



Elevate Your Resilience Coaching

Kyla Tustin

Holistic Services Group

Australia's Number 1 Provider of Corporate Holistic Services



The Lost Art of Connection

Intention
Attitude
Presence



AUTHENTIC CONNECTION
WITH SELF & OTHERS



THE POWER OF PRESENCE *VS DISTRACTION*

WHAT IS RESILIENCE?

Your Greatest Resilient Leader

Helen Keller - *“Although the world is full of suffering, it is also full of the overcoming of it.”*

Nelson Mandela – *“Do not judge me by my successes, judge me by how many times I fell down and got back up again”*

Anne Frank – *“I don’t think of all the misery but of the beauty that still remains”*

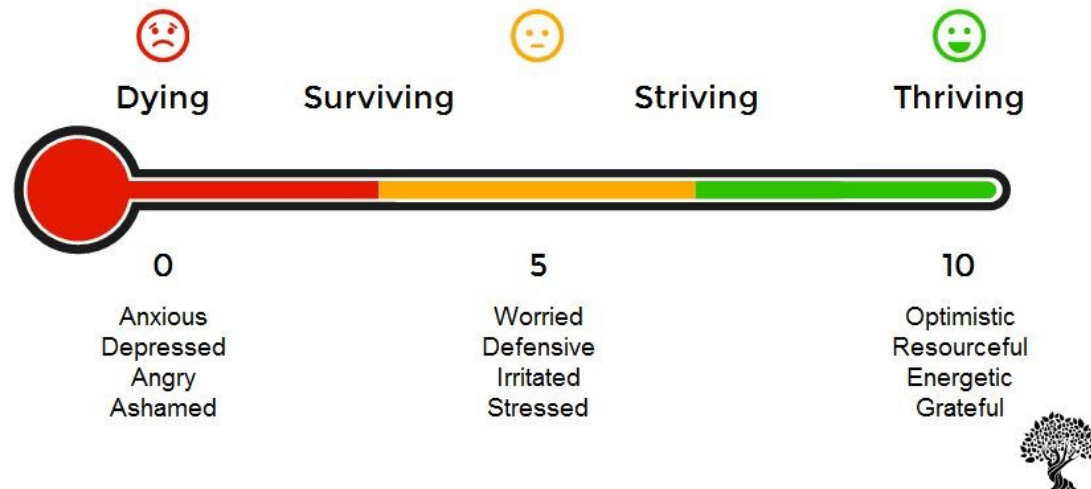
Mahatma Gandhi – *“Strength does not come from winning. Your struggles develop your strengths. When you go through hardships and decide to not surrender, that is strength”*

Your own personal/professional examples:

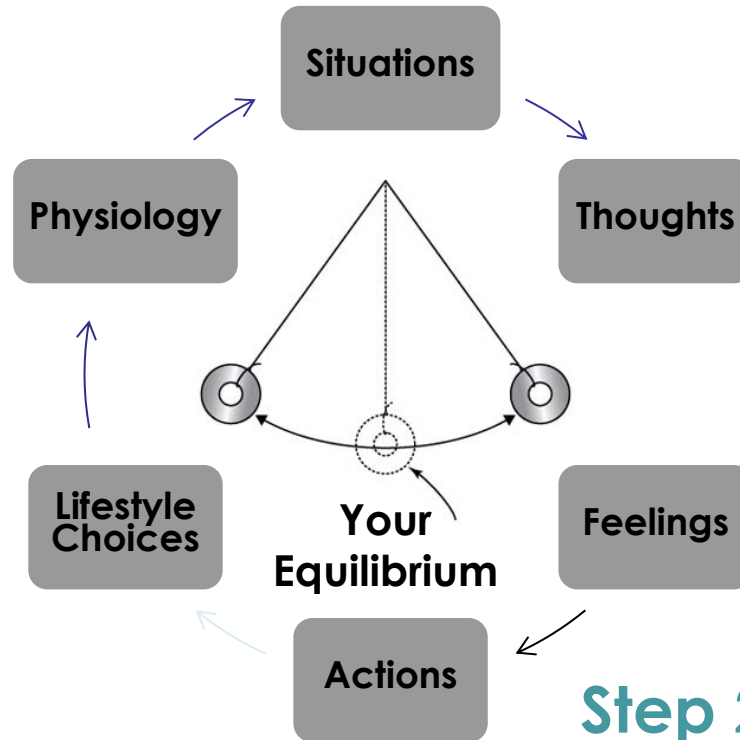


WHAT IS RESILIENCE?

MOODOMETER



Resilience Coaching



Step 1: ATTITUDE IS EVERYTHING

KEY: Be Aware: Choose to be aware of your thoughts.

SKILL: Positivity, Gratitude, Optimism, Compassion

Step 3: ACTION NEW HABITS

KEY: Be Present: Change your daily habits and choices.

SKILL: Create an action plan of Mindful baby steps.

Step 2: KNOW YOUR SIGNS

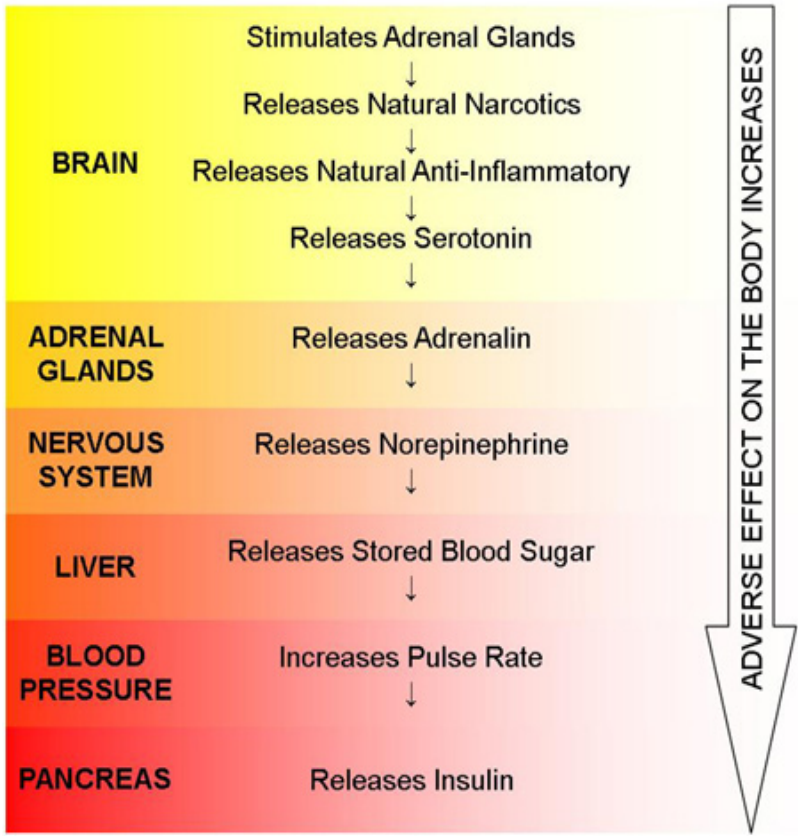
KEY: Just Be: Choose to change how you feel when demands increase.

SKILL: BREATHE: Move, Breathe, Pause, Change Your State



Stressing More VS Choosing to Stress Less

The Stress Reaction in the Body



Adapted from *The Creation of Health* by Caroline Myss & Norman Shealy

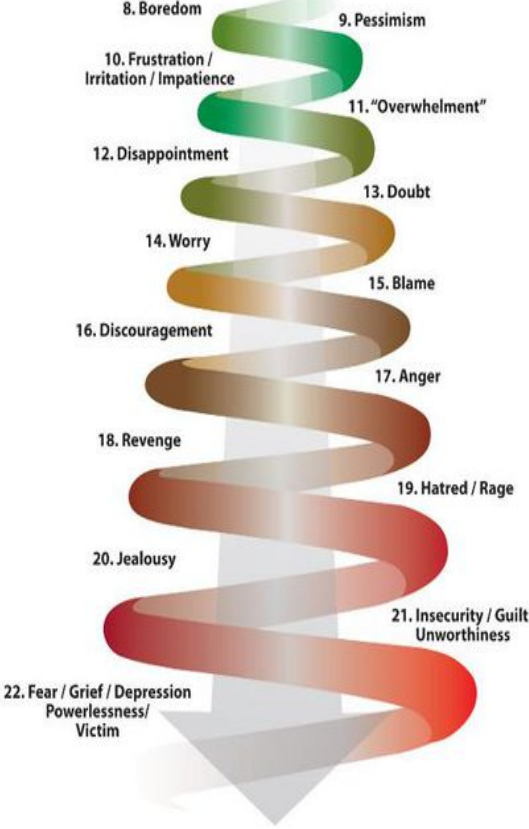


THE EMOTIONAL GUIDANCE SCALE

UPWARD SPIRAL HPF



DOWNWARD SPIRAL LNF



Attitude, Mood & Mindset





Leadership Expectations: At A Glance

Setting Direction

**We define ways to create value
and deliver on our mission and strategic
imperatives**

- We shape and communicate effective, customer-driven strategies.
- We translate strategy into sustainable operating plans.
- We are agile and adjust plans as required.

Building Organizational Capability

**We focus on creating more
effective and sustainable ways
to achieve our goals**

- We find the best ways to achieve expected performance.
- We actively seek sustainable, efficient structures and processes.
- We work together to better support our customers and organization.

Inspiring Others

**We win the right way by setting the example
that others want
to follow**

- We are authentic and passionate; building trust and partnerships.
- We connect, collaborate and encourage diverse perspectives.
- We act with integrity and instill confidence in a compelling future.

Developing Talent

**We help our organization and our talented
people reach their full potential**

- We build the best teams and maximize their development and impact.
- We value different backgrounds and thought to reach our potential.
- We seek feedback and accept accountability to develop and grow.

Delivering Results

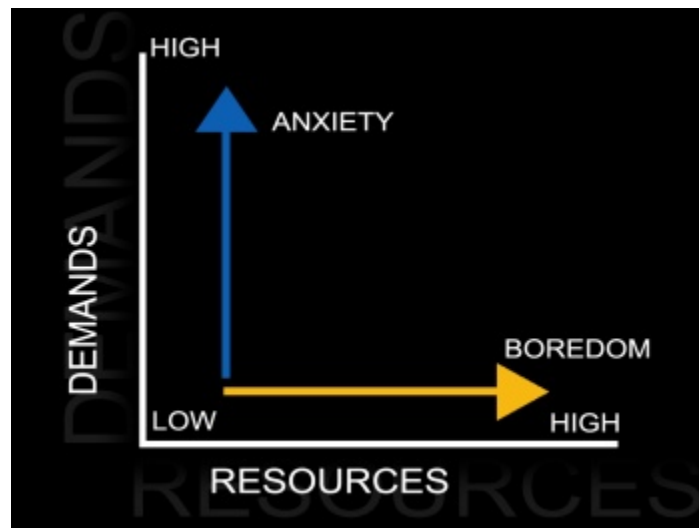
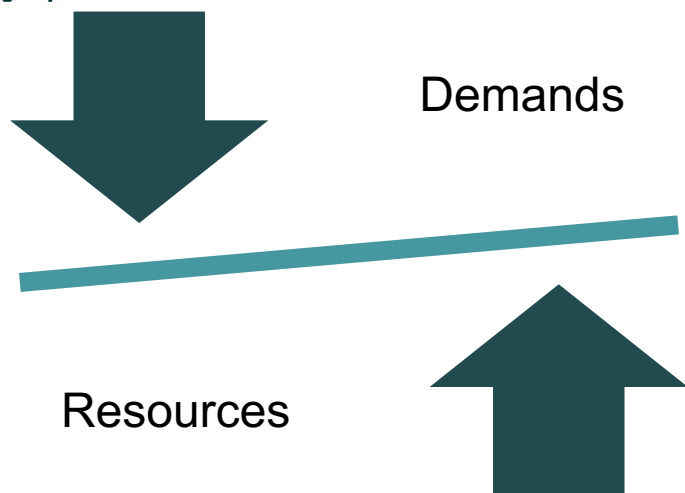
**We passionately drive
performance and global growth while modeling
our values**

- We measure ourselves against the best.
- We are passionate about driving and achieving results.
- We are accountable for our outcomes.



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What is Stress?



Demands (Expectations) = Resources = Pressure = Motivating

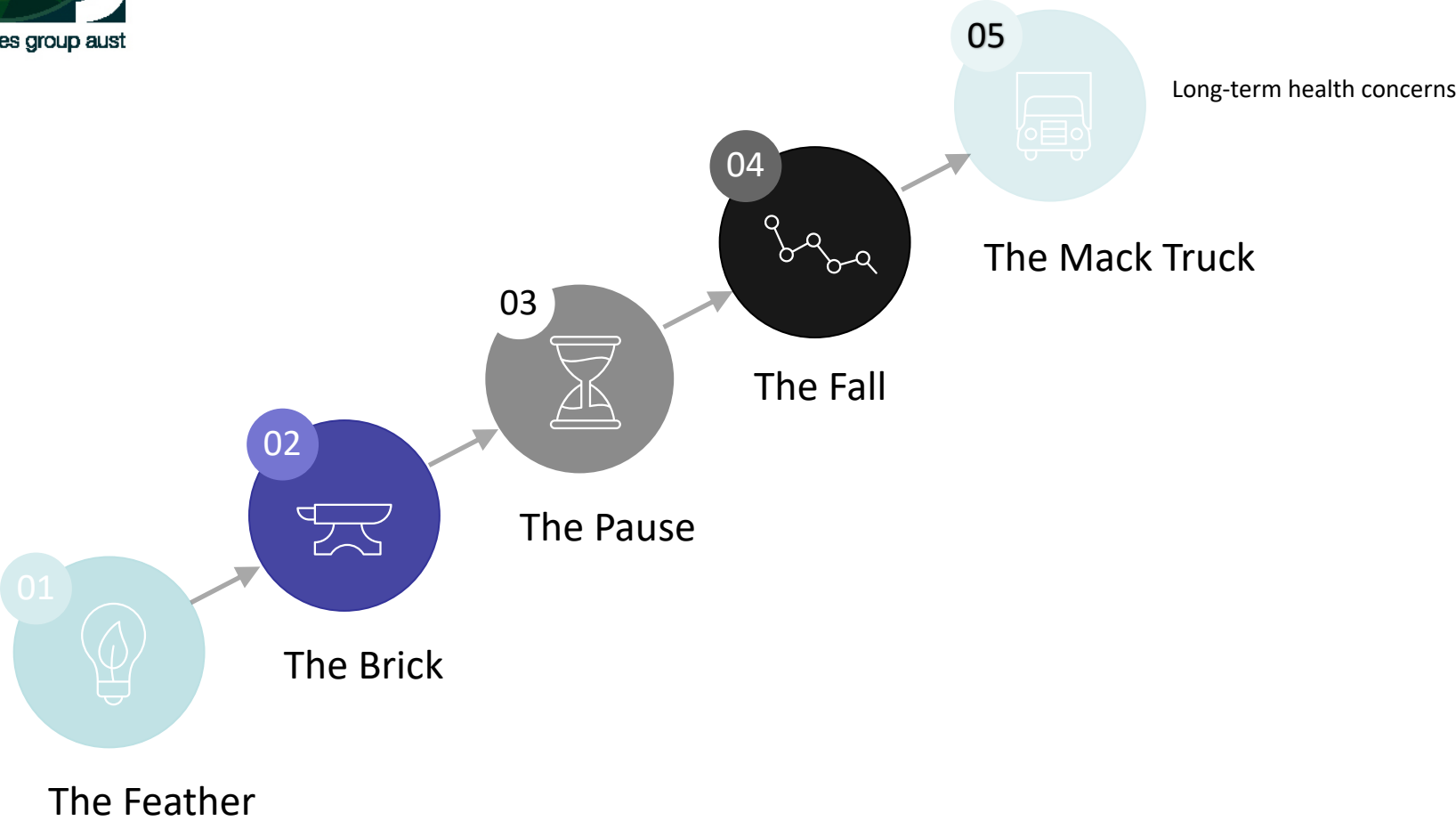
Demands > Resources = Stress

It's a Choice to Stress

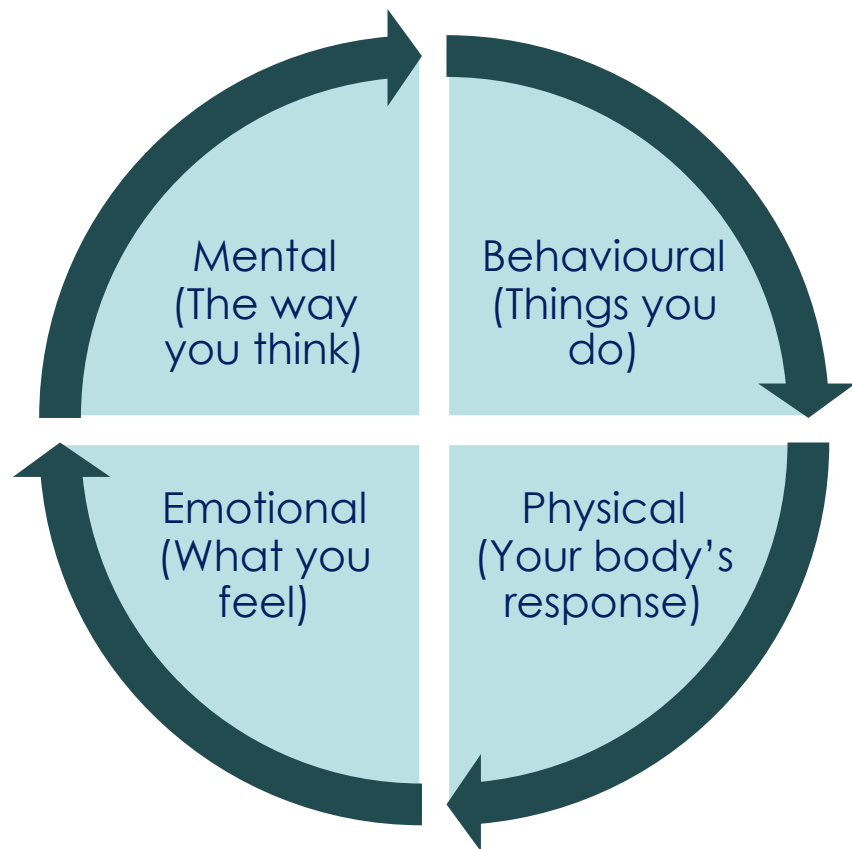


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The Stages of Stress



Know Your Signs



- **Emotional stresses** – not feeling our feelings, holding onto our feelings.
- **Mental stresses** – distractions, noise, negative thoughts and beliefs
- **Physical stresses** – diet, sleep, food, over working, oxygen, shallow breathing.





The Benefits of Coaching

Greater Connection

**Enhanced
Wellbeing**

**Create
Accountability
& Responsibility**

**Improve
Performance**

Reach targets

**"Tell me and I forget. Teach me and
I remember. Involve me and I learn"**

Benjamin Franklin



Three Truths of Coaching

1. The coachee is capable and whole

Each coachee is capable of living the life of his or her dreams through possessing all the answers and qualities within. The coach's role is not to fix the coachee but rather to evoke transformation by drawing out the wisdom inherent within the person



Three Truths of Coaching

2. The coachee has all the answers

The coach cannot determine what is right or wrong for the coachee. Rather, the coach uses well-honed coaching techniques to support the coachee in finding his or her own answers.



Three Truths of Coaching

3. The coach's role is to “ask, not tell.”

The coach doesn't tell a coachee what to do; instead, the coach asks questions that enable the coachee to find his or her own answers.



Top 3 Skills of Coaching

1. Self Awareness
2. Listening
3. Asking Effective Questions



5 LEVELS OF LISTENING

1. Ignoring – *not listening, interrupt & distracted*
2. Pretend – *work on unrelated distractions*
3. Selective – *only if we like or agree*
4. Attentive – *carefully listen and determine if we agree or disagree*
5. Empathic – *treat every conversation as the first; see through their eyes. Slow down, repeat, be patient, recap discussion and follow up.*

WHERE IS YOUR FOCUS?



Effective Questioning

“What were the reasons.....?” instead of “Why?”
“What are the steps.....?” instead of “How?”

What do you...?

What is/was...?

How many? Imagine ...?

What will you...?

Will...? If you ...?

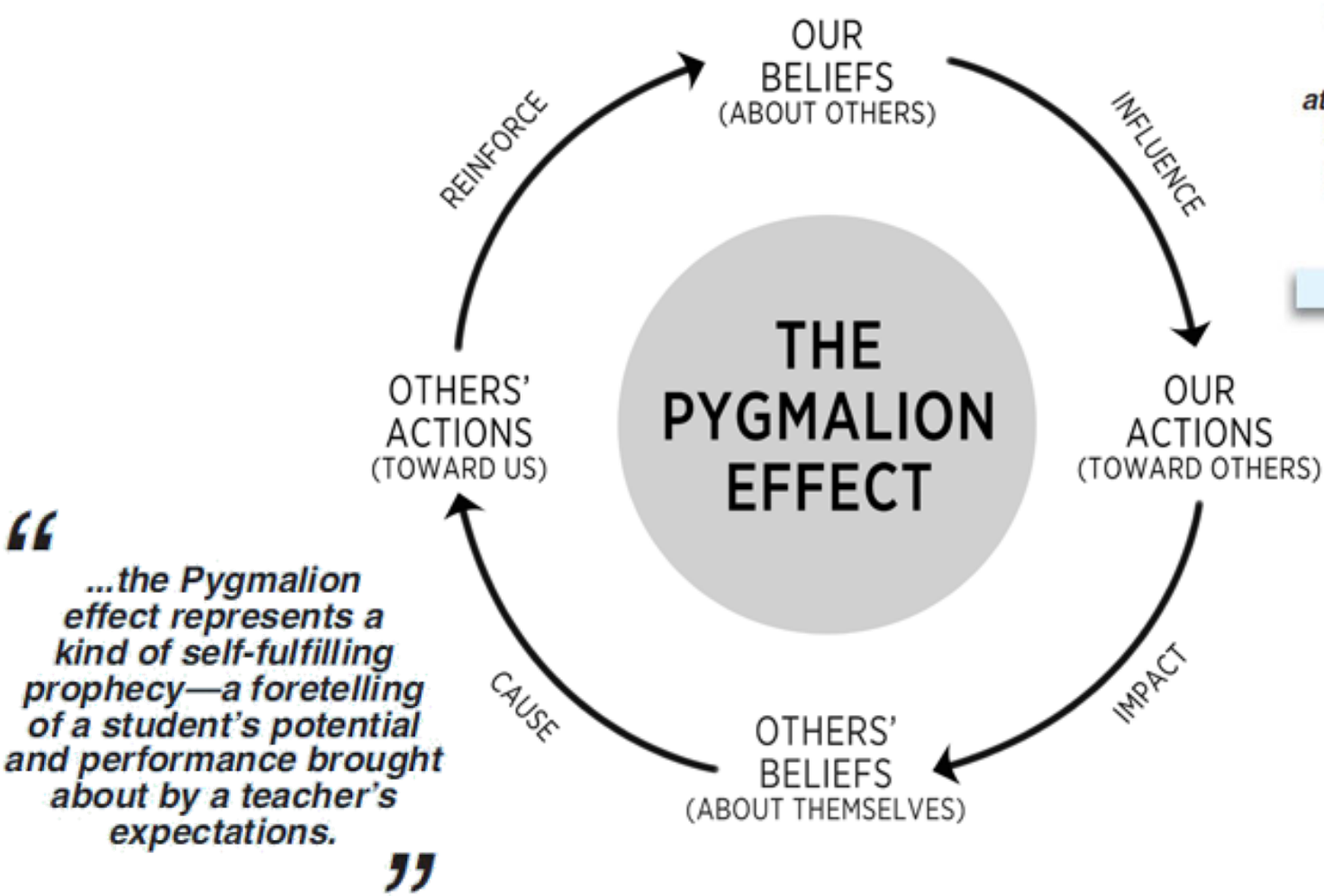
Where...?

What are...?



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The Power of Expectation



“
The way educators communicate their beliefs and attitudes can influence how students think about themselves, their potential, and their abilities.
”

“
...the Pygmalion effect represents a kind of self-fulfilling prophecy—a foretelling of a student’s potential and performance brought about by a teacher’s expectations.
”

The Power of the Pause



Mission

Together with our customers,
we are driven
to make healthcare better.

Values

Integrity
We do what's right.

Accountability
We do what we say

People
We grow talent.

Performance
We deliver

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modeling our values

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Team 12month Program



STRESSING LESS
THRIVING MORE

CONNECTION
HEALTHY HABITS
KEYS TO RESILIENCE

FEBRUARY

ELEVATE YOUR RESILIENCE ONLINE WORKSHOP
TUES 4TH 11 - 12.30PM OR THUR 6TH - 1 - 2.30PM



MARCH

ELEVATE YOUR RESILIENCE TEAM CHALLENGE
starts MONDAY 2ND



WHEEL OF WELLNESS

MEDITATION
MINDFULNESS
OVERCOMING
DISTRACTIONS

MAY

ELEVATE YOUR MINDSET ONLINE WORKSHOPS
TUES 5TH 11 - 12.30PM OR WED 6TH - 1 - 2.30PM



JUNE

ELEVATE YOUR MINDSET TEAM CHALLENGE
starts MONDAY 15TH

Mission

Together with our customers,
we are driven
to make healthcare better.



PHYSICAL &
DIGITAL WELLNESS

NUTRITION
MOVEMENT
SLEEP
WOMENS +
MENS HEALTH

JULY

ELEVATE YOUR ENERGY ONLINE WORKSHOPS
WED 29TH 1 - 2.30PM OR THUR 30TH - 11 - 12.30PM



AUGUST

ELEVATE YOUR EAT WELL TEAM CHALLENGE
starts MONDAY 17TH



UNDERSTANDING EMOTIONS
KINDNESS
SELF BELIEF, CARE +
CONFIDENCE
BOOST YOUR HAPPINESS

OCTOBER

ELEVATE YOUR MOOD ONLINE WORKSHOPS
TUE 27TH - 1 - 2.30PM OR WED 28TH 11 - 12.30PM



NOVEMBER

KINDNESS & SELF CARE TEAM CHALLENGE
starts MONDAY 16TH



Leaders 12month Program



STRESSING LESS
THRIVING MORE

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HEALTHY HABITS
KEYS TO RESILIENCE

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MAY

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TUES 5TH 11 - 12.30PM OR WED 6TH - 1 - 2.30PM



APRIL

LEADERSHIP ACCOUNTABILITY + Q&A COACHING
WED 22ND - 1 - 2PM



JUNE

ELEVATE YOUR MINDSET TEAM CHALLENGE
starts MONDAY 15TH

Mission

Together with our customers,
we are driven
to make healthcare better.

stryker



JULY

LEADERSHIP ACCOUNTABILITY + Q&A COACHING
WED 22ND - 1 - 2PM



PHYSICAL &
DIGITAL WELLNESS

NUTRITION
MOVEMENT
SLEEP
WOMENS +
MENS HEALTH

JULY

ELEVATE YOUR ENERGY ONLINE WORKSHOPS
WED 29TH 1 - 2.30PM OR THUR 30TH - 11 - 12.30PM



AUGUST

ELEVATE YOUR EAT WELL TEAM CHALLENGE
starts MONDAY 17TH



OCTOBER


LEADERSHIP ACCOUNTABILITY + Q&A COACHING
TUES 20TH - 1 - 2PM



UNDERSTANDING EMOTIONS
KINDNESS
SELF BELIEF, CARE +
CONFIDENCE
BOOST YOUR HAPPINESS

OCTOBER

ELEVATE YOUR MOOD ONLINE WORKSHOPS
TUE 27TH - 1 - 2.30PM OR WED 28TH 11 - 12.30PM



NOVEMBER

KINDNESS & SELF CARE TEAM CHALLENGE
starts MONDAY 16TH



Questions????

Gratitude & Appreciation



Action New Habits

1. Change radio station “I don’t have time not too ..”
2. Schedule It
3. Commit to “me time” being immovable
4. Share with an accountability buddy / join a team challenge
5. Celebrate when you do, do it
6. Be flexible and curious in your elevation choices
7. Become the distraction and obstacle observer and align to your intention
8. Repeat



Thank you????

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