

SUSTAINED RESILIENCY TRAINING

13-week Curriculum

Confronting the Truth....Together. Awareness of our Red Arrow Behaviors

Version 2.0

**Developed by
Next Jump, Inc.**

TABLE OF CONTENTS

Overview

- What is Resiliency Training?
- 13-week Curriculum Overview
- Getting Started
- HOW TRAINING goes WRONG

Phase 1: Investment

- Week 1: Training Worksheet Part 1
- Week 2: Training Worksheet Part 2
- Week 3/4: Introduction of Feedback

Phase 2: 1st Signal of Success

- Weeks 5 to 8: Group Presentations (Round 1)

Phase 3: ROI

- Weeks 9 to 12: Group Presentations (Round 2)
- Week 13: Final Session

Appendix

- Resiliency Worksheets
- Group Presentation Template

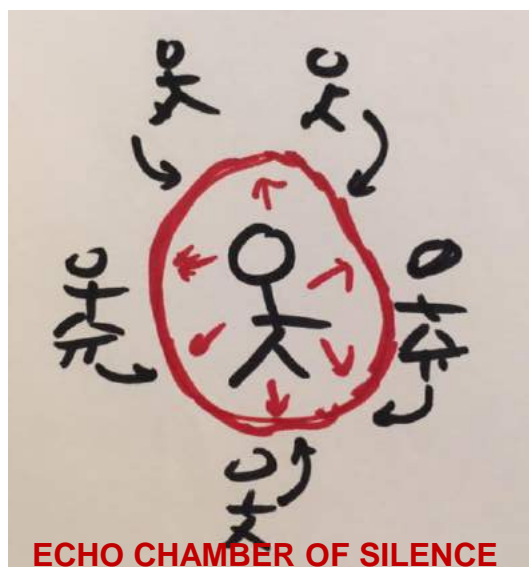


WHAT IS RESILIENCY TRAINING?

- The desired outcome of resiliency training is to develop awareness of our behavior that prevents others from giving us the TRUTH. Then to demonstrate practice on DIALING DOWN this behavior.
- KEY DATA INSIGHT: Getting a lot of feedback doesn't guarantee performance, but NOT getting feedback guarantee's failure (low performance).
- A team of 8-12 peers as a group working on their own awareness and giving each other support and feedback is the foundation of helping to build "resiliency".



Resiliency skills equate to increasing our ability to seek the "truth". Individuals who want to be left alone often have "eggshells" around them that affect team dynamics.



Our peers are often the source of our most valuable feedback, but we rarely get candid, critical feedback from peers. It's hard to tell peers "hard truths" (it requires an investment of social capital to do so).

Additionally, we each have behaviors that shut-down peers from telling us the truth. We can identify these behaviors and work on "dialing" them down.

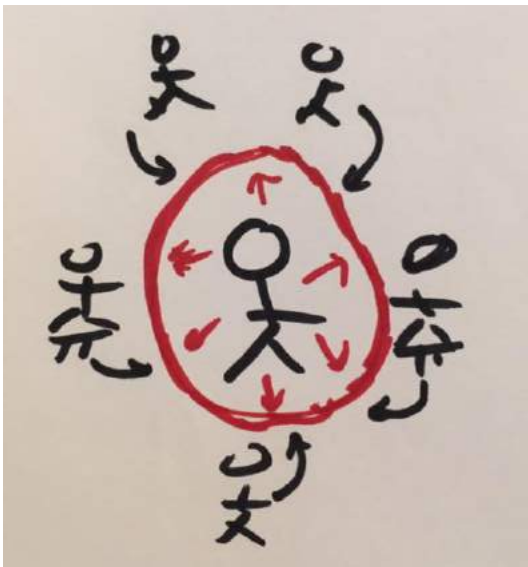
WHAT IS RESILIENCY TRAINING?

We have found in working on ourselves and having trained leaders within military, education, sports and medicine that the foundation of a growth mindset is a balance of humility and confidence. Being able to be open-minded to new ideas, seek feedback, be coachable, while also risk taking and being able to self advocate. Both of these traits can be trained/developed, much like muscles in a gym. For most adults today, we have found need to increase their humility requires training "open mindedness" of which at the foundation is resilience.

The ability to bounce back from adversity. This training emphasizes initially seeking out truth (and the difficult truth) about yourself. That training done with a team, increases the ability to talk about problems, challenges, seek help - in short improve authentic communication with others.

This 13-week program consists of individuals working on really hard stuff (themselves) with a group of 8-12 peers designed to accomplish two main outcomes in increasing resiliency: self awareness and connectedness.

RED ARROW BEHAVIORS



Our Red Arrow Behaviors are often little behaviors and habits that prevent or make it difficult for others around us to tell each other the truth.

We can identify these behaviors and work on "dialing" them down. Done as a team, individuals start to understand we can remove our "masks" as humans and be able to talk more openly on problems, challenges and be more authentic.

"I feel grateful for being part of this. Felt really emotional while presenting during resiliency training. It has definitely given me a new perspective and energy and I feel more confident today. I feel, I am really enjoying what I am doing ... I feel touched and grateful to be part of this."

13-WEEK CURRICULUM OVERVIEW

- This is designed as a 13-week course, but peer groups are encouraged to continue (optionally) with the group post 13 weeks
- Recommended group size is 8 to 12 peers

PHASE 1: Investment

Week 1	Week 2	Week 3	Week 4
Resiliency Worksheet 1 <ul style="list-style-type: none">▪ On My Mind▪ Resiliency Training Worksheet: Part 1▪ Share with group Duration: 1-hour	Resiliency Worksheet 2 <ul style="list-style-type: none">▪ On My Mind▪ Resiliency Training Worksheet: Part 2▪ Share with group Duration: 1-hour	Add Group Feedback <ul style="list-style-type: none">▪ On My Mind▪ Emphasis on Part 2▪ Feedback: who working hardest/not Duration: 1-hour	Checkpoint 1 <ul style="list-style-type: none">▪ Reflection of feedback▪ Share changes to worksheet▪ End with feedback Duration: 1-hour

PHASE 2: 1ST Signals of Success

Week 5	Week 6	Week 7	Week 8
Group 1 Presentation <ul style="list-style-type: none">▪ On My Mind▪ Group 1 presents practice ground, Q&A▪ Feedback to Group 1 Duration: 1-hour	Group 2 Presentation <ul style="list-style-type: none">▪ On My Mind▪ Group 2 presents practice ground, Q&A▪ Feedback to Group 2 Duration: 1-hour	Group3 Presentation <ul style="list-style-type: none">▪ On My Mind▪ Group 3 presents practice ground, Q&A▪ Feedback to Group 3 Duration: 1-hour	Group 4 Presentation <ul style="list-style-type: none">▪ On My Mind▪ Group 4 presents practice ground, Q&A▪ Feedback to Group 4 Duration: 1-hour

PHASE 3: ROI Period

Week 9	Week 10	Week 11	Week 12	Week 13
Group 1 Presentation (version 2) <ul style="list-style-type: none">▪ On My Mind▪ Group 1 presents practice ground, Q&A▪ Feedback to Group 1 Duration: 1-hour	Group 2 Presentation (version 2) <ul style="list-style-type: none">▪ On My Mind▪ Group 2 presents practice ground, Q&A▪ Feedback to Group 2 Duration: 1-hour	Group 3 Presentation (version 2) <ul style="list-style-type: none">▪ On My Mind▪ Group 3 presents practice ground, Q&A▪ Feedback to Group 3 Duration: 1-hour	Group 4 Presentation (version 2) <ul style="list-style-type: none">▪ On My Mind▪ Group 4 presents practice ground, Q&A▪ Feedback to Group 4 Duration: 1-hour	Checkpoint 2 <ul style="list-style-type: none">▪ Reflection of changes since start of program▪ “Dial Up” exercise [What to do more of] Duration: 1-hour

Week 14+ (Ongoing): Optional continuation after formal program ends

GETTING STARTED

Recommended Setup

- Select a group of 8-12 individuals of peers
- Designate one individual to be the facilitator (or “RT CAPTAIN”) of the peer team
- Set aside one hour per week (we have found beginning of the week to be ideal) for resiliency training
- Share context ahead of first session (email, short meeting) or invite group to [Community Online Academy](#) every Thursday with a Resiliency Training Intro
- Part 1 of the worksheet should be filled out as homework AHEAD of the meeting

RT CAPTAIN ROLE : HOW IT GOES WRONG

We often find it’s helpful to understand first and foremost how it can go wrong (vs the rules of what to do)

1. **Captain lectures** and does not create an open environment. As a captain, act as a role model – sharing your own challenges/behavior first.
2. **Doesn’t keep meeting to one hour**– mistake is that sessions can go well past an hour because of lively discussions. Ask group to be prepared ahead of time in worksheet and in phase 1 (harder to keep to an hour), it’s ok to pause and start next session from where left off.
3. **Don’t rush phase 1.** it’s better to build an authentic atmosphere that invests in each person in phase 1, so if it takes 5 weeks instead of 4, that’s OK!
4. **Allow people to stay quiet, or group to play “nice”.** Often some captains will view their role to “cheerlead” everyone. Resiliency training works when the full team is working hard on things that matter-themselves. These are difficult topics and often the captain will regret later not moving towards facilitating more honest conversation earlier in the process.

PHASE 1

Week 1



Week 2

RESILIENCY TRAINING WORKSHEET PART 2

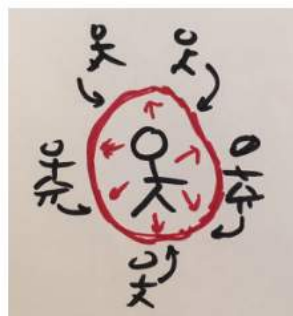
- Ahead of the second session, send Part 2 of the Worksheet to be filled out prior to the session
- Start with 5 minutes of any open questions, and then go around and each person shares insights from last week and their “Red Arrow” behaviors from part 2 of worksheet
- Keep to ~5 minutes per person

RESILIENCY TRAINING Worksheet Part 2: RED Arrow Behaviors

Name

Q: How do I make it difficult for others to tell me truth (and fast) - in both big and little ways? [DIAL DOWN list]

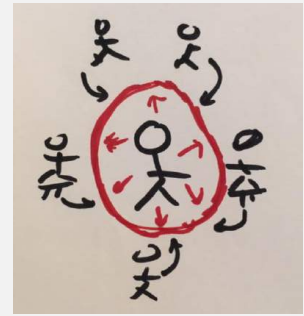
“Red Arrow” Behaviors <small>(avoidance behaviors, hostility to truth, body language, signal fragility...)</small>	BIG WAYS <small>(big memorable events, blow outs...)</small>



WORKSHEET PART 2 | COMMON BEHAVIORS (Examples)

What are your **RED ARROW** behaviors?

Red arrow behaviors are signals that we send to those around us, that tell others: “I don’t want to hear what you truly think.” In many of these cases, the signals are very subtle, and require an almost confrontational person to overcome. Below are common examples of red arrow behaviors.



“Echo chamber of silence”

Actual examples:

- I say “I’m trying my best”
- I say “I got it”
- I say “I’m good”
- I deflect my energy on to someone else
- I get defensive, frustrated – attack back
- I always try to explain myself (emphasize being understood first)
- I shut down (don’t say anything)
- I appear anxious, in my head and that holds others back
- Heavy conviction/authoritative in sharing my point of view
- I stay high level/generic responses
- I don’t share my real point of view
- I give very detailed explanations in order to show how much I know – I make other person feel stupid
- I give excuses constantly (portrayal of me as scapegoat)

Week 3 and 4



GROUP FEEDBACK OF SESSIONS 3 and 4+

- Sessions 3 and 4 are similar – each person discuss refinements from worksheets and what they have observed, practiced since last session
- At the end of sessions 3 and 4, the last 10 -15 minutes of the meeting is for the group to give feedback (anonymous via the app will increase truth)
- Instructions: Give a “2” to those individuals training the hardest (or hard) Give a “1” to those who are not training hard or seriously. Along with details/reasons why
- At end of session, pull up the leaderboard – this will give an instant “score” of how someone is training. And UP/DOWN arrow the feedback you agree with (helps give signal)

TOTAL FEEDBACK		AVG. EXPECTATION SCORE				
111		1.48				
No.	Name	Votes				Score
		1	2	3	4	
1	Rawle Singh	1	8	0	0	1.89
2	Kamarish Shrivastava	2	9	0	0	1.82
3	Jing Wei	2	6	0	0	1.75
4	Laura Robertson	3	7	0	0	1.70
5	Christina Laguatan	3	6	0	0	1.67
6	Darrell Platz	3	4	0	0	1.57
7	Raj Kadyan	5	5	0	0	1.50
8	David Jacobs	7	3	0	0	1.30
9	Chasity Rivera	8	2	0	0	1.20
9	Nadia Bajan	8	2	0	0	1.20
11	Peter Chiarichiaro	8	1	0	0	1.11
12	Anjanie Camodeo	8	0	0	0	1.00

GIVE FEEDBACK

Rawie Singh
February 14, 2020

2 Impressed with how quickly you have actioned. See you working hard to get feedback and take corrective action. Keep up the good work.

Rawle Singh
February 14, 2020

2 You have been doing a really good job at iterating quickly on the ideas being discussed in our sessions. Looking forward to seeing more and bigger projects from you. Great job.

Anjanie Camodeo
February 14, 2020

1 Everything you shared was about other people. You kept sounding like a champion for all the growth chasity and kam have been working on but I didn't feel the insight into you. Using payroll as an excuse to not have the time to practice just felt off. You also kept bringing stories about other people and things they aren't doing however you didn't once look into why YOU might be the reason why they don't talk to you or follow up with you. Added some of these stories are from years ago has me thinking your still holding grudges and aren't working through these with your TP to, understand what you might have done wrong.

Anjanie Camodeo
February 14, 2020

1 Felt that you were using payroll as a

Weeks 5-8 and 9-12



PRESENTATIONS TO THE GROUP

CONTEXT

- Starting with week 5, individuals will present their red arrow behavior list (10 minutes).
- They will walk the group through their full list and the logic and assumptions behind which ones they feel are MOST important to dial down and which ones are the LEAST important
- The group will then probe and ask questions for 10 minutes. Challenge the presenter's logic and assumptions. Do they have details/examples to back it up?
- At end of the session, group will leave Feedback in the app to each of the presenters

MY BEHAVIORS | what are the top signals that I send to others, that discourage others from telling me the truth?

Directions: list 5 to 10 behaviors ...

#	Behavior	Examples
Example	I often say "I am trying my best!"	In my last coaching session, I got feedback and I was frustrated and said "I'm trying my best". It can shut others down as why would they continue to give me feedback after that?
1		
2		
3		
4		
5		
...		

MY BEHAVIORS | Ranked A/B/C (C = least impactful to dial down behavior | A = most impact to dial down behavior)

#	Behavior	Assumptions of why ranked them A, B or C (why?)
C		
C		
A		
A		
B		
B		
B		

EXPLAIN MY THINKING

Directions: share details of your thinking, in regard to how you prioritized what behaviors are LEAST and MOST important to fix.

Top "C" Behavior:	
Why? Provide details of your rationale for why this is the LEAST important behavior to fix	

Top "A" Behavior:	
Why? Provide details of your rationale for why this is the MOST important behavior to fix	



Week 13



RESILIENCY TRAINING WORKSHEET PART 3

- Before the session, each person prepared Worksheet Part 3
- In the last session each person takes 5 minutes to share what they learned and rituals they will set going forward.
- End with an acknowledgment of progress (and leave Feedback!)

RESILIENCY TRAINING Worksheet Part 3: Action Plan

Name

Q: How could I actively seek feedback and truth? [DIAL UP list]



LITTLE WAYS (actively crush eggshells...)	BIG WAYS (signing up, scheduling ways to put self out there, not hide...)

Appendix

