

## PRACTICES FOR BUILDING RESILIENCE AT ANY LEVEL

**SILENCE** – (spend 5 minutes in silence) promotes reflection and clarity and creativity and innovation

- Send out questions ahead of a discussion
- Make space so that the less talkative get heard
- Ask for reflections on new ideas
- Be comfortable with silence in meetings

**STORY** – (write a personal story) puts things in context and makes connections

- Gather stories about the mission
- Assure that the team's goal is clear by sharing **stories inspired by a word** in the mission or mandate
- Build trust by asking members to share about something they are **very proud**

**SELECTION** – (selecting the most important action) provides practice in making decisions; helps people to be comfortable in uncomfortable places

- Provide the context
- Ask unexpected questions such as:
- **Wait, what?** I wonder why...? Rushed decisions put us at risk of making faulty judgments, leaving key assumptions untested, and missing out on potential opportunities. Slowing down gets more information and understanding.
- **I wonder if...?** Opens the discussion; sparks interest and curiosity; can overcome stifling
- **Couldn't we at least...?** Shifts the frame of thinking
- **How can I help?** First step to helping others define the problem, owning it, and solving it. It also does not disempower others.
- Regularly ask **what truly matters?** Focuses the discussion

**SEEKING** – (asking a question) builds curiosity and encourages pushing past the obvious

- Model asking questions
- Schedule time for questions
- Conduct Question Storming
- Take on a Practice Partner