SUMMARY
Whether you are working in a turbulent field of work, navigating a complex job market or simply trying to achieve your career ambitions in a world that won’t stop changing, then this could be the perfect book for you.

Packed with stories, resources and personal coaching to support you, this book has grown from the authors own experience of working under extreme circumstances in post-earthquake Christchurch, New Zealand.

It has been written in collaboration with a team of academic and peer reviewers from around the world, including leading resilience experts to ensure that the final product has a strong theoretical grounding, with a very easy to apply practical approach.

- Learn about the importance of emotional honesty as a foundation for true resilience.
- Explore how your levels of self-care influence your ability to re-energize and stay strong.
- Consider how having the right sort of connections play a part in your ability to flourish.
- Reflect on how you have been learning (and changing) along your journey to resilience already.

This is an ideal text for organizations who want to support employees in becoming more resilient by giving them the tools for self-managed resilience at work.

It is also useful for career coaches, counsellors or other professionals who are working with clients facing their own crisis of resilience, as well as students entering the workforce to begin uncertain career journeys.

The unique coaching style of this book allows readers to truly personalize the approach they choose to take; using the stories, the frameworks and the research to create their own voyage.

Kathryn Jackson is an experienced and highly qualified learning & development coach, specializing in supporting professionals who want to build resilience, achieve career success and strive for excellence.

“The four Resilience Foundations in this book can be used in all areas of life and are a wellbeing tool worth knowing”. Danielle Whitburn, Senior Communications & Marketing Officer, Mental Health Foundation, New Zealand
WHERE CAN I BUY RESILIENCE AT WORK?

Resilience at Work: Practical Tools for Career Success is published by Taylor & Francis (Routledge) and available from most online book retailers as well as many high street book stores around the world.

As well as paperback, eBook and hardback, there is also the unique option to custom the content for your businesses, organization and/or government body. For more information or orders over 20 copies please contact: Steven.Heath@tandf.com.au

THE STORY BEHIND THE BOOK

“How can we make sure that when people return to their employer at the end of this collaborative project, they are even stronger than when they first arrive?”. With this question, the HR Manager at the Stronger Christchurch Infrastructure Rebuild Team (SCIRT) inspired something quite unique.

For five years, the SCIRT alliance project challenged boundaries and standards; contributing to changing legislation and raising benchmarks across the construction industry in New Zealand while rebuilding the city after a series of devastating earthquakes.

The alliance decided not just to rebuild and recover from the earthquakes, but to grow from the experience and leave a legacy of improved systems, safer legislation and stronger leaders. My role in the SCIRT team was one of five Peak Performance Coaches, invited to work beside the teams; challenging, supporting and sometimes guiding them along the way.

As the project entered the final phase in 2016, we decided to transition employees into their next role in a way that also raised the standards of what was normal at the end of a project. So, we asked the organisations that had supplied our virtual team what they wanted.

They told us; “We’d like employees who....

• are more certain about what they want to achieve in their career, and who are self-motivated to achieve these goals at work regardless of obstacles.
• are skilled to make better connections, both inside and outside our organisation to continue to broaden our thinking about how we get the job done.
• understand what it takes to be resilient in our workplace, so they can more confidently navigate the change and uncertainty that exists in our business world every day.”

These requests became part of the inspiration for writing Resilience at Work.
WHO IS THE BOOK FOR?

In a world that won’t stop changing (and in fact current research suggests the pace of change could continue to increase), it can be too easy to give up on your career aspirations when things don’t go to plan.

As a result, it is likely to be enjoyed in equal measure by:

- **Human Resources or Learning & Development practitioners** who are looking for a resource to support increased resilience in their teams at work. The book will provide a shared language, a road map for implementing resilience programmes and conversation guides for leaders supporting their teams.

- **Ambitious employees** who know what they want at work and intend to achieve their career aspirations regardless of what happens around them. The book asks the questions they need to consider, introduces tools and resources to support them and shares stories of people who have faced similar circumstances.

- **Coaches, Counsellors and other professionals** working with clients who are focused on achieving career goals or are facing a crisis of resilience at work which influences their wider wellbeing. The book provides a blueprint of the latest research to support conversations and wider resources to explore together.

- **Students** who are entering the workforce and want to learn the tools and resources of achieving their ambitions from the very outset of their journey instead of waiting until they are further into their career to learn the lessons of resilience at work.

The unique approach results in a resource that is part-research, part-personal coaching plan and part-mentor…

“This book should be required reading for all Exec teams”, “Resilience at Work should be standard reading in every workplace” Amazon Reviews

WHAT IS RESILIENCE AT WORK ABOUT?

Workplaces can be filled with sources of potential stress at the best of times:

- Negative office culture
- Workload fatigue
- Red tape and bureaucracy
- Overwhelming deadlines
- Unclear policies
- Unreasonable clients
- Office moves
- Industry uncertainty

Throw in two of New Zealand’s most destructive earthquakes (complete with hundreds of thousands of aftershocks), almost 8,000 homes declared no longer habitable (but the owners still had to work in the city) and a global financial crisis occurring simultaneously, and you’ve got the potential ingredients for a perfect storm of stress in Christchurch, New Zealand.

The Resilient Organizations consulting and research team at Canterbury University (www.resorgs.org.nz) and their colleagues used this environment to explore the difference between companies that fail, companies that survive and companies that not only survive but flourish.
The work of Resilient Organizations has influenced the understanding of resilience since the early 2000’s and their **Adaptive Resilience Framework** was used to deliberately design wellbeing and resilience into the several businesses during the rebuild of Christchurch, New Zealand.

The author of **Resilience at Work: Practical Tools for Career Success**, Kathryn Jackson was part of a Peak Performance coaching team at one of the companies that was studied by Resilient Organizations; the Stronger Christchurch Infrastructure Rebuild Team (known as SCIRT).

Kathryn became very interested in understanding the research and was invited to present what she learned, and how resilience at work was being applied at SCIRT for the Coaching at Work conference, in London 2016.

While designing conference materials, Kathryn noticed an opportunity to understand how the lessons for designing resilience into organizations might be modified to influence resilience in employees...

“...The reality is that not all employees are lucky enough to work for companies who consciously invest in developing the resilience of their people, so I wanted to share tools, resources and ideas to inspire this more widely...“.

And so, **Resilience at Work: Practical Tools for Career Success** began to take shape.

Working with global researchers and academics that specialize in resilience, Kathryn designed a new framework for deliberately developing resilience at work.

Her four foundations for resilience at work can be clearly mapped to some of the current ideas in the business world for example; the importance of a growth mindset, emotional intelligence, the impact of grit, the need for mindfulness and compassion...bringing them together into a coherent and universal model.

To be our most resilient selves at work, we need to consider how all four foundations **work together** and adjust them continuously as our needs dictate.

Neglecting or over investing in just one of the foundations will result in us being less able to stay strong and be resilient at work.

... “I’m excited that we can more easily understand why it’s important to give attention to ALL four foundations of resilience and consider where our own focus is either lacking or over used.

We can then choose the most appropriate strategy for our personal circumstances, instead of just the latest popular area of focus”.

‘This book draws effectively on the NZ experience of earthquake recovery to offer a new slant on career management, showing how resilience can be built and maintained as a vital mechanism for dealing with change.’ **John Lees**, author of ‘How to Get a Job You Love’ (McGraw-Hill).
A COACHING APPROACH

To mirror the agile and dynamic approach of the Adaptive Resilience Framework designed by Resilient Organizations, Resilience at Work: Practical Tools for Career Success uses the GRID coaching framework which was designed by the author to support her work at SCIRT.

GRID stands for Goal, Reality, Ideas and Do.

Using a coaching approach like this allows the reader to completely personalize their resilience journey; preventing them from getting stuck and inviting them to consider wider possibilities to achieve success.

It also gives leaders the resources and questions to more effectively discuss wellbeing and resilience with employees.

The book is filled with research and theory, but also includes more unusual and practical ways of exploring Resilience at Work. For example:

- **My Story** accounts have been really written by the people whom they introduce. All were given the opportunity to change their name and/or gender if they desired anonymity.
- **Coaching Tales** are inspired from stories shared by career coaches from around the world but are entirely fictional.
- **HR and Business Reflects** comments have been provided with the permission of the real HR and Business professionals.
- **Coaching Moments** have been designed to help readers reflect on what they are learning, and how they will adapt what they learn to their own circumstances. They include exercises, tools and resources.
- **Management Corner** suggestions have been designed to help readers consider how they might talk with their team about the Chapter content.
- **Tell Me More** resources have been shared in the hope of inspiring readers to learn more about what they have read in my book.
- The chapters include an action focused **Personal Plan** to help readers decide what they’re going to do to support their learning, to make sure they don’t just read ideas and then go back to “resilience as usual”.

Some of the other tools included in the book include:

- Resilient characteristics quiz
- Resilient beliefs & actions quiz
- VUCA coping strategies (Vision, Understanding, Communication, Assumption checking)
- Emotion Island
- Emotional Word List
- Thinking traps
- Career Lifeline
- Learning Zones and decision matrix
- Feedback templates
WHO IS THE AUTHOR?

“I work with professionals who want to build confidence, achieve career success and grow resilience.”

Kathryn Jackson is based in Christchurch, New Zealand and is a Learning & Development Coach with over 20 years of HR consulting and coaching experience.

Her employment in corporate UK included Andersen’s, the Royal Bank of Scotland and Bank of Scotland where she was responsible for many fundamentals of People Management; designing, delivering and leading initiatives including performance management, succession planning and employee engagement.

Her company careerbalance Ltd has been providing Coaching, Facilitation, Leadership Development and Career Transition services to NZ businesses for over 10yrs, with most of her work based on long-term partnerships to deliver significant and sustainable change.

She has a first-class honors degree specializing in HR – with a subsequent master’s exploring Motivation at Work. She trained with the Oxford School of Coaching & Mentoring and has completed additional training as a Career Coach. She was accepted as a Fellow with the CIPD (UK) in 2015 and awarded a Senior Practitioner Accreditation with the EMCC in 2017.

She is excited to be supporting the launch of the New Zealand Institute of Wellbeing and Resilience in 2018, and as a result has built solid credentials in exploring Resilience at Work to achieve this.

Her first book about how to survive redundancy was published in 2009 by Longacre Press (now part of Penguin Random House), and in 2010 she designed a workbook to support Manager as Coach training.

Designed as a series of Conversation Guides, she was inspired by how popular the workbook quickly became; Henley Business School added it to their reading list, it received a 5-star Amazon rating from the inventor of the GROW coaching framework and NZ libraries asked her to publish it in New Zealand. Essential Questions to GROW Your Team is now available globally from many sources (Amazon, Barnes & Noble, Mighty Ape, Booktopia etc.).

On a personal note:
Kathryn loves supporting sporting events to raise money for charity and she was actively involved in establishing (and now coaching with) the KEA coaching trust providing coaching to NGO’s in New Zealand. She also provides mind skills coaching to the NZ Paralympic equestrian team.

She enjoys life in rural North Canterbury with her family, where she relishes time spent in the saddle of her beloved horses as often as possible...

T: 021 122 9513
E: kathryn@careerbalance.co.nz
www.linkedin.com/in/kathrynjacksonnz