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THIS WAS NOT THE 2020 I IMAGINED!
Can I get this year's goals back on track?

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Director
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Answers to questions...

I'm finding that when I feel more productive during my working day I'm much happier and forget a little what is happening around us, is this just me being distracted from my reality? Or does this productivity fit in somewhere in your frameworks?

- What you are describing is you deploying an excellent stress mastery tool called FLOW. When we feel overwhelmed we slip down the spiral more easily than when we can see we are making a positive contribution to our performance and relationships.

The concept developed by Mihaly Csikszentmihalyi is where we create a positive set of circumstances for ourselves to create the exact experience you have noted.

In fact, we will all have experienced FLOW at one time or another. This is when you find that your sense of time is lost and you are completely immersed in the activity you are doing (it doesn't have to be work!).

There are 8 condition to developing the FLOW condition for yourself but the top three are

- Set clear goals
- Set those goals such that they are stretching but within your capability
- Ensure you get immediate feedback as you progress

Answers to questions...

Are you seeing anything at an organisational, or even national level, about the mindsets? Are certain industries or countries tending to one orientation?

- I think that it is too early to say at the moment. What is clear is that there is a lot of work going in to understanding what the right approaches will need to be.

One trend that is clear is that the resilience and health, both physical and mental health, appears likely to become a much more overt leadership priority with tangible actions taken to ensure staff wellbeing.

At Springfox, given we are an evidenced based organisation, we have developed a survey to really uncover what leadership and team member attitudes are towards the crisis and the future.

We would be delighted to hear your views as well so if you would like please participate at <https://www.springfox.com/covid-19-survey-your-experience/>

Answers to questions...

It was obvious that everyone is coming from different places. How do you ensure that you take this into consideration moving forward?

- This is a huge question and one that we could dedicate a whole workshop to. However, simply asking the questions gives positive encouragement that the solution is closer than you may have thought – Self-awareness that this is the case is so important.

Additionally, you may want to consider the following points;

- Everyone sees the same things differently. Have you asked yourself how the other people you are engaged with are seeing what you are seeing? Could it be different? What might their reactions be? – Really this is all about having **empathy**.
- Understand that your natural thinking style may also be different to others. What is your natural thinking style? Are you a realistic optimist for example and how might a pragmatic pessimist (someone who measures twice and cuts once) see things?
- Be curious and open to alternate perspectives. Slow down and consider. Today we have got quite attached to immediate action and quick responses - the more considered you are the more likely you are to get a better overall result.

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