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Building Personal & Organizational Resilience

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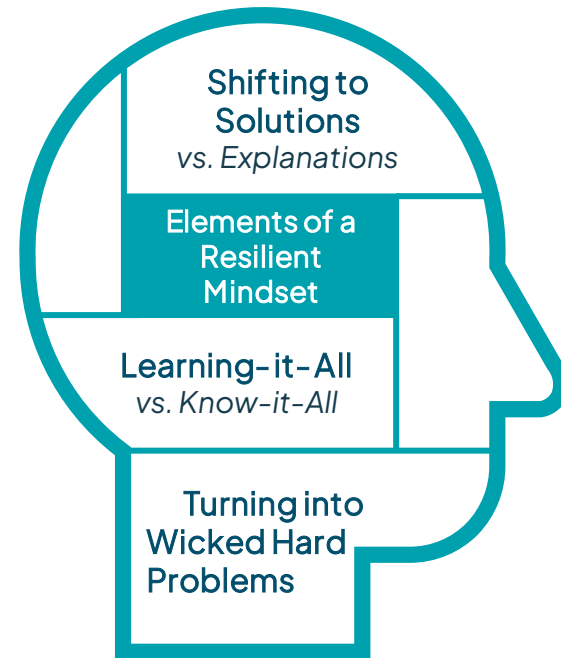
In today's high-velocity, highly complex world, making any type of prediction is nearly impossible. While executives will always continue to deal with the unexpected, what will define their leadership is how they respond to it. Building resilience helps executives and their teams perform at exceedingly high levels under extreme pressure and in ambiguous situations, and how an organization effectively deals with setbacks / the unexpected will be a competitive advantage in today's macroenvironment.

As part of forming a high-performance team / culture, executives can build in elements of resilience to the "mindset of the team." The most important part of building one's executive and team resilience is acknowledging that unexpected things are going to happen and as a result, executives will experience setbacks as a natural course of trying to do hard things. It is critical to "psychologically prime" oneself and their team to expect that it will not go all perfectly and there will be bumps in the road. This helps people absorb and deal with setbacks when they happen, rather than being surprised and having it knock them down.

In this note, we outline a few mindset shifts to help leaders build their personal resilience, which can be translated into cultural shifts for their organizations.

Shifting to Solutions
vs. Explanations

Elements of a Resilient Mindset

Learning-it-All
vs. Know-it-All

Turning into Wicked Hard Problems

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How to Psychologically Prime Yourself & Your Team for Setbacks

Learn-it-All vs. Know-it-All Mindset

- As you gain mastery combined with success, your mindset will naturally shift into more of a "know it all approach," which can cause you to miss out on opportunities for growth, learning and adapting to the bumps in the road. Purposefully shifting to a "learn-it-all" mindset makes you more agile and adaptable when challenges present themselves.

Wicked Hard Problems Mindset

- Turn into the hard problems rather than hoping someone else will deal them. Facing wicked hard problems will prime you to understand that things will likely not go perfectly, and you will experience many setbacks. By engaging with these situations more frequently, you will begin to expect the unexpected, and it will be easier to navigate.

Solutions Mindset

- A solutions mindset changes the paradigm from feeling powerless to one of empowerment whereby you consciously focus on problem-solving and figuring out solutions (rather than defaulting to complaining and explaining).
- This mindset will differentiate you as an employee because it will separate you from those who show up in a "stasis" mindset, in which they are deeply impacted by stress events and high levels of ambiguity.

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Assessing & Diagnosing a Stasis vs. Growth Mindset
Nothing is Too Hard Executives & The Cost of Doing Hard Things