



BUILDING RESILIENCE DURING THE PANDEMIC

The COVID-19 crisis has reminded us of how important it is to build resilience to face life's challenges effectively. For this month's InfoPays, we are reviewing 5 recommendations from the American Psychological Association (APA) to help us foster mental toughness and a sense of physical wellbeing during these trying times.

1. Prioritize social connection.

Even though we need to distance ourselves physically, we can easily stay connected to family and friends with the help of technology. According to research, our brains benefit from the release of endorphins when they see a person's face, even when meeting that person through a screen.

2. Foster wellness.

We can feel physically well by choosing nourishing foods, getting enough sleep, and moving our bodies. In the face of adversity like a global pandemic, it is also vital to practice mindfulness through journaling, meditation, or other spiritual practices. Fostering wellness is a complex process that requires intentional actions and consistent effort over time but offers tremendous potential for improved quality of life.

3. Embrace positive thoughts.

It has never been more critical to maintain a hopeful outlook for the future. We can use this global health crisis to foster resilience by keeping things in perspective, adapting to change, acting on the information we have, and avoiding ruminating over the unknown or catastrophizing about the future. Ultimately accepting that while we have no control over the pandemic, we control our thoughts and reactions.

4. Find purpose through hobbies.

Staying home has given us the gift of time to do things we have perhaps been putting on the back

burner for a while. Maybe this is an excellent time to think about the interests and skills you want to hone in, and put in the initiative to develop them. Setting a goal, for example, an hour a day, can help you progress on those projects and inspire motivation, self-worth, and purpose.

5. Help your community.

Although often overlooked, feeling connected to our community is a strong pillar of health, especially during a pandemic. Knowing other like-minded people are experiencing the same trials puts things in perspective that we are not alone and that we will get through this together. So far, we have seen many small but inspiring acts of kindness aimed at supporting others, such as grocery runs for seniors or sewing masks and donating them to people working retail.



HOW TO FOSTER TRUST IN THE WORKPLACE

It is a proven fact that companies who foster trust are better environments to work in, and their employees are more motivated, more innovative, and more productive.

According to a study done by the University of British Columbia, confidence in management was the top consideration when people spoke about their job satisfaction. The study cited that a small increase in management trust was equivalent to the amount of job satisfaction employees would get from receiving a 36 percent pay increase!

What do you do in your business to foster trust? For this month's InfoPays, we are discussing three types of trust established in the workplace:

Contractual assurance

This form of confidence means that any parties who enter an agreement do what they say they will do. It also means employees have a clear direction and are engaged in their jobs and work towards realistic goals and expectations. In essence, contractual trust results in a clear-headed and productive workforce.

Communication trust

Communication trust is paramount because it rests on transparency and timely sharing of the correct information, speaking with useful purpose, and keeping employees in-the-know. In this environment, employees can ask open questions, contribute ideas, provide feedback, and offer an honest perspective. The most crucial aspect of communication trust, however, is to speak with good intent. When people talk with good intent, they foster confidence in



the workplace and prevent gossip and backbiting. Genuine motivation to do good work wins over fear.

Competence trust

Managers need to have faith that their employees possess the right abilities to do their jobs effectively. In high trust environments, managers support their employees by developing their skills through exposure to new assignments. Being entrusted competence means that instead of feeling micro-managed, employees get the motivational boost that comes from demonstrating their expertise. The suggestion is not that in this environment, ideas are not questioned or challenged but that managers operate from trust in their employees' abilities to deliver quality work.

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