



A TEAM TOOL FOR THIS 'TIME OUT'

Use this guide to interview one another, within your team.

Share what you've learned – and with us!

It just might leave you stronger than you were before.

1. Describe for me a high point in your *personal* experience of resilience: a time when, in the face of unplanned change, loss or potentially traumatic events, you or others maintained a capacity to think and act clearly, make wise choices for the good of the whole, and forge positive, productive relationships. Despite either change or misfortune, the outcome was positive, uplifting and successful.
 - What was the situation? What was the outcome?
 - What were the *supportive qualities or conditions* that enabled this experience of resilience? Consider yourself, other people, the organization's or community's systems, structures or processes, etc.
2. Now, describe a time when you were part of *team or organization* that demonstrated resilience. Despite unplanned, unexpected, disruptive or even disappointing change, people maintained their capacity to think and act clearly, make wise choices, and forge positive, productive relationships. In short, individual and collective outcomes were positive, uplifting and successful.

Consider again, what *enabled* this experience of resilience? Consider yourself, other people, the team's or organization's systems, structures or processes, etc.

3. Imagine that the coronavirus has been contained, and we are all back to work reflecting on how well we navigated the 'time out.' In particular, our understanding of personal and organizational resilience helped us *make the best* of this time.
 - What did we learn, personally and professionally?
 - How did we stay connected with one another, and with those we serve?
 - What are we now doing *differently* because of what we've learned?
 - What positive difference has this "time out" made for us? For our customers or those we serve? For the world?
4. What one step will you take *today*, to enhance your personal resilience – and your capacity to contribute to our team or organization – during this challenging time?