



RESILIENT WORKPLACE TOOLKIT

CRUSH CHANGE
IMPROVE COMMUNICATION
INCREASE RESULTS



Mj Callaway

SPEAKER | TRAINER | AUTHOR | SURVIVOR

Resilient Workplace Toolkit

Before You Begin...



Welcome!

First, kudos to you and your organization for taking the first step in building a resilient workplace! Creating a resilient workplace is about being proactive instead of reactive. Each part of this toolkit focuses on increasing your team's resiliency. Resilient employees stay longer.

What's Inside

You'll find a combination of worksheets, activities, and infographics that will help you and your organization crush change, improve communication and increase workplace culture.

1. Resilient Workplace Employee Activity. With this Facilitator's Guide, you can walk your team through this hands-on activity to prepare for changes and disruptions. Or you can use this activity to calm the chaos after a change or disruption.
2. Resilient Booster Action List. Employees identify what actions and behaviors they want/need to change to become more resilient. They'll identify what positive changes they need to make.
3. Words That Sabotage Your Communication. Provides a list of words that can cause conflict with co-workers and clients.
4. 7 Ways to Bounce-Up . Offers 7 actions your team can take to bounce-up, instead of bouncing back.

One Last Detail

Each piece of this Resilient Workplace Toolkit targets a different area so that you and your organization can improve workplace culture and resiliency.

Here's to creating your resilient team and bouncing-up!

Mj Callaway,
CSP, CVP

RESILIENT WORKPLACE EMPLOYEE ACTIVITY

BOUNCE-UP™

FACILITATOR'S GUIDE

Prepare your employees for challenges, changes and disruptions by boosting their resilience with this hands-on activity.

GOAL:

- To develop/strengthen employees' resilience

SET-UP:

- Facilitator
- Groups of 2, 4, or 8, depending upon attendance
- Challenging situation
- Time minimum - 30-45 min.

BEFORE YOU START:

Identify a challenging situation (current, upcoming or a "what if"). Examples include: equipment breakdown, a popular product discontinued, or department changes.

ICE BREAKER:

- Divide participants into groups or breakouts rooms (for virtual programs).
- Groups select a leader. Options include: Everyone points to one person, last person to attend, or someone wearing purple. It's fun, builds connections, and creates positive action.

START:

- Explain the challenging situation
- Ask the following questions. Allow 5-7 minutes for group discussion per question.
- Prompt leaders to share the responses.

FACILITATOR QUESTIONS:

1. What can't you control about this situation?
2. What do you need to accept that you can't control?
3. What can you control or leverage?
4. What positive solutions can you create?

GROUP DISCUSSION:

1. Did you come up with a solution?
2. If you got stuck, where was your focus? (Problem or Solution?)
3. What questions, methods, mindset, and tools did you use to come up with your solution?
4. How can you use what you learned in this exercise and apply it to other challenges?

WRAP-UP

- Thank participants for their input.
- Review and reinforce how groups used questions, methods, mindset or tools to create solutions.
- Reinforce that they have the capability to flip a challenge into a positive opportunity.

TIPS:

- A facilitator, someone other than a boss or manager, leads this activity.
- Identify employees who complain, blame or focus on the problem. They'll benefit from additional resilience training.
- Identify employees who take action. They'll be a positive influence on others.

RESILIENCE BOOSTER ACTION LIST



To do: Prioritize what you need to work on first. Give it a number from 1 to 10 with 1 being the most important and 10 being lowest priority. In the first column, add an example of an action or thought that you need to shift.

I want to eliminate the following actions/thoughts so I can develop my resilience.

- Complain about changes.
Ex: *When there's a change, I'm the one that has to deal with it.*
- Have negative thoughts.
Ex:
- Get stressed frequently.
Ex:
- Become defeated easily.
Ex:
- Look at what I don't have.
Ex:
- Get frustrated over small stuff.
Ex:
- Turn small stuff into big stuff.
Ex:
- React before I think.
Ex:
- Stay stuck in the problem.
Ex:
- Think others have a better life.
Ex:
- Talk negatively about the issue.
Ex:

I want to implement positive changes so that I can boost my resilience.

- Take positive action under pressure.
- Learn to improvise with what I have.
- Develop a positive support system.
- Pause for a deep breath. Then, be proactive.
- Be flexible about change.
- Build positive mindset
- Perform under pressure.
- Be more optimistic/positive.
- Be grateful for what I DO have.
- Learn strategies to be more resilient.
- Be unshakable in my belief of what I can do.



WORDS THAT SABOTAGE YOUR COMMUNICATION

Replace These Danger Words With Positive Words

CONVERSATIONAL WORDS

Never

Bad

Fault

If

Must

Tell

Problem

Used

Obviously

Honestly

But

Should

Try

Suppose

Things

CONTRACT WORDS

Objections

Competitors

Contract

Cancel

Cost

Service charge

Price/cost

PHRASES, QUESTIONS & STATEMENT

Will that be all?

It's over there

I don't know

Don't hesitate

Don't worry

That's not my department

That would be a problem

We don't carry that

Down payment

No, we don't

No problem

I can't

7 WAYS YOU CAN BOUNCE-UP™!



BOUNCE-UP™

Don't Bounce Back To Where You Were Before Challenges Hit—

Bounce-Up™! It's The New Resiliency To Rebound Higher And Stronger!

1 SQUASH ROADBLOCKS

Recognize the three common roadblocks that often occur during disruptions and adversity: fear of change or uncertainty, stuck looking in the past, and your head talk. Acknowledge which angst creates fear. Ask why you're stuck in a similar spot. Listen for which internal verbal drama keeps zig-zagging inside your head. Can't figure it out? Talk to someone who has achieved what you want to accomplish. Need help? See # 7.

2 BOOST YOUR BOUNCE-UP™ FACTOR

Non-Verbal communication is one part of your Bounce-Up™ Factor. Disruptions affect non-verbal communication and presence. Know what actions trigger negative signals. Notice when your neck drops toward your chest, and your body draws inward, making you appear smaller. Offset these negative actions with positive ones. Keep shoulders back, chin up, and stand as if a string pulled you upwards. Put confidence in your walk.

3 GENERATE A GOAL AUDIT

Evaluate the touchpoints related to your goal. Toxic people, places, and conversations undermine your health, career, and future. Step back. Take a good look at your situation. Who causes chaos and who adds to your goal path? Set yourself up for success by identifying and eliminating toxic situations. You're able to ride the wave of setbacks by being in positive surroundings and looking for opportunities.

4 PROTECT YOUR GOAL

Choose a goal phrase that will keep you on track. Say, your phrase is "more revenue." Apply focus-oriented questions before taking action. "Will this decision increase my revenue?" or "Am I targeting the right audience to get more revenue?" When setbacks occur, use questions to be proactive, not reactive.

5 PLAY UP

In sports, you always want to play up, playing against someone better than you. Playing up improves your game. Like sports, who could you include in your personal and professional network to improve your game?

6 DATE YOUR FUTURE SELF

Determine the "future self or leader" you want to be. What is your position? How would the "future you" behave, lead, and show up? Prepare each day as if you are meeting your future self. Whether you have good days or bad, rely on your vision. Start by writing an email to your future self via FutureMe.org.

7 SEEK SETBACK CHAMPS

Find seasoned professionals who have "been there." They've traveled through comparable events like you and came out on top. They're resilient. They know how to Bounce-Up™ stronger than before any setback. Think underdog to champion. Look beyond family, friends, and peers. Find a mentor, organization leader, or hire a coach or consultant.



Mj CALLAWAY
KEYNOTE SPEAKER & TRAINER

724-396-4162

Mj@mjcallaway.com

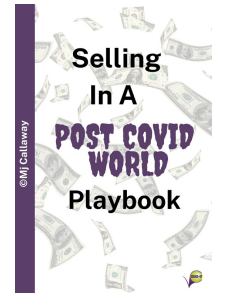
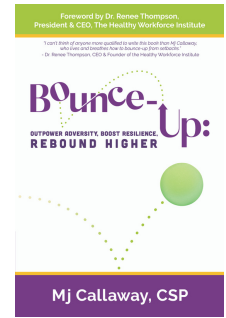
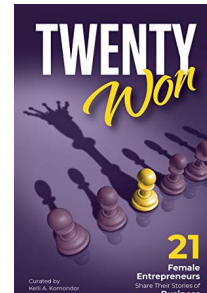
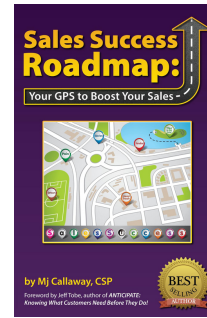
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About Mj Callaway, CSP, CVP

Speaker, Sales Trainer, Strategic Workshops

Mj Callaway, author, resilience expert, and corporate results accelerator, is known for shifting staff attitudes and converting tactics into results. As a two-time cancer survivor, she shares her trademarked strategy-driven techniques with organizations so that they can boost employees' resilience, maximize team results, and increase revenue. As a former corporate trainer, Mj knows first-hand the challenges and disruptions executives, managers, and teams handle on a daily basis.

Mj's sales experience includes being the only female sales executive to be a top five producer of a national building company, selling three times her annual quota. She's a certified sales professional, certified virtual presenter, and past president of National Speakers Association, Pittsburgh. She can join you from her Bounce-Up Studio. She's won four Gold Writing Awards from Parenting Media Association. Her newly-released book, ***Bounce-Up: Outpower Adversity, Boost Resilience, Rebound Higher***, has been endorsed by the CEO of the Healthy Workforce Institute.



Fun Facts:

- Sold a children's game to Disney
- Zip-lined over gators in Alabama
- Biked down a volcano in Hawaii
- Played tug-a-war with a baby black bear in Michigan

"I wanted to let you know how much we appreciated your well put together and certainly motivational sales presentation for our Network of Dealers."

Your willingness to take the time to learn about our business prior to the conference and tailor the presentation to our needs made it a huge success. Thank you again for helping us 'Rev-Up Our Revenue!'"

- Kevin Dickey, President, Current SAFE, LLC

