



Led by
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FOR EMPLOYERS & MANAGERS

Building Resilience

from the Inside Out

———— FEB 16, 11 AM–1 PM ————

Presented by





Good Job

Alicia Keys



How do you want to show up in the year ahead? For yourself? For others?



What do you need?

A person is swimming in the ocean, with only their head and shoulders visible above the water. The water is a deep blue, and the sky in the background is a soft, hazy orange and yellow, suggesting a sunset or sunrise. The overall mood is serene and contemplative.

MASLACH BURNOUT INVENTORY

EMOTIONAL EXHAUSTION || DEPERSONALIZATION ||
DIMINISHED SENSE OF PERSONAL ACCOMPLISHMENT



How are we?

- More than half of bosses, 53%, say they have struggled with mental health issues, compared to 45% of all employees.
- 80 percent of respondents say the crisis is materially affecting their daily work lives. (Oracle)
- Beyond basic needs (safety and security), three other experience themes (trusting relationships, social cohesion, and individual purpose) are having a disproportionate impact on employee well-being and work effectiveness. (McKinsey).

LEADING IN TIMES OF CHANGE



**PHASE 1
ENDINGS**

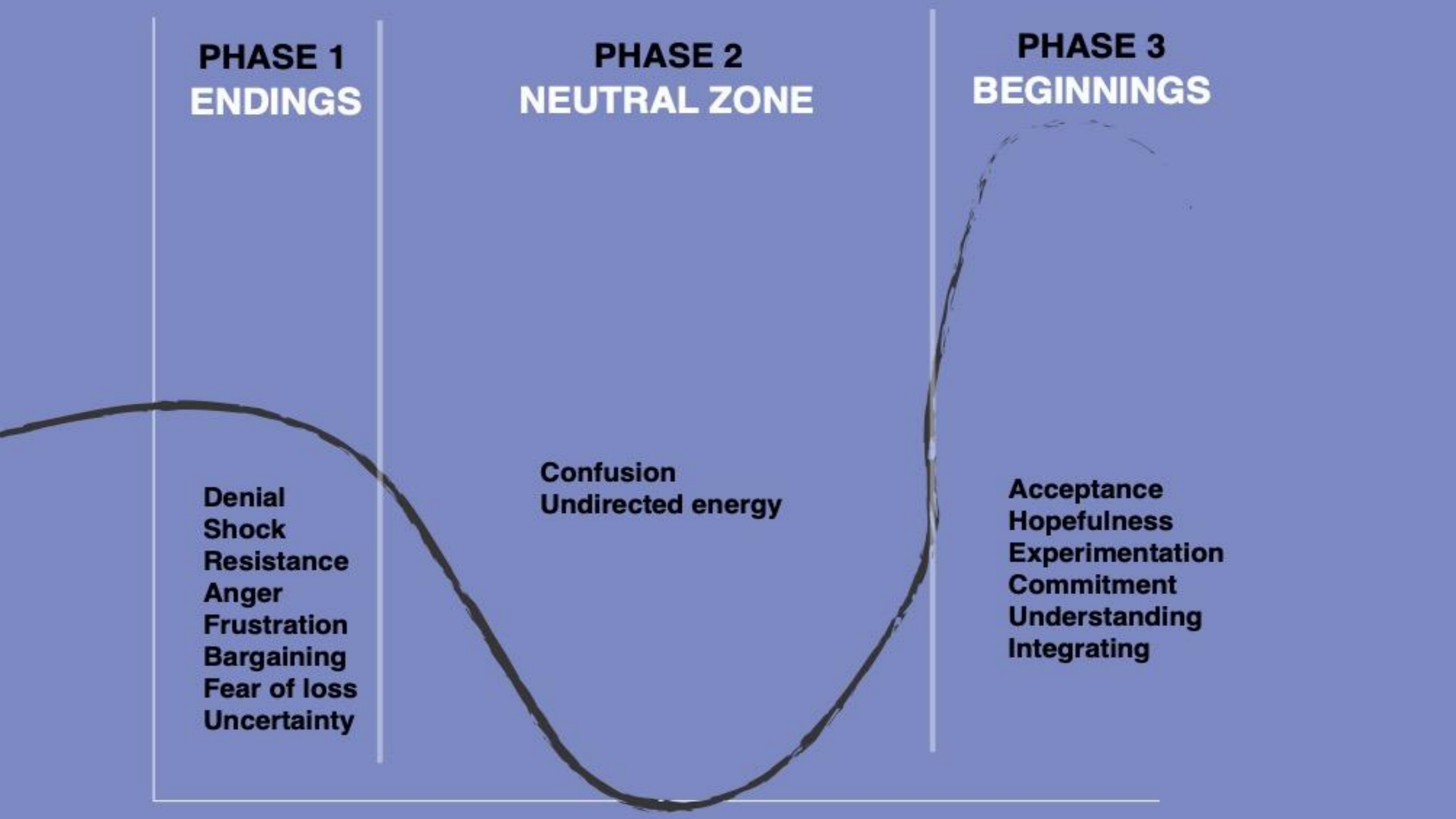
**Denial
Shock
Resistance
Anger
Frustration
Bargaining
Fear of loss
Uncertainty**

**PHASE 2
NEUTRAL ZONE**

**Confusion
Undirected energy**

**PHASE 3
BEGINNINGS**

**Acceptance
Hopefulness
Experimentation
Commitment
Understanding
Integrating**



Future of Work

- Hybrid models
- Connection but not FT office
- Flexibility
- Belongingness

7 NEEDS FROM WORK

1.

MAKE OUR LIVES WORK

2.

THE BASICS

3.

TO BE SUPPORTED
IN TAKING RISKS

4.

TO CONTRIBUTE

5.

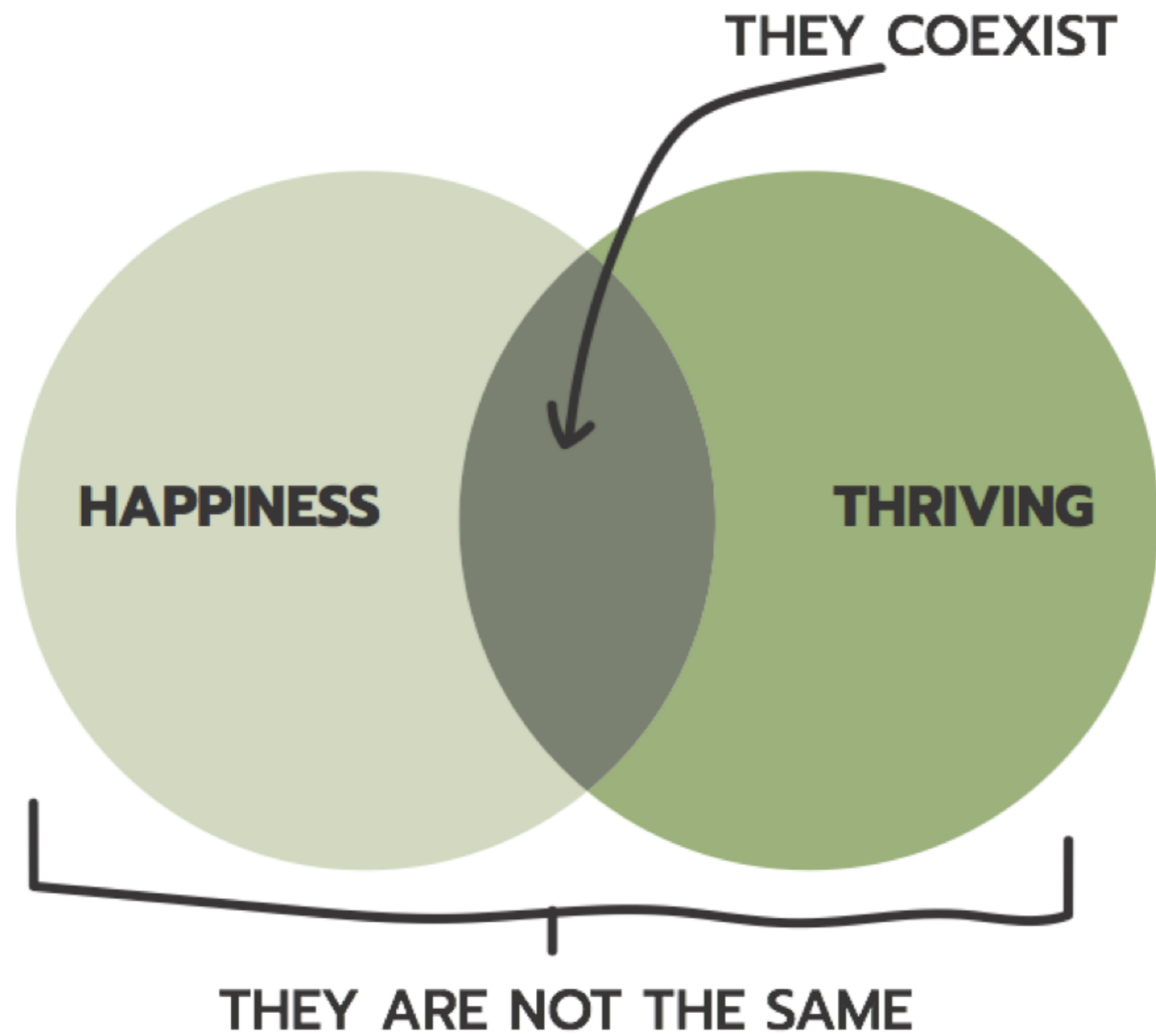
TO BE SEEN

6.

LEARNING

7.

CONNECTION



RESILIENCE

1: the capability of a strained body to recover its size and shape after deformation caused especially by compressive stress

2: an ability to recover from or adjust easily to misfortune or change

Levers for Creating Bravespace Workplaces

Lever I WHO: The Human Essentials

Act I Leaders with Head and Heart Habits

Act II Teams Who Care

Lever II: WHAT—A Conscious Culture

Lever III WHERE/WHEN—Purposeful Design

Lever IV WHY—Meaning and Context

Lever V HOW—The Soft Stuff and Being Real



SELF-CARE

+

TEAM CARE

=

HEALTHY COHESIVE COMMUNITY



PUT YOUR OWN
OXYGEN MASK
ON FIRST.

SELF COMPASSION

SELF KINDNESS
vs
SELF Judgement

COMMON Humanity
vs
Isolation

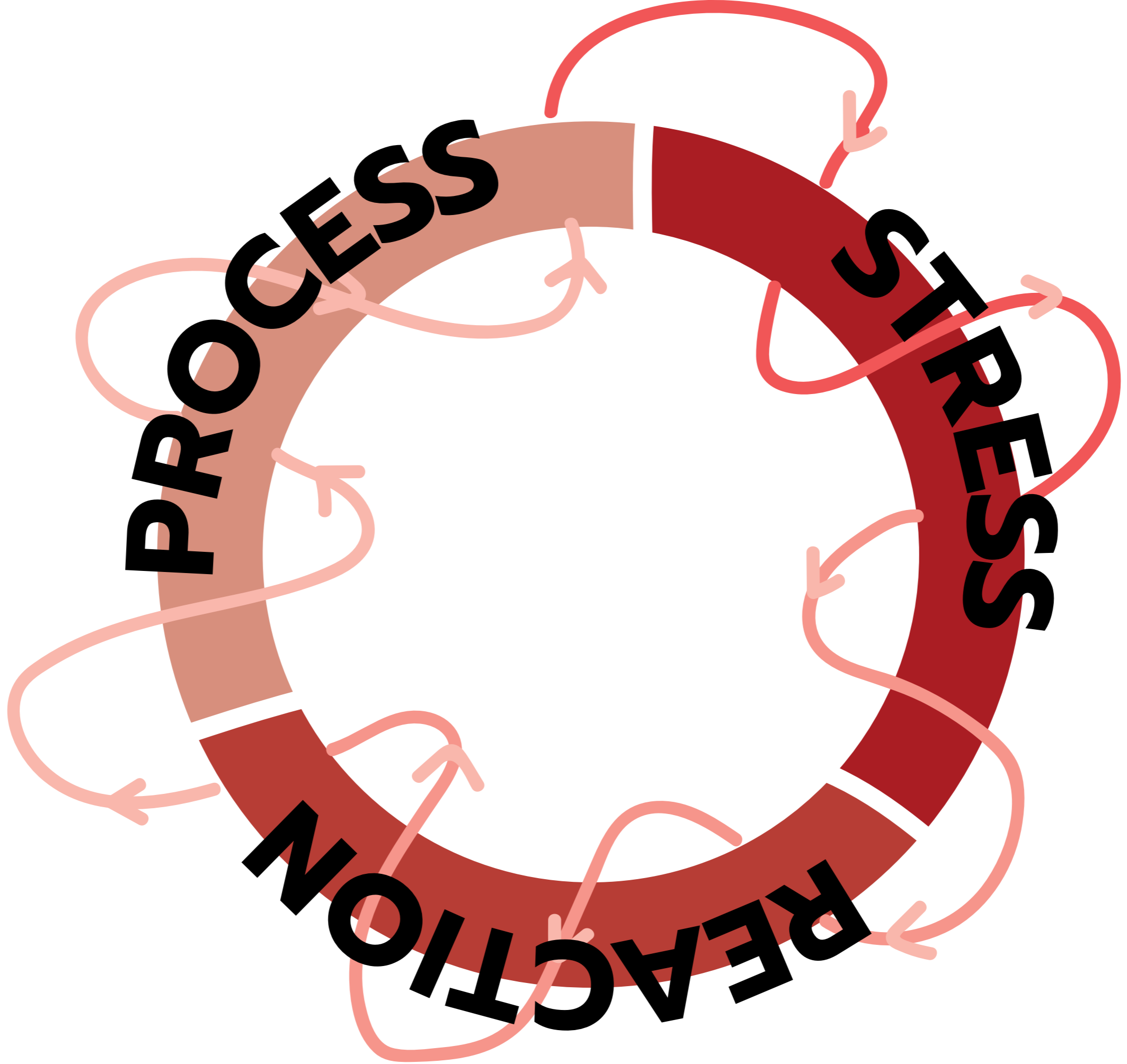
MINDFULNESS
vs.
OVER-IDENTIFICATION

A person with long brown hair, wearing a green long-sleeved shirt and blue pants, is sitting on a wooden dock. They are facing away from the camera, looking out at a large body of water. The water is dark and has some white foam or waves. The sky is overcast and grey. The dock is made of dark wooden planks.

THE STRESS CYCLE

What's a stress cycle? It's the moment at which our bodies learn that, after facing danger, we are now safe: the completion of the full circle of stress. Our bodies need us to complete the cycle.

-Emily and Amelia Nagoski Burnout: The Secret to Unlocking the Stress Cycle





7 WAYS TO COMPLETE THE STRESS CYCLE

Physical Activity || Your Crew ||
Breathing || Laughter || Affection ||
Crying || Creative Expression

Courage AND Vulnerability



Are
TWINS

VULNERABILITY

UNCERTAINTY



RISK

EMOTIONAL EXPOSURE






What gets in the way of
courage is not fear.

It's armor (self-protection)

WHAT IMPACT DOES YOUR
OWN ARMOR HAVE ON
YOUR TEAM?

WHAT IMPACT COULD IT
HAVE IF YOU
TOOK OFF THAT ARMOR A BIT?



A photograph of two women sitting on a mossy forest floor. The woman on the left is wearing a red sweater and grey pants, looking off to the side. The woman on the right is wearing a grey sweater and dark pants, resting her head on her hand. The background is a soft-focus forest with tall trees. A vertical black line is on the left side of the image.

**KNOW THE EMOTIONAL LANDSCAPE
OF YOURSELF AND YOUR TEAM:
ATTEND TO FEARS AND FEELINGS.**

BRAVESPACE WORKPLACE

One where people can show up as they are,
both perfect and flawed, and do great things together.
Bravespace Workplaces activate, enliven, and tenderly
support the complex humans that we are so that we can
bring all of ourselves to work every day.

B

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BOUNDARIES

INTEGRITY

GENEROSITY

ATTRIBUTES OF EMPATHY*

Perspective taking || Stay out of judgement || Recognize emotion || Communicate emotion || Mindfulness**

Song by Eoghan Carrick , available at
<https://tinyurl.com/y536ke5j>



*From the research of Theresa Wiseman

**From the research of Kristin Neff



5 Strategies for Company Resilience

-David Lancefield, Harvard Business Review

1. Call Time on the Crisis

Recognition

Honesty

Aspiration

Commitment

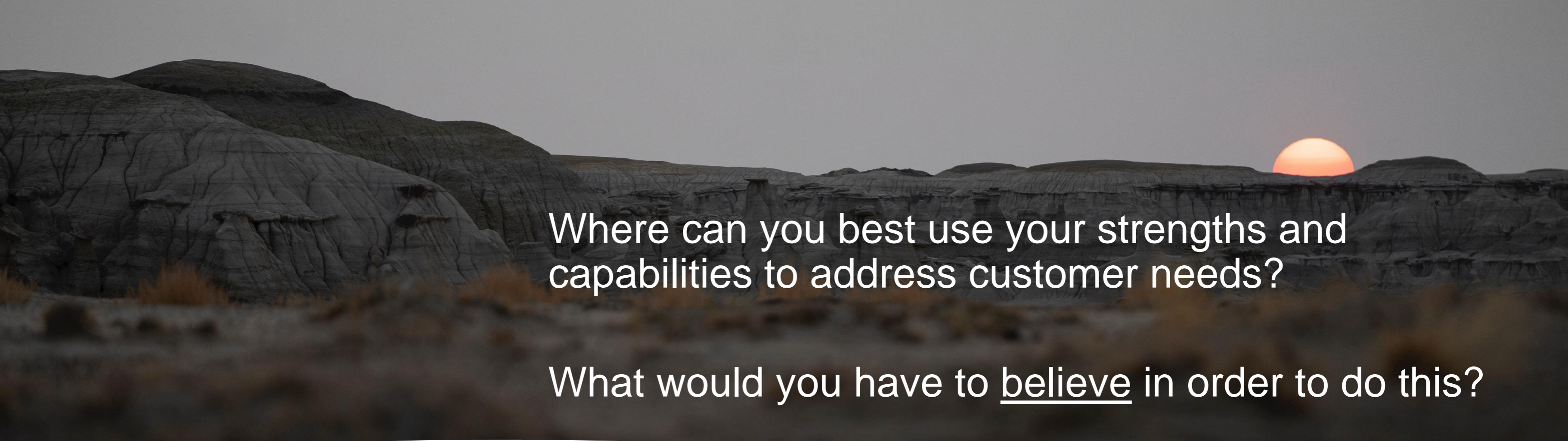


2. Refresh Yourself (and Others)

How are you feeling?

What do you need to replenish your energy and perform at your best?

What do you need from the team (or elsewhere) to do this?



Where can you best use your strengths and capabilities to address customer needs?

What would you have to believe in order to do this?

3. Take a New Look at the Landscape

How much of a change in your strategy and capabilities system would this represent to ensure coherence?

Where are you now most exposed, and what are your options to minimize these positions?

4. Act on the Learnings

When we were at our best, what were we doing?

Where are we most vulnerable now in terms of strategy, people, systems, and processes?

What did our competitors do well, and what can we learn from that?

What surprised us the most?





5. Deliver on Your People Processes

- From Initiatives to Intervention
- From Representation to Belonging
- From Mental Health Support to Prevention

GRIT

**1: firmness of mind or spirit : unyielding courage
in the face of hardship or danger**



5 Important Things to Do

1. Take time to connect
2. Facilitate team/community connection
3. Solicit and give feedback
4. Hold accountability with compassion
5. Show Up (Open Heartedly)



5 ATTRIBUTES OF A TOXIC WORKPLACE

- 24/7 Access to our Devices**
- Lack of Inclusion**
- Erosion of Time to Think**
- Leaders Who are Bad for People**
- Failure to Tell the Truth**

INSTEAD, WHAT ABOUT:

BOUNDARIES AROUND TIME

**LEARN ABOUT INCLUSIVE
LEADERSHIP & PARTNERSHIP**

MAKE TIME TO THINK

**UPLIFT LEADERS WHO ARE
GOOD FOR PEOPLE**

TELL THE TRUTH (WITH COMPASSION)

It seems so small,
but it's a powerful thing to say.

OKAY?

#powerofokay


See Me
End mental health
discrimination

Resources Abound

IT'S OK
NOT TO BE OK.®



SIGNS SOMEONE MAY NEED SUPPORT:

Suicide and self-harm are preventable mental health crises. We can be proactive by recognizing expressions of someone in distress.

A FEW TYPES OF WARNING SIGNS ARE

- Someone expressing feelings of being trapped, like there is no way out.
- Someone expressing hopelessness or stating no reason for living.
- Someone withdrawing from family, their friends, or usual activities they like.
- Someone talking or threatening to hurt or kill themselves.

These are only a couple of signatures, and there are different ways people exhibit pain.

LEARN MORE AT [HFTD.ORG](https://www.hftd.org)

HOW TO BE SUPPORTIVE:

When someone experiences a mental health challenge, here is how you can be supportive.

LISTEN: Let someone really express their experiences. Being someone they can talk to is essential when giving support.

BE NON-JUDGMENTAL: Don't criticize or minimize the way they feel. You may not be able to understand exactly what they're going through, and that's ok.

ASK WHAT, NOT WHY: When you ask questions, avoid asking 'why' questions, and instead ask 'what' questions. Asking why can have a judgmental tone even if you don't mean it that way.

GIVE INFORMATION - DON'T DIAGNOSE: Don't assume they have an illness or condition. Provide direction to resources that can identify and treat mental health issues.

ACT AS A BRIDGE: You can connect someone to mental health resources. Resources include family, school guidance, mental health professionals, and organizations like HFTD.

TEAMMATE IN SUPPORT: Being supportive doesn't mean your duty is to 'fix' someone. Mental health is complicated and solutions aren't overnight. As a teammate, the best support you can give is by being a trusting ear, helping to navigate resources, and acting as a source of encouragement.

LEARN MORE AT [HFTD.ORG](https://www.hftd.org)

UNDERSTANDING OUR MENTAL HEALTH.

Mental health impacts everyone's quality of life and includes our passions, relationships, and experiences. Someone can be born with a genetic predisposition for a mental illness. Our brains can also sustain psychological traumas.

Consider the mind like a bottle of soda. Experiences from all aspects of life shake the bottle and build pressure. Healthy self-expression is relieving the pressure build-up without exploding.

We invest a great deal of time formally and informally apprising others on how to address our physical health. For example, if someone had a broken leg, just about anyone would know to contact medical services. But unlike our physical health, mental health isn't commonly talked about in our communities because of stigma.

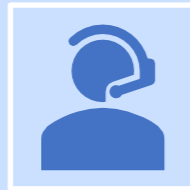


We need to embrace open communication of mental health challenges and be able to provide direction to help others before crisis arises.

There is no shame in asking for help. There are tools and treatments to respond, treat and manage mental health issues.

IT'S OK NOT TO BE OK.® HAVE HOPE.

LEARN MORE AT [HFTD.ORG](https://www.hftd.org)



What support will help you navigate the challenges ahead and who's on your support team?



What ideas can you use right away to strengthen your (and your team's) resilience?

KEEP SHOWING UP

IT IS ENOUGH!

YOU ARE ENOUGH



THANK YOU.

THANK YOU

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