



THE RESILIENCE CONVERSATION

The purpose of the Resilience Conversation is to help people bounce back better from hardship. As leaders and coaches, we must develop the ability to guide people through adversity - when they are most raw and vulnerable - and help them build the disciplines and tools of resilience to grow stronger and better.

RULES OF ENGAGEMENT

Frequency	Whenever needed
Duration	60 minutes or more, depending on the severity of the setback
Preparation	<i>Coachee:</i> None <i>Coach:</i> Working knowledge of the Bounce Back Better™ Tool
Execution	<i>Knowledge:</i> Understand the stages all people go through when facing setbacks big and small <i>Skill:</i> Move coachee through each step of the resilience process, adjusting in real time the amount of push needed at each step; Gently but powerfully guiding coachee to each successive step <i>Discipline:</i> Do not jump to solution too fast
Outcome	Help coachee get back on track

AVOID THESE TRAPS

1. Not listening enough
2. Jumping right to solution
3. Skipping some of the six steps
4. Allowing coachee to establish vague actions or loosely constructed goals
5. Not freezing the new skills, disciplines and actions in place

