



Adapting to “Business Unusual”

**In conjunction with the Community
Foundation of Jackson Hole, January 2021**

AGENDA

- ✓ **Define resiliency**
- ✓ **Resiliency tools**
- ✓ **Building and managing resilient remote teams**
- ✓ **Future thinking your workplace**

PAUSE TO REMEMBER

Joselin Matkins

1. How are you?
2. How is your team?
3. Mental health resources in Teton County and Teton Valley



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DEFINING RESILIENCE

- ❑ **The capacity to recover quickly from difficulties; toughness.**
- ❑ **The ability to recover from setbacks, adapt well to change, and keep going in the face of adversity.**

RESILIENCE

To others, resilience is at the very heart of wellbeing,
and is made up of the “7Cs”:

**Competence, confidence, connection, character,
contribution, coping and control**

Dr. Kenneth Ginsburg



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RESILIENCE IN THE WORKPLACE

Five pillars:

Self-awareness

Mindfulness,

Self-care

Positive relationships

Purpose

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WHY SO IMPORTANT?

Resilience is our ability to bounce back from the stresses of life. It's not about avoiding the stress, but learning to thrive within the stress.



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RESILIENCE BENEFITS

- **Decreased depressive symptoms & increased emotional well-being**
- **Improved working memory**
- **Improved sleep**
- **Improved immune system function**
- **Improved relationships**
- **Improved coping when we experience emotional disruptions**



STRESS

What's the goal of stress?

Is stress a bad thing?

Stress is neither good or bad. Stress itself is neutral.



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RECOGNIZING STRESS

Checklist:

- ✓ **Memory problems**
- ✓ **Inability to concentrate**
- ✓ **Moodiness**
- ✓ **Aches and pains**
- ✓ **Increased sickness**
- ✓ **Sleeping too much or too little**

DISCUSSION – 10 MINUTES

What can you do to turn negatives into positives at your organization?



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THE IMPORTANCE OF MINDFULNESS

Learning to be mindful of our present moment and our triggers can allow us to purposefully pay attention and become more aware of our surroundings, our emotions, our thoughts, and how our body feels.



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CRISIS & RESILIENCY

**When crises strike, resiliency becomes
an invaluable asset.**



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5 STRATEGIES

- ✓ **Nuture connectedness**
- ✓ **Communicate regularly—and not just about work**
- ✓ **Reinforce the power of collaboration**
- ✓ **Seek out learning opportunities**
- ✓ **Go the extra mile to make your team members feel valued and appreciated**

DISCUSSION – 10 MINUTES

What have you done at your organization to build a resilient remote team?



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THE FUTURE OF WORK

Spring/Summer 2021 – three models:

Completely remote

Hub and spoke

Back to “normal”

What will you do?



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WHAT CAN/SHOULD YOU PREPARE FOR?

“The future is actually having to manage people”.
Adam Segal, CEO, Cove



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START THINKING, NOW!

- **What type of work environment must you have to accomplish your mission?**
- **Are you option A, B or C?**
- **What type of hybrid model do you need to make this work?**
- **Meeting expectations?**



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DISCUSSION – 10 MINUTES

How can you build a flexible work model that focuses on outcomes, rather than “presence” as the gold standard?



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REMOTE WORKING IS THE NEW NORMAL

Formalize broad remote work policies

Strengthen remote strategies for the long term



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THE POWER OF FLEXIBILITY

What could “flexible” mean moving forward?

When you’re not compelled to be in the office
from 9 a.m.- 5 pm.: fill in the blank!



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INVEST IN RESILIENCE TODAY

- ✓ **Network & security**
- ✓ **Server access**
- ✓ **Collaboration software**
- ✓ **Getting more from your tech**



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HABITS TO KEEP

Checklist:

- ✓ Encourage interaction
- ✓ Keep employees up to date
- ✓ Managers modeling positive behavior
- ✓ Address issues immediately
- ✓ Continually nurture team



DISCUSSION – 10 MINUTES

What lessons have you learned about leading and managing remotely that you will continue?



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HEALTHY REMOTE WORK TEAM

- ✓ **Empathy: key to emotional health**
- ✓ **Use virtual meetings to build connection & belonging**
- ✓ **EQ training for leaders & managers**
- ✓ **Recognize & support mental health**

MOVING FORWARD

- ✓ Questions?
- ✓ Next steps



Kari Anderson, Principal

www.inciteconsultinggroup.com

(844)-9-INCITE

kari@inciteconsultinggroup.com

jackson, wy



coeur d'alene, id