



## **Anurag Rai MBPsS FloL**

Organisational Psychologist

Best Selling Author

Founder of AMHWAL Academy &  
Superhuman In You



# **BUILDING RESILIENT CULTURES**

Leadership for  
**MENTALLY HEALTHY &  
HIGH PERFORMING teams**



## THREE INVITATIONS BEFORE WE BEGIN

- Listen for Insights
- Be an Explorer
- Tap into your **POWER OF RECEIVING**

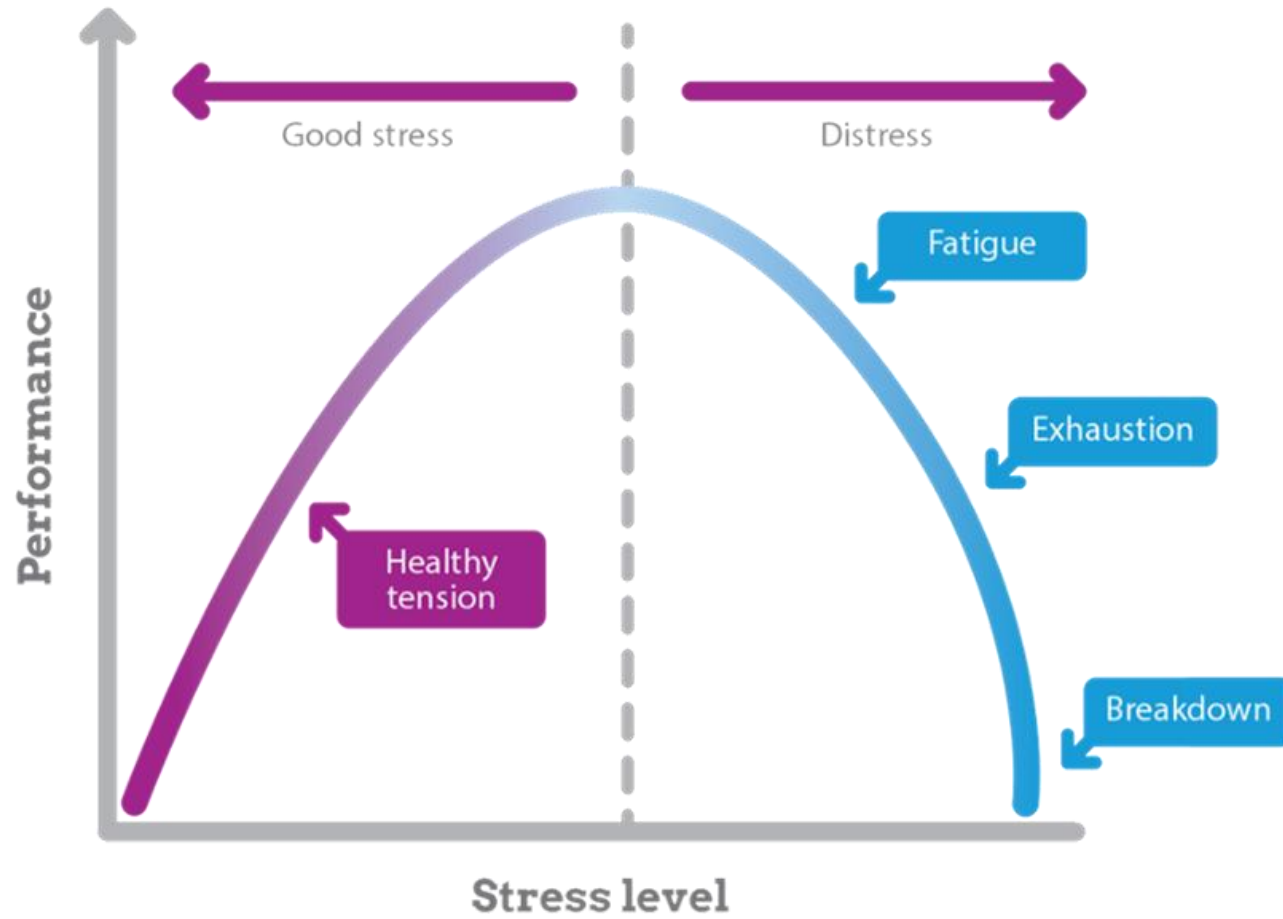








## Distress vs Eustress (good stress)



Adapted from  
Robert Yerkes and  
John Dodson





Figure 1.

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE



Communication



Courageous  
Kindness



Emotional  
intelligence



Psychological  
Safety



Team  
Development



Accountability  
& Support



Vision and  
Purpose

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

1.



Communication

## PYGMALION EFFECT

**I am not who you think I am;**

**I am not who I think I am;**

**I am who I think you think I am**

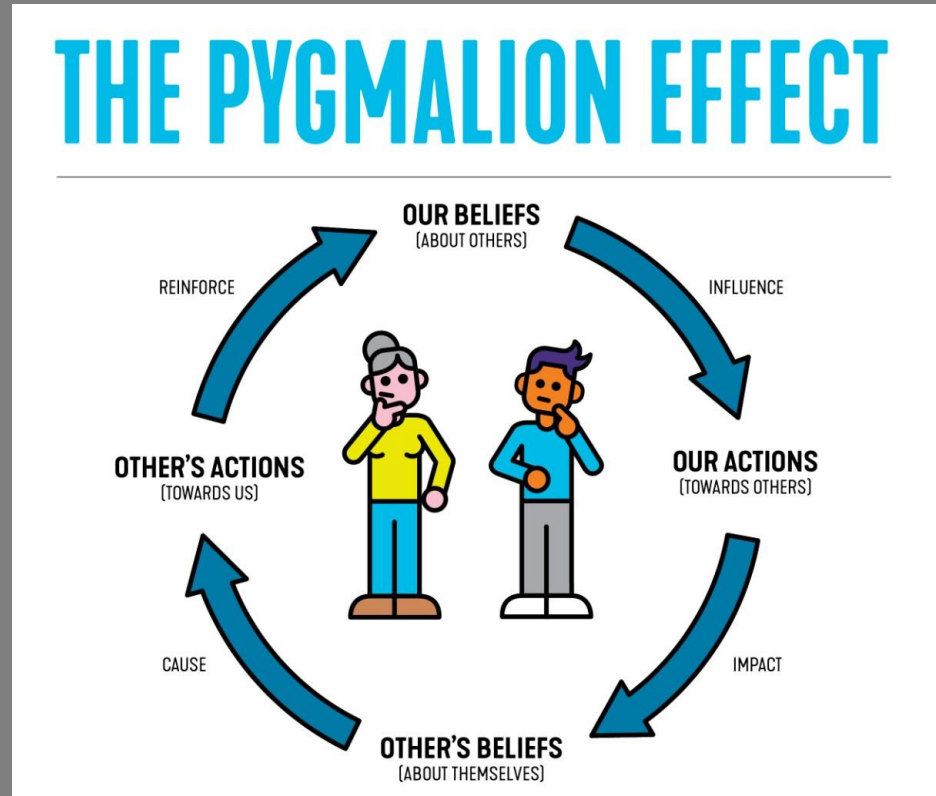
~**Charles Horton Cooley**

American Sociological Association

# PYGMALION EFFECT

## {DEFINITION}

- People's behaviour is influenced by their perception of our beliefs about them.



# PYGMALION EFFECT

## {APPLICATION}

- 5 Ps for 3 Cs

## WHY IT WORKS?

- Positive Reinforcement
- Our brain is designed to find more of what we are looking for – Selective attention
- Principle of Reciprocity



## SELF-EFFICACY & COGNITIVE DISSONANCE

- Our Brain will always prove our self-image right



## THREE L'S OF COMMUNICATION

- **Language**
- **Listening**
- **Leading by Example**



# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

2.



Courageous Kindness

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

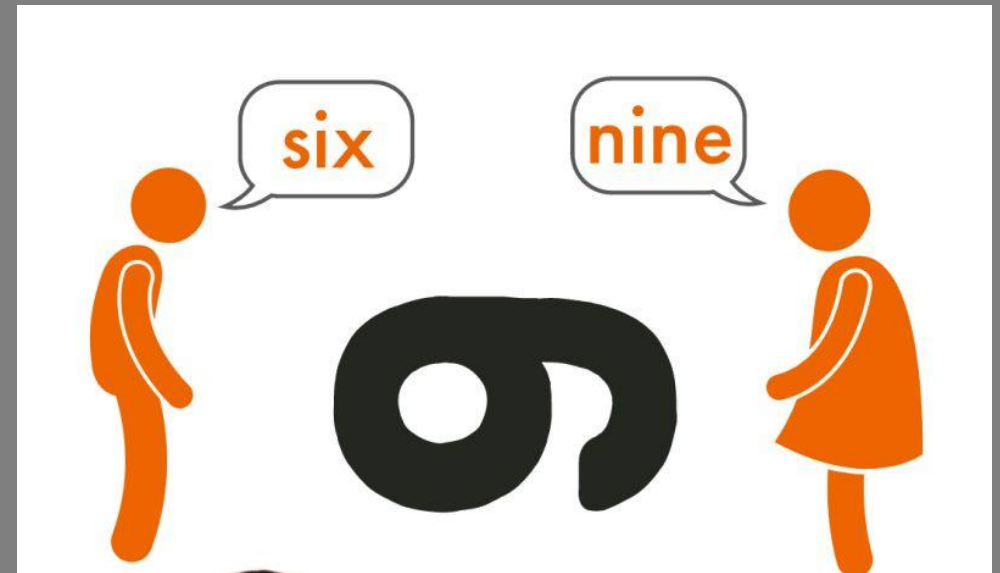
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Emotional Intelligence

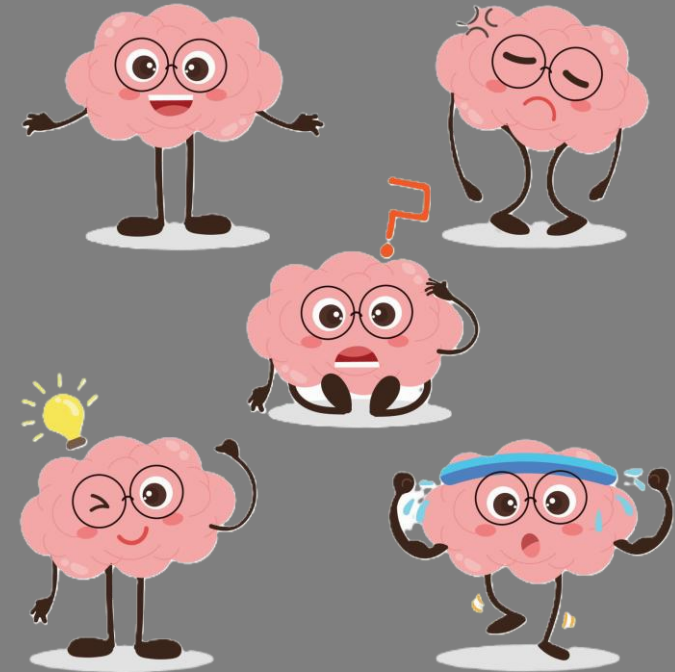
## COGNITIVE BIAS

- We don't see reality
- We see our reality



## QUIZ TIME

- How well do you know your brain?







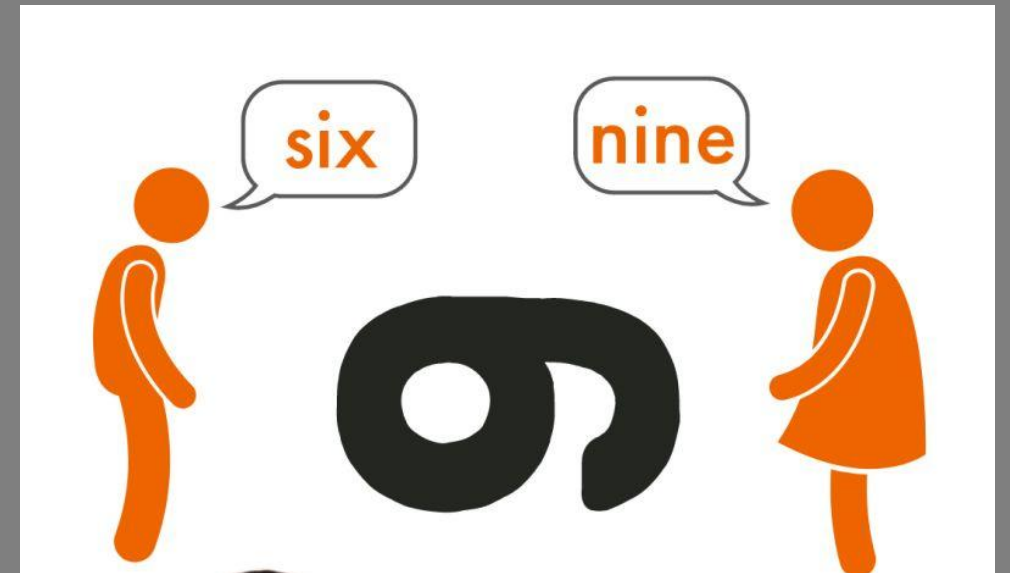






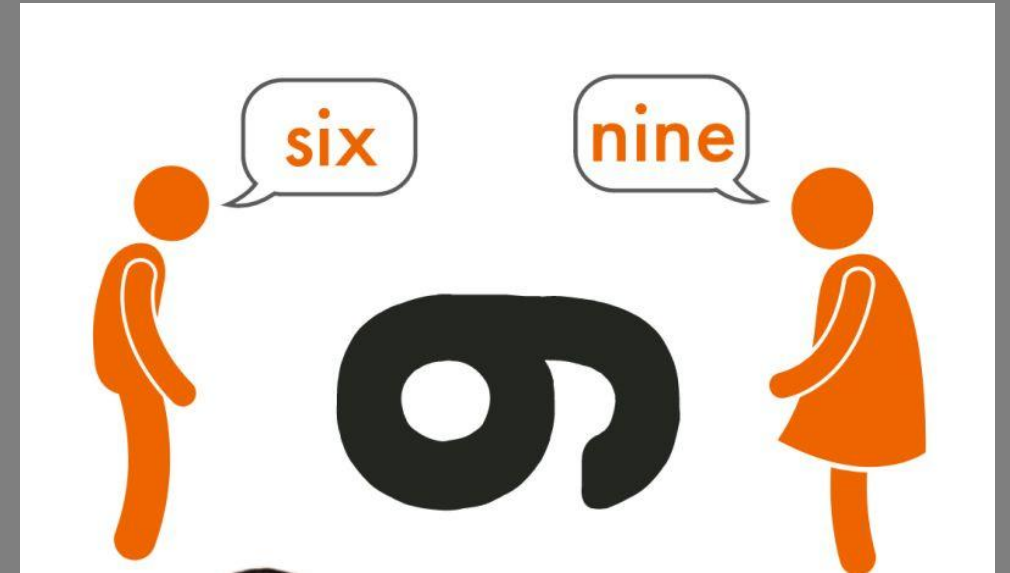
**TWO PEOPLE CAN  
BOTH BE RIGHT**

- It's not LOGICAL
- Because it's PSYCHOLOGICAL



## UNDERSTAND THEIR MAP OF THE WORLD

- And Focus on Co-Creation



# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

4.



Psychological Safety

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

5.



Team Development

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

6.



Accountability and Support

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE

7.



Vision and Purpose

# 7 WAYS LEADERS CAN BUILD A RESILIENT CULTURE



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**“If we want to create a mentally  
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We have to create a culture of  
Resilience”**

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# THANK YOU



**Anurag Rai MBPsS FloL**  
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