

# Resilient Leadership Webinars: Managing Through Crisis



**NSI STRATEGIES**

Consulting Support for  
Integrated Healthcare Environments

## Part 2 of 3 Structure and Feedback

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1

<https://www.nsistrategies.com/resilient-leadership>

**NSI Strategies**  
Consulting support for integrated healthcare environments

**Managing Crisis Through Resilient Leadership**

*Each of these steps build on the last to generate capacity to lead with Resiliency.*

- 1. Balance before action.** This is the opposite of stay calm. If you could stay calm you would! Being told to do this by others or self is not helpful. Instead, use your awareness to check in. Determine if you are dysregulated and select an action that brings you closer to your balanced self. Breathing exercises, body scans, room awareness, walking, connecting with a colleague – you make the call based on your needs. This action of first “not acting” puts the creativity, problem solving and abstract thinking part of the brain back online. Don’t move on without it!
- 2. Hold space** – You don’t need to have all the answers, or the best answers, and it’s okay for employees to experience anxiety, fear, and rigidity. It’s not your job as a leader to take these feelings away or to fix. Spoiler alert – you can’t control that stuff anyway and leaders often fall into this trap during crisis. A commitment by you to give your teams space allows team members to be in more balanced states of emotional congruency. That helps people become more regulated. This takes guts because it’s about letting go of control – but it is letting go of control you don’t have anyway. Go for it.
- 3. Elicit feedback, thoughts and ideas from your teams.** Resilient Leaders plan meetings and/or create spaces for feedback and information sharing. As a leader you don’t have to implement or use any of the ideas or suggestions. This resilient process helps regulate teams, form connections, and tap into employee creativity. Resilient Leaders allow this process to flow through them using their energy to filter and utilize the helpful material while letting the unhelpful pass. And the entire team experiences being heard.
- 4. Keep structure, create structure** – In times of crisis Resilient Leaders are deliberate. They do not run into offices, jump out of meetings, or break conversations to answer their phone. These behaviors exacerbate anxiety and stress – your team does as you do. By keeping your meetings as scheduled, honoring existing structures, being punctual, and keeping your own behavior predictable you help create a comfortable environment.

**Resources**

1. Balance before action  
2. Hold space  
3. Elicit feedback, thoughts and ideas from your team  
4. Keep structure, create structure  
5. Over communicate  
6. Be flexibly directive

Managing Crisis Through Resilient Leadership  
A 1-page Guide for Leaders

Click image to access 1-page guide

**Access Your Resilient Leader**

What is that I am feeling myself?  
(Do I want to play with that or change it?)

What am I experiencing in my body?  
(What am I experiencing in it?)  
What are the thoughts the experience can tell me about myself?

What are my actions right now?  
(Are they helpful or an experience that may need my structure?)

Click image to access 3 keys for Resilient Leaders

[https://8e423eb9-90a2-4255-9fe9-454361179ade.filesusr.com/ugd/fff462\\_c196674369274b19bf0796311ed6267e.pdf](https://8e423eb9-90a2-4255-9fe9-454361179ade.filesusr.com/ugd/fff462_c196674369274b19bf0796311ed6267e.pdf)

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2



2

## What is Resiliency?

- Bouncing Back
- Ability to establish a sense of community and connection
- Adapting to...stress, pressure, crisis
- Thriving despite...stress, pressure, crisis
- Improving despite adversity
- Positive emotions, thoughts, behaviors despite turmoil
- Emotional Flexibility
- Positive response to change
- A sense of control, autonomy

RESILIENCE — FROM LATIN “TO LEAP BACK”

### OUR DEFINITION OF RESILIENCY

A SKILLED WAY OF BEING

- IN DISRUPTION, IMBALANCE, NEWNESS, CHANGES, STRESSORS, ADVERSITY
- MAINTAIN CAPACITY TO ACCESS OUR GIFTS, STRENGTHS, HIGHER OR BEST SELVES — AUTONOMY AND CONTROL

ITS ABOUT OUR ABILITY TO MANAGE CHANGE IN A SUPPORTIVE AND POSITIVE WAY

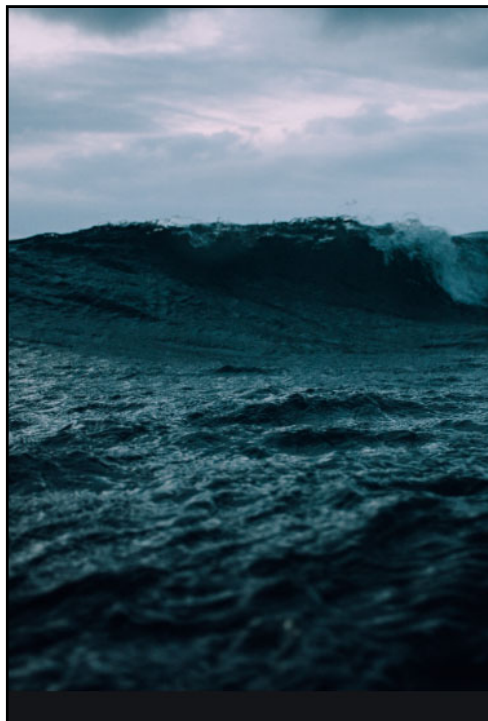
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## The Waters We are Navigating

- The invisible enemy
- Unknown duration
- Widespread impact
- Unprecedented, uncharted territory

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You Retweeted

**Lauren S. Hallion**  
@LaurenHallion

Can't concentrate on work?

That's normal!

Our brains pay attention to things that are scary

It helped keep us alive!

If you cant concentrate

Trying harder won't help

It's just science

Instead

Let it go

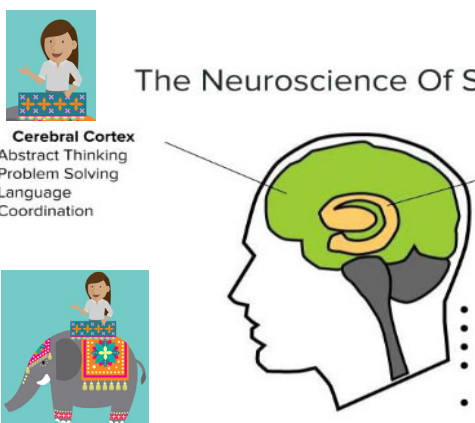
@AcademicChatter #SciComm #MentalHealth

12:52 PM - Mar 20, 2020 · Twitter for iPhone

916 Retweets 3.1K Likes

## It's Not Your Fault or Weakness

### The Neuroscience Of Stress



**Cerebral Cortex**

- Abstract Thinking
- Problem Solving
- Language
- Coordination

**Limbic System**

- Emotion & Aggression
- Motivation & Instinct
- Memory Formation
- Reflexive Movement

**Epinephrine & Cortisol**

- Increase pulse, BP and breathing
- Increase blood flow to muscles
- Release blood sugar (energy)
- Impairs function of tasks that require flexible thinking
- Enhances function of tasks that are engrained/well-practiced

<https://blog.usejournal.com/stress-makes-you-stupid-the-neuroscience-of-survival-8c19c25b0f3d>

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5

## When Stress Becomes DISTRESS

**STRESS**



**DISTRESS**



- Natural response - physical, mental, emotional that causes tension and/or restriction
- Response to any demand placed on you (internal/external)
- Activating, stimulating and increases your level of alertness
- Inescapable, part of day-to-day living "Life on life's terms"
- Motivator and energizer
- Feel sharp, excited, ready
- Balanced

- Difficulty concentrating, forgetting, excessive self-criticism, pre-occupation with thoughts/ tasks
- Self-defeating processes – Rumination, worries, uncomfortable physical symptoms and emotional discomfort
- Feeling angry, or overwhelmed and immobilized
- Moody, worried, scared, irritable, depressed, reduced self-esteem, pessimistic, helpless, withdrawn, easily embarrassed
- Out of control, doing things I don't want to do or later regret

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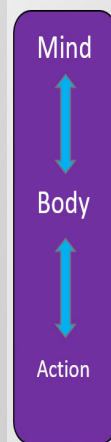
## Awareness is the Key to Accessing Resiliency

“Between stimulus and response there is a space.

In that space is our power to choose our response.

In our response lies our growth and our freedom.”

**Viktor E. Frankl**



What is it that I am telling myself.  
Do I want to stay with that or change it?

What am I experiencing in my body?  
Where am I experiencing it?  
What are the insights this experience can tell me about myself?

What are my actions right now?  
Are they a sign of an experience that may need my attention?

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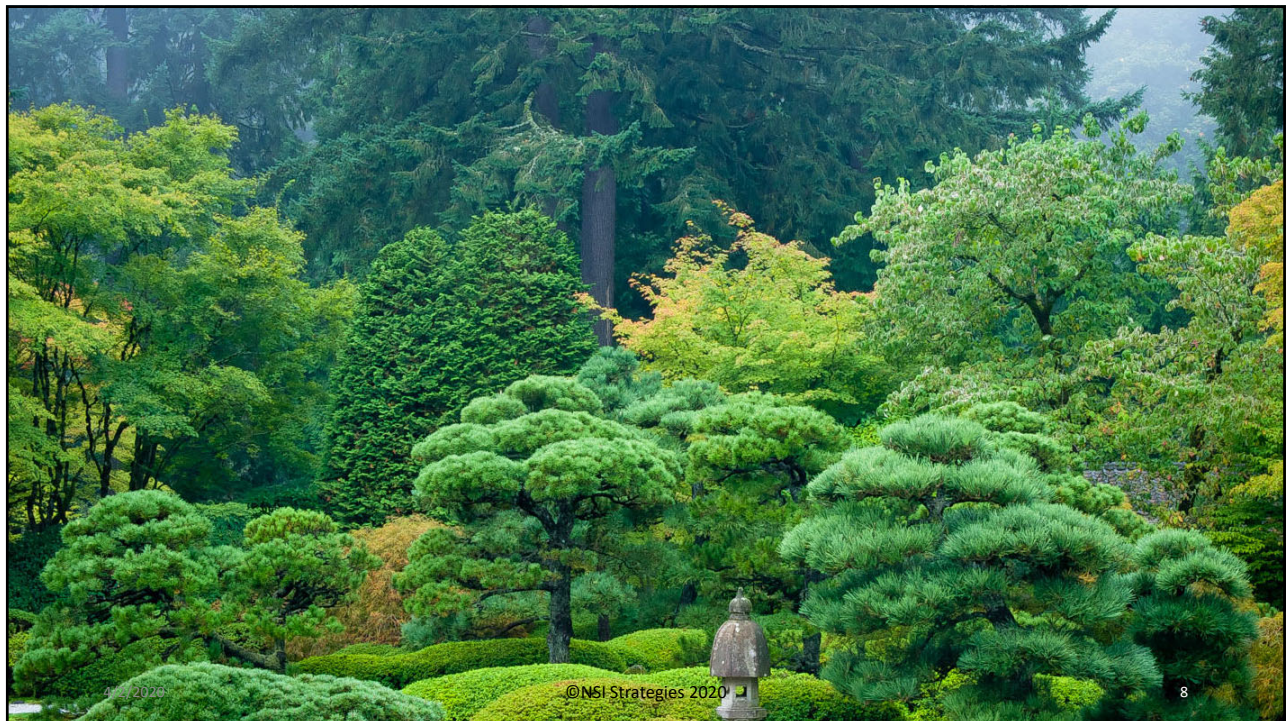
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## Leading With Resiliency

1. Balance Before Action
2. Hold space
3. **Elicit feedback, thoughts and ideas from your teams**
4. **Keep structure, create structure**
5. Over communicate
6. Be flexibly directive

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9



10

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## 3. Elicit feedback, thoughts and ideas from your teams

- Resilient Leaders plan meetings and/or create spaces for feedback and information sharing.
- As a leader you don't have to implement or use any of the ideas or suggestions!!
- This resilient process is what helps regulate teams, form connections, and tap into employee creativity.
- Resilient Leaders allow this process to flow through them using their energy to filter and utilize the helpful material in while letting the unhelpful pass.
- And the entire team experiences being heard.

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## 4. Keep structure, create structure, be the structure

- In times of crisis Resilient Leaders are deliberate – be the structure
- They do not run into offices, jump out of meetings, or break conversations to answer their phone.
  - These behaviors exacerbate anxiety and stress – your team does as you do.
- **Be the model** for what you want to see. They will reflect it back.
- Seeing things you don't like? Look in.
- By keeping your meetings as scheduled, honoring existing structures, being punctual, and keeping your own behavior predictable you help create a comfortable environment.



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11

## What Enhances Resiliency? and then Why am I not doing this!?

### I KNOW, I KNOW!

- Self Care - Sleep
- Social Support
- Spirituality
- Humor
- Meaningful Work, Mission
- Fun – Hobbies – Interests
- Rest – Relaxation

### Exponential Efforts

$$1+1=3$$

Mind + Body + Human Interaction

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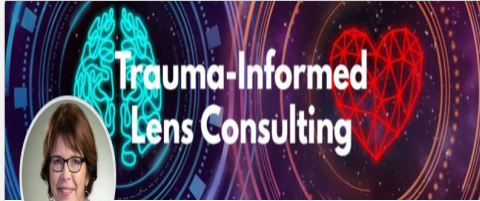
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Join us for our Hui: <https://zoom.us/j/611807031>



**Trauma-Informed Lens Consulting**



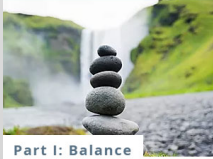
**Karen Johnson** · 1st

Igniting Hope and Connection Through a Trauma-Informed Lens

Washington D.C. Metro Area · 365 connections · [Contact info](#)

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Trauma-Informed Lens Consulting  
University of Wisconsin-Milwaukee

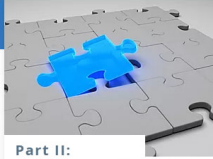


**Part I: Balance and Space**

Learn why balance before action is critical to accessing our prefrontal cortex. Teach your teams to do this by holding space for them, thus enabling individual team members to stay regulated and resilient.

**March 24**  
1:30-2:00 EDT

[Sign up](#)




**Part II: Structure and Feedback**

Be deliberate while keeping and creating structure. Elicit feedback not only to improve, but also to foster connection and creativity.

**April 2**  
1:00-1:30 EDT

[Sign up](#)



**Part III: Communication and Flexibility**

During a crisis, our learning brains are off-line. Over-communication becomes essential, as does being 'flexibly directive.'

**April 7**  
1:00-1:30 EDT

[Sign up](#)

**No matter what is happening, your ability to be a Resilient Leader is right here with you.**

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13

