



Staying Resilient in Challenging Times

When facing rejection, adversity or other challenging situations, it can be frustrating and make you feel defeated. Without dealing with these situations appropriately, it can make a situation worse and harder to bounce back. A leader must be resilient in his or her line of work and they must be prepared to deal with challenging situations early and often. The following tips below will help you deal with whatever challenges come your way so that you can stay resilient bounce back quickly:

1. **Recognize** your emotions. Understand that your emotions are neither positive or negative. It's how we respond to those emotions that make these emotions positive or negative. (refer to the attached document that outlines the eight core emotions and how we interpret them)
2. **Accept** your emotions- Don't deny what you are feeling. Give yourself permission to feel the way you feel. Give yourself the space to own your emotions!
3. **Focus on what is within your control by asking "what" not "why".**
 - i. Asking the question "why" it may lead to reasons outside of your control. Ex. Why didn't I get that opportunity? Why did this happen to me? These questions do not help you move on. It merely adds to your frustration.
 - ii. Asking the question "what" allows you to focus on what you can control and help you identify the solutions to help you move forward.
 - iii. Instead of asking "why" did this happen to me? Ask what can I do differently for a better outcome? What can I do to be more flexible? What do I want and how does it align with my values?
4. **Perspective/Empathy**
 - i. Seek to understand and reflect on the thoughts and views of others
 - ii. Listen, Understand, Validate-give the customer/ client exactly what they want
 - iii. Action Plan/ Roadmap for staying focused and take back control over your life-stay true to it and look at it daily

If you have questions about how to employ the 3-step process, I'd be happy to help. Just contact me at ewilliamson@tailoredtrainingsolutions.com for a consultation.

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About the Author

Eric Williamson, author of *How to Work with Jerks*, professional development consultant, and President/CEO of Tailored Training Solutions, LLC, has a vision of success that is inherently different than most. With two decades of real-life, hands-on, in-the-trenches experience in both public and private sectors, Eric has worked with companies and institutions, both large and small, including Connecticut College, Maryland School of Nursing, Maryland Department of Labor, and the Society of Human Resource Management (SHRM).

Through his experience, Eric has learned that success is not about good grades, high IQ scores, or climbing up the corporate ladder. Eric believes that no matter how talented, gifted, or experienced, and no matter what role we serve or title we carry, our level of success is not measured based on the work we produce; it is measured based on the relationships we build. To that end, he works with organizations to build successful leaders by building stronger customer and workplace relationships.

Eric is available to present customized in-person, online, and hybrid trainings for your organization. Visit his website at [TailoredTrainingSolutions.com](https://www.TailoredTrainingSolutions.com) for scheduling details.

