

# HOW TO BUILD RESILIENCY IN UNPREDICTABLE SITUATIONS



## WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

By Abigail Mirarchi, Accelerated Instructional Media, Inc.

**Do you work an environment of ambiguity?**

Do challenges and fluid changes frustrate, confuse and deplete you or are you motivated, able to adapt quickly and see it as experience opportunities?

Have you ever experienced an escape room challenge? The first time can be an eye-opening experience. Your locked in a room or an environment, possibly with people you don't know, and must solve a wide variety of clues of varying degrees of difficulty to unlock the door. It is a creative and enriching mental challenge from start to finish. Can you imagine working as a team tapping into and orchestrating different skills and competencies to obtain one apparent objective – escape the room within a specific timeframe?

Think about today. How is or will the Coronavirus outbreak affect your workplace, university, district, department, team, your customers, your company, and your home life? How will you and the organization engage, foster, and adapt to the changes? Would if you lost your job tomorrow or are struggling to keep your existing one? Are you self-aware, have transferable skills and resilient to take on new challenges and opportunities?

## Five easy steps for the leader and the individual to build, practice, and foster resilience:

### 1. Develop a more positive world view and self-concept

- Notice what you say to yourself in an unfamiliar situation
- Practice turning negative thoughts and ideas into positive
- Take time out during a period of frustration

### 2. Maintain a focused sense of purpose for long-term goals and priorities

- Explore and reflect on your value system
- Identify your sense of direction on which you can rely to make choices
- Set new priorities when faced with the disruption of change

(Continued on page 28)



484-955-6020  
email: esremodeling@comcast.net  
remodelingberkscounty.com

Are you ready to get started?

Schedule a consultation for your remodel Today!

## Get The Kitchen of Your Dreams!



WE SPECIALIZE IN

- Kitchen Remodels
- Bathroom Remodels
- Decks
- Historical Restoration Remodels

Increasing the value of your home!

While improving your quality of life.

ERIC SCHULTZ ENVIRONMENTALLY-FRIENDLY REMODELING - Reading, PA 19610



# BETTER TOGETHER.

JOIN OUR COMMUNITY OF 560+ BUSINESSES IN THE TRI-COUNTY REGION.

Contact Gregory Glenn, Member Relations Director  
gregory@tricountyareachamber.com - 610.326.2900

www.tricountyareachamber.com



#tcacbettertogether

## Tony & Joe's

Landscaping Service

### Our Services are Always in Season.

We are a full service landscape and lawn maintenance company serving the needs of homeowner's landscaping projects large or small.

tonyandjoeslandscapedesign.com  
Ph: 610.775.5380 | E: toninog1014@aol.com





# Here to Help.

If you're a small business owner searching for the financial resources to help your business, look no further than Riverfront Federal Credit Union. We're committed to supporting businesses that fuel the growth of our local economy.

**Riverfront's business lending services include:**

- **Specialized Working Capital Lines of Credit up to \$10,000**
- **Owner-Occupied Building Mortgages**
- **Low Equipment Loan Rates**

To find out more, call Kritina McCoy, Riverfront's Business Development Representative, at 484-345-4171.

**Riverfront**  
FEDERAL CREDIT UNION  
800-451-3477 RiverfrontFCU.org



NMLS ID #488114



**CONNECT**  
WORKFORCE

**ENGAGE**  
PERFORMANCE

**INSPIRE**  
DEVELOPMENT

**HOW RESILIENT**

- ARE YOU ?
- IS YOUR ORGANIZATION ?
- IS YOUR TEAM ?

Affordable • Engaging • Hands-on • Instant Feedback • AIM Certified Facilitators

**LIVE ONLINE LEARNING**

- Monday - Saturday options
- 60 - 90-minute virtual sessions
- Three-time shifts covered
- Open enrollment / English
- Limited seating for the best experience
- Easy registration and digital resources
- Private Org/Edu sessions available - call

**Open Enrollment**  
Register early - Register today!  
See Spring Catalog Online

For additional information on topics, times and group discounts, visit  
**AIM2train.com**

**ACCELERATED INSTRUCTIONAL MEDIA, INC.**  
WORKFORCE PERFORMANCE CONSULTING

**(610) 730.7681**  
SCHOOLSIDE PLAZA  
LEESPORT, PA

## WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

(Continued from page 27)

### 3. Use flexible thinking to explore multiple approaches for addressing uncertainty

- Switch sides when discussing a topic about which you feel strongly
- List three positives and three negatives about a new idea or concept
- Be willing to work in an unfamiliar role to learn a different point of view

### 4. Use organized, structured approaches when managing ambiguity

- Learn to sort information and find patterns in new situations quickly
- Use a planner or planning software to keep to-do lists, track plans, commitments, and next steps for each change initiative
- Break down complex or ambiguous situations into manageable chunks

### 5. Experiment proactively with new approaches and solutions

- Choose a small project and experiment with a fresh approach
- For a challenge you face, define the worst-case scenario; list how you would address each risk

- Find someone you perceive as a successful risk-taker and discuss your objections and concerns about a change

When resilient people are faced with ambiguity, anxiety, and a loss of control that accompanies change, they tend to grow stronger from the experiences, rather than allowing themselves to be depleted. Resilient people are more likely to make quicker and more effective adaptations to change and are necessary to foster success during a change.

If you have never experienced an escape room challenge; I highly encourage everyone to experience it twice - two different themes. The first time to build confidence and become self-aware of your resiliency traits, skills and competencies. The second time to see what you will do differently. Click, the clock starts now.

*Abigail Mirarchi is the owner of Accelerated Instructional Media, Inc, a workforce performance & development consulting company in Leesport, PA. For more information, call 610.730.7681; website: AIM2train.com. HR, T&D and L&D leaders are encouraged to book a free onsite or virtual consultation.*