

# PROPELLER

WE HELP CLIENTS THRIVE IN CHANGE

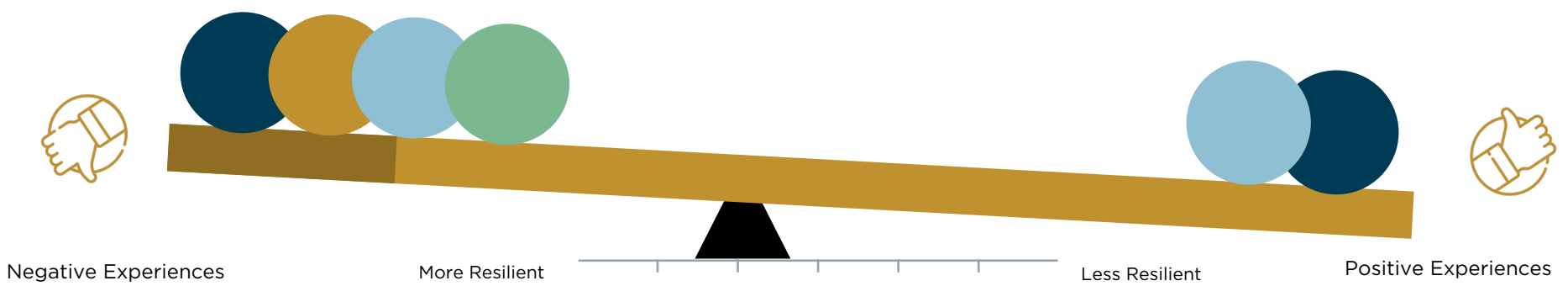
# Resilience in Practice



The two critical components of **GRIT** are **PASSION** and **PERSEVERANCE**. Passion comes from intrinsic interest in your craft and from a sense of purpose: **THE CONVICTION THAT YOUR WORK IS MEANINGFUL AND HELPS OTHERS**. Perseverance takes the form of resilience in the face of adversity as well as **UNWAVERING DEVOTION TO CONTINUOUS IMPROVEMENT**.

**RE-SIL-IENCE**  
/rəˈzilyəns/ • noun

*Resilience is the ability to recover from or adjust easily to misfortune or change*



### 01 • INCREASE CONNECTEDNESS

Create opportunities to build deeper connections between team members. Seek ways to limit 'social snacking', empower leaders to share and be vulnerable.

- Tie communications to strategy or vision
- Include a playful element in meetings like polls or trivia
- Establish a peer network or buddy system

### 02 • INFUSE RECIPROCITY

Formalize ways to share 'thank yous', practice asking for a favor instead of assigning a task, send a personal thank you when someone goes above and beyond.

- Create a gratitude program
- Send a thank you note
- Highlight good work more often

### 03 • BRING ENERGY TO YOUR WORK

Spur inspiration, take preferences into account before assigning work, infuse polls, imagery and storytelling

- Invite guest speakers to meetings
- Infuse learning of topics interesting to the team
- Promote other's successes

## Prioritize Readiness Activities



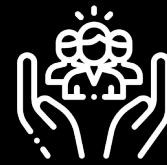
### FIND A WAY TO PILOT, PRIORITIZE 'MVP'

Test the change outcomes however you can, whether it's a formal pilot, soft launch, or even focus groups. Consider building a crawl, walk, run strategy to ensure feedback loops are in place to test assumptions and progress is built on success.



### DETERMINE DESIRED OBSERVABLE BEHAVIORS

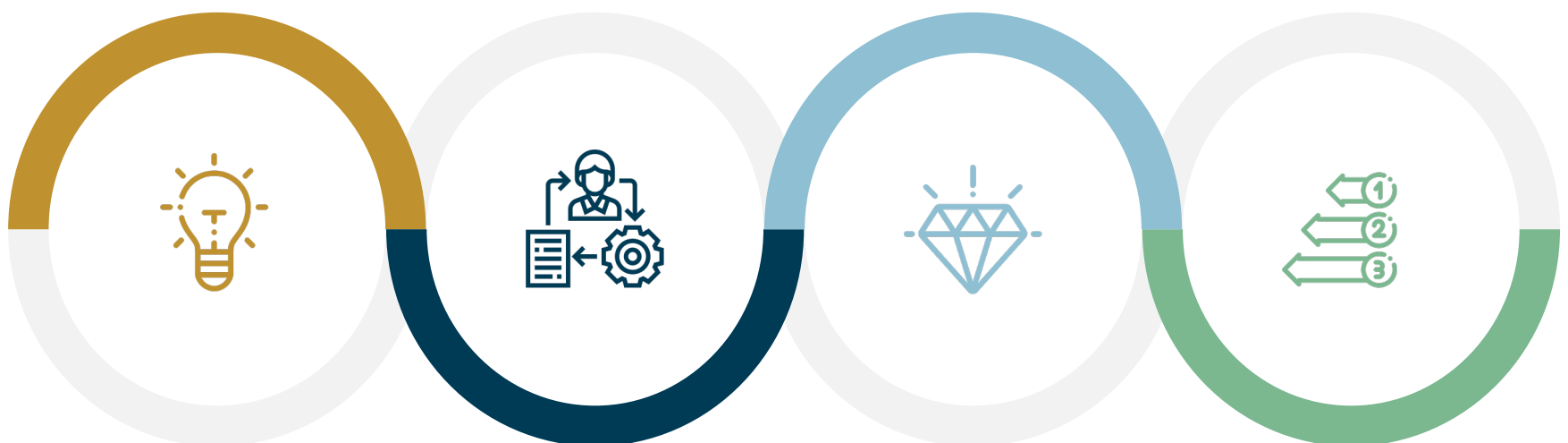
Focus the energy on tactical, observable differences between current and future state. Consider asking "after this change, what will look different?" Consider using empathy mapping to better understand how to support key stakeholders.



### ENABLE CHANGE MAKERS TO DO YOUR BIDDING

Keep it simple and focus on short checklists, playbooks, and demos to build familiarity with expectations. Empower middle managers with key action requests to build early ownership.

## Instill Iterative Working Principles



### PROMOTE BRAINSTORMING

Encourage innovation and group idea creation. This decreases silos, promotes collaboration & brings energy to the work

### ENCOURAGE RETROSPECTIVES

Constructively review processes and work tracks, look for ways to promote continuous improvement.

### HIGHLIGHT QUICK WINS

Measure at the right level, ensure team momentum and energy is high by focusing celebrations to highlight progress.

### REPRIORITIZE OFTEN

Be flexible in defining what's important by creating links to broader vision or objectives. Collectively align on purpose and direction where possible.

## How Can We Help?

Learn more about our services, solutions, and team at

[WWW.PROPELLER.COM](http://WWW.PROPELLER.COM)