


TRACOM[®] GROUP

THE SOCIAL INTELLIGENCE COMPANY[®]



HOW HOPE AND RESILIENCE FOSTER WELLBEING

BY JIM DOYLE & CASEY MULQUEEN, PHD



Since COVID-19 our lives have changed—many of us now work remotely or in hybrid arrangements, which alters how we interact and manage direct reports. Perhaps a benefit of this “next normal” is a renewed focus on people’s mental health. A critical component of emotional wellbeing is hope. Jim Doyle’s book *Hope for Life, Being Your Best Self When You Need It Most*, includes two models for fostering a hopeful life: *The Life Choice Matrix* and *LIVE*. These models can be effectively practiced with TRACOM Group’s Adaptive Mindset for Resiliency program, bringing practical behavioral strategies that resonate with organizations and result in more resilient employees who communicate and work more effectively with one another.

IMPORTANCE OF HOPE AND EMOTIONAL WELLBEING

In recent times, millions of people have experienced a roller-coaster of emotions including doubt, fear, and loss. Faced with adversity, the hard-wired human instinct is to fight, flight, or freeze. When confronted with danger, prehistoric people stood their ground armed with primitive weapons. The alternative was to flee to safety or freeze in place. In the modern world, saber tooth tigers prowl our minds. In the darkness of our imagination, they can be ferocious and nasty creatures. Living life fully is exciting, risky, and filled with unknown danger, both real and imagined.

With advances in neuroscience and positive psychology, humans have an alternative to the fight/flight/freeze response. We can “flow” with adversity by optimizing our mindset, living with hope and resilience. While this may not be a particularly new theory of how to lead a healthy life, it’s still relatively new in the workplace, where the wall between home and work, which was always imaginary, has been steadily crumbling.



In the early years of workplace wellness programs, they focused almost solely on nutrition and exercise. Only recently have these programs begun to encompass the whole person, recognizing the incredible importance of emotional and mental health. In fact, in a comparison between employees in programs that focused solely on physical wellness versus those involved in programs that included emotional wellbeing, Gallupⁱ found that those in holistic wellbeing programs:

- **REPORTED 41% FEWER UNHEALTHY DAYS**
- **WERE MORE THAN TWICE AS LIKELY TO SAY THEY ALWAYS ADAPT WELL TO CHANGE**
- **WERE 36% MORE LIKELY TO SAY THEY ALWAYS FULLY BOUNCE BACK AFTER AN ILLNESS**
- **WERE 65% LESS LIKELY TO BE INVOLVED IN A WORKPLACE ACCIDENT**
- **WERE 81% LESS LIKELY TO LOOK FOR A NEW JOB WHEN THE JOB MARKET IMPROVES**

Possibly without including hope as a written goal, these programs helped employees feel more resilient and hopeful about their lives, careers, and organizations.

RESILIENCE IMPROVES:



WELLNESS



CHANGE NAVIGATION



SALES



MANAGEMENT



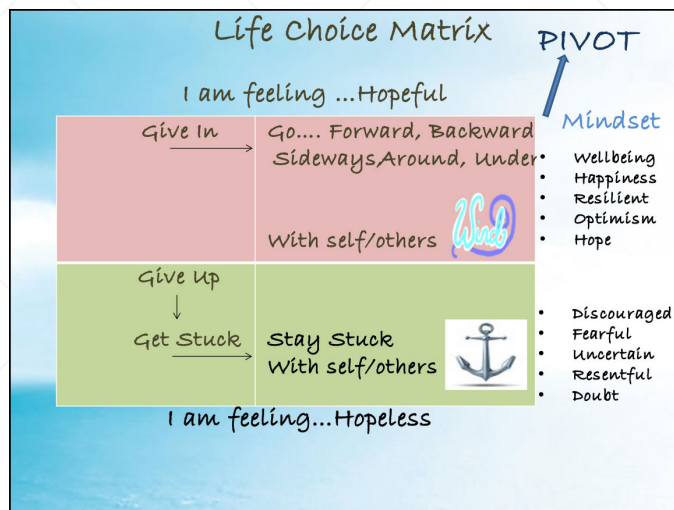
EMPLOYEE ENGAGEMENT





LIFE CHOICE MATRIX

Jim Doyle's Life Choice Matrix provides a model for how people respond to adversity. Faced with a life event, we have choices. We can choose to "Give In" or "Give Up". When we give in, we can accept the adversity, without agreeing to it. We all encounter challenges not of our choosing. After all, none of us opted in on the pandemic, it was thrust on us unexpectedly. This is where our choice is so important. What do we do next? How do we think about what we are encountering? What do we tell ourselves about ourselves in the moment?



By choosing to put one foot in front of the other, to pick ourselves up and move on, over, around, under or even in concert with the momentum of life, we create new possibilities for ourselves. Of course, it may not be what we wanted in the moment, but how could it be—we didn't choose the circumstance. But we can choose our next move—our thinking and behavior. This in-the-moment response can be learned and practiced over time. We don't need to be stuck in old patterns of thought and action.



TRACOM RESILIENCE MODEL

For organizations and their employees, the key is to put the Life Choice Matrix into practice in a tangible way, and this is what is taught in TRACOM's Resilience program. It begins with a model of resilience that people can use as a guide for their resilience journey, which is unique for each person.

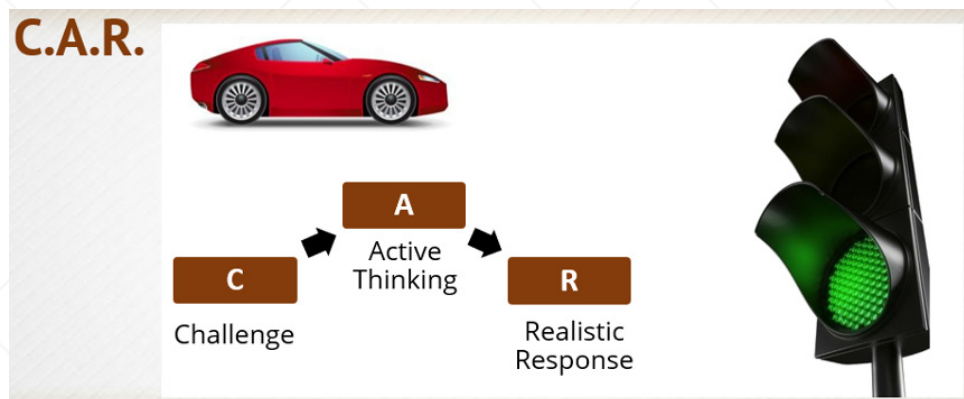
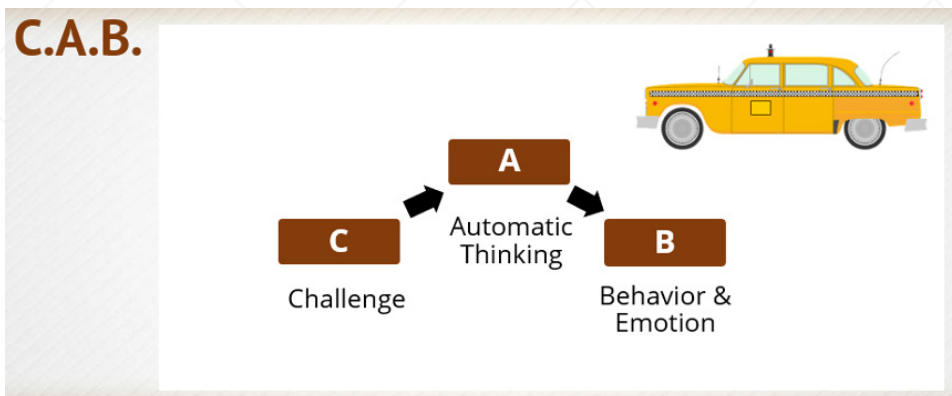


While the program provides many strategies for developing resilience, one technique that clearly resonates with the Life Choice Matrix is the CAB/CAR method, an evidence-based approach originally developed for helping people with depression and anxiety. TRACOM adapted this method to be proactive—helping people in-the-moment as they encounter adversity at work.





C.A.B. & C.A.R.



When confronted with an unexpected challenge, big or small, we teach people how to slow down and bypass the evolutionary fight/flight/freeze response, which often leads to unhelpful or destructive outcomes. Instead, they recognize their negative thoughts and emotions, and replace these with more active problem-solving, leading to more constructive outcomes.



LIVE MODEL

Other techniques also affect resilience and give people hope, such as practicing gratitude and being mindful about what we pay attention to throughout the day. Over time, with practice, people develop more adaptive mindsets and ways of approaching the world and all its problems. These strategies correspond with Jim Doyle's LIVE model. He states that *"to help you think about being hopeful instead of hopeless, remember to LIVE life."*

- **L** = **Let Go** with faith
- **I** = be **Inspired** for self and by others
- **V** = be **Vibrant** with a vision for life
- **E** = focus **Energy** on the positive

Letting go of thoughts and behaviors that potentially hold us back from being our best self and limit possibility in life. These can be replaced with a more uplifting and aspirational mindset. Taking this first step requires faith in the hope that we have for our life even when we cannot know for certain what the future may bring.

By holding ourselves as willing and able to be **inspired** by others, we begin seeing the examples of ordinary people doing extraordinary things as gifts of inspiration for ourselves to act accordingly.

All people can be **vibrant** and shine in life through their own unique Styles, or behavioral preferences. By living with purpose and striving to discover our own true-north, we align mind, body, and spirit in pursuit of our aspirations.

The inner fuel that moves our mind, body and spirit is **energy**. Our energy charges our capacity to be vibrant in life. We all activate energy differently. Our ability to access and activate energy, when needed, is the difference between "Giving In" and "Giving Up" in life as discussed earlier.

Jim Doyle developed this model because, like a lot of us, he realized that old habits were not going to get him to the next stage of his career and life. By changing his mindset, his conversations with himself became less about limitations and more about possibilities. And this is exactly what organizations need more of, especially in these times—what is possible and fruitful, instead of what are the limitations. The LIVE acronym provides a framework for living with hope.



*"THE TRUE MEASURE
OF A MAN IS NOT
HOW HE RESPONDS
IN TIMES OF
COMFORT AND
CONVENIENCE BUT
HOW HE STANDS
AT TIMES OF
CONTROVERSY AND
CHALLENGES."*

**-DR. MARTIN
LUTHER KING, JR.**

RESILIENCE AND HOPE WORK!

TRACOM's research has shown the practical benefits of the Resilience program. This research compares people who have been profiled using TRACOM's Adaptive Mindset for Resiliency Multi-rater profile. People with "Undeveloped" (low) Resiliency skills are compared to people with "Prepared" (high) skills.

The percentage indicated is the difference between the high group average and the low group average for each performance measure. For example, a question asked survey participants to evaluate if the learner is "comfortable initiating change when needed." The Undeveloped group average was 4.5 and the Prepared group average was 5.4. This difference of 0.9 represents a 20% difference. Therefore, we report that people with Resiliency skills are 20% more comfortable initiating change when needed.

A study of 322 employees and 3,500+ raters demonstrate the connection between Resiliency and key job skills.

TRACOM® RESEARCH STUDIES:

<i>Performance Measure</i>	<i>% Increase w/ Resiliency Strength</i>
Stressful situations do not take a personal toll.	22% increase
Positively influences others during times of change	21% increase
Comfortable initiating change when needed	20% increase
Helps build a positive culture	18% increase
Consistently performs at a high level	16% increase
Initiates appropriate action to challenges at work	15% increase
Finds opportunities in workplace challenges	15% increase
Actively supports change when it occurs	15% increase
Stays engaged in work during times of high stress	14% increase
Embraces change rather than resisting it	14% increase



ABOUT TRACOM® GROUP

THE SOCIAL INTELLIGENCE COMPANY®

We provided the “AH Has” to people as to how and why they act and interact with the world around them the way they do. We do this by teaching people about the core elements of an individual: their behavior, their emotions and their mindset and the impact these elements have on them each and every day. We call these core elements Social Intelligence. Most people are completely unaware of the impact that these elements have on them each and every day in how they interact with others and how they frame what is happening in the world around them.

For more information, visit TRACOM.COM

or call (303) 470-4900 — (800) 221-2321 (U.S. only)

REFERENCES

¹Gallup (May 2014). Retrieved from <http://www.gallup.com/businessjournal/168995/why-workplace-wellness-program-isn-working.aspx>