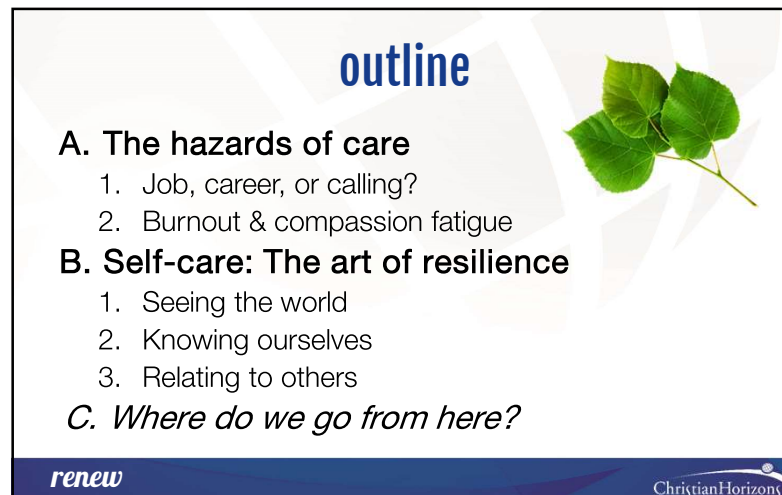


1



2



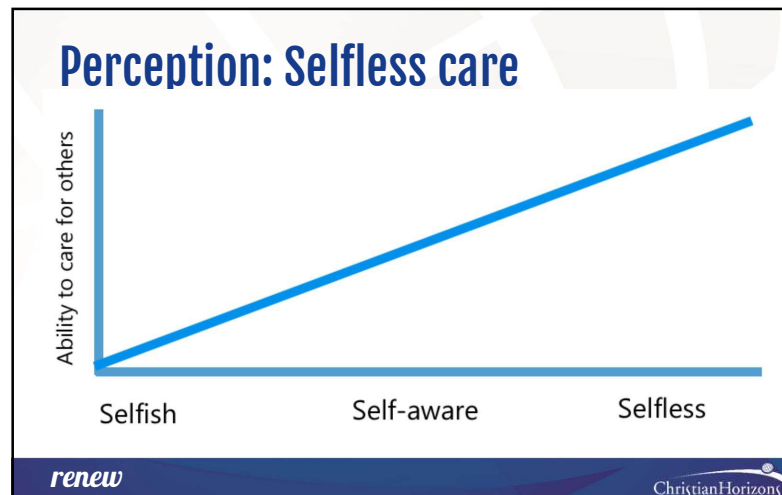
3



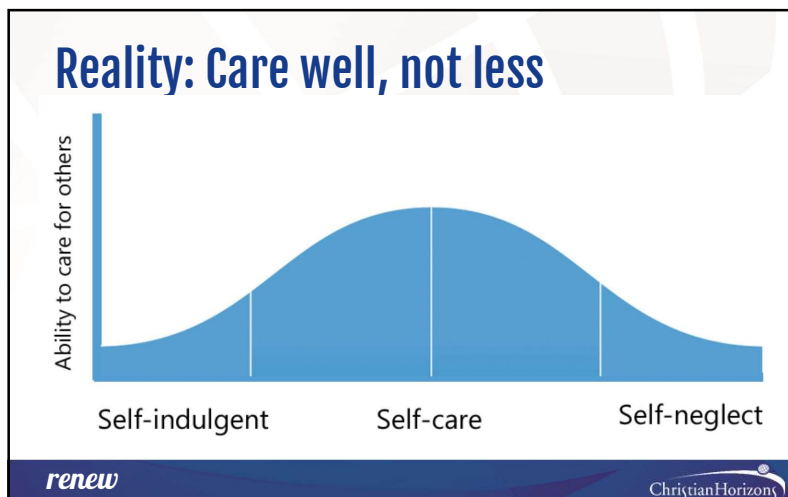
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**RESILIENCE**

**Definition**

Resilience involves maintaining stamina and performance under continuing stress, and to act effectively under pressure. It includes bouncing back from disappointments or confrontations, not letting them negatively influence ongoing performance. Resilient people consistently display determination, self-discipline and commitment in spite of setbacks or lack of support, and a willingness to take a stand when appropriate.


<b>Level 1</b>	Tries to maintain consistency of performance
	<ul style="list-style-type: none"> <li>Accepts the need to perform monotonous and routine tasks and sees their value.</li> <li>Tries hard to maintain level of work effort as pressure increases.</li> <li>Tries to maintain a positive outlook as pressure increases.</li> </ul>
<b>Level 2</b>	Performs well under normal pressure
	<ul style="list-style-type: none"> <li>Maintains self-motivation in face of routine/repetitive tasks.</li> <li>Maintains high quality standards regardless of task performed.</li> <li>Maintains level of outputs as pressure increases.</li> </ul>
<b>Level 3</b>	Overcomes obstacles and/or distractions in specific situations (short to medium term)
	<ul style="list-style-type: none"> <li>Focuses on how to successfully meet a challenge rather than on the obstacles or constraints.</li> <li>Persists with tasks and maintains output when barriers are perceived/encountered.</li> <li>Maintains positive demeanour and self-motivation under trying conditions.</li> </ul>
<b>Level 4</b>	Direct Support Professionals, Specialized Support Workers, Clinical Specialists
	<ul style="list-style-type: none"> <li>Delivers results with a high level of consistency over a long period of time.</li> <li>Demonstrates ongoing commitment to complete routine tasks over the long term.</li> <li>Persists (over a long period of time) with difficult tasks. Manages own stress effectively.</li> <li>Sticks with tasks despite meeting frequent and/or repeated rejection and/or frustration.</li> <li>Maintains positive demeanour and high levels of self-motivation whatever the circumstances.</li> <li>Remains steadfast and ensures service providers, agencies, community partners, etc., continue to deliver the level of service agreed upon.</li> </ul>

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## THE ART OF RESILIENCE



1. Seeing the world
  - a. Managing expectations
  - b. Finding thanks
  - c. Recognizing gifts
2. Knowing ourselves
3. Relating to one another
  - a. Communication
  - b. Compassion
  - c. Connection

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## CONNECT WITH US


- Send us an email at [ministry@christian-horizons.org](mailto:ministry@christian-horizons.org)
- Visit the site: [www.christian-horizons.org/renew](http://www.christian-horizons.org/renew)
- Leave a review on iTunes and let us know what you think!




**Dr. Keith Dow**  
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caring for you as you care for others

Keith Dow, Manager of Organizational and Spiritual Life 

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