



Big Picture
TRAINING

Personal Resilience

Jo Leckie

Scottish Housing Festival 2024

Welcome, I'm Jo Leckie



- Worked in housing since 1992 in a variety of operational and leadership roles including two years as an Executive General Manager Housing in Australia.
- Known for my passion for service excellence and hearing the customer voice.
- Gained recognition from CX Magazine for being in the top 20 customer experience influencers in the UK.

We are Big Picture Training



- At Big Picture Training, we provide outstanding customer experience consultancy and customer service training. Our commitment to excellence sets us apart in the industry, ensuring that you receive unparalleled solutions, tailored to your needs.
- We help providers like you, in the social housing, not-for-profit and associated commercial sectors, by providing impartial customer experience advice and accredited online and face to face customer service training solutions.
- We listen to you and tailor our services to your needs. Designing programs that bring your company's vision, brand and culture to life.

The brief

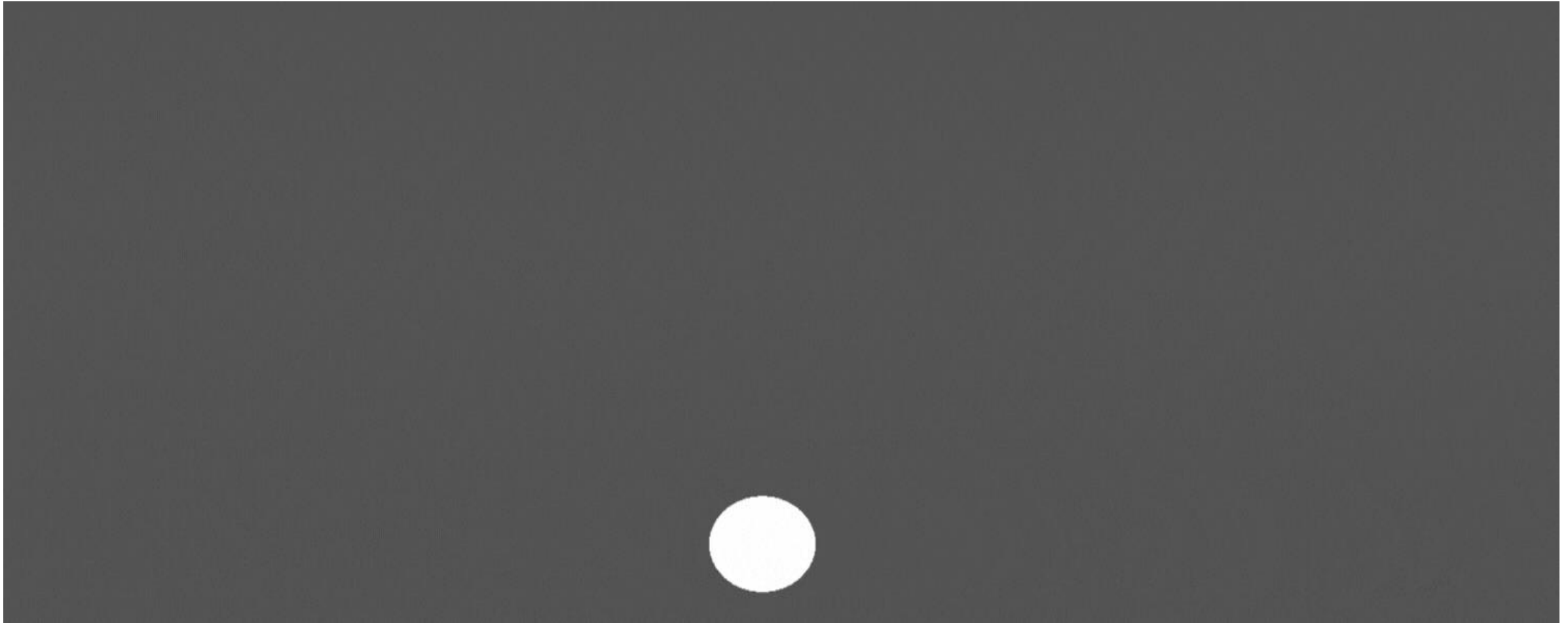
Original brief: Join us for an interactive session as we explore how to challenge decision making and build your personal resilience.

Turned on its head:

Build your personal resilience and your capacity to act on and address issues.



What is resilience?



What, why and how?



What makes a person resilient?

Your inner strengths, personality, values, purpose and outer support such as colleagues, friends etc.



Why be resilient?

Resilience correlates with physical and emotional well-being, better focus, deeper relationships and success at work

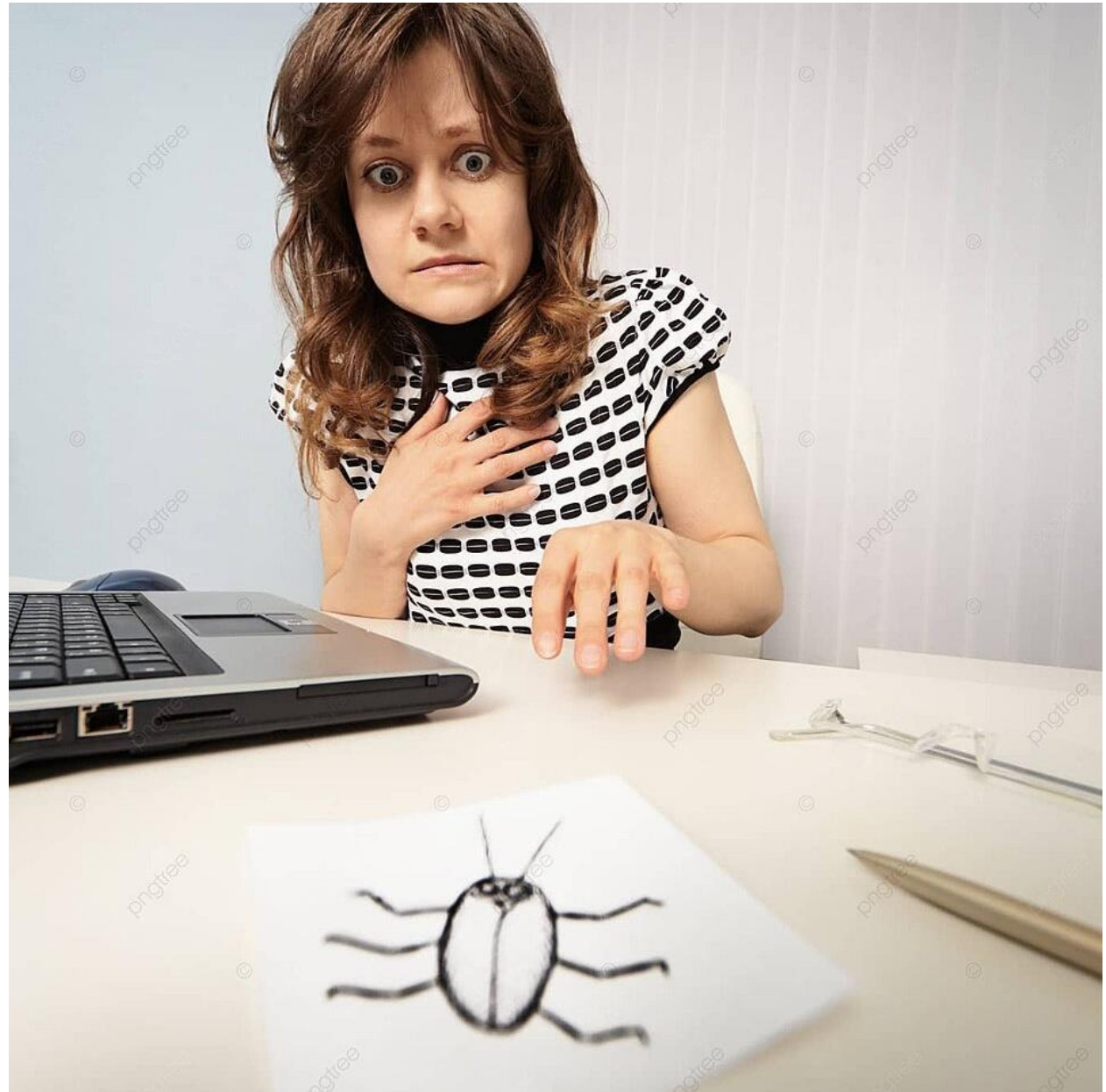


How to become more resilient?

It's not a fixed trait. Like a muscle it can be grown. You have to practice awareness, attention, mindset and relationships.

“No one has zero resilience, and no one is 100% resilient. We are all somewhere in between. Our resilience changes depending on our well-being, our thoughts and how the world treats us.”

Meet Rhonda



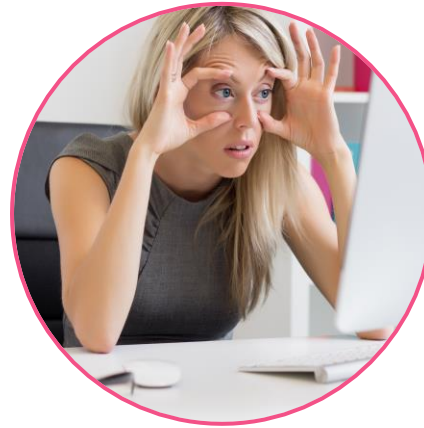
It's all in the brain

Resilience means having a resilient brain. Sharp focus, good energy and being able to regulate your emotions.



Focus

We spend as much as 47% of the day mind -wandering. A habit that can hurt our physical health, mood, wellbeing and resilience.



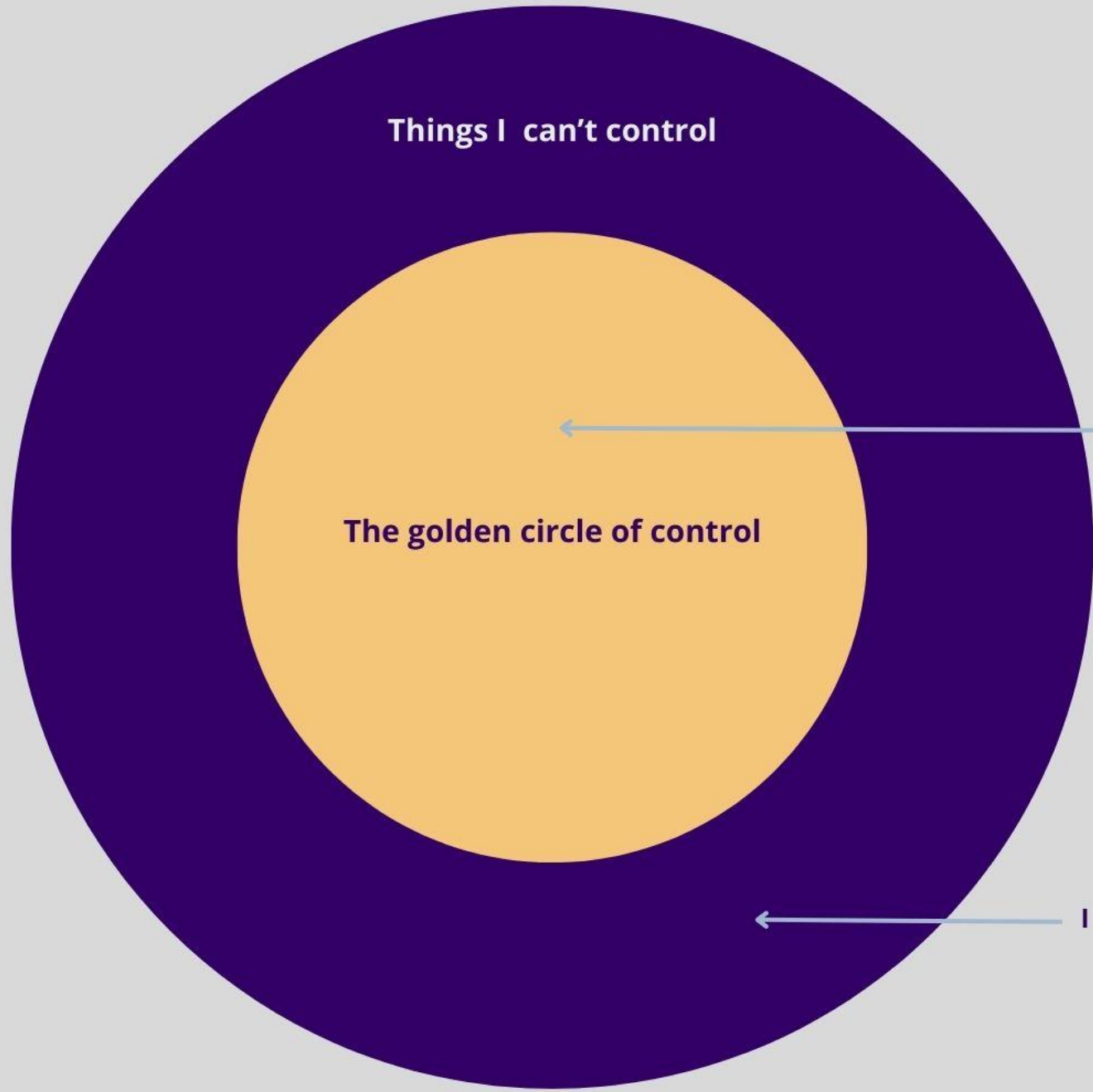
Fatigue

Most of us push our brains precisely when it needs the rest, depleting our resilience.



Fear

Actual threats and imaginary threats activate the same areas of the brain.



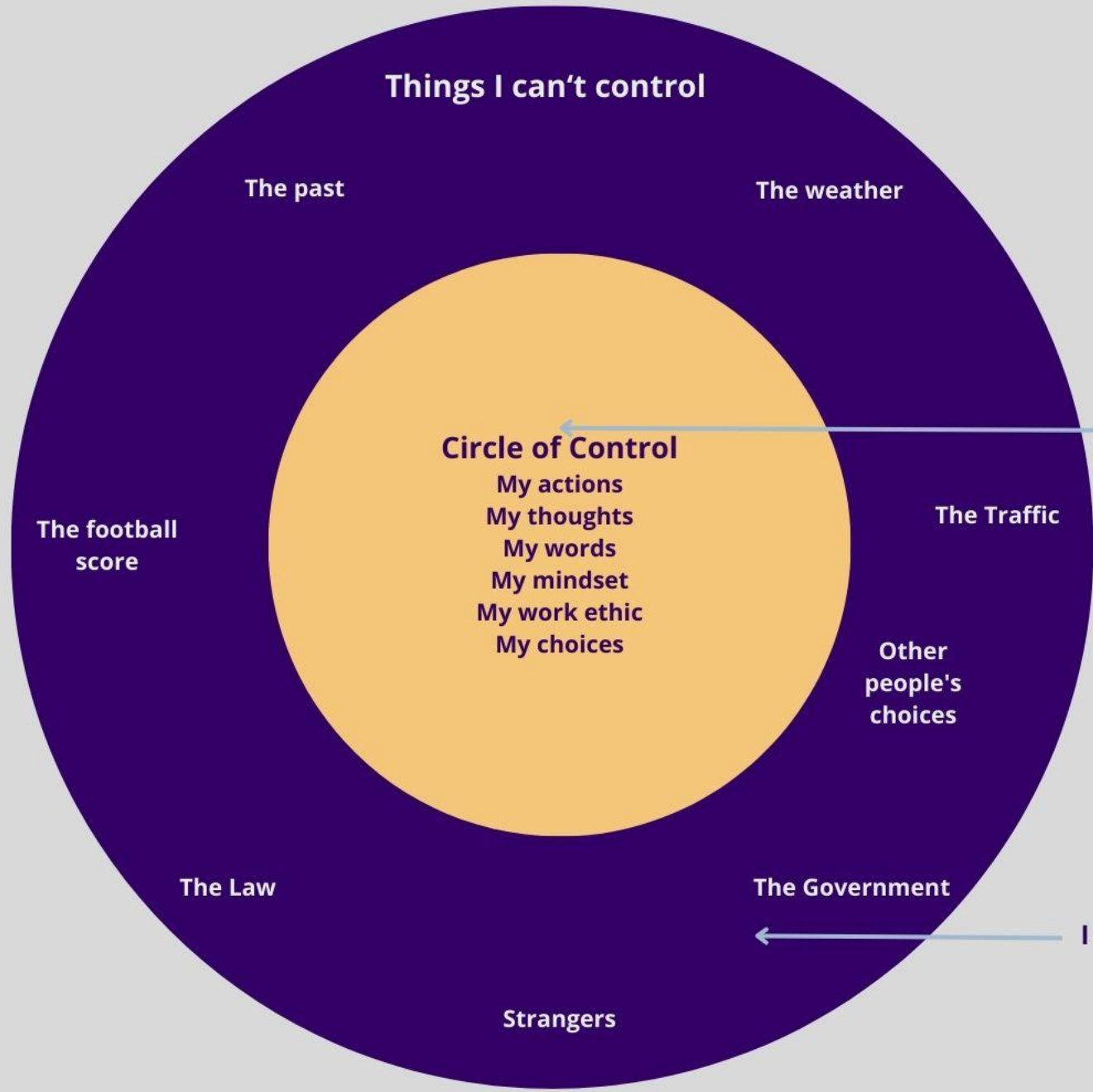
Things I can't control

The golden circle of control

Things I can control - Can do

Not in my control
I can influence my response





Things I can't control

The past

The weather

Circle of Control

- My actions
- My thoughts
- My words
- My mindset
- My work ethic
- My choices

Things I can control - Can do

The football score

The Traffic

Other people's choices

**Not in my control
I can influence my response**

The Law

The Government

Strangers



Tell yourself a better story

It's raining, your car has broken down and you're stranded on the side of the road. You're going to miss a job interview. What are you thinking?

As you wait for help, which of the following perspectives or behaviours will help you recover faster?

- Anger towards the car because this isn't the first time it's let you down.
- Impatient while waiting for help.
- Grateful that this didn't happen in the middle of nowhere when it was dark and freezing cold.
- Thankful you took out roadside recovery.
- Thinking you'll laugh about this one day.



Discussion

You are leading a cross-functional team tasked with implementing a new CRM. The team has been working diligently for months, and “go live” is imminent.

At 3pm on Friday afternoon, you receive an email from Sarah, the Head of Housing, who has unilaterally decided to make significant changes to the user interface without consulting the rest of the team. These changes not only deviate from the agreed design but also pose potential integration issues that could impact on the project’s ability to go live.

As a group, nominate a spokesperson and be prepared to feedback. Consider:

- What would be your first thoughts?
- What is in your control?
- Bearing in mind your first thoughts, what would be a better story to tell yourself?
- What will you do next and when will you do it?
- What will you do to stop yourself from ruminating over the weekend?



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SCAN ME FOR FURTHER RESOURCES ASSOCIATED WITH THIS EVENT

Any questions, queries or simply need advice please contact us.
We're glad to help.

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