



# Maintaining Team Resilience Through Change and Uncertainty



Wednesday, August 2, 2023  
3:45PM –5:00PM MT

Presented by Cynthia (Cin-dee) D. Dunn Director  
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## Biographical Information

Cynthia (Cin-dee) D. Dunn, Director, IRS, TE/GE, EDI

- Longest serving EEO/EDI Director for IRS
- 43+ Years of Federal Government Service - USDA, DoD, Export-Import Bank of the US, IRS
- EEO/EDI/Diversity/Civil Rights Field since 1992
- National EEO Lifetime Memberships: BIG, FAPAC, FEW, SAIGE
- Other Memberships: **LULAC**, IRS-BIG-NCC, FEW-FTC, DIG, EEO & CR Executives
- Workshop Presenter & Award Recipient
- 2018 National Image, Inc. “Woman of the Year” Award
- 2018 Federally Employed Women “Champion for Diversity” Award
- Proud Mother and Grandmother





# How Do We Build Resilience Through Change and Uncertainty?

Having To Do Things Differently in a Hybrid Work Environment and Return to the Office

How will the work environment change as we return to the office:

- Social Distancing (i.e., no shaking hands, no close face-to-face conversations, wearing of masks and gloves).
- Concerns about the safety in the work environment (i.e., cubicles spaced out, hand sanitizer in restrooms, etc.).
- Increased use of telework flexibilities.





# World Events That Impact Resilience in Times of Stress & Uncertainty

How do we come together with the “unrest” that surrounds us daily in the news? We can start by...

- promoting LULAC, other Employee Organizations, Employee Resource Groups, Affinity Groups
- advocating Self-Care
- conducting Pulse Checks
- utilizing your Agency’s Employee Assistance Program (EAP)





# How Can We Be Resilient When America is in Crisis?

Global  
COVID-19  
Pandemic

Roe v.  
Wade  
Overturned

Global  
Warming

AMERICA  
IN CRISIS

Mass  
Shootings

On-line  
Cyber  
Attacks

Police-  
Involved  
Shootings

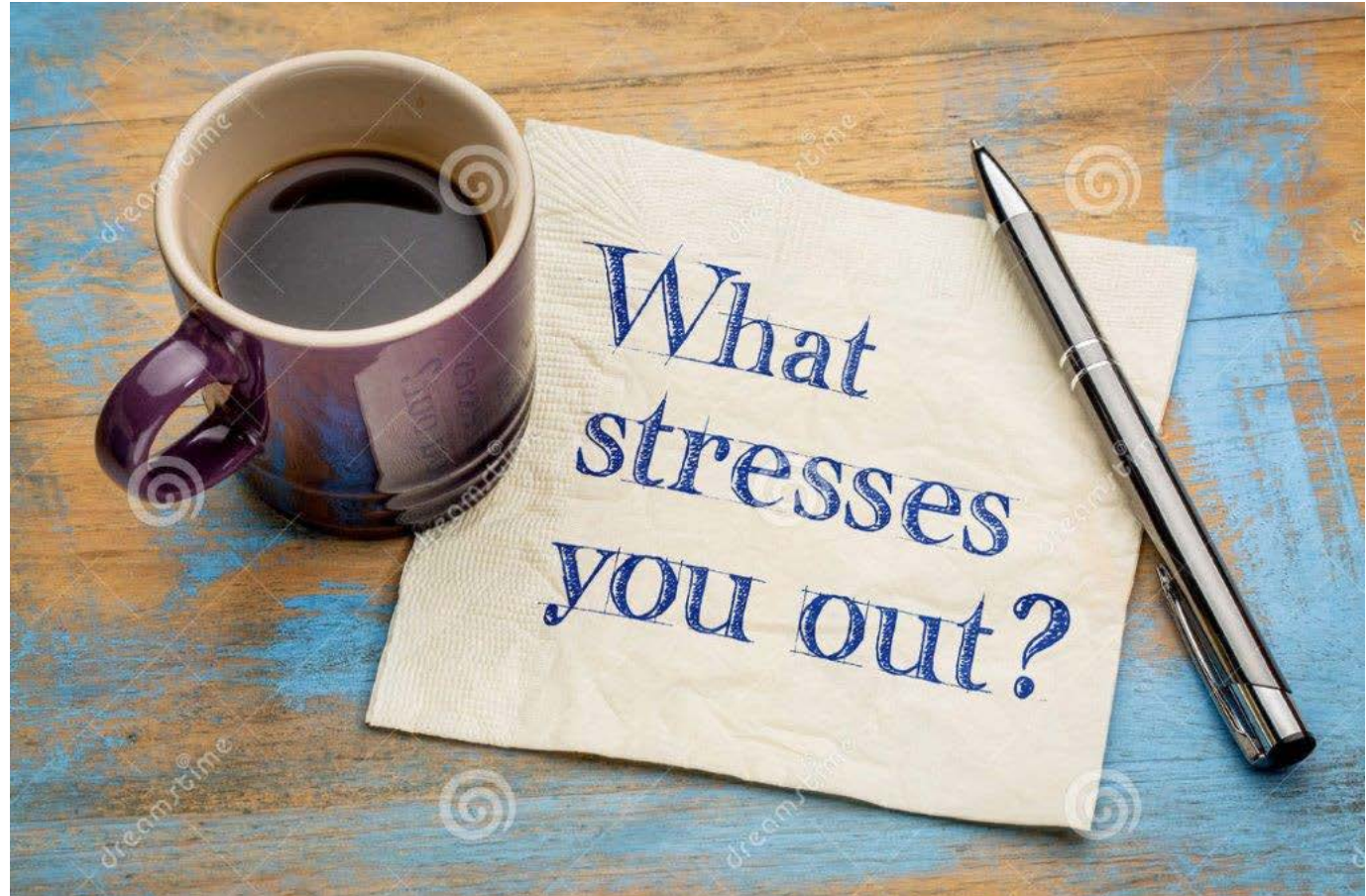






## What is Stressing You Out?

- Work Overload
- Deadlines
- Interruption
  
- Family Health
- Work/Life Boundaries
- Uncertainty
  
- World News
- COVID-Cases
- Return to Office





## Merriam-Webster Definition of Resilience

*re·sil·ience* | \ ri-ˈzil-yən(t)s \_\_\_\_ \

### **Definition of *resilience***

- 1 : the capability of a strained body to recover its size and shape after deformation caused especially by compressive stress*
- 2 : an ability to recover from or adjust easily to misfortune or change*





## What is Resilience?

Resilience is the capacity to **adapt successfully** in the presence of risk and adversity, and the ability to **bounce back and move forward** from setbacks, high stress, crisis, and trauma.





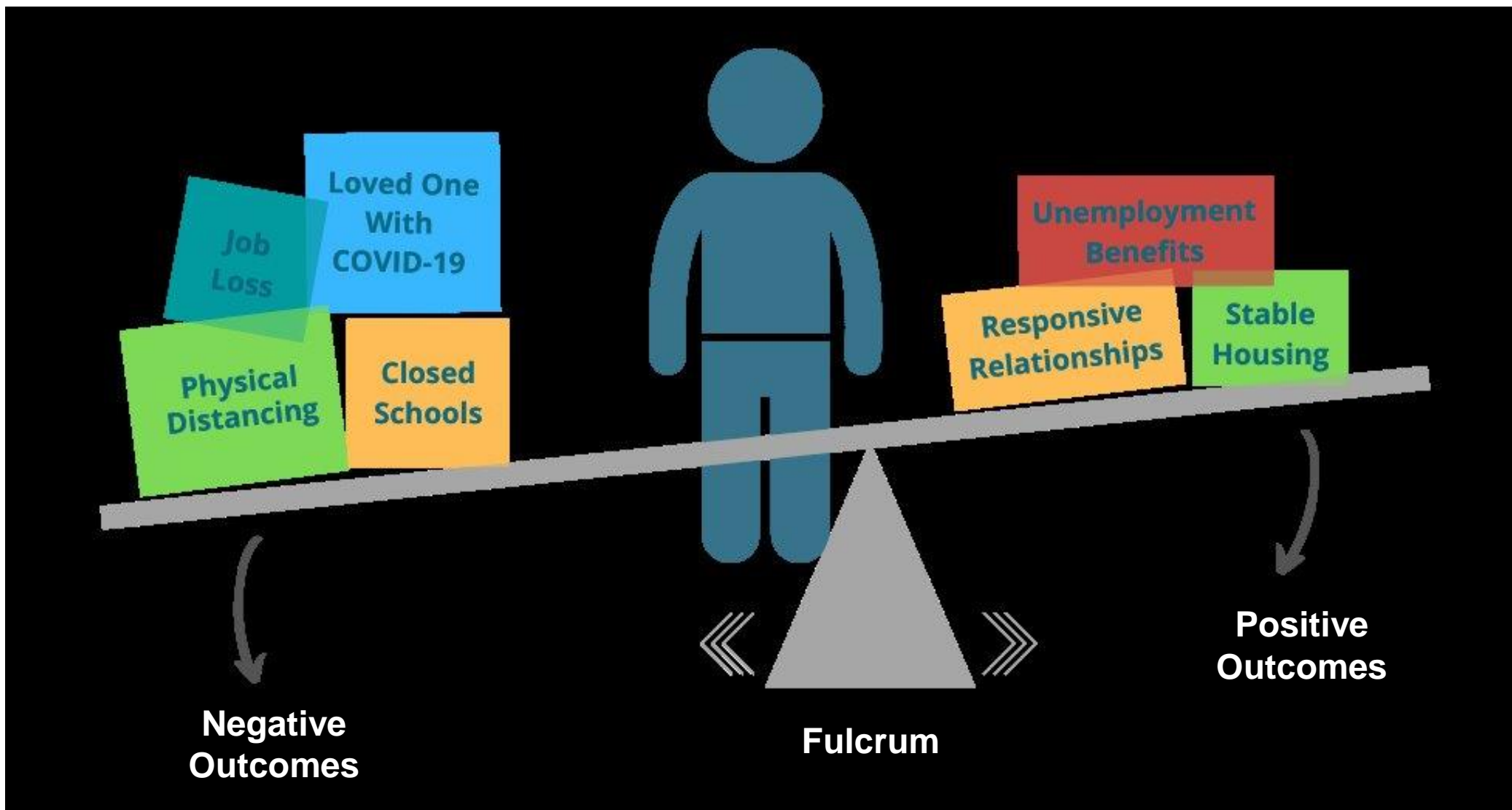


## Famous Resilience Quote





# How to Help Build Resilience





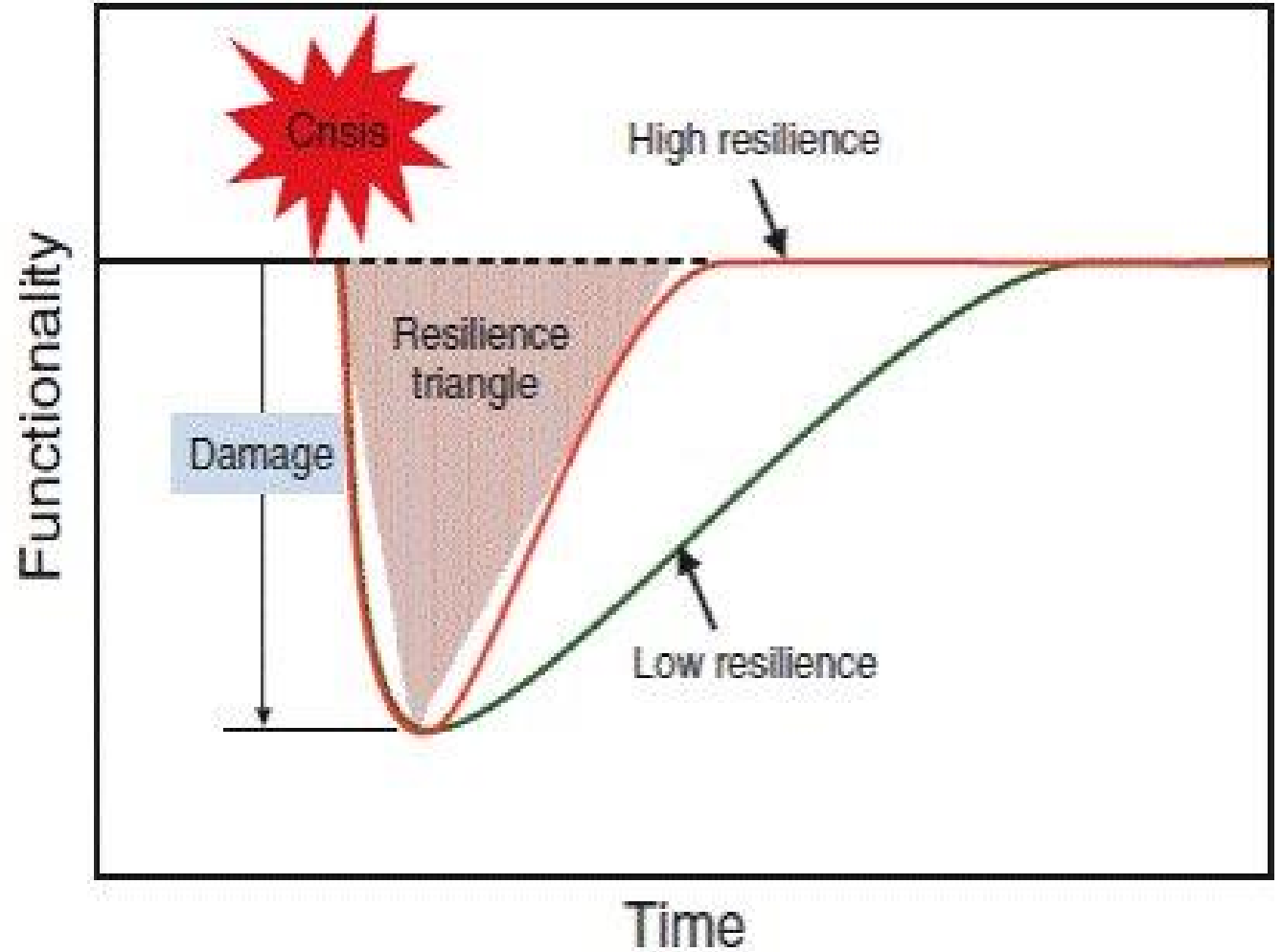
# Resilience Factors





# Low Resilience Characteristics

- Irritability
- Anger
- Persistent illness
- Trouble sleeping
- Moodiness
- Poor memory
- Reckless behavior
- Lack of hope







## Problems/Issues Arising from Low Resilience

- Low self esteem
- Lack of confidence
- Stress
- Anxiety
- Negative thought patterns
- Altered sense of self
- Affected sleep
- Low motivation and enthusiasm
- Low morale
- Low productivity
- Perfectionism
- Pessimism
- Self criticism





## Resilience Quote

Resilience isn't a single skill. It's a variety of skills and coping mechanisms. To bounce back from bumps in the road as well as failures, you should focus on emphasizing the positive.

Jean Chatzky

BrainyQuote





## Beware of Risky Behavior

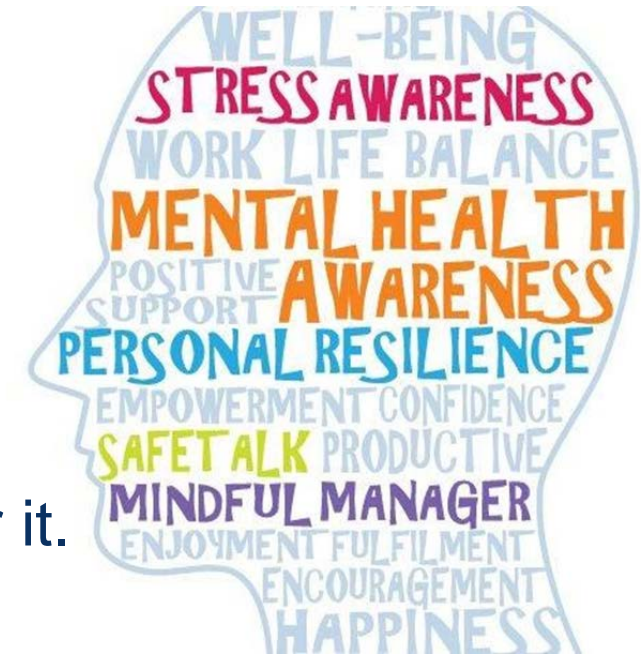
- When our **resilience** is **low**, we tend to lose some social control and may find ourselves over drinking, spending too much, or taking reckless risks in relationships.
- The most troubling characteristic of **low resilience** is the lack of hope, the lack of a vision for the future.





# Positive Promises To Myself: Personal Resilience Inventory

1. I will take care of myself. I get enough sleep, exercise and eat well.
2. When I'm stressed, I will find things to do to help reduce my stress.
3. I will make time for things I enjoy, i.e., being outdoors, with friends.
4. When I'm faced with a big problem, I will find a solution.
5. I will adapt well to change.
6. I feel a sense of purpose in my work or personal life.
7. I feel like I'm growing. I'm learning new things.
8. My life feels busy & active in a good way.
9. When I need help from a friend/relative/coworker, I ask for it.
10. My view of the world is positive.







## Factors to Become a More Resilient Leader

1. Communicate Powerfully – communicating intentions to others
2. Be Coachable – open to feedback and ask others for feedback
3. Build Positive/Trusting Relationships – bring others along with you
4. Be Bold Risk Takers – willing to take bold risks and try new ideas
5. Help Develop Others – concerned about the development of others
6. Champion Change – willingness to change
7. Be Decisive – organizations cannot move forward without a decision made





## Resilient Exercise

1. What do you like to do to have fun?
2. How often do you take the time to do your fun activity?
3. Is there something that is preventing you from your fun activity? If so, what are you doing to change that?





## Small Wins

- ✓ Practice Gratitude
- ✓ Stay Connected
- ✓ Help Others
- ✓ Laugh
- ✓ Practice Self-compassion





## Exercise - Discussion Question



Can you share some stories of small wins that you have had recently?





## Resilience Quote

Life doesn't  
get easier  
or more  
forgiving;  
we get  
stronger  
and more  
resilient.

-Dr. Steve Maraboli

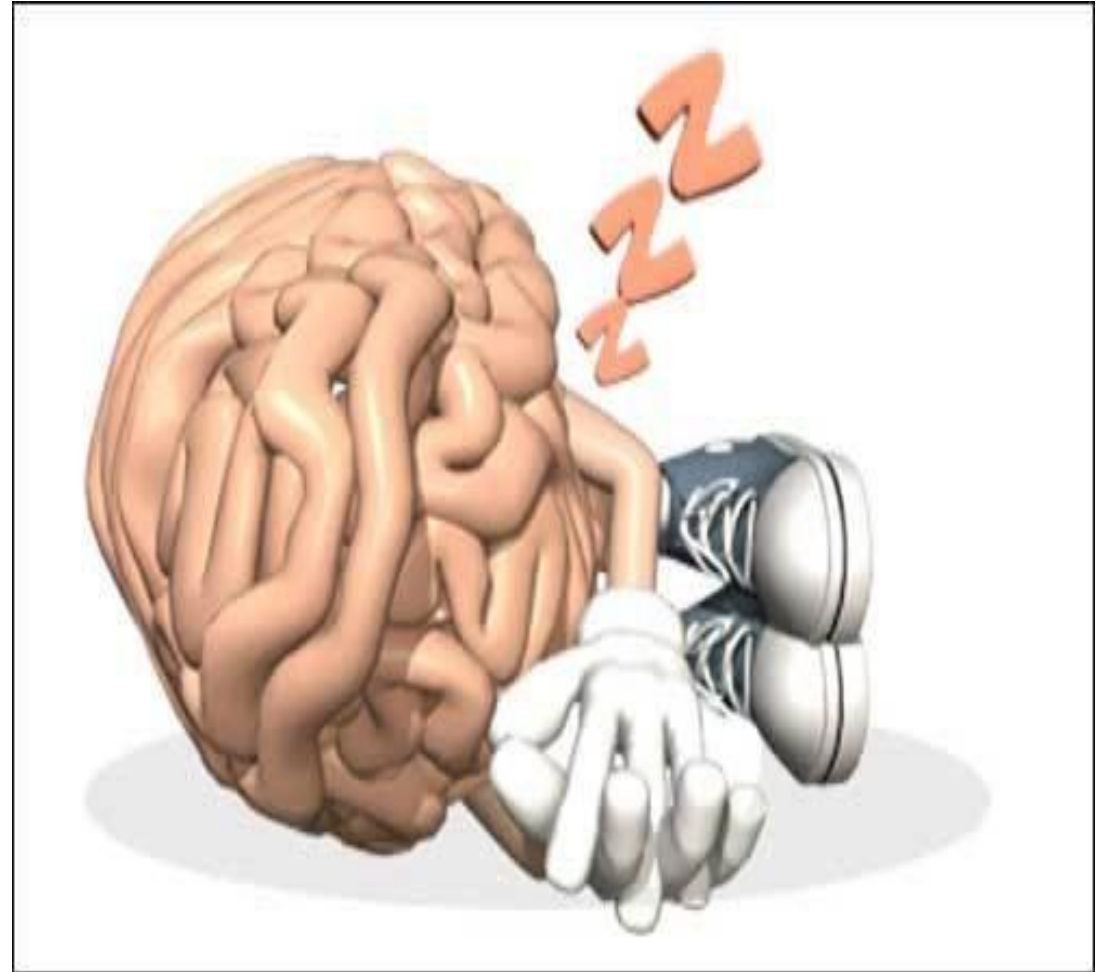
[pinterest.com/stevemaraboli](https://www.pinterest.com/stevemaraboli)





## Rest Your Brain

1. Take rest seriously
2. Focus your work
3. Layer work and rest
4. Get an early start
5. Detach from work
6. Detach from devices
7. Take a week off per season
8. Do nothing
9. Get plenty of exercise
10. Get plenty of sleep





# Daily Resilience Countdown



9  
Nine  
thousands  
steps



8  
Hours of  
sleep



7  
Glasses of  
water



6  
Minutes of  
meditation



5  
Servings of  
fruits and  
vegetables



4  
Thank yous  
to friends  
and family



3  
Meals and  
snacks



2  
Unplugged  
relaxing  
activities



1  
Hour (total)  
of sweaty  
exercise







## Three Practices to Strengthen Your Resilience

3 PRACTICES TO STRENGTHEN

# RESILIENCE



**MANAGE**  
your personal energy.



**SHIFT**  
your lenses.



**FIND**  
your sense of purpose.



Center for Creative Leadership®



# Fostering Team Resilience

## Team Resilience

The capacity of a community to respond to change and/or disruption in a flexible and innovative manner with a focus on work productivity and respect for each other.

Competence

Commitment

Communication

Consideration







**For managers who want to foster resilience among their teams.**

-  Model good personal resilience
-  Incorporate resilience enhancing activities into the workflow
-  Treat resilience activities as work
-  Avoid a workaholic culture
-  Share stories
-  Mentor staff with low resilience





## Takeaways

- ✓ Focus on small wins
- ✓ Rest your brain
- ✓ Nurture resilience habits/routines
- ✓ Model, mentor and foster resilience

What is the one thing you are taking away from today's presentation?





# Resilience Support Resources

- Your Agency's Employee Assistance Program (EAP) website
- <https://resourcesforresilience.com/>
- <https://www.edutopia.org/resilience-grit-resources>
- [Resilience Resources for Emergency Response | Attention ...](#)





## Manage Anxiety with Paced Breathing - Exercise

- Breathe in through your nose and out through your mouth
- Inhale slowly and deeply, until your lungs fully inflate
- Exhale just as slowly, until your lungs empty all the way



## Still I Rise...

By Dr. Maya Angelou (1928-2014)

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You may write me down in history  
With your bitter, twisted lies,  
You may trod me in the very dirt  
But still, like dust, I'll rise.

Does my sassiness upset you?  
Why are you beset with gloom?  
'Cause I walk like I've got oil wells  
Pumping in my living room.

Just like moons and like suns,  
With the certainty of tides,  
Just like hopes springing high,  
Still I'll rise.

Did you want to see me broken?  
Bowed head and lowered eyes?  
Shoulders falling down like teardrops,  
Weakened by my soulful cries?

Does my haughtiness offend you?  
Don't you take it awful hard  
'Cause I laugh like I've got gold mines  
Diggin' in my own backyard.

You may shoot me with your words,  
You may cut me with your eyes,  
You may kill me with your hatefulness,  
But still, like air, I'll rise.





# Questions, Comments, Observations?



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**Questions  
Comments  
Observations**





## Contact Information

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