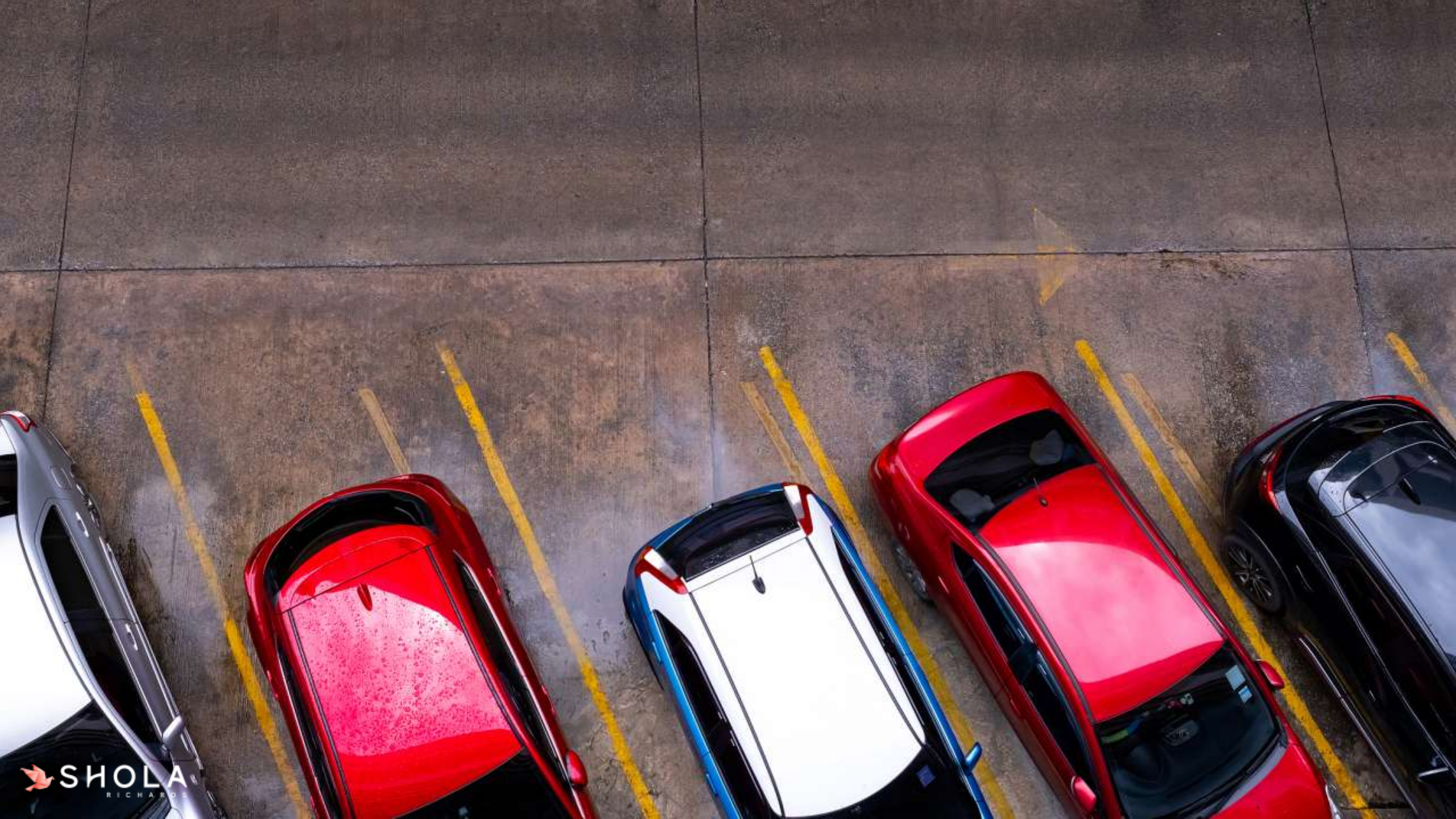


SHOLA  
RICHARDS

UNSTOPPABLE  
RESILIENCE

THE KEYS TO STAYING *Strong* IN ANY CHALLENGE





Resilience is the ability to withstand, or recover quickly from, *difficult* circumstances.

70% of the *global workforce* say that this has been the most stressful 12 months of their lives, and 78% say that their mental health has been affected.

—ORACLE CORPORATION AND WORKPLACE INTELLIGENCE

**Please take  
responsibility for the  
energy you bring into  
this space.**

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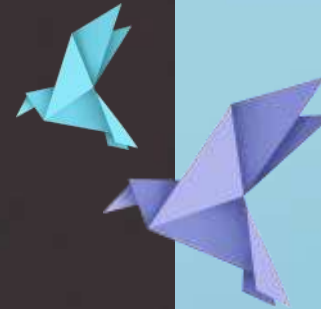
**Your words matter. Your behaviors  
matter. Our patients and our teams  
matter.**

**Take a slow, deep breath and make sure  
your energy is in check before entering.**

**Thank you.**



Indiana University Health



NICE

True resilience requires  
**KINDNESS**  
*(Not Niceness)*



## The *Strength* of KINDNESS

- Kind people have difficult conversations.
- Kind people stand up to intolerance.
- Kind people respectfully communicate their needs and set firm boundaries.
- Kind people care about issues that don't affect them directly.
- Kind people tell others that their actions are harming another person.



7



CONTROL THE *Controllables*





Life is way too short  
to spend another  
day at war with

**YOURSELF.**



# The Ultimate Controllable

*Be Kind to the Future You*

# ACTIVELY PRACTICING SELF-KINDNESS

## Be Kind to the Future You

- Maintaining healthy boundaries (saying “No”)
- Removing yourself from toxic relationships
- Prioritizing rest and *fully unplugging while on vacation*
- Reducing (or eliminating) the time spent watching cable news or spent on social media
- Making healthy food choices and/or exercising
- Forgiving others (and yourself, if necessary)
- Asking for help and/or reaching out to a therapist
- Refusing to numb yourself and/or justify unhealthy behavior, because of all the good that you do for others

# WHAT MAKES SOMEONE TOXIC?

1. They drain your energy every time you interact with them.
2. They refuse to take responsibility for their actions, blame others for everything and never apologize.
3. They're chronically negative, pessimistic and reject any attempt at finding solutions.
4. They disrespect your boundaries repeatedly.
5. They create drama wherever they go.
6. They make you feel worse about yourself after spending time with them.

# ACTIVELY PRACTICING SELF-KINDNESS

## Be Kind to the Future You

- Maintaining healthy boundaries (saying “No”)
- Removing yourself from toxic relationships
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# RESILIENCE MOVE #1

*The "Future You" Favor*

**DIRECTIONS:** Before the day ends, do one small thing for the Future You.



ENTER THE *Storm*

# THE BUFFALO



VS.

# THE COW



# The Beliefs That *Destroy* Resilience

"I AM NOT GOOD ENOUGH."

"I AM INVISIBLE AND/OR I DON'T MATTER."

"I AM INCAPABLE."

"I AM UNLOVABLE."

"THERE IS SOMETHING WRONG WITH ME."

"BAD THINGS ALWAYS HAPPEN TO ME."

"NO ONE CAN BE TRUSTED."

"I AM A LOSER AND/OR A FAILURE."

# Three Keys to Having Hard (But, Necessary) Conversations

**#1: Name the Cost of Inaction** *(The Why)*

# Three Keys to Having Hard (But, Necessary) Conversations

**#1: Name the Cost of Inaction** *(The Why)*

**#2: Decide What Success Looks Like** *(The What)*

# Three Keys to Having Hard (But, Necessary) Conversations

**#1: Name the Cost of Inaction** *(The Why)*

**#2: Decide What Success Looks Like** *(The What)*

**#3: Lead With What You Want** *(The How)*



# RESILIENCE MOVE #2


## *The Buffalo Conversation*

**DIRECTIONS:** Pick one conversation you've been avoiding and have it within 24 hours.



BUILD YOUR *Crew*

# TRUST



If you want to go fast, go alone.  
If you want to go far, go together.

— AFRICAN PROVERB

# REIMAGINING RESILIENCE

Someone who  
will **FEEL** with  
you



# REIMAGINING RESILIENCE

Someone who  
will **FEEL** with  
you

Someone who  
will **LAUGH**  
with you



*“Humor was another of the soul’s weapons in the fight for self-preservation. It is well known that humor, more than anything else in the human makeup, can afford aloofness and an ability to rise above any situation, even if only for a few seconds.”*

—VIKTOR FRANKL

# REIMAGINING RESILIENCE

Someone who  
will **FEEL** with  
you

Someone who  
will **LAUGH**  
with you

Someone who  
will **LEVEL**  
with you



# REIMAGINING RESILIENCE

Someone who  
will **FEEL** with  
you

Someone who  
will **LAUGH**  
with you

Someone who  
will **LEVEL**  
with you

***Which one do you  
need in your  
crew?***

# Building Trust *Intentionally*

*Create psychological safety*

*Become a mentor*

*Hold the door for someone*

*Write a "Thank You" note*

*Pick up litter*

*Encourage someone's dream*

*Shield your team from unnecessary stress*

*Give a sincere compliment*

*Support others in crisis*

*Make meetings more inclusive*

*Smile*

*Celebrate wins publicly*

*Advocate for someone's promotion or raise*

*Volunteer for a project*

*Kind* + *GOSSIP*  
*Clean out the shared fridge*

*Give someone your undivided attention*

*Say "good morning" to people you pass in the hallway*

*Invest in others' professional development*

*Apologize for your mistakes*

*Hold the elevator if you see someone rushing toward it*



# RESILIENCE MOVE #3

*Spread Kossip*

**DIRECTIONS:** Once a week, tell someone something kind about a person who isn't there.



CONTROL THE  
*Controllables*



ENTER THE  
*Storm*



BUILD YOUR  
*Crew*

*"Yeah but..."*

How can I stay **RESILIENT** and committed to these three keys when work and life becomes really hard?



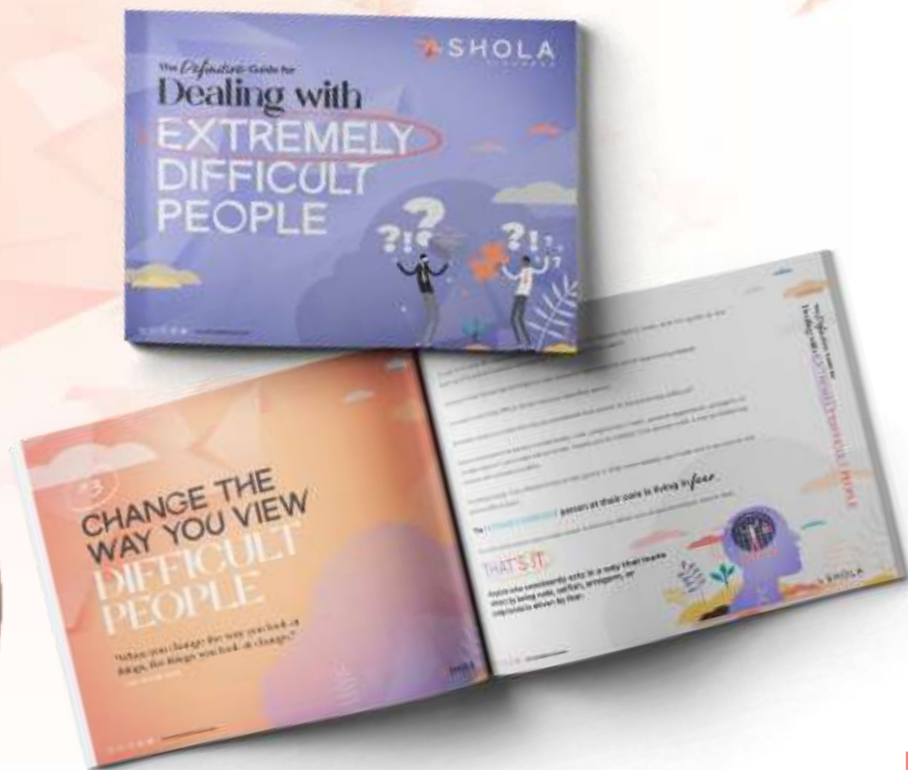


# COMMITMENT

Means *staying true* to what  
you said you were going to do,  
long after the mood you said it  
in has left you.

# FREE GIFT

## FOR THE WBHC ATTENDEES!



Scan Code



OR, GO TO:

<https://sholarichards.com/thanks>



JUST TODAY







SHOLA  
RICHARDS

# UNSTOPPABLE RESILIENCE

THE KEYS TO STAYING *Strong* IN ANY CHALLENGE

