

Sam Dyer





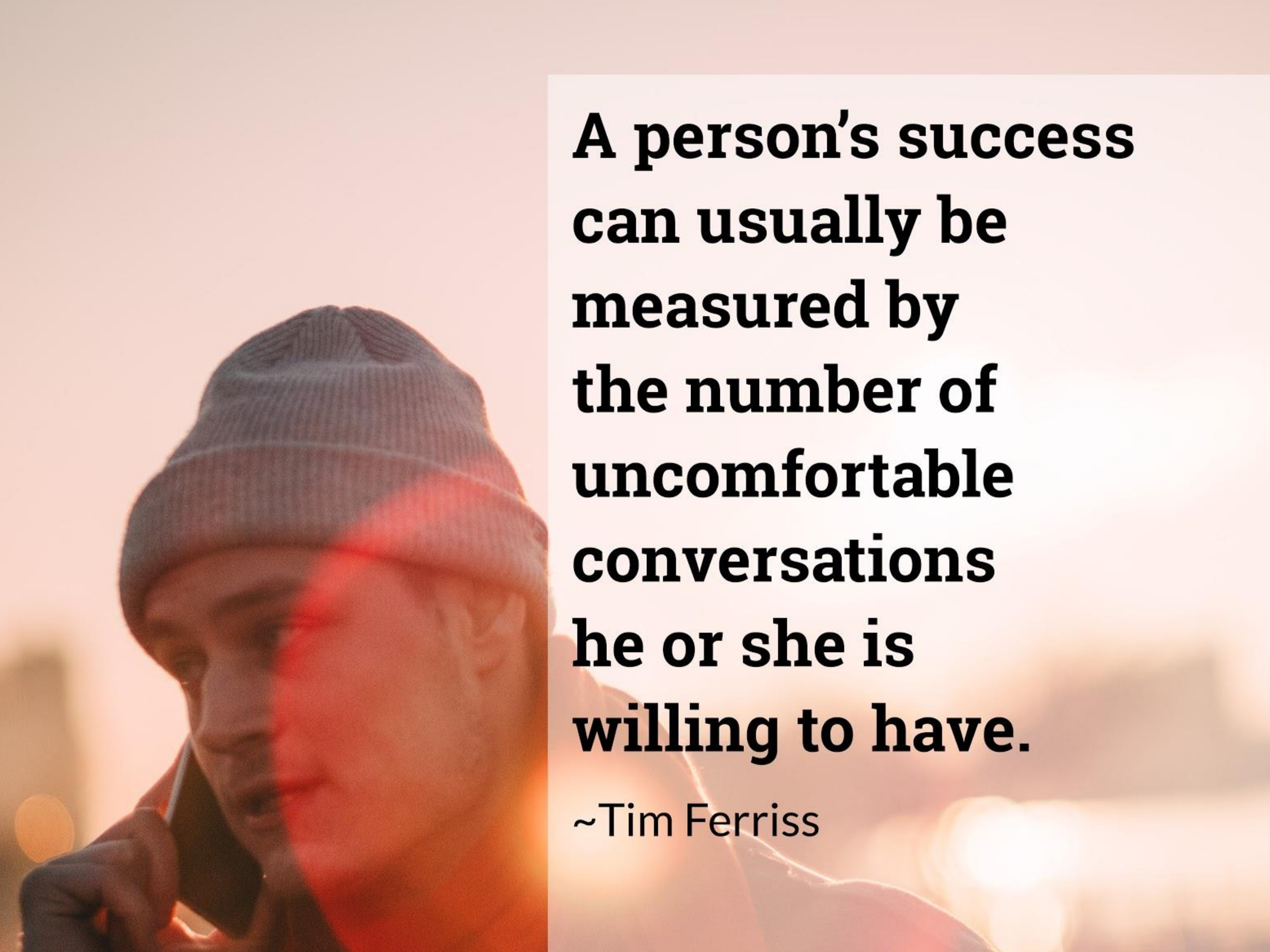
# Personal & Team Resilience



VUCA

Volatile  
Uncertain  
Complex  
Ambiguous

**Does a greater level of  
challenge increase  
personal and team resilience?**

A person wearing a grey beanie is shown in profile, talking on a mobile phone. The background is a warm, blurred outdoor setting, possibly a city street at dusk or dawn, with soft light and bokeh effects. The text is overlaid on the right side of the image.

**A person's success  
can usually be  
measured by  
the number of  
uncomfortable  
conversations  
he or she is  
willing to have.**

~Tim Ferriss



# AGREE Conversation Model

by Sam Dyer

## **ATTITUDE**

What is your attitude during preparation?

How will you manage your state before, during and after?

How can you best communicate with the other party?

“Begin with the end in mind”. ~Stephen Covey

What is your goal?

Is it a mutual one?

How flexible is it? How flexible are you?

Ask yourself:

If I achieve this goal, what will I get?

If I achieve this goal, what won't I get?

If I don't achieve this goal, what will I get?

If I don't achieve this goal, what won't I get?

# **RESPONSE-ABILITY**

Have you done your homework?

Do you have what you think you'll need?

Are you able to sign off?

Will you need support?

Plan not script

# **EMOTION**

Have you got your own emotions in check?

What do you think the other party may react like?

How will you respond to their reaction?

What is your intention? Does your behaviour reflect your intention?

# **ENVIRONMENT**

Where and when will it take place?

How do you create the right environment?

Set an agenda

Keep to time

# Write down examples in the last week

I always...

I must...

I should...

I never...

I ought to...

I have to...

**And now replace with**

I chose (not)...

**Ask yourself:**

***What would happen if I did/didn't?***

***When did I decided this?***

***Is this statement true and useful to me now?***



**Choice**

**a day for**

**success**

## **MEDITATE**

Self-meditate for 10 minutes

## **WHY?**

Reaffirm your 'why'

## **GOALS**

Does the day align with your quarter plan?

## **VISUALISE**

Visualise the you you want to be and the big picture

## **MOTIVATE**

Watch a motivational video

## **EXERCISE**

Anything will do - even a walk around the block

Negative people

Energy-zappers

Limiting beliefs

Off-plan work

Procrastination

Unresourceful behaviour

Environmental stressors

Jump straight into the day

Check email first thing

Taking in the news

“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond all measure. It is our light, not our darkness that most frightens us.

We ask ourselves:

Who am I to be brilliant, gorgeous, talented, fabulous?

*Actually, who are you not to be?”*



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