Maintaining Team Resilience Through Change and Uncertainty

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3:45PM – 5:00PM MT

Presented by Cynthia (Cin-dee) D. Dunn
Director
Internal Revenue Service (IRS)
Tax Exempt & Government Entities (TE/GE)
Equity, Diversity and Inclusion (EDI)
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 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.
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
- Mass Shootings
- Police-Involved Shootings
- On-line Cyber Attacks
What is Stressing You Out?

- Work Overload
- Deadlines
- Interruption
- Family Health
- Work/Life Boundaries
- Uncertainty
- World News
- COVID-Cases
- Return to Office
resilience | 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
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.
Failure is an important part of your growth and developing resilience.

Michelle Obama
www.wow4u.com
How to Help Build Resilience

Negative Outcomes
- Job Loss
- Physical Distancing
- Unemployment Benefits
- Closed Schools
- Responsive Relationships
- Stable Housing

Positive Outcomes

Fulcrum
Resilience Factors

- Take Care of Yourself
- Active Problem Solving
- Meaning and Purpose
- Social Support
- Maintain a Positive Outlook
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 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
• 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.
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
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
Can you share some stories of small wins that you have had recently?
Life doesn’t get easier or more forgiving; we get stronger and more resilient.

-Dr. Steve Maraboli

pinterest.com/stevemaraboli
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 you 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.
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)

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?
Cynthia (Cin-dee) Dunn
Internal Revenue Service (IRS)
Tax Exempt and Government Entities (TE/GE)
Office of Equity, Diversity and Inclusion (EDI)
1111 Constitution Avenue, NW, Room 7039
Washington, DC  20224
Office (202) 317-5764
Cell (202) 360-0867

Best way to contact me is by email:
Cynthia.D.Dunn@irs.gov