

---

# Resilient Leadership

Webinar for AmeriCorps VISTA Leaders

July 16, 2020

## Participant responses to session activities

### Why does resilience matter for leaders?

- Because it is important to be a stabilizing force for your team in time of uncertainty and when there is a lack of clarity
- As a leader it's important to provide an example to the people below you,
- Anxiety is contagious! When we remain resilient and model resiliency, our VISTAs are better able to stay calm and centered.
- Resilient leaders stay to guide a team to follow through
- Resilience matters to better support our team and withstand
- A resilient leader helps set up the foundation for a resilient team.
- If a leader is someone who is uncertain or easily shaken, it might be hard to go to them knowing they might not be able to handle it
- Resilient leadership can help maintain trust within a team.
- Showing your team that it is okay when things do not go as planned and find a solution
- A safe place in a storm
- To be continually upholding your team through any circumstances
- Modeling, being able to continue and pivot work while maintaining support is essential for team leadership

### How can you encourage self-reflection or learning and growing within your team of VISTAs?

- Integrate it into team meetings.
- You can encourage this behavior by giving examples of how self-reflection and self-growth has benefited you.
- Practicing expressive writing activities.
- provide professional development session and different activities within that session
- We've implemented one-on-one weekly meetings with each VISTA. It has been very successful in terms of self-awareness, encouragement & growth in the individual person.
- During team meetings we allow members to reflect their feelings (OK is not a feeling), challenges and who can help. We encourage and share support based on the members challenge
- Through providing a safe space for them to share
- We can share a "challenge of the week" or "challenge of the month" where we talk about what went wrong, the outcome we wanted and had to release, and how we came out stronger on the other side
- You can foster a welcoming environment through social activities and sharing personal experiences with your team.
- I try to engage each VISTA member about a particular project or task that has been challenging/exciting for them often via email or video chat bi-weekly. I always try to relate this to goals they have shared with me/other things they find important.

- 
- Encourage them to learn from others on the team who do similar projects and share successes and challenges
  - I assign activities, like surveys, with motivational/informative media and host a virtual office hour to discuss challenges.
  - Establish community agreements and a team identity. Allow space for mutual invitations to share. Emphasize the importance of mental health resources.

### How you can encourage building purposeful and mission focused practices into your team of VISTAs?

- Remind VISTAs of their past accomplishments and the impact they have had
- We have them write a "letter to self" at the beginning of service to remind them why they decided to do VISTA and commit to a year of service
- Having the VISTAs make a list of goals they want to contribute throughout their service year and continue to update it
- Creating work plans and goals throughout their year and referencing progress made in each 1:1 check in.
- Two things we've done this summer: focus on what we CAN do; keep going back to our mission & tie it into how what is possible to fulfilling our mission & vision! It's been instrumental in keeping us positive & upbeat!
- Celebrate completed tasks/steps in project goals as you all share updates at meetings
- Love the idea of creating a "purpose board"!
- Assist VISTAs in identifying their skillset and how their goals can align with their skills
- Learning their communication and motivation styles in order for them to feel individually encouraged.

### What are some ways you build trust and connection with your VISTA team? How do you encourage your VISTAs to appreciate the power of peers and the benefit of social connections to meet the challenges they face?

- I use Brene Brown's concept of BRAVING.
- Share your own story.
- Building rapport in the beginning and throughout their term. Sharing parts of yourself as a foundation of the relationship.
- Maintain confidentiality and listen actively
- Actively listening from the beginning of the relationship, and holding that practice each time you interact
- I always let them know that we are in this together.
- At team meetings, we've had members share a celebration of one of their colleagues they witnessed while working with them through the week.
- Following up and following through on resolving issues, even small ones, that the individual or team expresses
- I have to agree with John! Follow-up & through is key to building trust!
- Making sure that you are accessible/available and responsive to your team.