

RESILIENT SYSTEMS REQUIRE RESILIENT PEOPLE

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PRODUCT MANAGER @SERVERDENSITY

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**YOU ARE NOT IMMUTABLE.
YOU ARE NOT HIGHLY AVAILABLE.
YOU ARE EPHEMERAL.**

- OLIVER WOOD

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THE WELLBEING OF HUMAN OPERATORS IMPACTS THE RELIABILITY OF SYSTEMS

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**RESILIENCE:
THE ABILITY TO RECOVER
QUICKLY FROM DIFFICULTIES**

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**PEOPLE ARE MORE DIFFICULT TO
WORK WITH THAN MACHINES.
AND WHEN YOU BREAK A PERSON,
HE CAN'T BE FIXED.**

**RICK RIORDAN
THE BATTLE OF THE LABYRINTH**

**CHANGE IS INEVITABLE.
PROGRESS IS OPTIONAL.**

- TONY ROBBINS

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**YOU ARE UPGRADING YOUR
TECHNOLOGY, AND YOU'VE
NOT UPGRADED YOURSELF!**

- ERIC THOMAS

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**I THOUGHT I COULD FIX
EVERYTHING WITH
ENGINEERING**

- TEMPLE GRANDIN

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**THE ONLY THING THAT'S
CONSTANT IS CHANGE**

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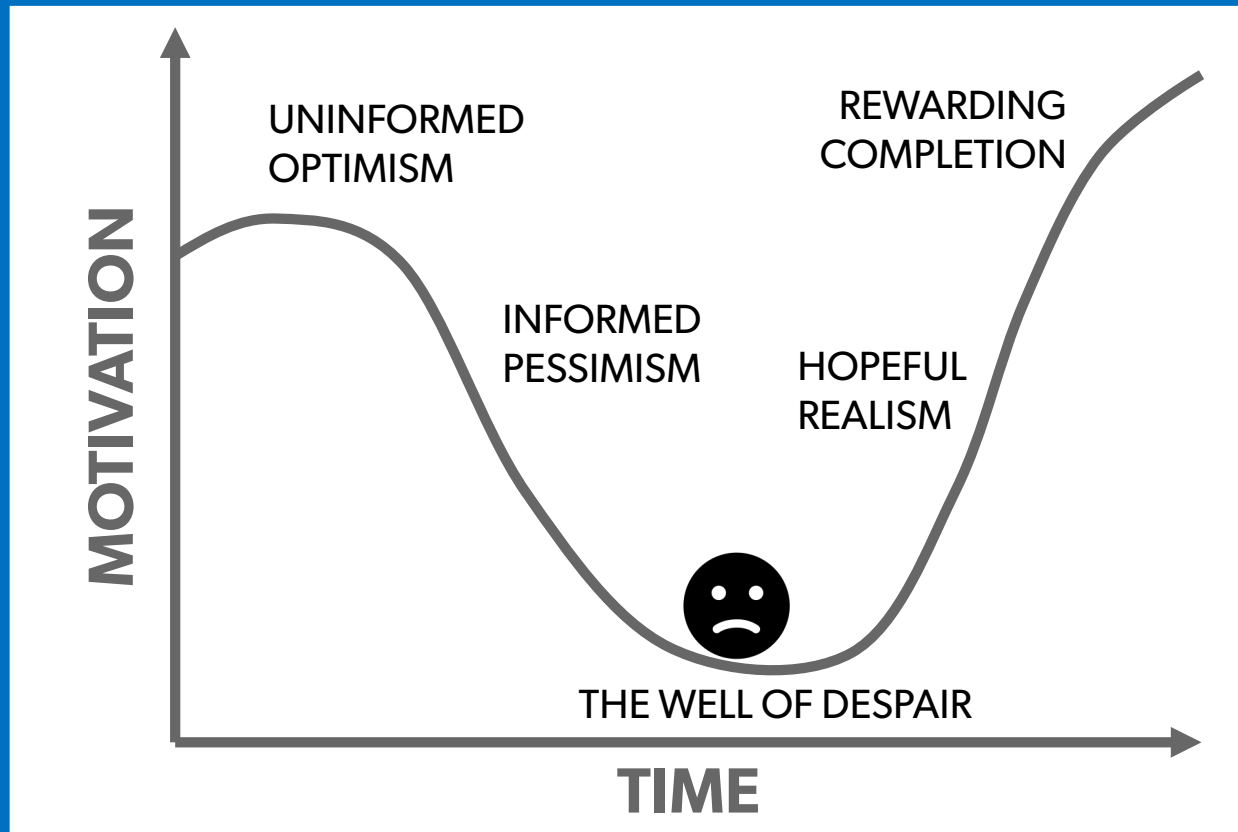
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BEWARE THE WELL OF DESPAIR

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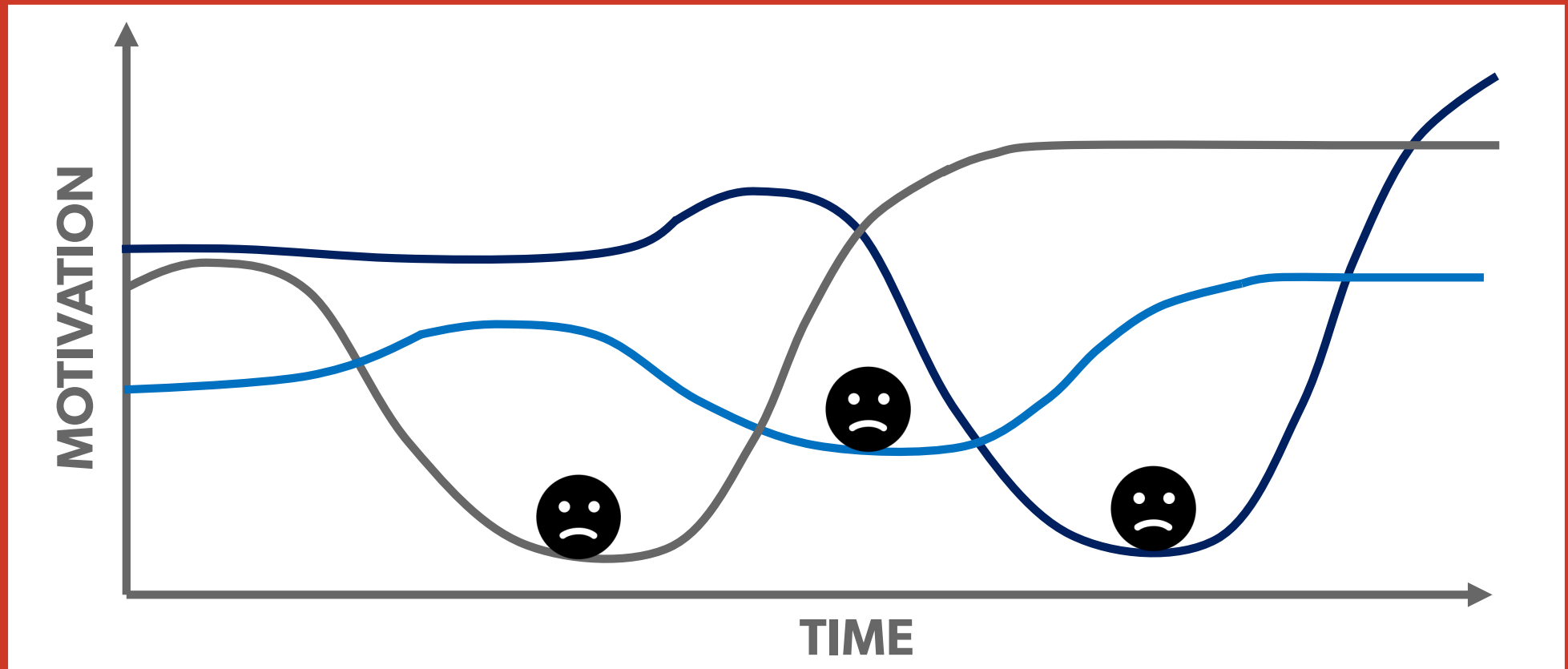
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THE EMOTIONAL CYCLE OF CHANGE



SOURCE:
ADAPTATION OF
KUBLER-ROSS
MODEL

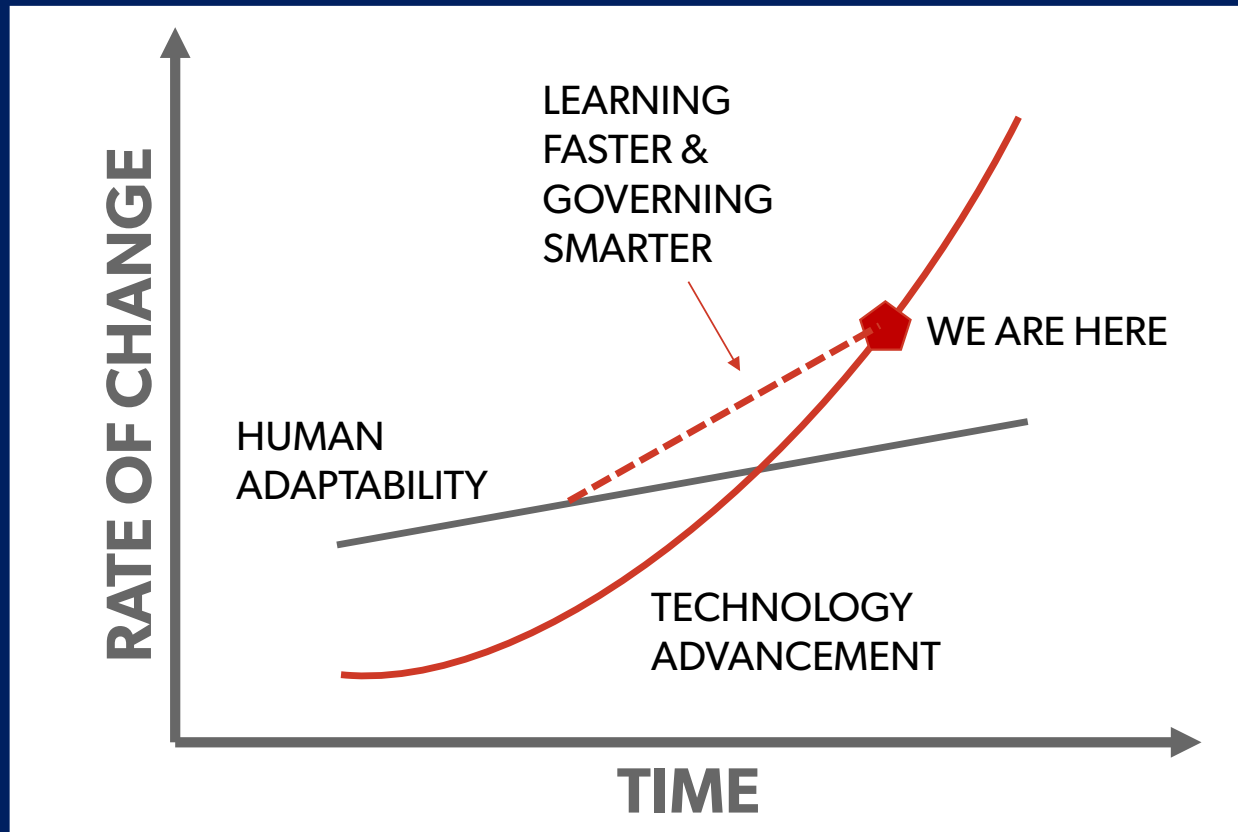
THE EMOTIONAL CYCLE OF CHANGE(S)



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WHY DOES THIS FEEL SO HARD?



SOURCE:
THOMAS FRIEDMAN
THANK YOU FOR
BEING LATE

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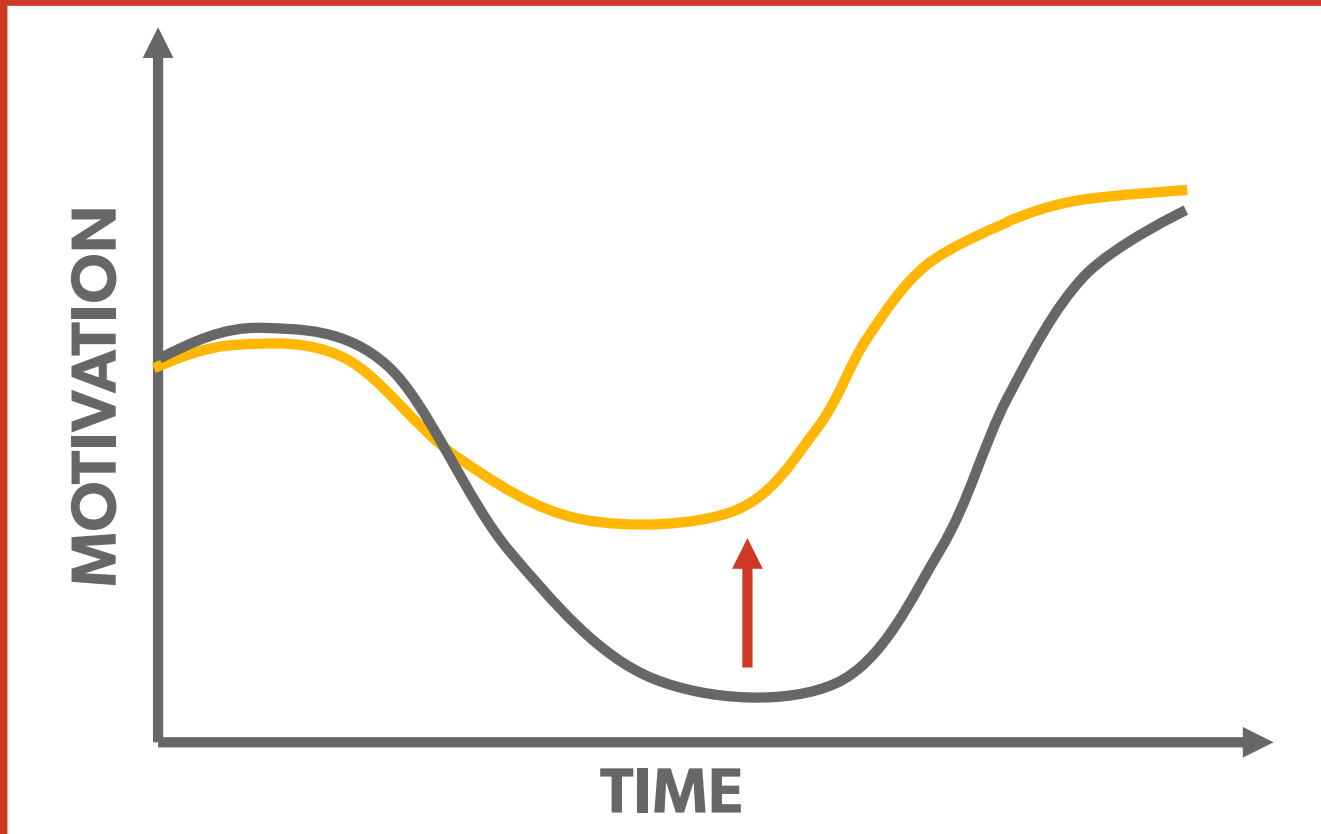
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**RESILIENCE:
THE ABILITY TO RECOVER
QUICKLY FROM DIFFICULTIES**

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RESILIENCE CAN BE IMPROVED



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**RESILIENCE IS NOT A TRAIT THAT
EITHER PEOPLE HAVE OR DO NOT
HAVE. IT INVOLVES BEHAVIOURS,
THOUGHTS AND ACTIONS THAT
CAN BE LEARNED AND DEVELOPED
IN ANYONE.**

- AMERICAN PSYCHOLOGICAL ASSOCIATION

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**PROTECTIVE FACTORS:
ELEMENTS OF AN INDIVIDUAL'S
ENVIRONMENT, BACKGROUND OR
PERSONALITY THAT ENABLE
SUCCESS DESPITE CHALLENGES
FACED**

**NORMAN GARMEZY
DEVELOPMENTAL PSYCHOLOGIST**

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EXTERNAL LOCUS OF CONTROL

INTERNAL LOCUS OF CONTROL

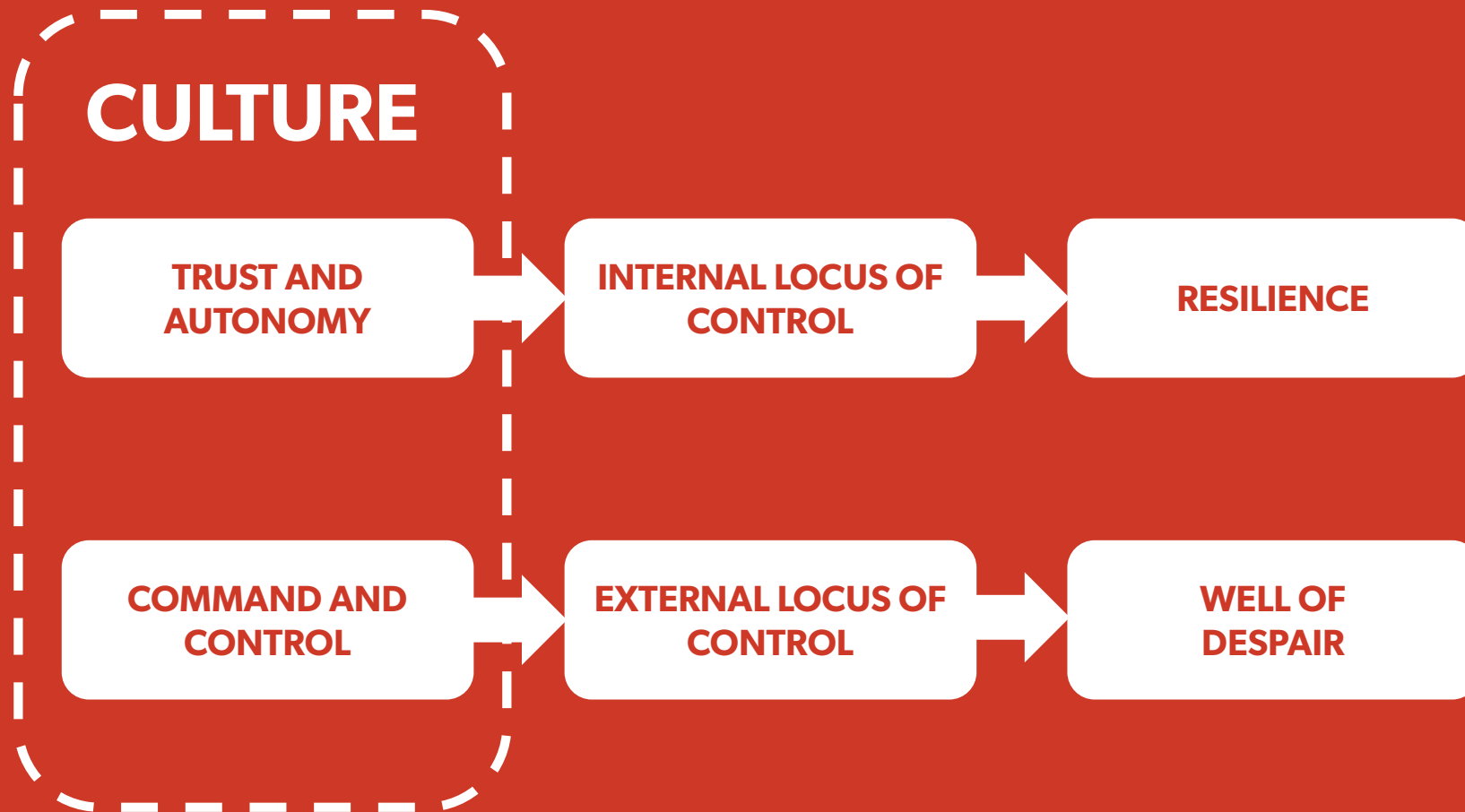


OUTCOMES ARE OUTSIDE OF YOUR CONTROL – DETERMINED BY "FATE" AND INDEPENDENT OF YOUR HARD WORK OR DECISIONS

OUTCOMES ARE WITHIN YOUR CONTROL – DETERMINED BY YOUR HARD WORK, ATTRIBUTES AND DECISIONS

"THIS IS IMPOSSIBLE."

"THIS FEELS IMPOSSIBLE RIGHT NOW, SO I'LL TAKE SOME STEPS TO UNDERSTAND IT BETTER."



TECH

LOOSELY COUPLED /
MICRO-SERVICES

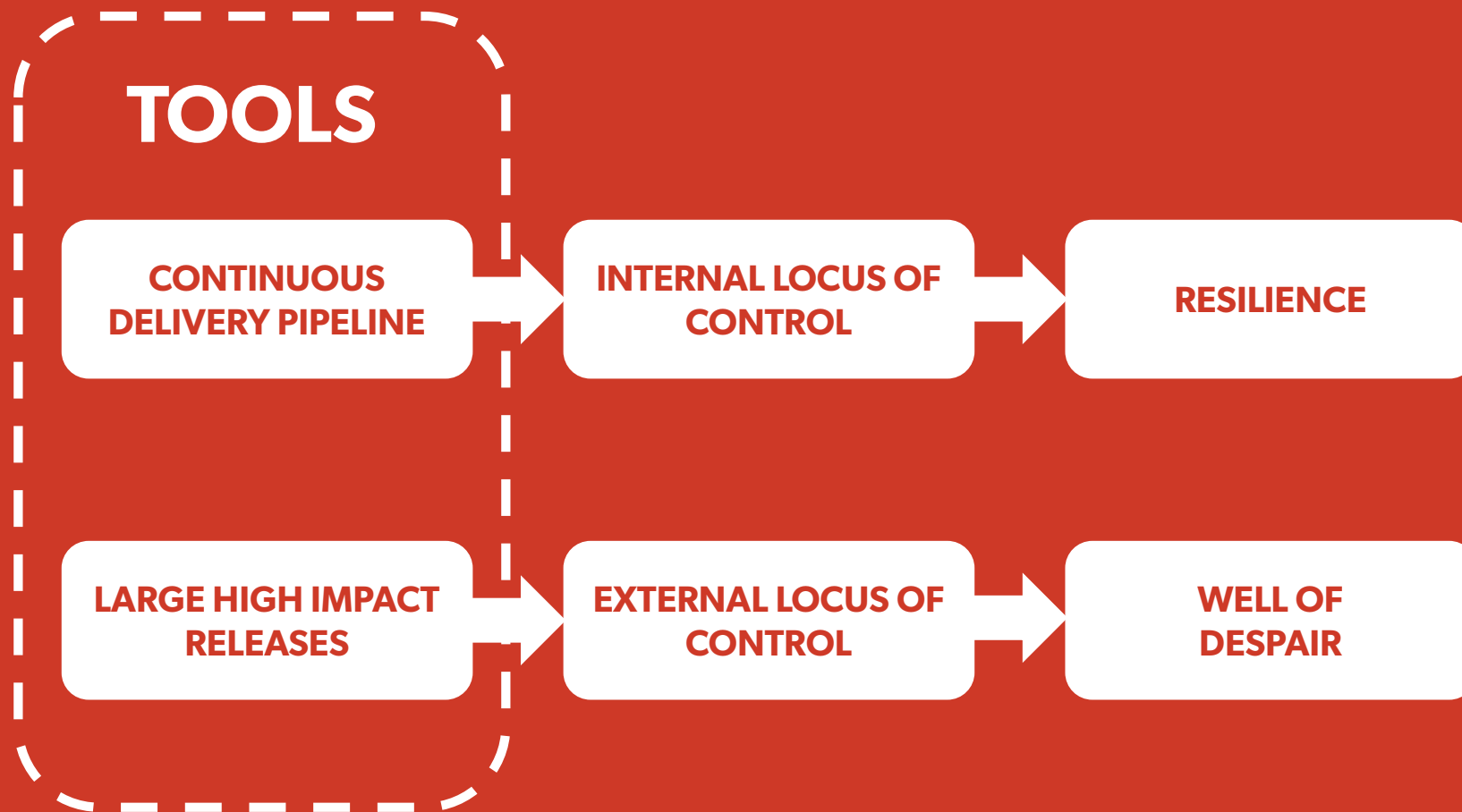
INTERNAL LOCUS OF
CONTROL

RESILIENCE

HIGHLY DEPENDENT
/ MONOLITHIC

EXTERNAL LOCUS OF
CONTROL

WELL OF
DESPAIR



IN THE CONTEXT OF EXPOSURE TO SIGNIFICANT ADVERSITY, **RESILIENCE IS BOTH THE CAPACITY OF INDIVIDUALS TO NAVIGATE THEIR WAY TO THE PSYCHOLOGICAL, SOCIAL, CULTURAL AND PHYSICAL RESOURCES** THAT SUSTAIN THEIR WELL-BEING, AND THEIR CAPACITY INDIVIDUALLY AND COLLECTIVELY TO NEGOTIATE FOR THESE RESOURCES TO BE PROVIDED IN CULTURALLY MEANINGFUL WAYS

- **RESILIENCERESEARCH.ORG**

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**WHEN FACED WITH A
CHALLENGE CAN I NAVIGATE
MY WAY TOWARDS A
SOLUTION?**

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**WHAT ELSE CAN I DO TO
IMPROVE RESILIENCE?**

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CARING, LISTENING AND SUPPORTING RELATIONSHIPS

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RESILIENT TEAMS

- SUPPORT EACH OTHER
- TRUST PEOPLE AND GIVE THEM AUTONOMY
- PROVIDE A SENSE OF PURPOSE
- FOCUS ON THE OPPORTUNITY
- PROVIDE CONSTRUCTIVE FEEDBACK
- DEVELOP COACHING SKILLS
- BE OPTIMISTIC AND CONFIDENT IN THE FACE OF SETBACKS
- BUILD A COMMUNITY

YOUR RESILIENCE

- TAKE BREAKS
- OBSERVE YOUR THOUGHTS
- LOOK AFTER YOUR HEALTH
- TALK ABOUT IT!

**IF IT DOESN'T CHALLENGE YOU,
IT WON'T CHANGE YOU**

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**THE WELLBEING OF HUMAN
OPERATORS IMPACTS THE
RELIABILITY OF SYSTEMS**

- HUMANOPS.COM

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