



# **PUBLIC SERVICE** RECOGNITION WEEK

## **Work Now: Fostering Resilience Through Change**

**Presented by Andrea Zappone and Stacie Porter**

HR Strategy and Evaluation Solutions

[Andrea.Zappone@opm.gov](mailto:Andrea.Zappone@opm.gov)  
[Stacie.Porter@opm.gov](mailto:Stacie.Porter@opm.gov)



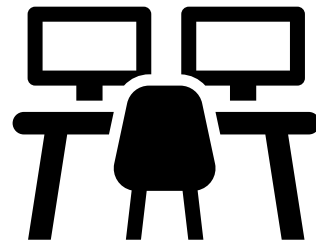
# Work Now

The COVID-19 pandemic forced changes to the workplace. Many employees learned how to perform the functions of their job in a new way during a difficult time, meeting the challenges head-on...



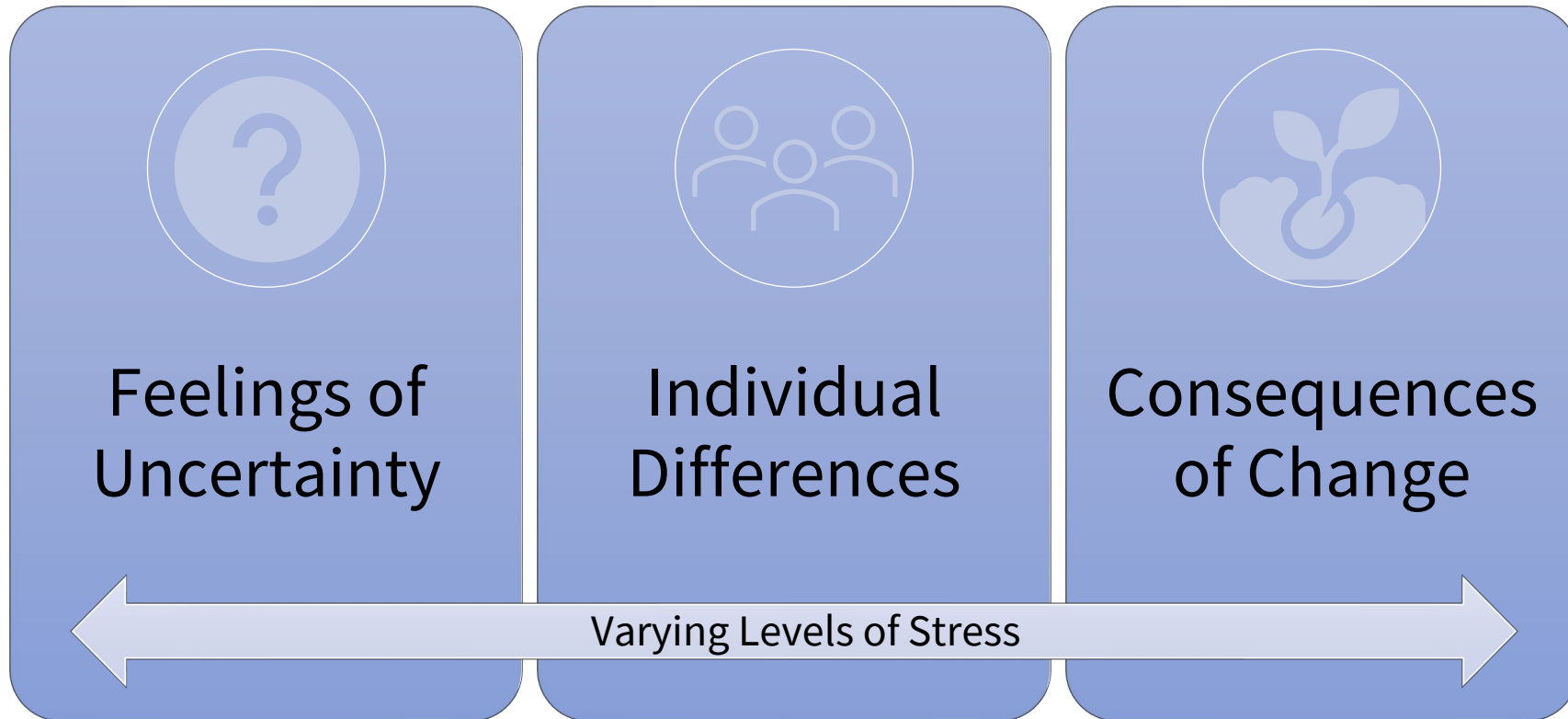
# You and Change

What kind of change are you currently experiencing at work?



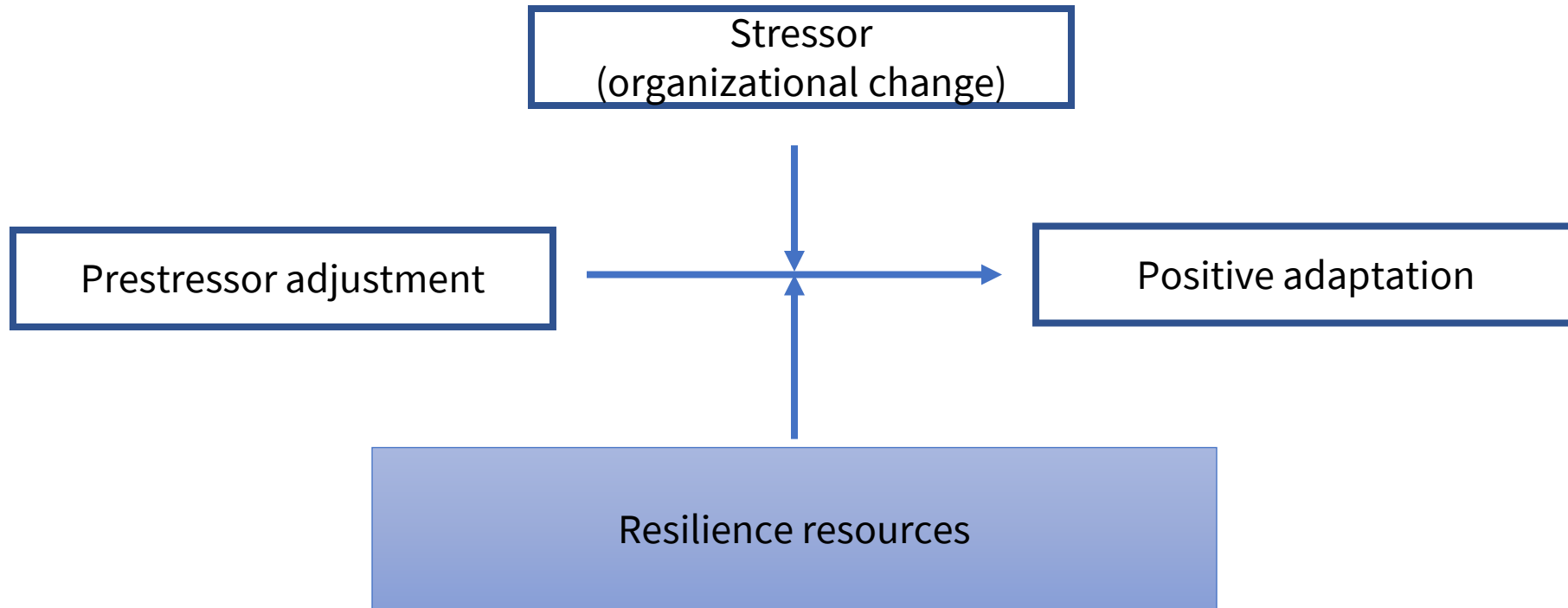


# Stress and Change





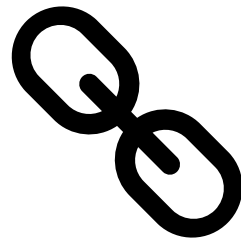
# Resilience and Change





# Resilience

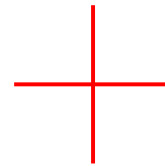
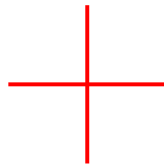
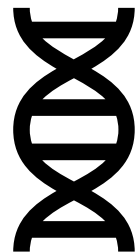
The process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress.





# Your Resilience

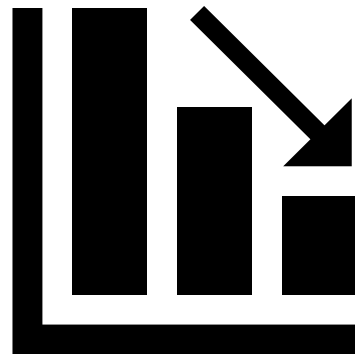
Your resilience is a combination of your genetics, your experience and your learned skills.



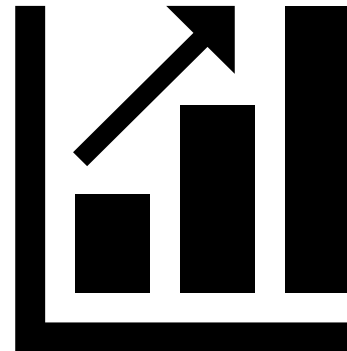


# Build Resilience

Even though our resilience is always changing we can proactively build resilience by drawing on the components of our life we can control.



Depletion

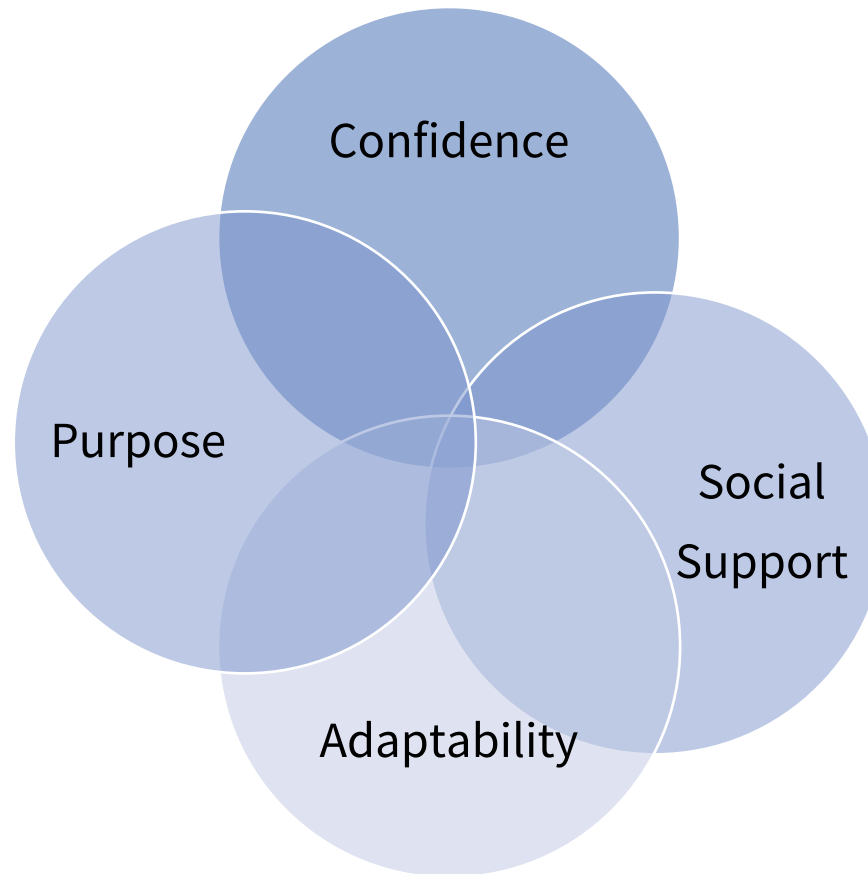


Surge





# Build Resilience for Success





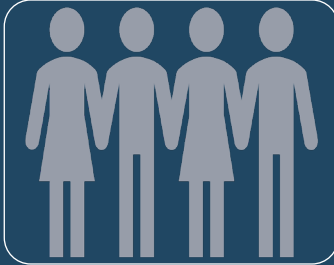





# Confidence and Strengths

How do you define a strength?



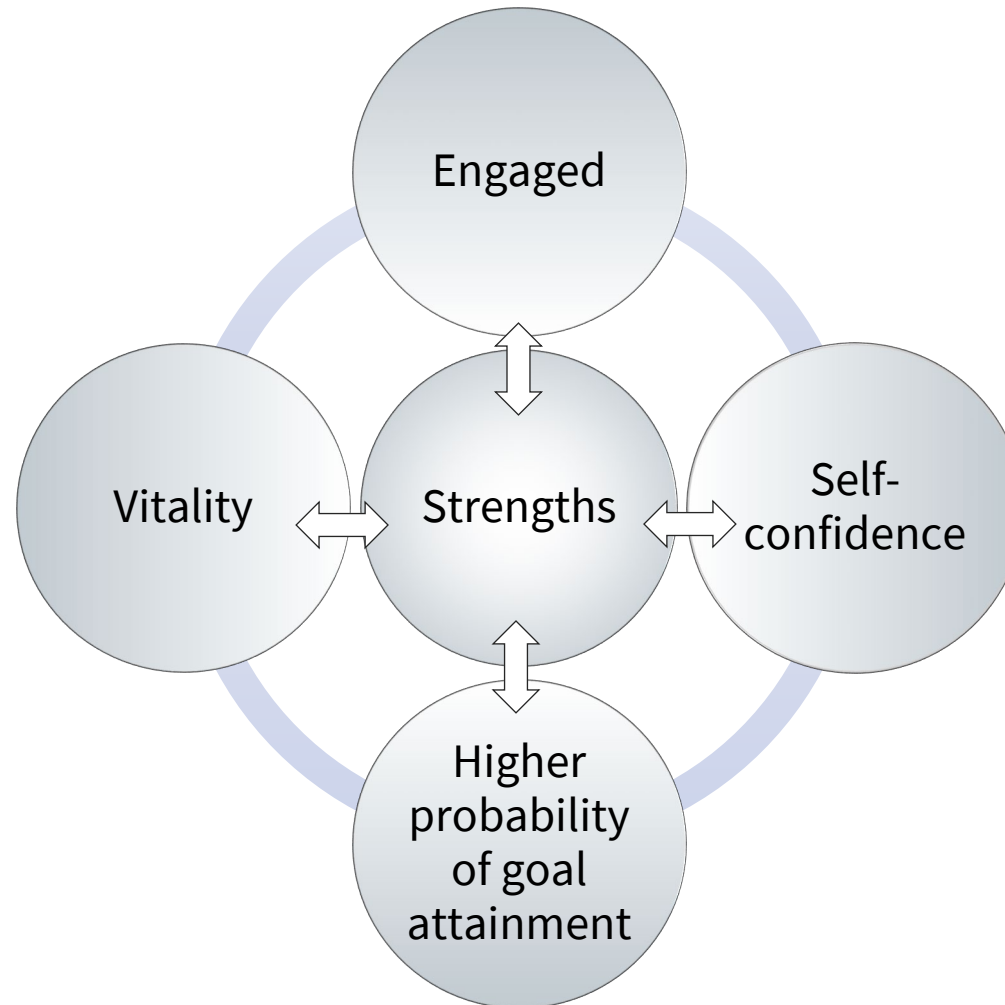
# Signature Strengths

		
<b>Wisdom</b> Creativity Curiosity Open-mindedness Love of Learning Perspective	<b>Courage</b> Authenticity Bravery Persistence Zest	<b>Humanity</b> Kindness Love Social Intelligence

		
<b>Justice</b> Fairness Leadership Teamwork	<b>Temperance</b> Forgiveness Modesty Prudence Self-regulation	<b>Transcendence</b> Appreciation Excellence Gratitude Hope Humor Spirituality



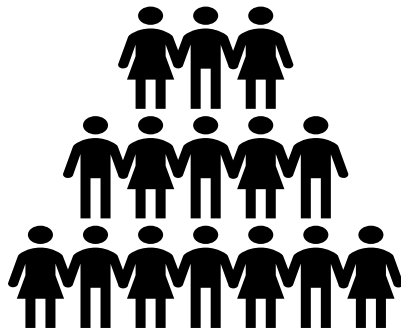
# Confidence: Leverage Your Strengths





# Social Support

Feeling cared for



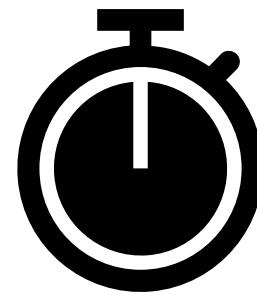
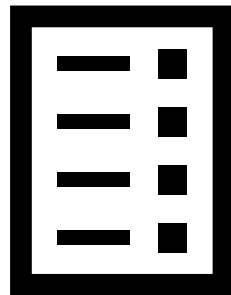
Access to direct or indirect help





# Effective Social Support

The effectiveness of social support can depend on the match between the **source**, **type**, and **timing** and the needs and/or developmental level of the individual





# Social Connection

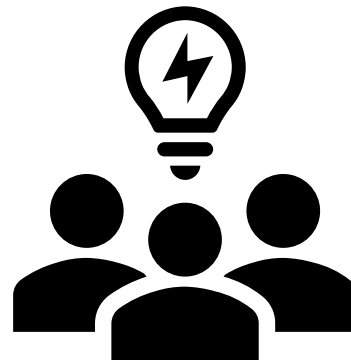
## Four Key Social Networks

1. **Your trust network** (Who do you, or can you, confide in?)
2. **Your advice network** (Who do you turn for advice and guidance?)
3. **Your information network** (Who do you turn to for information you need?)
4. **Your socializing network** (Who do you like being with, having fun with?)



# Social Connection and Change

How can you benefit from social connection during organizational change?



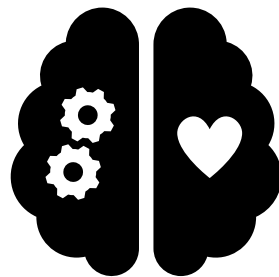




# Adaptability

## The Importance of Imagination

In times of stress, imagination can easily go away  
But, like a muscle, it can be exercised and put into action when you need  
it.





# Active Adaptability

- Reflect (“rest-and-digest”)
- Ask active and open questions
- Be playful
- Share ideas
- Seek out the unexpected
- Try something new
- Stay hopeful



# Purpose





# Own Your Purpose

“To live each day with...(chose one to three values, character strengths, or principles)...so that...(what living or working by these values will give you). I will do this (specific behavior(s) you will use to live by these values).”



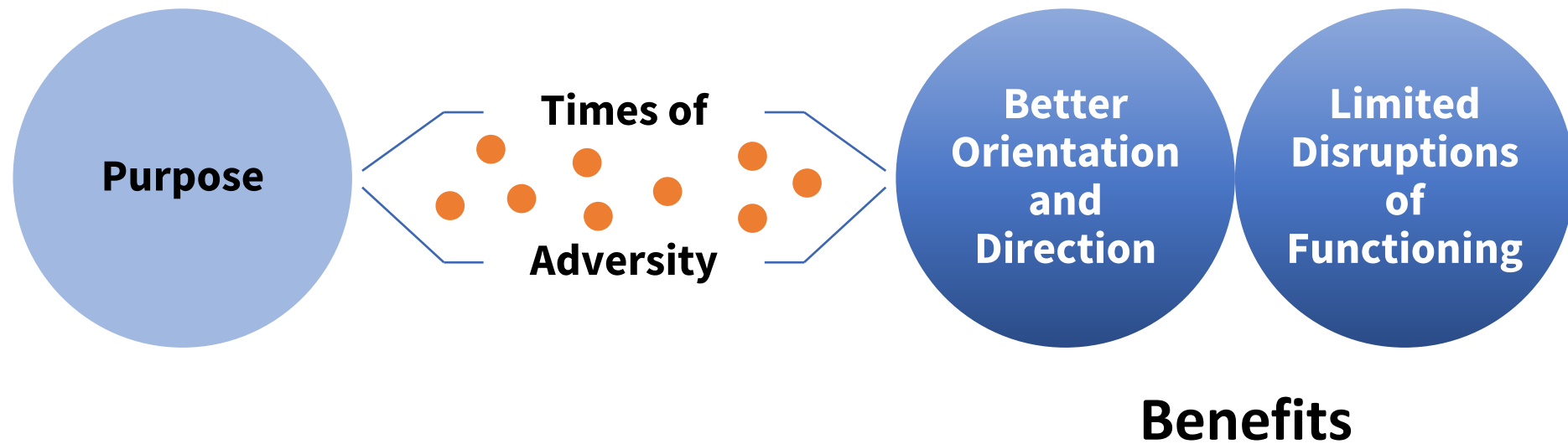
# Purpose and Change

Crisis and stress can lead to a clear sense of purpose and an alignment of personal goals and values





# Purpose and Resilience





# Purpose Impact

How can personal purpose and meaning impact times of change?





# Thank You!

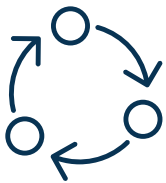
“Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved.”

–Helen Keller





# OPM's HR Strategy and Evaluation Solutions



## Integrated assessments

Develop innovative, efficient, and cost-effective assessments for employee selection, promotion, and career development.



## Position classification

Accurately outline the foundation of your employees' work with precise position descriptions and classification.



## Organizational design

Mitigate risks to your mission by planning for, measuring, managing, and optimizing individual and team performance.



## Succession planning

Achieve mission continuity by identifying future leaders to support knowledge transfer.



## Transformation IQ

Reduce the tension and stress of restructuring by taking care of your people while optimizing your positions.



# **PUBLIC SERVICE** RECOGNITION WEEK

**Thank you for your participation and service to our nation!**

**Work Now:  
Fostering Resilience Through Change**

Presented by Andrea Zappone and Stacie Porter

HR Strategy and Evaluation Solutions

[AskHRS@opm.gov](mailto:AskHRS@opm.gov)