

- Place trust in others
- Give ability to solve for "X" your way
- Stretch project giver

Provide Guidance

- Honest feedback
- Meeting folks where they are



Competence and Commitment



GWC Assessment

- Do we GET it
- Do we WANT it
- Do we have the CAPACITY to do it



Finding Solutions

Find a way vs. an excuse



Dedication Level

Whatever it takes vs. when its convenient



Consistency

Doing it consistently vs. doing it occasionally



Responsibility

Take accountability vs. pointing fingers and shifting blame



Control



What's our level of confidence?

1 Managing strong feelings
feelings to enhance
relationship &
productivity

2 Emotional Intelligence
Intelligence

3 Developing coping skills, not
not just quick fixes...create
habits

- Tactical pause
- Re frame

4 Keeping things in perspective...

- Challenging our biases

5 Thoughts are a powerful thing

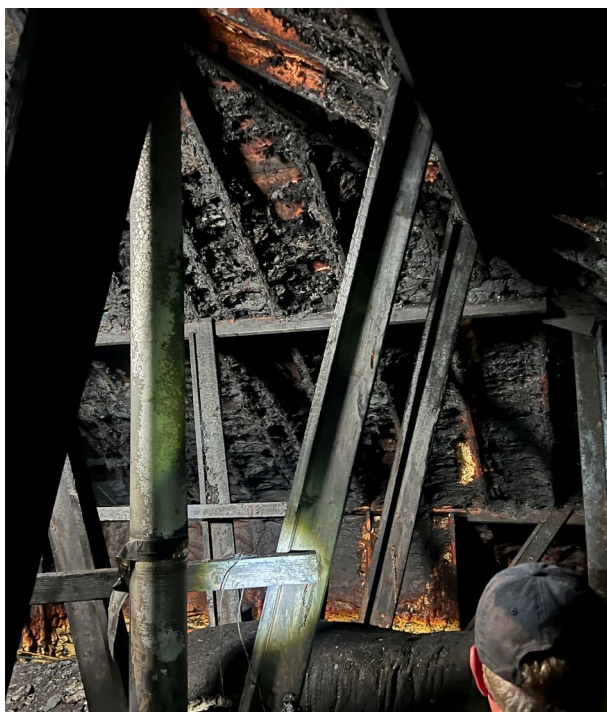
- Positive self-talk
- Dwelling on a loss





RESPONSE...

MAY 22, 2024



Perseverance



■ Perseverance in **doing something despite difficulty or delay in achieving success**...not giving up. It is persistence and tenacity, **the effort required to do something and keep doing it till the end**, even if/when it's hard.

■ **“Staying in the fight”**



Difference between Perseverance and Resilience

Perseverance	Resiliency
Action-oriented	Response-oriented
Aims to achieve	Aims to overcome
Requires determination	Requires adaptability
Leads to success through persistence	Leads to growth through adversity



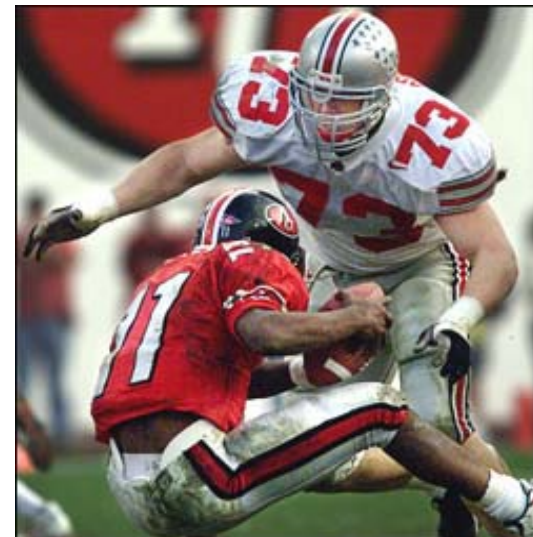
GRIT

VERB

REFUSING TO GIVE UP, PUSHING
TO THE LIMIT, WIPING THE SWEAT
OFF THE FACE IN ORDER TO
MAKE A BETTER TOMORROW



- Role GRIT plays within a team?
- What GRIT looks like within oneself?





Drivers of GRIT



- Perseverance: Our ability to push through hard
- Resilience: Our ability to compete, adapt at a high level
- Courage: Our ability to do something that frightens us
- Passion: Love. Barely controllable emotion
- Conscientiousness: Our ability to control, regulate, direct impulses. Being present...

Trust...what is it and how to get it



Understanding Trust

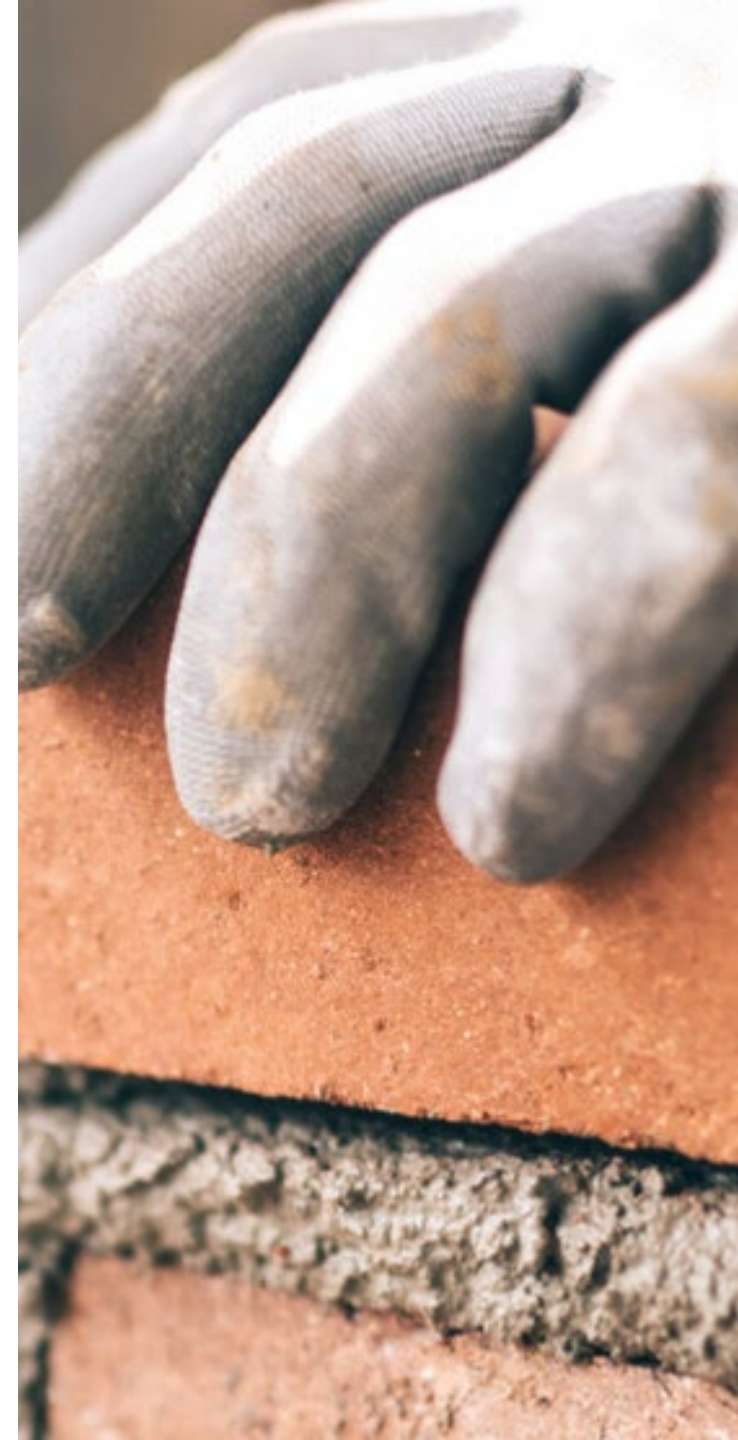


- What is your definition of trust?
- What is your team's definition of trust?

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Trust: The Foundation

- Clarity
- Understanding Roles and Responsibilities
- Communicating Intentions
- Coaching and Development
- Solicit Feedback (Receptive)
- Open to New Ideas and Opinions
- Integrity and Honesty
- Empathy
- Competence
- Consistent Behavior



Want you to think about what they call the 8 Management Behaviors that FOSTER TRUST:

1. Recognize excellence.
 2. Induce “challenge stress.”
 3. Give people discretion in how they do their work.
 4. Enable job crafting.
 5. Share information broadly.
 6. Intentionally build relationships.
 7. Facilitate whole-person growth.
 8. Show vulnerability.
- **The Neuroscience of TRUST (Culture of TRUST)**
How to get it!



The Impact of Trust on Culture

Positive Culture

- *Productive Meetings*
- *Growth opportunities*
- *Collaboration is HIGH*
- *Balance (Work/life)*
- *Solving Problems*
- *Clear Expectations*
- *Listen well*
- *Do conflict well*
- *Committed*

Negative Culture

- *Internal Politics*
- *Growth opportunities are LOW*
- *Unproductive Conflict*
- *Misalignment*
- *Lack of Clarity*
- *Listen to respond*
- *Silos / cliques*
- *Not honest*
- *Interested*

8 Ways To Connect With Others

Feedback Tool....Trust builder

1. Be Available
2. Listen
3. Ask Questions
4. Be Thoughtful
5. Be Open
6. Be Likeable
7. Show Humility
8. Be Adaptable



BE

GENUINE. Protect the GIFT...

Listen without interrupting.

Support without pretending.

Share without hesitation.

Speak without reward.

Promises and Commitments

Define “promise” a declaration or assurance that one will do a particular thing or that a particular thing will happen.

“What is one PROMISE you can make to yourself today about your own growth and development?”



"It begins and ends with people"



LEADING FORWARD

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