

Personal Resilience

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Your Overall Resilience score is high which means you are pretty resilient. This indicates you know yourself, your limitations and what you can handle. You probably enjoy sorting out challenges, and addressing events head on; you tend to bounce back from difficulties and see the positive when faced with change or adversity. You are self confident, but you may need to be careful that that confidence is not perceived as arrogance if you have a tendency not to consider others sufficiently. You do, however, need to maintain your levels of resilience by staying self confident and making sure you can cope with change.

	Low				High
Coping with Change					
Problem Solving					
Self Confidence					
Working with Others					
Support Networks					
Organisation					

YOUR RESULTS:

Coping with Change

You scored high on this scale, which implies you are very good at coping with change. You probably view change as a positive thing and even enjoy the feeling of opportunity and possibility that it brings. Continue to cope well with change by sharing your positivity with others to help and support them through difficult times.

Tips

- If you are moving within an organisation you know, get to know the people in the department you might move to. Help others to see the benefits of the move too as they might be feeling less sure about it than you are.
- If you are changing career or direction, consider the possibilities by completing a cost/benefit analysis. Ensure you have considered all the consequences of making the change and get support from a friend or family where needed.
- If you are attending an assessment centre/extended interview, make sure you have prepared and are organised for the day ahead. This will reduce any worries you might have and allow you to focus on the task and change at hand. Be reassured by the fact that although you are feeling nervous, this is due to adrenalin, which (up to a certain point) will enhance how you perform.

Problem Solving

You scored high on this scale which implies you like being faced by problems which you can solve. You are probably very good at solving the challenges that you face and enjoy the heightened energy it gives you. However, it might also be true that at times you rush in too quickly, so make sure that you take time to reflect before acting. Your problem-solving skill will be adding significantly to your overall resilience and you should continue practising it as frequently as you can.

Tips

- Work out the pros and cons for all the options available to you. If making such a list doesn't highlight the solution, weight the options according to how important they are.
- If you are facing an interview, do a practice interview by getting someone to ask you the questions you have identified so you can see how you answer.
- Ask someone for feedback on your interview skills and work out (problem solve) what you can do differently.
- If you are changing career or direction complete a problem step plan, breaking your problem down into small chunks and working through possible solutions and ways to achieve it slowly and in simple sections with pros and cons for each option.
- If you are attending an assessment centre/extended interview take a plan of how you like to problem solve with you. Revise the problem solving 'steps' model so you can use this and/or discuss it if appropriate.

Self Confidence

You scored high on this scale, which implies you are self confident, know your limitations and can deal with most situations in a positive and helpful manner. However, you do need to be careful that this is not perceived as arrogance by others. Perhaps ask for feedback from your colleagues to gain their opinion. If they feel you come across as over-confident, look into ways to be assertive, but perhaps less forthright and aggressive.

Tips

- Make an effort to learn people's names.
- Address your gremlins. What is your internal dialogue saying? Make sure the gremlins have helpful voices rather than undermining voices.
- Continue to build your own confidence by never putting yourself down, instead write a list or talk to someone about the things you do well and the special

qualities you have. At the end of each day keep a note of good things that have happened or nice things colleagues, clients or bosses have said.

- When preparing for an interview, practice with other people first and get feedback about your strengths and skills and what you do well.
- Don't assume that you are better than everyone else at an interview or assessment centre, this will come across as arrogance and put the assessors off you.
- If you are changing career or direction, ask previous colleagues, family and friends to record positive qualities about you and the way you work.

Working with Others

You scored high on this scale, which implies you are confident in your interactions with others. You are probably good at building rapport and getting on others' wavelength. It is likely that you see the benefits of diversity and difference and appreciate the strengths that different individuals bring to a situation. However, to ensure that you don't move from being confident to over-confident, which could potentially create psychological distress in others (by your behaviour seeming aggressive), assertiveness techniques would be a useful skill to learn.

Tips

- Make sure you always practice active listening. This means showing the other person you are paying attention by your body language and using your moment to speak as an opportunity to check what has been said.
- Think about how to respond to aggression from others, never rise to it and practice some responses to deflect the attack, e.g. "I don't like it when you speak to me like that, we can talk about (the issue) later".
- Be aware that others may struggle with relationships so help them out where you can. Be the first to make an effort, put them at their ease etc.
- If you are preparing for an interview, make sure you practice some ways of being assertive: keeping good eye contact, open body language and a clear voice. Find out the names and roles of the people you will be meeting during the interview/assessment. Look them up on LinkedIn and draw up a mini profile about them.
- If you are attending an assessment centre/extended interview, practice being assertive and recognising signs of aggression or passivity in yourself.
- If you are changing career or direction, make sure you network and learn how to market your key skills. Get advice and support from others.

Support Networks

You scored mid range on this scale, which implies you are effective at using your support networks and can recognise the positive aspect of sharing with others about your concerns or stresses. You know you can largely rely on others for support, but it would be useful to ensure you have a high level of confidence and ability to cope with change for the times when this support may not be available. It is likely that you would be able to take advantage of more support than you are currently getting.

Tips

- Make sure that you build in time to relax and socialise with those you care about. Never let work or job changing get in the way of the enjoyment of life.
- However be ruthless and ensure that you always get something (even if just relaxation) from those you mix with. If someone drains you, limit contact with them.
- Proactively build relationships in order to have support networks you can call upon. Perhaps make yourself more available for others also, so they will return the favour.
- Tell people how you feel about asking for help. You'll probably find others would enjoy supporting you more than you think they would. See it as a win-win.
- Share your experiences with others, you will gain their input and advice as well as their support. However you shouldn't feel you have to always act on it.
- Exercise is an excellent way of releasing the adrenalin associated with stress from your body. Find a way you can exercise as much as possible so that you are in top physical as well as mental condition. If this is in a team environment, so much the better. Prioritise your health.
- If you are preparing for an interview, practice good eye contact, open body language and listening skills with friends, family or colleagues and ask for feedback.

Organisation

You scored high on this scale which implies you are, clearly, in control of your day, week, month and, possibly, year. Keep it up!

Tips

- If you are job hunting, have a plan and milestones so that you can see the progress you are making and take heart from this.
- Prepare the content of what you want to get across to prospective new employers. Write down all your key qualities, experience and transferable skills. Think about how to get the key points across. Ask yourself, if there are 3 main points that I need to make sure they 'hear' about me, what are they?
- Is organisation a key part of your role? If it is, what examples can you give to demonstrate your strengths in this area?
- Plan the questions that you need to ask and write them down. What things would make a difference to whether or not you would want the job? If one of these areas is a little 'delicate', ask friends or family for help with wording it so you have it in your mind and don't blurt it out inappropriately.
- Research thoroughly and keep good records of which organisations you are considering and write down the pros and cons of each. Seek to confirm or erase any concerns.

ABOUT THIS ASSESSMENT:

Resilience is defined as the individual's ability to "bounce back" and cope effectively in the face of difficulties; "bend, but not break under extreme stress" and "maintain equilibrium following highly aversive events" (Luthar, Cicchetti, & Becker, 2000; Masten & Reed, 2002; Rutter, 1999). Enhancing resilience has been shown to improve an individual's quality of life at both work and home (Bond et al., 2010). Measuring an individual's level of resilience will enable them to know whether they need to do anything differently to be as resilient as they can be. The scales are:

- Coping with Change

- Problem Solving
- Self Confidence/Belief
- Working with Others
- Support Networks
- Organisation