

Session Overview:

Ever have a setback in your interactions with someone, where you wonder if you'll ever be able to restore the relationship back to what it was? How about one of those setbacks in your project or project team that causes you to have to redo hours – or maybe weeks or months – of work? Or maybe you've had one of those setbacks that knocks the wind out of you, throws you off your game, shakes your confidence and leaves you rattled and unsteady? Whether you've had a recent setback or you want to increase your resilience, this session will provide you with a proven strategy and practical, easy-to-apply tactics to recover from setbacks. Filled with real-life situations and easy-to-relate-to stories, and backed with research and proven approaches, this session will help you up your game in recovery.

Objectives:

By attending this session, participants will

- Explore the direct link between resilience and success
- Engage with 5 tactical steps for recovering from setbacks
- Commit to one thing they'll do differently starting today to recover from a recent setback or to prepare their resilience for the future

Activity 1:

Think of a recent setback.

What type was it?

People

Work

Personal

What was the magnitude?

Eh, No big deal

Ugh, a bit to clean up

Yikes, this one's a biggie

Resilience

- The capacity to recover
- Elasticity
- Buoyancy
- The ability to bounce-back
- Toughness
- Grit

5 Steps

1. Put the shovel down
2. Ask for help
3. Review & reflect
4. Own it
5. Move forward

Step 1 – Put the Shovel Down

- Self-awareness demands a look in the mirror
- If you're holding the shovel or in any way contributing to the setback¹, stop making it worse

1 - Hate to tell ya, but you probably are

Emotions you likely need for Step 1

- Self-awareness
- Urgency

Activity 2:

Considering a setback you came in thinking about...

(1) What's one way that you (could have) demonstrated self-awareness?

(2) What's one way that you (could have) demonstrated urgency?

(3) What impact do you imagine self-awareness and urgency had (or would have had) on the outcome?

Step 2 – Ask for Help

- Ask for an extra set of hands in the moment
- Ask for a hand-up back to solid ground
- Ask for a second set of eyes as you review what got you there

Emotions you likely need for Step 2

- Humility
- Courage

Activity 3:

Considering a setback you came in thinking about...

(1) What's one way that you (could have) demonstrated humility?

(2) What's one way that you (could have) demonstrated courage?

(3) What impact do you imagine humility and courage had (or would have had) on the outcome?

Step 3 – Review & Reflect

- Schedule thinking time to review, ponder, reflect, consider, ideally with at least one other set of eyes
- Reflect on the sequence of events that actually happened, and write a different possible story

Emotions you likely need for Step 3

- Curiosity
- Analytical Thinking

Activity 4:

Considering a setback you came in thinking about...

- (1) What's one way that you (could have) demonstrated curiosity?

- (2) What's one way that you (could have) demonstrated analytical thinking?

- (3) What impact do you imagine curiosity and analytical thinking had (or would have had) on the outcome?

Step 4 – Own It

- It's not helpful to blame everyone else
- It's not helpful to take all the blame

Emotions you likely need for Step 4

- Compassion
- Desire for excellence
- Pragmatism

Activity 5:

Considering a setback you came in thinking about...

- (1) What's one way that you (could have) demonstrated compassion?

- (2) What's one way that you (could have) demonstrated desire for excellence?

- (3) What's one way that you (could have) demonstrated pragmatism?

- (4) What impact do you imagine compassion, desire for excellence, and pragmatism had (or would have had) on the outcome?

Step 5 – Move Forward

- What did you learn?
- What will you carry forward?
- What new indicators or road signs will you be watching for?
- In what ways are you better, stronger, wiser?

Emotions you likely need for Step 5

- Hope
- Confidence

Activity 6:

Considering a setback you came in thinking about...

(1) what's one way that you (could have) demonstrated hope?

(2) What's one way that you (could have) demonstrated confidence?

(3) What impact do you imagine hope and confidence had (or would have had) on the outcome?

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Activity 7:

What's one thing you're taking away that you'll do differently based on this session?

(could be something you'll read or watch, a conversation you'll have, or how you'll apply any of the 5 steps.

Share with your partner in your small group now or as an excuse to connect later)