



Movie catch-phrases to help build resilience

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It can be easy for your eyes to glaze over when you hear someone talk about building resilience. But in truth, you already know resilience quite well. You feel its effects every day. And you can recognize and practice resilience in all aspects of your life.

Resilience is a huge theme in the movies we see on the big screen and now, thanks to modern technology, on the smaller screen at home and even a tiny screen in a waiting room or grocery line. At the heart of so many big stories lies the simple message: Don't give up. And different movies show different ways you can be resilient in your life too.

Don't believe me? Here are some examples:

- 1. "If you build it, they will come."** The auditory "vision" behind *Field of Dreams* can also speak to laying the foundation of resilience in the culture you...well, cultivate. Have you ever noticed that people don't stay too long in places that don't nourish their resilience? The opposite is also true: If you create an exemplary culture in which building up stores of resilience happens without much effort, you and your team will save up an account balance you'll never need to overdraw. That's a win-win-win for you, your customers and your team.
- 2. "Be excellent to each other."** Bill and Ted were on to something simple yet excellent for building a culture of resilience. Don't just be good enough for each other, or even good to each other. Be excellent. There's a measure of striving and reaching for new heights combined with a flow that streams from setting the bar that high in the first place. If it's done right and with genuine caring, the reach really aims for super-excellence while the day to day experience falls in "excellent" territory.
- 3. "Run, Forrest, run!"** Sometimes building resilience demands a sense of urgency. But it's best to run toward the positive — creating relationships and systems with built-in layers of protection. Or even, as *Forrest Gump* himself did, to use running to burn off negativity and find a new perspective — rather than running away from all the things that eat away at resilience.
- 4. "There's no place like home."** In order to build and strive and run toward excellence, your team needs time and space to recharge. For Dorothy, home meant Kansas... but it also meant Oz. If your team feels at home in the workplace, they'll be able to trifle with even the wickedest of witches. Or computer glitches, which — let's face it — may be less exciting but more likely to sap your team's resilience reserves.

Real life isn't like the movies. But next time you watch a movie, think about how it relates to resilience for you and those around you. You just might be reminded to never give up, appreciate the meaning behind your work and find renewed energy to do your part in building a more resilient world.