

# H.E.A.R.T. - Characteristics of Change Resilient People

## Healthy work life balance



Change resilient people understand the importance of balance in their lives. They are well rounded individuals who don't define themselves by their job title and the company they work for. If they lose their job, for whatever reason, they have other things in their lives that give them meaning. A balanced life leaves time for the types of activities that help one deal more effectively with stress. Change resilient people take care of themselves knowing that when their overall health is good, their ability to deal with stress increases significantly.

## Emotionally & intellectually fit



Change resilient people are emotionally and intellectually fit. Dee Hock, creator of VISA, says, "The problem is never how to get new innovative thoughts into your mind, but how to get the old ones out." People who are intellectually fit are open to new ideas. They remain open to different perspectives understanding the value of diversity in its broadest sense. They don't run from conflict but rather they work through it. They have emotions, just like everyone else, but they are able to look at their emotions rationally and objectively determine when they're being irrational.

## Action oriented



Change resilient people take action when change is upon them. They choose NOT to be the victims who feel sorry for themselves and hard done by. Rather they find something they can have control over and run with it.

## Relationship oriented



Change resilient people understand how important it is to surround themselves with a network of people they can turn to for support and feedback during the tough times. These people play an important role in keeping them emotionally and intellectually fit because they are honest and tell the truth even when it hurts!

## True to vision and values



Change resilient people are true to their vision and values. They have a clear personal vision. They have values that guide their action and decision-making when the world around them is changing and the way forward isn't always clear.

