

Resilient Leadership: A New Way of SEEING, THINKING, and LEADING

Achieving organizational success and attaining desired business outcomes often requires leaders to overcome deeply rooted organizational challenges. The complexity of today’s business environment is unprecedented. Leaders are often overloaded with challenging responsibilities such as aligning program objectives with executive strategic goals, managing diverse staff capabilities and personalities, and improvising to strike the right balance between the demands of internal organizational changes and shifting external environmental threats and opportunities.

Zocchi America has partnered with the authors of Resilient Leadership to better equip and boost leaders’ ability to thrive within this challenging business environment. The Resilient Leadership framework (RL) introduces leaders to a new way of **SEEING, THINKING** and **LEADING** that helps leaders navigate the hidden dynamics of organizations more effectively. RL enhances a leader’s ability to lead with **calm, clarity** and **conviction** in the midst of the escalating levels of anxiety provoked by today’s increasing complexity and accelerating change.



Most organizations and leaders focus on what is easily seen—the **RATIONAL SYSTEM** (policies, processes, IT, financials, etc.). What can easily be ignored and remain unseen is the **EMOTIONAL SYSTEM** (what we call the “hidden chemistry” of an organization). This larger, tremendously impactful part of every organization refers to the relationships of the people who belong to the organization and to the instinctual, automatic patterns between and among them that contribute positively or negatively to the success of the Rational System.

Resiliency training teaches leaders and their staff to:

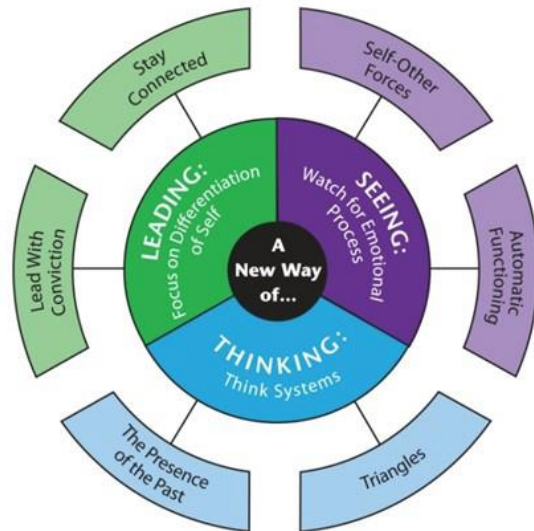
- Observe (SEE) the emotional system and its hidden chemistry swirling beneath the surface
- Understand (THINK) how the powerful, hidden forces of anxiety influence organizational effectiveness
- Manage (LEAD) from a place of strength by maintaining a healthy balance between both the Emotional and Rational Systems in themselves and in the organization they lead

The skills RL develops empower individual leaders and increase the effectiveness of their organization. RL benefits include:

For the Individual	For the Organization
<ul style="list-style-type: none"> • Capable of providing clearer and calmer leadership under increasing pressure and complexity • Able to lead and respond to change (and the resistance it often provokes) more nimbly • Enhanced ability to take a tough stance, even in the face of pushback • Able to cultivate healthier, more balanced relationships with key stakeholders 	<ul style="list-style-type: none"> • More thoughtfulness, less reactivity • Increased capacity for innovation and creativity • Less “political” entanglements • Lower levels of non-productive anxiety • More efficiencies and productivity • Less time and energy spent on dysfunctional behaviors • Ability to move beyond past setbacks, focus on future targets/goals

Zocchi America, together with partner Resilient Leadership, is able to customize the Resilient Leadership Framework to meet client-specific needs or challenges through a range of services—consulting, coaching, and training individuals, teams, and organizations.

Key Resilient Leadership Training Units



Intro to Resilient Leadership	Introduce core concepts of Resilient Leadership and focusing on your own functioning as a leader
Be a Step-Down Transformer	How to embody and communicate an inner calm in a way that helps others to lower their own anxiety, and manage reactive behavior
Lead with Conviction	Strengthen ability to act boldly, take clear stands, and take risks to preserve core values or create a new future you care about
Stay Connected	Understand how to strike a healthy balance with stakeholders by being “close enough to influence, yet distant enough to lead”
Balance the See-Saw	Understand the reciprocal nature of over/under-functioning behaviors and how to break the cycle
Manage Triangles	Learn to spot triangles and how to “re-position” within them to avoid predictable pitfalls to self and organization
Generation to Generation	Understand how to observe and manage your inherited strengths and vulnerabilities and the systems you lead
Avoid the Empathy Trap	Recognize that offering comfort to the poorly differentiated will not, by itself, promote greater responsibility
Leadership in a Time of Crisis	Learning to manage anxiety, be present and accountable, and embody grounded optimism during crisis periods as exemplified by COVID-19

Zocchi America RL Service Offerings include the following:

Service	Description	Target Audience
Resilient Leadership (RL) Development Program	A transformational leadership development program that combines a needs assessment, live/virtual training, individualized coaching, 360s and webinars.	Senior Executives Leadership Teams Mid-Level Managers & Staff
Consultation 1-on-1 Coaching	Customized guidance and support around how best to manage adaptive challenges using the RL model as a framework to lessen resistance and build resilience.	Senior Executives Leadership Teams Mid-Level Managers & Staff
RL Self- and 360 Assessments	On-line assessments that promote deeper self-awareness and provide feedback on participants’ leadership effectiveness. Administered pre-and post-training/coaching to help focus growth goals and measure progress.	Participants of RL Training and/or Coaching Programs
Workshop: Introduction to Resilient Leadership	½ to 1-day overview of Resilient Leadership and the three core principles: Be a Less Anxious Presence, Stay Connected and Lead with Conviction.	Senior Executives Mid-Level Managers Intact work teams
Webinar Selected RL Topics	Webinars on the core RL Training Units, 30min to 2 hr.	Participants in the Comprehensive RL Program
Change Management and Organizational Performance	Various services: Team Building and Team Effectiveness, Morale and Issue Resolution, Stakeholder Engagement, Human Capital Management, EVS Analysis, Training, Facilitation, Change Management Support, Coaching and Leadership Development Program Management, Leadership & Staff Motivation	All staff levels: Leadership, Managers, Teams, Staff

If you think your team or organization would benefit from leveraging these services, please contact:

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