Flexibility & Resilience

Involves:
- Adjusting to changing or ambiguous work environments
- Handling stress
- Accepting criticism and feedback from others
- Being positive, even when facing setbacks

Right-Leaning

Flexibility & Resilience are highly valued skills in today’s workforce. People who are right-leaning in Flexibility & Resilience adjust to changing work environments or demands, handle stress well, and are positive even when facing setbacks. An employee who is eager and flexible is viewed by employers as someone who enjoys work and who is willing to do what it takes to get the job done!

Change in the workplace can be stressful and overwhelming, especially today when technology can quickly affect work roles. By anticipating change, demonstrating willingness to learn new tasks, and effectively communicating with your managers and colleagues, you can show your employer that you are able to adapt and maintain a positive attitude, without a negative impact on your performance.

Stress management is another aspect of flexibility and resilience. It is certainly not unusual to feel work-related stress; the key is how you deal with these stressful feelings. People who use effective stress management are less likely to have stress interfere with their work lives. They recognize what causes stress and practice effective ways to manage these triggers, such as taking a brisk walk, transforming negative thoughts into positive ones, or meeting with their managers to reassess their work.

An employee strong in flexibility and resilience is able to provide and accept feedback in a tactful, gracious manner. Feedback and constructive criticism allow you to see what your strengths and weaknesses are, and enable you to develop professionally. It is important to recognize that feedback and criticism should always be about the performance, not about the person. And remember, positive feedback is just as important as criticism!

Left-Leaning

Do you have a hard time adjusting to change in the workplace? Does work-related stress interfere with your job performance? Are you sometimes offended by feedback given by managers or colleagues? Do you ever feel you have a negative attitude at work?
Flexibility and resilience are important skills in the workplace. Employers look for individuals who adapt to changing work environments or demands, who handle stress well, and who are positive even when facing setbacks. An employee who is eager and adaptable is viewed by employers as someone who enjoys work and who is willing to do what it takes to get the job done.

### Flexibility & Resilience Tips

Below are tips to further develop your flexibility and resilience skills. You can use these tips at work, in your community, and in your personal life. They will help you strengthen your skills in this area, which can make you a more valuable employee.

- **Employers value employees who can adapt to change.**
  - Accept change as an opportunity to learn new skills and develop professionally.
  - Anticipate change by speaking to your manager about how your position may evolve, what new responsibilities you may have, and the future of your company.
  - If something goes wrong, try to think of the situation as a challenge to be met, rather than as an obstacle.

- **Employers value employees who manage stress well.**
  - Recognize what causes you stress. In some cases, you may be able to change the situation by discussing it with your manager.
  - Practice quick ways to deal with stress in the short term, such as taking a brisk walk or closing your eyes and counting to ten.
  - Practice positive self-talk. If you begin thinking negatively, replace these thoughts with positive reflections on your work.

- **Employers value employees who can provide and accept feedback and criticism.**
  - Ask for detailed feedback if someone criticizes your work, and use this feedback to improve your work the next time. Likewise, if you criticize a colleague’s work, be specific and always focus on the work, not the person.
  - If you are receiving feedback from your manager, discuss the concrete steps you will take as a result of the feedback.
  - Set goals for yourself. Achieving these goals will boost your confidence and allow you to realize that you are a motivated, efficient worker.