Tips and Tricks

Promoting Resilience to Change

*About this tool*

**PURPOSE**

To provide advice on how to promote resilience among employees undergoing a workplace change

**AUDIENCE**

Managers or supervisors in supporting their employees through workplace changes

**USE**

* As part of a manager’s toolkit
* As part of a training plan
* In meetings with supervisory employees
* In a broader communications plan (emails, communiqués, on an internal website, in blog posts, etc.)

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**CHARACTERISTICS OF RESILIENT EMPLOYEES:**

1. Identify and control their own emotions and understand those of others
2. Independent and have good self-esteem
3. Form and maintain respectful and harmonious relationships
4. Resolve conflicts and make informed decisions
5. Committed to the organization and take part in the decision-making process

How to respond

## Promote the keys to resilience

* Resilience is a mindset – a way of thinking positively
* Resilience can be learned and strengthened
* Resilience means being positive, focused, flexible, adaptable, organized and proactive

## Increase engagement and support networks

* Encourage employees to seek advice from people who have successfully transitioned through the change or who have learned from experiences
* Provide one-on-one support and adopt an open-door policy
* Foster a culture of listening by showing empathy toward your employees
* When things are going well, provide them with positive feedback
* When things aren’t going well, be a good listener and provide advice
* Encourage and promote teamwork by working together with your employees to find new ways to face the upcoming change
* Monitor how employees are coping with the transition

## Encourage communication and positivity

* Encourage employees to share their ideas. Provide feedback on what they are doing to help them develop a sense of purpose
* Help employees understand the purpose of change, express their feelings about the change and give their feedback
* Recognize and acknowledge outside pressures during a transition. Assure your employees that their cooperation and participation is needed
* Communicate the change openly; be clear, and encourage employees to make the most of it