



## Teaching Resilience and Coping Skills

Emotional Intelligence skills form the foundation for effective response to setbacks and disappointments. Everyone has unmet expectations, disappointments or challenging problems. The way these are handled, coped with and responded to sets the tone for overall success. Resiliency is about making positive, constructive choices. It looks forward from setbacks and disappointments with optimism, hope and renewed tenacity. Without resilience, too many experiences focus on the past with regret and sorrow.

**The life of man is like a game with dice; if you don't get the throw you want, you must show your skill in making the best of the throw you get.**

**-Terence**

**A Sense of humor can help you overlook the unattractive, tolerate the unpleasant, cope with the unexpected and smile through the unbearable.**

**-Moshe Waldoks**

**That which does not destroy, strengthens.**

**-Friedrich Nietzsche**

**Inside of a ring or out, ain't nothing wrong with going down. It's staying down that's wrong.**

**-Muhammad Ali**

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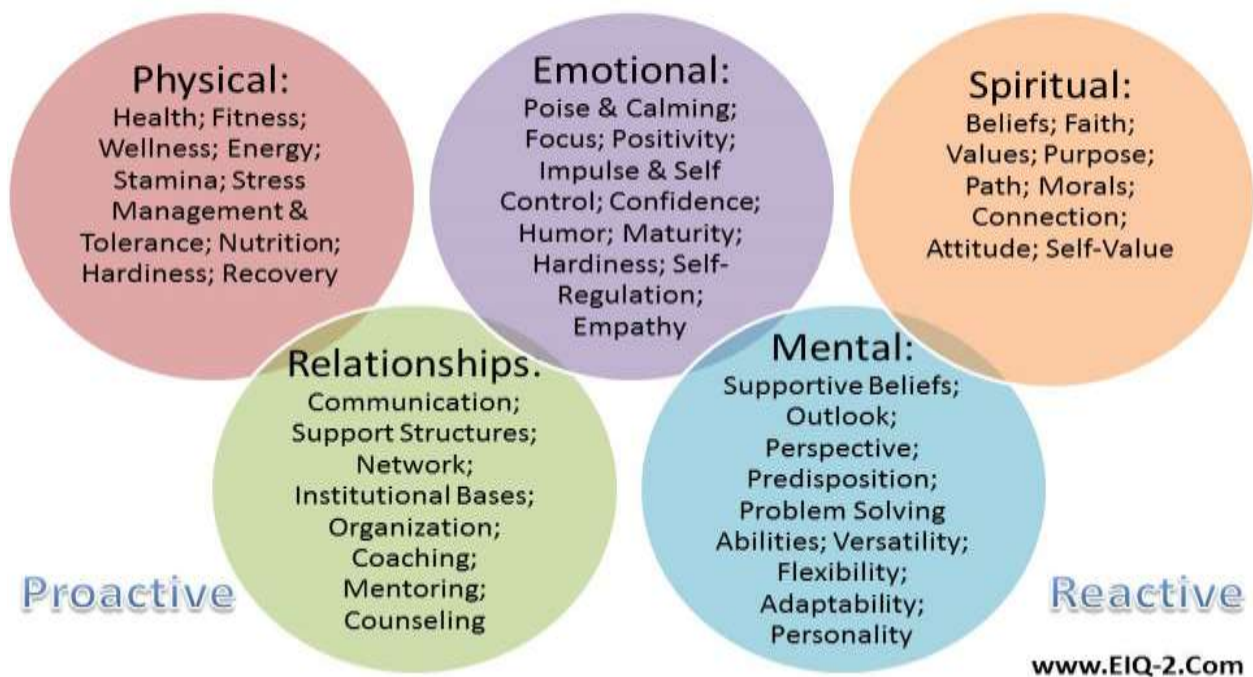
Coping and resiliency abilities are based on five crucial areas:

1. **Physical:** overall wellness, health, energy, stamina, wellness and physical levels. Resilience bounces back through a general hardiness and ability to address strain. Most

illness and disease is stress related. Those with physical constitutions that experience, deal with and tolerate physical pressure succeed.

2. **Emotional:** the overall framework or emotional intelligence deals with personal awareness and emotional regulation. Resiliency requires a strong internal mechanism to deal with feelings relating to stress and change. Empathy, optimism and positive emotions respond best.
3. **Spiritual:** belief systems and faith create focus on higher purpose and plans. Through a value system and inner sense of guidance, adversity is better dealt with and inner reframing creates positives from stressors.
4. **Mental:** recognizing the emotional consequences and impact of adversity develops better creativity and problem solving. Mechanisms of flexibility, adaptability, versatility and agility produce powerful, constructive responses to change. The mind has predispositions and perspectives through which it plans and problem solves. These skills lead to maturity and success.
5. **Relationships:** winning comes from connection and external support. Outside help is provided through communication and networks. Resilience comes from both intrapersonal and interpersonal power.

## Coping & Resilience Foundation



Coping is a response to setbacks and disappointed expectations. Problem solving is the ability to effectively answer the challenges of success. Resiliency comes from strong, deep set positive beliefs and the ability to address challenges effectively. Emotional intelligence sets the framework for a deliberately constructive response.

**Problems are not the problem; coping is the problem.**

**-Virginia Satir**

**Happiness is not the absence of problems but the  
ability to deal with them.**

**-H. Jackson Brown**

**If you voluntarily quit in the face of adversity, you'll  
wonder about it for the rest of your life.**

**-Bill Clinton**

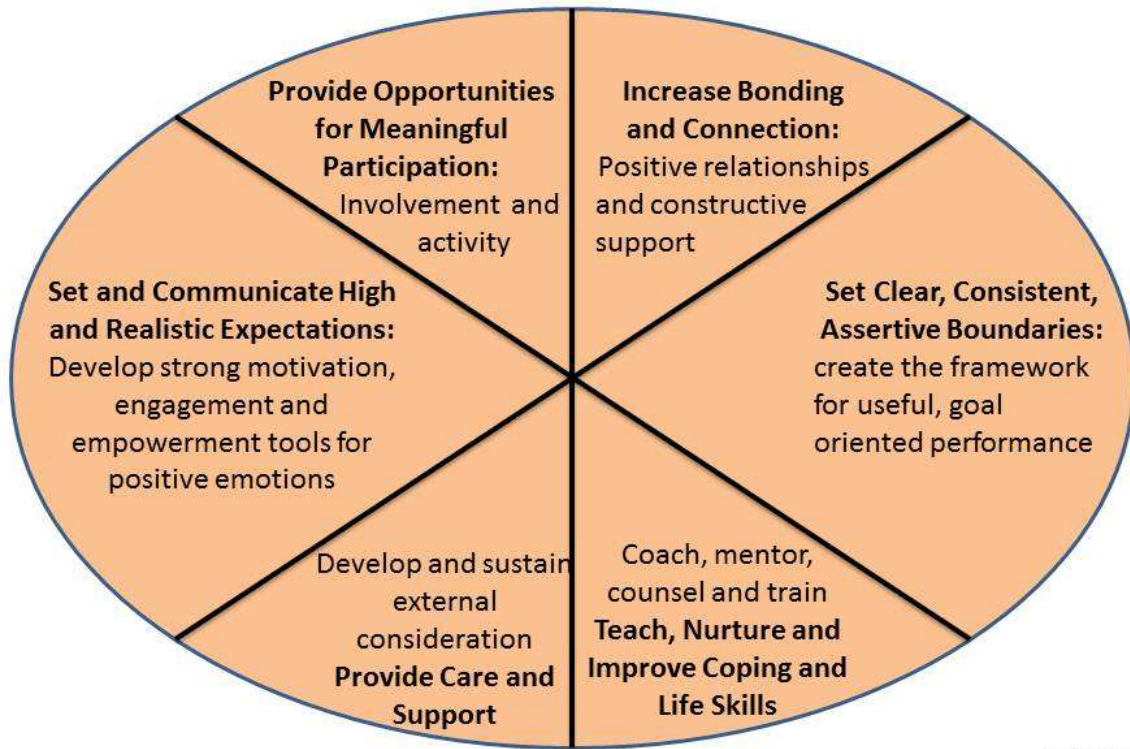
**The bend in the road is not the end of the road unless  
you refuse to take the turn.**

**-Unknown**

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For the most part, coping with stress is a matter of perspective. Change, growth and improvement all involve major stress and thus demand coping skills. Expectations that things will be easy and provide little challenge lead to surprise and extra stress. Through training and development, the issues of growth can be proactively met and successfully answered. A high external locus of control creates a victim mentality that believes that one is subject to environmental forces that are inherently uncontrollable. An internal locus of control sees the world as malleable and filled with change. Situations can be shaped and molded through attitudes and feelings.

# The Resiliency Wheel



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Have you, your organization and your team proactively chosen to be successful? Do you have an active, constructive program to optimize emotional intelligence and win? Call us for a free coaching session. We can be reached at [RJerus65@aol.com](mailto:RJerus65@aol.com) or at 863-420-1929. Your organization and development systems need to have the best in emotional intelligence development.



Learn:

The Empathy Principle; EIQ-2 Emotional Intelligence; EIQ-2L Emotional Leadership; EIQ-2I Emotional Influence & Persuasion; TmEIQ-10 Team Emotional Intelligence; ESO Emotionally Smart Organizations; and EIQ-2CRM Emotionally Intelligent Customer Service and Relations Management.