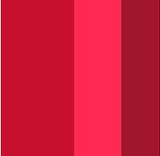


How To  
Develop  
A Resilient  
Mindset

Build forward better

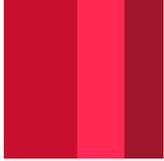




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# 1

## What is resiliency?

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Psychologists often define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors.

In both these definitions two ideas stand out: the ability to recover quickly and the ability to adapt to a difficult situation.



“Resiliency is  
the capacity to  
recover quickly  
from difficulties.”



# 1

## What is resiliency?

### 1.1 Resiliency is a skill and you can develop it



Resilience is a skill



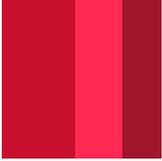
It is an adaptive mode of thinking



Resilience can be developed

### 1.2 Benefits of a resilient mindset

- Developing a resilient mindset has many benefits for us in both our personal and professional lives
- Resilience enables us to have a positive approach to our work and outlook on life
- Developing a resilient mindset can help us to be better at problem solving.
- Developing a resilient mindset is linked to greater job satisfaction and engagement
- Raising our resiliency improves our self-esteem and gives us a sense of control
- Resiliency can help us to better manage our stress and anxiousness.
- Resiliency can help us improve our interpersonal relationships both at work and in our personal lives



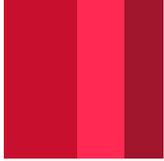
# 2

## What is stress?

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Stress and stress related illnesses have consistently been one of the major causes for low morale and absenteeism in the workplace, stress can negatively impact our lives and health. Developing a resilient mindset is one of the major ways we can combat stress.

“Stress is when the demands in your life outweigh the resources that you have to cope.”

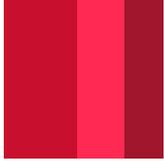


## 2 What is stress?

### 2.1 Demands and resources exercise

1. What are the demands or potential stressors in your life?
2. What are the resources that you have to manage your demands?

Demands	Resources
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.
9.	9.
10.	10.



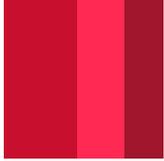
## 2 What is stress?

### 2.2 What happens to our body when we are stressed?

Your body when you feel threatened triggers what is known as the fight or flight response. It is the amygdala, the emotional centre of your brain, that triggers this response.

During fight or flight your nervous system when you feel threatened responds by releasing a flood of stress hormones, including adrenaline and cortisol, which rouse the body for emergency action. Your heart pounds faster, muscles tighten, blood pressure rises, breath quickens, and your senses become sharper.

The fight or flight response is preparing your body to either fight the threat or run away from the danger.



## 2 What is stress?

### 2.3 Self-awareness and resiliency

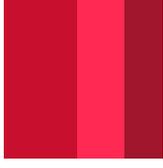


“Self-awareness  
is being aware  
of what is going  
on inside of us.”



Being aware of what is going on inside of us can be broken down into two main parts.

1. Self-awareness of what is happening inside our body
2. Self-awareness of what is happening inside our mind, thoughts and emotions

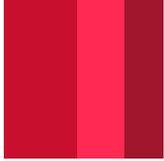


## 2 What is stress?

### 2.4 How does self-awareness allow us to be more resilient?

Resilient people are generally aware of the situations they find themselves from moment to moment, they are also aware of their own emotional reactions.

By remaining aware, they can maintain a sense of internal control which then allows them to take remedial action steps to not allow their emotions to overwhelm them.



## 2 What is stress?

### 2.5 What are your stress warning signs?

#### Cognitive symptoms

- Memory problems
- Inability to concentrate
- Poor judgement
- Seeing only the negative
- Anxious or racing thoughts
- Constant worrying

#### Physical symptoms

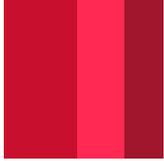
- Aches and pains
- Diarrhoea or constipation
- Nausea or dizziness
- Chest pain
- Rapid heart beat
- Cold sweats
- Frequent colds

#### Emotional symptoms

- Moodiness
- Irritability or short temper
- Agitation, inability to relax
- Feeling overwhelmed
- Sense of loneliness and isolation
- Depression or general unhappiness

#### Behavioural symptoms

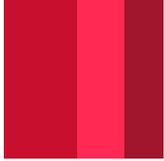
- Eating more or less
- Sleeping too much or too little
- Isolating yourself from others
- Neglecting responsibilities
- Misuse of drugs/stimulants
- Nervous habits



## 2 What is stress?

### 2.6 Self-coaching questions around stress

- Q1. How does your body and mind feel when you are working at your optimum level of productivity?
- Q2. How does your body and mind feel when you are stressed, and it is affecting you negatively?
- Q3. What are your stress warning signs?
- Q4. How are you with stress building up in your life?
- Q5. Do you know your own limit?

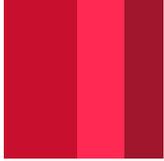


## 2 What is stress?

### **2.7 How to build mental resiliency through becoming aware of our self-talk and reframing it**

People who are resilient tend to be more positive and optimistic compared to less-resilient people; they are better able to regulate their emotions; and they can maintain their optimism through the most trying circumstances.

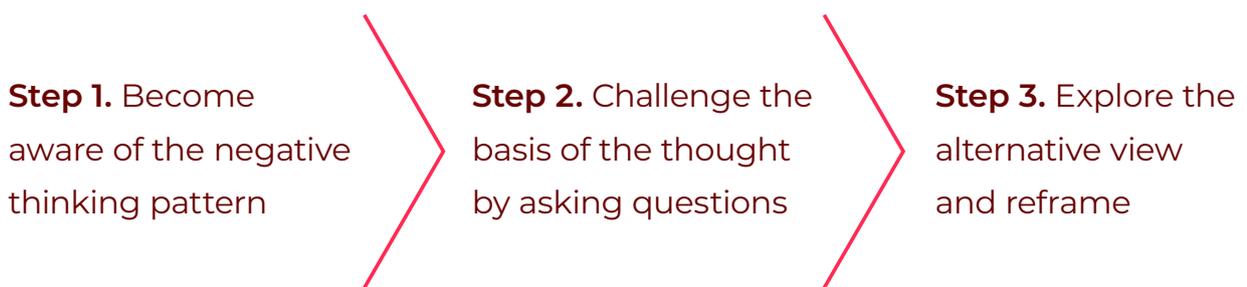
Their resiliency comes down to their positive self-talk, the story they tell themselves about a stressful or negative situation tends to be more positive, comforting, empowering and reassuring even in the most trying circumstances.



## 2 What is stress?

### 2.8 How can we reframe our negative self-talk?

There are three steps to reframing our negative thoughts and self-talk:



Keeping a journal and writing down your thoughts is a good way of building up our awareness of negative thinking patterns. Once we are aware of what we are thinking we can challenge and question our thinking and replace our old patterns with more positive and empowering ones.

## Build forward better

MHR International Group is a global software and consultancy company specialising in HR, payroll, employee engagement, learning and analytics, and artificial intelligence services. Our portfolio includes iTrent, People First and MHR Analytics. We maximise employee engagement, generate better data insights and improve efficiencies for over 1,000 companies, ranging from SMEs to large multinational corporates across both public and private sectors.

**To find out how we can help you build forward better, just get in touch.**

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