



**UNLOCK YOUR
POTENTIAL**

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MY RQ REPORT
Sample Report - 9/3/2017

Resilience is the ability to bounce back from tough times, or even to triumph in the face of adversity; to display tenacity, but not at the expense of reason. Resilient people know that they will sometimes experience failure - but they see it not as something to dwell on, but as an opportunity to move forward, accepting that failure is a part of life. Inextricably linked with accepting responsibility, resilience is about not reacting too emotionally, but keeping your head.

We have found that highly resilient people follow a pattern:

- * Crisis brings out the best in them.
- * They are able to turn disaster into success and are confident in their ability to do so.
- * They take control because they feel confident and secure.
- * They are curious, and enjoy trying out new things.

There are five key elements that contribute to resilience - ways of operating that help protect highly resilient people from the stress that plagues the rest of us, as well as patterns of behaviour which display courage and ingenuity in the face of adversity.

Crucially, there is evidence that these skills, attitudes and behaviours can be refined, developed or even, in some cases, learnt from scratch.

The five elements are: Optimism, Solution Orientation, Individual Accountability, Openness & Flexibility and Managing Stress & Anxiety.

RQ Score Result

My RQ Score	Established 65%
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RQ Score Breakdown

Optimism	Established 73%
Solution Orientation	Established 73%
Individual Accountability	Established 59%
Openness & Flexibility	Strong 75%
Managing Stress & Anxiety	Established 45%

What do the scores say about you?

Your Overall RQ Score is 65%

Your score indicates you have Established levels of Resilience.

You occasionally have tough days when you can't make things go your way, but you rarely feel ready to give up. You may need to develop more of a sense of perspective on setbacks. About one person in three has an RQ score at this level. Your score is below the average, but well within the normal range.

Score Bandings

Developing	0% - 54%
Established	55% - 65%
Strong	66% - 75%
Exceptional	76% - 100%

Optimism is about seeing the glass half full, about finding a silver lining in even the darkest cloud. Optimism encourages people to feel positive about themselves, about other people, and about the world's general direction of travel. Optimists believe that things are getting better all the time, not just for themselves, but for society in general. As a result, they feel good about change and tend to be more confident that they will be able to cope with what lies ahead.

When something goes really wrong, their instinct is not to construct a worst case scenario, but to look for ways of re-framing the situation in order to bring about improvement. Optimism goes with strong self-belief, a 'can do' attitude and a positive approach to the most adverse circumstances. Positive thought inspires positive action, so optimism is an energising force, while pessimism tends to be debilitating. Optimists believe that there is always something to be learnt when things go wrong. They review the circumstances, taking a balanced view, and being determined to take lessons from the experience which will prevent it happening again.

A word of caution, however: optimism needs to be pragmatic and soundly based on experience, and self-knowledge. When it is misplaced, blind or exaggerated, optimism can actually diminish resilience.

Your Score is 73%

Your score indicates you have Established levels of Optimism.

You like to be able to remain optimistic, but sometimes events make it difficult to do so. When you find your thoughts are taking a pessimistic turn, make yourself consider the opposite scenario. The simple exercise of formulating the alternative can sometimes halt growing pessimism.

Score Bandings

Developing	0% - 60%
Established	61% - 75%
Strong	76% - 90%
Exceptional	91% - 100%

People who are highly resilient tend to possess an efficient early warning system: they see problems coming a long way off and rather than allowing the anticipation to overwhelm them or cause anxiety, they start planning how to avoid or eliminate the threat. Undaunted by the unfamiliar, they scrutinise the approaching problem to find the best possible solution.

In finding solutions, resilient people demonstrate sound judgement, take timely decisions on the best available evidence - and then act. They know that indecision causes opportunities to be missed, progress to be delayed and can lead to considerable embarrassment, once the procrastination has been revealed. Resilient people tend to be instinctive, intuitive and rarely try to side-step or avoid problems. They are naturally curious and take real pleasure in finding solutions. They also know that the most effective decisions are those which other people buy into, so they take care to ensure that interested parties feel that they have been consulted and are kept well-informed throughout the process.

Your Score is 73%

Your score indicates you have Established levels of Solution Orientation.

You generally get by on your approach to finding solutions, but tightening up in this area would help boost your overall resilience. Try to remind yourself what it is you are ultimately trying to achieve. This should help you focus on the right elements of the issue currently confronting you. It may also make it easier to know when to cut your losses. When you do find yourself out of your comfort zone, don't be afraid to ask others for help.

Score Bandings

Developing	0% - 61%
Established	62% - 74%
Strong	75% - 87%
Exceptional	88% - 100%

People who demonstrate individual accountability tend to feel a strong sense of self-worth and self-regard, which gives them belief in their own abilities. Without this, they are unable to find the necessary confidence and drive to bounce back from challenging situations. They also strive to be in control of events, to influence where they can, rather than being a victim of their circumstances and at the mercy of other people's whims.

Highly resilient people tend to be excited by challenges and to view difficult tasks and situations as diversions, rather than roadblocks. They may even seek out challenges they feel initially daunted by, which can lead to discomfort, or even symptoms of stress, but these abate as soon as they sense the possibility of achieving success. At this point, highly resilient individuals return to their normal state of competence and confidence; and their belief that they can tackle pretty much anything life throws at them is reinforced.

However, a balance needs to be struck. Self-worth needs to be well-grounded and not excessive, which can lead to narcissism: your belief in yourself should be pitched at a level which is just higher than your current levels of competence. Furthermore, being individually accountable doesn't mean going it alone! In order to cope with tough times, you often need to involve others. Resilience requires you to strike a balance between being proactive yourself and relying on other people - between healthy competition and cooperation.

Your Score is 59%

Your score indicates you have Established levels of Individual Accountability.

You don't always have your head in the sand, but you would often benefit from not allowing yourself to decide that an issue is too hard for you to tackle, and therefore settling for second best. Similarly, a desire to avoid conflict at all costs can result in differences, which need to be resolved, being allowed to fester. Realising this, you may waste energy worrying about your own weakness, while your concerns about giving offence, or what others think of you, can be counterproductive.

Score Bandings

Developing	0% - 45%
Established	46% - 61%
Strong	62% - 77%
Exceptional	78% - 100%

Resilient people are open-minded and flexible. They have the ability to tolerate - and even to thrive on - ambiguous situations. They are good learners: from success and from failures; their own and those of other people. They also listen well, and empathise with other people's points of view, which helps them to recover situations and to get good outcomes.

Resilient people respond proactively and creatively to troubles, using experience to strengthen, rather than undermine, their self-esteem. It is a positive cycle: if you take positive learning from things that have gone wrong for you, this not only boosts your self-esteem, but also your self-efficacy - i.e. your belief in yourself, as well as your ability to make a difference. Being an effective learner can also make you more optimistic: it tends to increase your belief that things can - and probably will - work out in the future.

Finally, people who demonstrate openness and flexibility know when to move on. They possess the ability to change their minds - and even make a U-turn when necessary - but avoid beating themselves up: "A second ago is history and you can't change it. You can only think about how to put things right, now".

Your Score is 75%

Your score indicates you have Strong levels of Openness & Flexibility.

A Strong score here should reassure you that you're well-equipped to cope with life's surprises. Make sure those around you appreciate that you are good at getting inside their head and at understanding where they are coming from. You can further boost your score here by being selective in choosing where you have the best chance to make a really telling contribution.

Score Bandings

Developing	0% - 51%
Established	52% - 65%
Strong	66% - 79%
Exceptional	80% - 100%

Stress is a force which, if not handled well, can seriously distort you - temporarily or permanently. The ability to identify, and then deal effectively with stress, is a key characteristic of resilient people.

Up to a certain level, stress is a positive, motivational force, of course - an energiser which encourages you to act, to confront issues and to make things happen. However, beyond this critical tipping point - which varies from one person to another - stress runs the risk of becoming debilitating. Highly resilient people not only have high tolerance levels of stress, they also understand how to deal effectively with the causes and symptoms of stress when circumstances do become more negative for them.

In terms of how you can improve your ability to identify and handle stress, it is vitally important to understand exactly what causes negative stress for you - your stressors. Once you appreciate this, there may be situations in which you can avoid the stressful situation altogether by eliminating the stressor(s).

If this is not possible, you will need to develop ways of coping with the stressful situation. In broad terms, there are two possible strategies to achieve this, which are distinct, but which can both be brought to bear on the same issue. The first involves distraction (taking exercise, walking around the block, removing yourself from the situation, giving yourself time, etc.), while the second approach requires you to achieve resolution (breaking down the problem, prioritising, taking action to address issues where you can, influencing outcomes, etc.).

Your Score is 45%

Your score indicates you have Established levels of Managing Stress & Anxiety.

We all experience anxiety occasionally, but you need to take active steps to reduce the amount of time you allow it to effect you. Try to identify the things that most frequently interrupt your constructive thinking and consider what you can do to reduce their impact. When you think of a solution, act quickly. When you decide there is nothing you can do to resolve a particular issue, make yourself accept the law of diminishing returns: it's simply not worth spending any more time worrying about.

Score Bandings

Developing 0% - 29%

Established 30% - 48%

Strong 49% - 67%

Exceptional 68% - 100%

You now know what your current level of resilience is - overall, and for each of its component parts and we have also suggested ways to increase your resilience. Below is a Ten Point Plan for changing your thinking and behaviour. It is explained in detail in the book:

Resilience: bounce back from whatever life throws at you, by Jane Clarke & Dr John Nicholson (Crimson, 2010).

1. **Visualise** realistic success
2. Acknowledge your strengths and diversify your sources of **self-esteem**
3. Reframe on your **self-efficacy**
4. Learn to be more **optimistic**
5. Identify and reduce **stressors**
6. Don't avoid **decisions**
7. **Network** - map your contacts
8. Resolve **conflicts** early, can a win-win be brought about?
9. Consciously make an effort to keep **learning**
10. Stay **true to yourself** and your core identity

My action points to develop resilience:

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