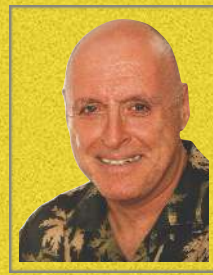


# THE EXTRA POINT

BY JERRY ROBERTS



## # 588 Emotional Resilience – Part 1

Are you an emotionally resilient person? Not everybody is. I'm Jerry Roberts and today, part of a conversation we'll have this week on how to be better at that...next up on The Extra Point.

We're going to spend some time this week talking about emotional resilience, both in our job and in the rest of life. In some of my training I've referred to it as the ability to hang on, hang out, and hang up. I'll explain.

1. Hang on. Jobs throw challenges at us that most of us aren't ready for. This could be people who ignore us, or treat us harshly, maybe even unfairly, and sometimes they go way out of their normal path to mess with us.

We might complain but there's little or no effort to change. It becomes clear that if we want to stay employed, we're going to have to put up with behavior we don't like. We need the job, we want the job, and we decide that we're staying, no matter what. That's hanging on.

2. Hang out. This isn't easy to do if people are treating you poorly, but you make a concerted effort to get to know them better. "Wait just a second here," you might say, "I'm not going to spend any time getting to know those jerks, not until they straighten up." That's not an example of emotional resilience. If we take the position that we won't do anything to make the situation better UNTIL they make the first move, then we'll likely be waiting a long time.

Get to know the organization and its history. Check social media accounts for people who are giving you grief and see if you and they have anything in common. Is there something on their desk you can comment on? Do their kids play the same sports yours do? Find a connection and talk about it.

Sometimes, that's all it takes to melt the ice between people.

If the organization has pot luck lunches where everybody brings something, you could ask somebody you're friendly with what do people like that nobody has brought in a while — then you bring that. Maybe that scores a few points.

3. Hang up. This is about those little voices we hear that sabotage us. The voices that tell us, "I'm not good enough"... "[Boss] hates me"... "No matter what I do, people aren't going to accept me..." "No matter what I do, I'll never get ahead around here. I need to move on." The idea is to hang up your mental phone on those voices.

A fair percentage of workers hear those voices every day. Not everybody comes from a position of confidence. It's likely there are people in your workplace who feel these statements fit them and their circumstances.

If you feel this applies to you, think about the "hanging out" advice. Make an effort to connect with a coworker or two and see if that helps. It's possible you'll discover that some people feel like you do, they've had an equally hard time, and now you've hooked up with someone who understands you. Making a good friend at work is an important factor in job satisfaction,

If you're a manager, learn to read faces to get a feeling for how your team is really doing. Many people will never tell you directly, but their troubles are often written all over their faces.

More on emotional resilience tomorrow.

That's The Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

###

For information on training and consulting services from Jerry Roberts, please click this link: [guamtraining.com](http://guamtraining.com)

**THE POINT**  
93.3 FM / 1350 AM / 104.3 FM HD-3

GUAM  TRAINING