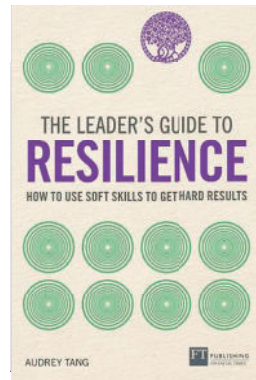




THE LEADER'S GUIDE TO RESILIENCE:
HOW TO USE SOFT SKILLS TO GET HARD RESULTS



THE BOOK


The Leader's Guide to Resilience:
 How to Use Soft Skills to Get Hard Results

By Audrey Tang



INTRODUCTION

The Leader's Guide to Resilience is simple, effective, and easy to put in place. Easy to read and methodical, Audrey Tang's book is practical and detailed as it explains how to build your resilience and the resilience of your team.

Psychologist Tang brings exhaustive research and practical experience to her guide by firstly imparting her deep understanding of resilience and its importance, then outlining how we can become more resilient. Each chapter even has specific activities to help you succeed.

The Leader's Guide to Resilience is a must-read for anyone hoping to take their business or team to the next level, or who makes a living from teaching others. With Audry Tang as your expert, let The Leader's Guide to Resilience lead you to a more resilient and successful future.



5 BEST QUOTES

"Every person you work with, everything you do — that's an opportunity to make a difference — if not on a wider scale, at the very least within your immediate environment."

"Resilience is not about the final test, it is about preparing for it long before you need to prove your worth."

"Resilience and thriving begin not with disregard of what may have caused us pain or distress, but with acceptance and learning."

"If you know what you need to be strong, you also know what you need to reinforce in case of damage."

"When a crisis hits, 'survival' brings out the best and the worst in people. When a crisis is unpredictable and not under your own control or containment (such as global disasters), the fight for survival goes beyond your own organisation. You could be fighting for your industry as much as your workplace."



6 BIG IDEAS

1. BUILD STRENGTH

Tang says the first step in building strength is to find your own definition.

While many dictionaries focus on physical power, strength can be interpreted in many different ways. Finding your own personal definition of resilience will help you to build the strength that is most necessary for you. It may be more emotions, an ability to provide support, it may be more about defeating your enemies, or it may be the ability to go against the grain with confidence.

In the workplace, ask yourself, “What does strength mean to me in the context of my organisation?” What does power look like in your work environment? What are the challenges you face? What does success mean in your world?

Examine these questions and discover what strength means to you. Then you can start to build strength. As a leader or teacher, this also means recognising the strengths of others and utilising them efficiently.

2. COURAGEOUS TEAMS

To build a team with the qualities you want, you should embody those qualities yourself. The types of team members you are looking for will be drawn to you if they see you as a good role model.

If doing this leads to some team members pulling away, don't be afraid to let them go. If they don't fit with your goals and ethics they will be better off elsewhere anyway.

When building your courageous team, ensure that you use the right tools to discover their worth. Handing out a few puzzles is one way to test potential team members' resilience.

3. HARNESS DRIVE

All too often it seems that your team members or students don't have the same level of drive and passion as you. Tang outlines a few tips to help harness their drive.

Micromanaging, for instance, should be avoided. It can lead to a lack of motivation if they are only celebrated for doing exactly what they are told. You need to walk that fine line between keeping them motivated and letting them do the job themselves. Nothing is more disruptive than a team leader 'checking in' to see if a team member is working on a job that they are already working hard on. Give your team members room to shine and assure them that you have faith in them.



6 BIG IDEAS

The people you lead also need the opportunity to find their passion. If they are overworked or too bogged down with deadlines they will struggle to find what it is they love about what they are doing. Find ways to work with your team to discover what makes the job worthwhile for them.

4. AUTHENTICITY

People are good at spotting inauthenticity. If you bring your authentic self to your work, your team and clients will be more inspired to work with you. They will believe that they are dealing with a genuine person with a genuine passion for what you do.

This doesn't mean having carte blanche to act badly. Your authentic self should still be appropriate for the work environment. This includes not using the workplace to vent about your own troubles.

Tang provides a 12-month challenge to learn to live authentically:

1. Live your VITALS: Your VITALS are your Values, Interests, Temperament, Around the clock (when you function best during the day), Life mission, and Strengths. In the first month, be aware of how these affect your life.
2. Focus on emotional labour: Emotional labour is the emotional energy you need to get through the day and how you manage it. Think about your feelings and how you express them at work.
3. Live conscientiously: This is about assessing what you like about your job and the way you treat others.
4. Curate your life: Go through your life and eliminate the unneeded and unwanted. You can do this hypothetically with certain factors that are impossible to eliminate.
5. Know your WHY: Examine what it is that brought you to your job and what keeps you there.
6. Be honest about your strengths and weaknesses: Do some honest self-reflection.
7. Be honest when asking for help: Ask for help when you need it and seek out mentors who will not hold back constructive criticism.
8. Look after yourself: Make changes to your physical and mental wellbeing. Find time to exercise and practice mindfulness.
9. Be a work in progress: Understand that you can always change and improve.



6 BIG IDEAS

10. Face FOMO: You can't be everywhere all the time. Confront your FOMO (fear of missing out) and accept that you will sometimes miss out.

11. How do you want to be seen by others?: The way you behave is the way you will be perceived. Think about how you behave and whether it matches how you want to be seen.

12. Be more YOU: Put all the rest together and focus on being yourself. Work on being 'better' rather than being 'good'.

5. SUSTAINABILITY

Sustainability is one of the biggest issues facing the world today. An unsustainable product or work environment is the opposite of resilience. Resilience means being sustainable/able to continue for an indefinite period.

Your business should always be striving for sustainability in all areas. While environmental sustainability is vital, you want your economy and workforce to be sustainable too.

6. CONFIDENCE AND FUTURE PLANNING

The Leader's Guide to Resilience was published in 2021. The pandemic had well and truly hit when Tang was writing and the world had changed. While COVID-19 had an unprecedented effect on the business world, it still should not have been a surprise. There are unprecedented catastrophes hitting the business world and the stock market all the time. In fact, unprecedented disasters have plenty of precedents.

The key to resilience during tough times is preparation as well as fortitude. Make sure to build fail-safes for hard times into your business and your team.

Also look to build a confidence mindset in your team. This is the confidence to know that you and your company can and will survive hard times. With the tools you have already built with the advice in The Leader's Guide to Resilience, you and your team should know that you can and will cope with whatever comes your way.

**3 ACTION STEPS**

The Leader's Guide to Resilience encourages the following three action steps:

1. UNDERSTAND WHAT STRENGTH MEANS TO YOU

You need to understand your personal interpretation of strength in order to build that strength. Figure out what true strength means to you and what represents strength in your work environment.

Once you understand this, you can build it in yourself and your team.

2. WORK WITH AND INSPIRE YOUR TEAM

You can't build resilience in your team or students unless you exhibit it yourself. Model key behaviours and encourage them in the people who look to you for guidance.

Find what makes your team tick and what inspires them and work with them. Build a team that has the strengths that you need and then guide them to work to their strengths.

3. EXPECT AND PREPARE FOR HARD TIMES

Hard times are a fact of life. The resilient don't just survive, they thrive. Find ways to prepare for hard times and develop a confident mindset.

You know that hard times will come so build the strength not only to survive them but to turn them to your advantage.

**1 KEY TAKEAWAY**

The key takeaway of The Leader's Guide to Resilience is that it takes resilience to compete in today's hectic world. The less resilient fall by the wayside while the resilient prosper.

Building resilience in yourself and your team is the key to maintaining success in business and life. Without it, times of crisis will be overwhelming and complacency will be rife in easy times.

While resilience doesn't guarantee success it is an essential factor. The more you and your team build resilience the stronger you will be going forward. Even better, you'll be more likely to survive and thrive in tough times.



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The Leader's Guide to Resilience

by Audrey Tang

Tang treats resilience as a set of trainable habits, not a personality you either have or lack. A practical field guide for leading yourself and others through pressure.

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