

BUILDING TEAM RESILIENCE: NAVIGATING UNCERTAINTY AND CHALLENGES

At Penn Medicine, being resilient, defined as “rebounding from setbacks and adversity when facing difficult situations,” is an important [competency](#).^{*} COVID-19 and resurgence planning requires teams to be resilient to navigate the current environment. The good news is [Psychology Today](#) reports that “**resilience is an acquired skill**, not a you’re-born-with-it-or-you’re-not trait.”

The key question is: “*How do I build and support the overall team’s resilience, as well as that of each team member?*”

Create an Environment Conducive to Resilience

Foster a resilient environment:

- Encourage the team to look to the future with hope through [clear goals with milestones](#).
- Remind team members of their [unique strengths](#) and find ways to leverage the various strengths.
- Recognize and [celebrate accomplishments](#) of individuals and the team.
- Focus on [opportunities to learn](#) and grow from challenges.
- Provide clear [goals and expectations](#).
- Offer genuine [care and support](#) for the unique needs of each team member.
- Meet regularly with your team to create a sense of connectedness.

Consider Individual and Team Needs

Ask your employees about their needs:

- *What strengths of yours should we leverage to support the broader team?*
- *What is your new workday routine? How can I best support it?*
- *What successes and learnings have you experienced this week? How can we apply them as we move forward?*
- *What new routines should I implement for our team in this ever changing environment?*
- *What new routines have you personally established to feel supported by colleagues, friends, family and others?*
- *Do you feel you have the support needed at work, at home and in general? Have you explored the great resources on [Penn Medicine Together](#) and [Penn COBALT](#)?*



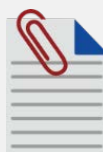
Consider what you're doing to address collective team needs:

- *Engage your team in the development of [new norms](#) to support working effectively together.*
- *Implement new routines with your team to share successes, learnings and challenges.*
- *Review and align on current [team goals](#), and set clear milestones and responsibilities for each team member.*
- *Celebrate individual and team successes; articulate how they contribute to a successful future.*

“When I think about Penn Medicine, the first word that comes up is resilience. Despite the uncertainty, I have witnessed our staff answer the call. We are here as part of our mission. We look at our colleagues as our “work family.” We are reaching out to support each other. These qualities are in the DNA of our employees.”

John A. Sestito, Associate Executive Director, CPUP

Want to learn more?



- [High Performance Team Toolkit](#) (PMA)
- [Build your Team’s Resilience From Home](#) (HBR**)
- [Resilience Skills in Times of Uncertainty](#) (Penn COBALT)

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* Please note that VPN is required to access PMA tools.