



# An Illustrated Guide to “Emotional Resilience of Managers”

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Canadian Association of Municipal Managers  
June 1, 2016  
Winnipeg, MB

(Adapted from an Alliance for Innovation, Big Ideas, white paper:  
[http://transformgov.org/en/knowledge\\_network/documents/kn/document/306870/the\\_emotional\\_resilience\\_of\\_managers\\_surviving\\_the\\_slings\\_arrows\\_of\\_outrageous\\_fortune](http://transformgov.org/en/knowledge_network/documents/kn/document/306870/the_emotional_resilience_of_managers_surviving_the_slings_arrows_of_outrageous_fortune))

# A Test

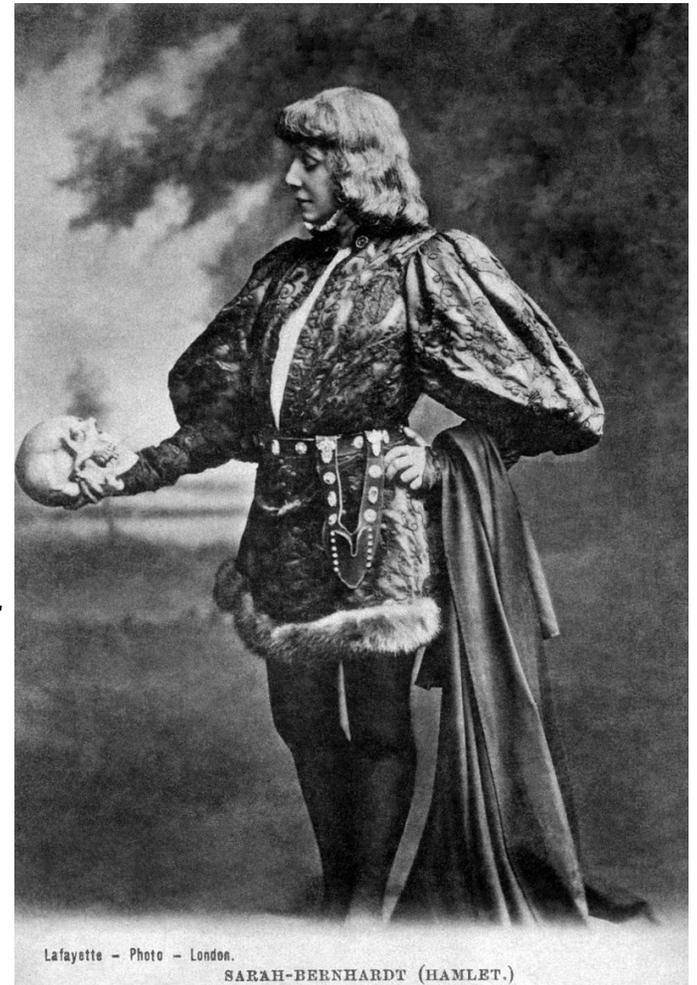
1. *Do you have little interest or pleasure in doing things?*
2. *Do you feel down, depressed, or hopeless?*
3. *Do you have trouble falling or staying asleep or sleeping too much?*
4. *Do you feel tired or have little energy?*
5. *Do you have a poor appetite or overeat?*
6. *Do you feel bad about yourself, or that you are a failure or have let yourself and your family down?*
7. *Do you have trouble concentrating on things, such as reading the newspaper or watching television?*

If you answered “YES”  
to 5 or more questions...  
You Could Be a...  
Municipal Manager

# Did you ever have a bad day???



*To be, or not to be,  
that is the question  
Whether 'tis Nobler in  
the mind to  
suffer The Slings and  
Arrows of outrageous  
Fortune, Or to take  
Arms against a Sea of  
troubles, And by  
opposing end them?*





2 🐝 or 🚫 2 🐝, that is the ?. Is it better to muddle through a miserable life you have no control over? Or is it better to 🦊 back and maybe win? If I died—if I gave up and threw in the towel—all my problems would go away. I'd have no more 💧 or 💔.

But 😵 could be even worse than life! WTF.







aphlover5:

**To pancake, or not to pancake: that is the maple:  
Whether 'tis nobler in the mind to eat pancakes  
The butteriness and goodness of Canadian delicacies,  
Or to take silverware against a sea of syrup,  
And by scarfing, end them? To fill: to be full;  
-Matthew Williams**

# 5 Observations on Resilience

1. Stuff happens; pigeons will poop on your hood.
2. It's not personal; it's only a movie.
3. It's lonely at the top; get a "family."
4. Happiness happens.
5. Belief matters.

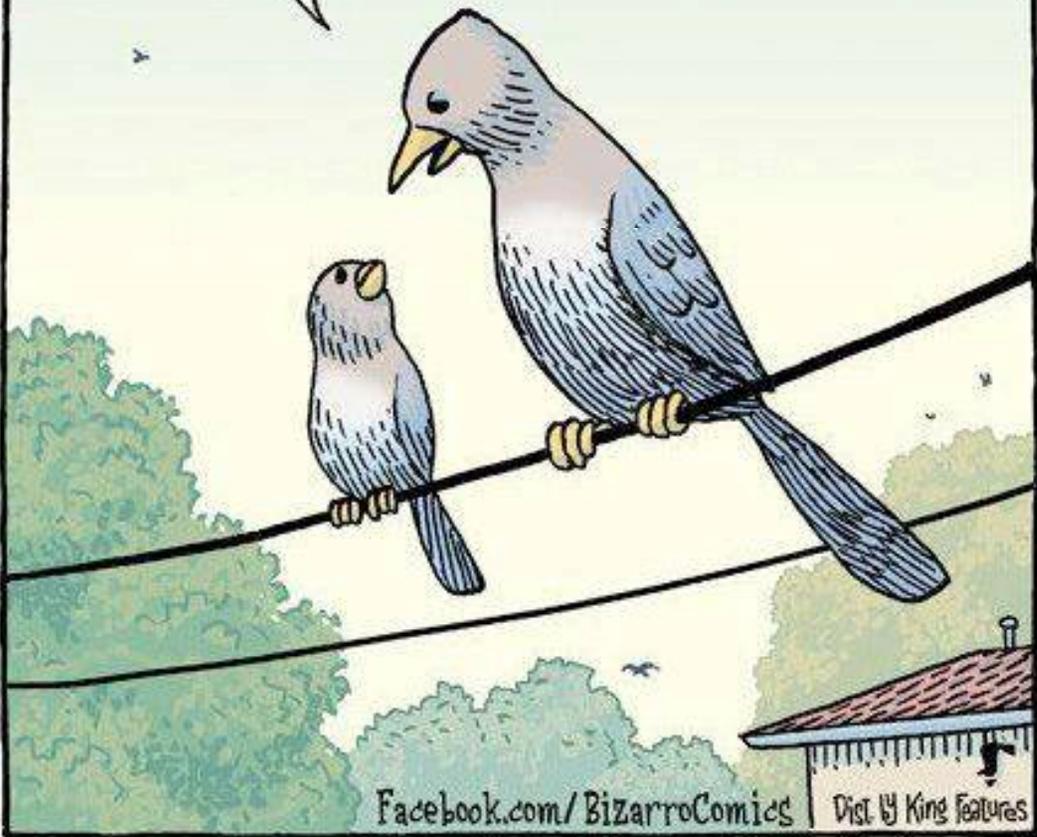
# 1. Stuff Happens; Pigeons will poop on your hood



*Have you ever noticed  
When you're feeling really good  
There's always a pigeon  
That'll come s\*\*\* on your hood*

John Prine, Some Humans Ain't Human

Well, hold it until we  
find a parked car.

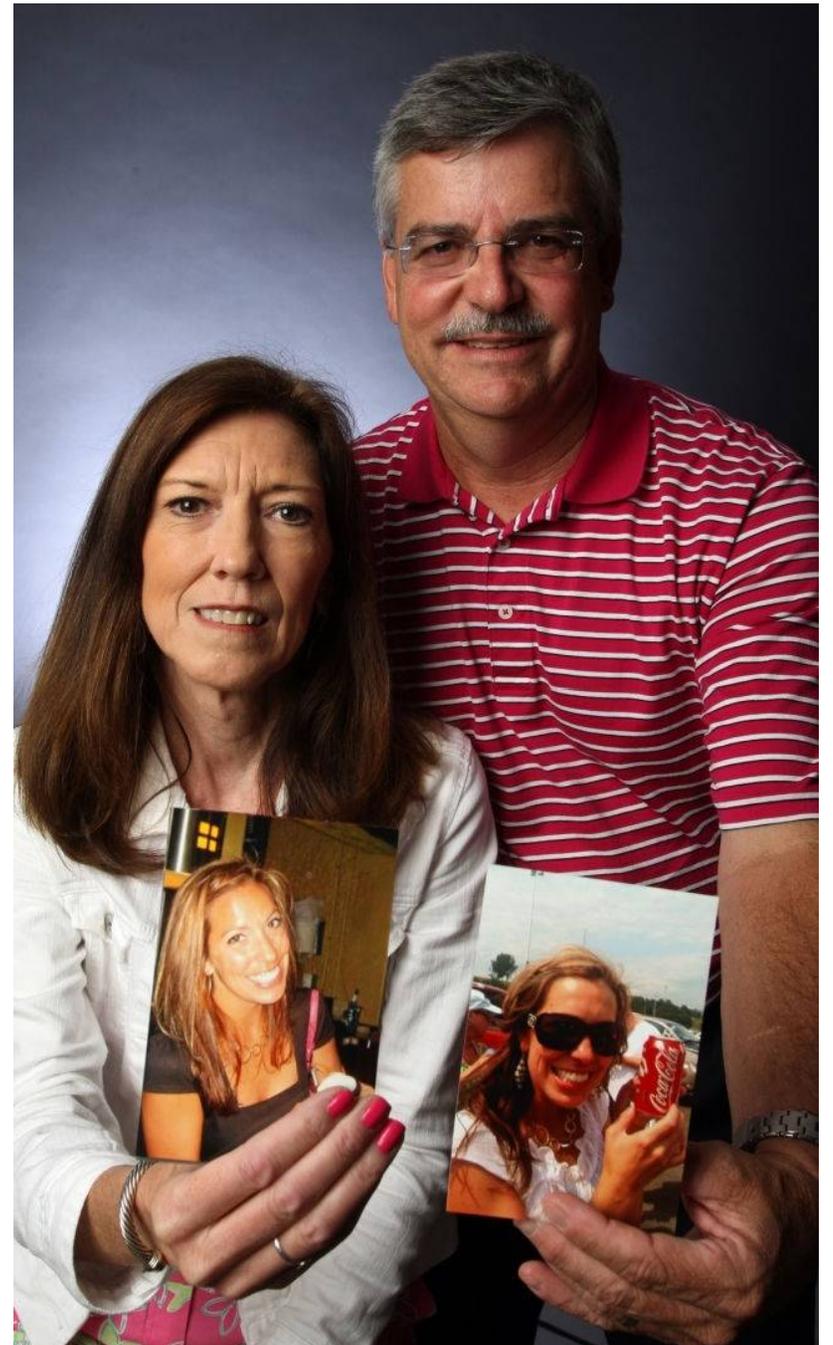
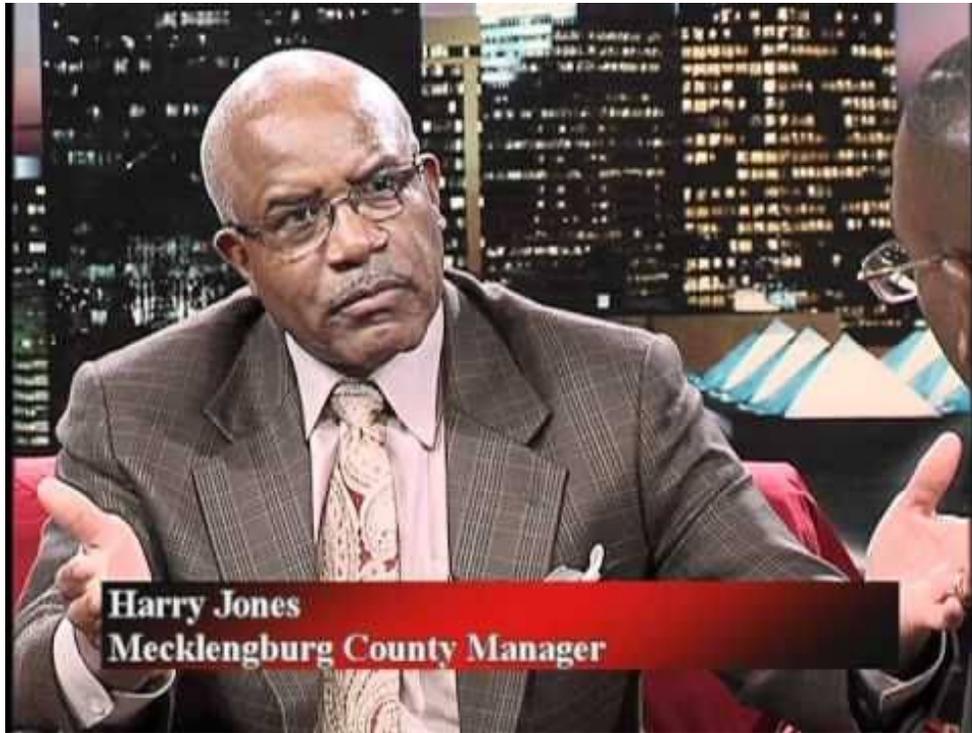


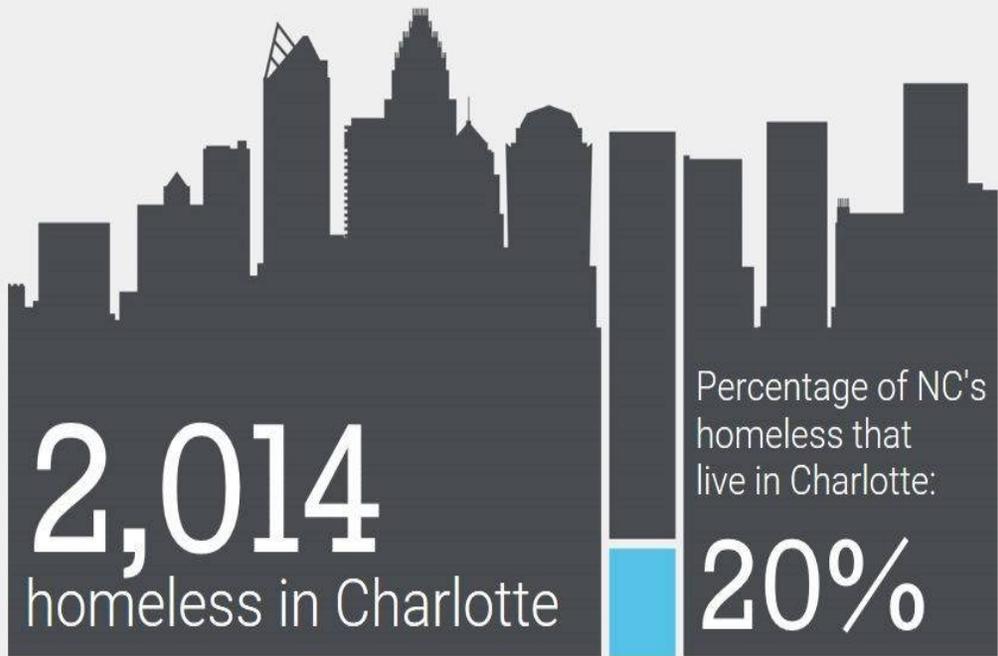
# Dixie Drive

R. POWELL









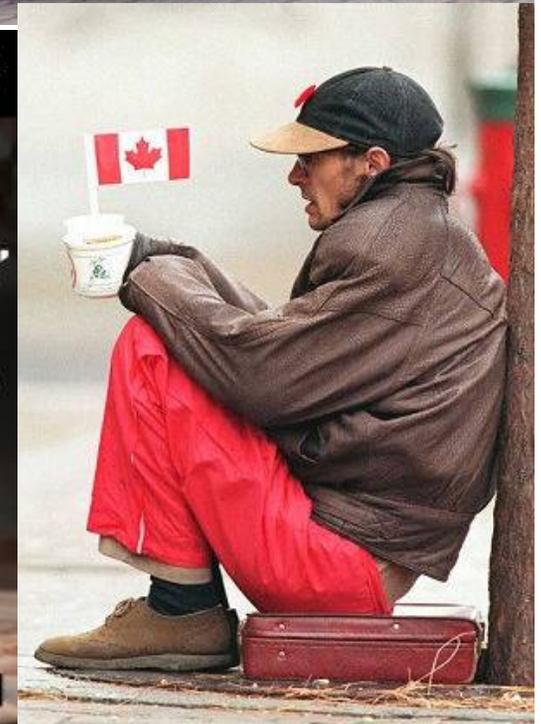
ON AN AVERAGE NIGHT IN WINNIPEG

**UNKNOWN NUMBER**  
OF PEOPLE  
**SLEEPING OUTDOORS,**  
in cars, abandoned buildings or on the street

**350** PEOPLE IN  
**EMERGENCY SHELTERS**  
like Siloam Mission

**700-1,000**  
PEOPLE USING  
**HOTELS AS HOMES**

**2,100-2,400**  
**'HIDDEN HOMELESS'**  
who couch-surf or squat on a nightly basis





*If it weren't for bad luck, I  
wouldn't have no luck at all.*

William Bell, Born Under a Bad Sign

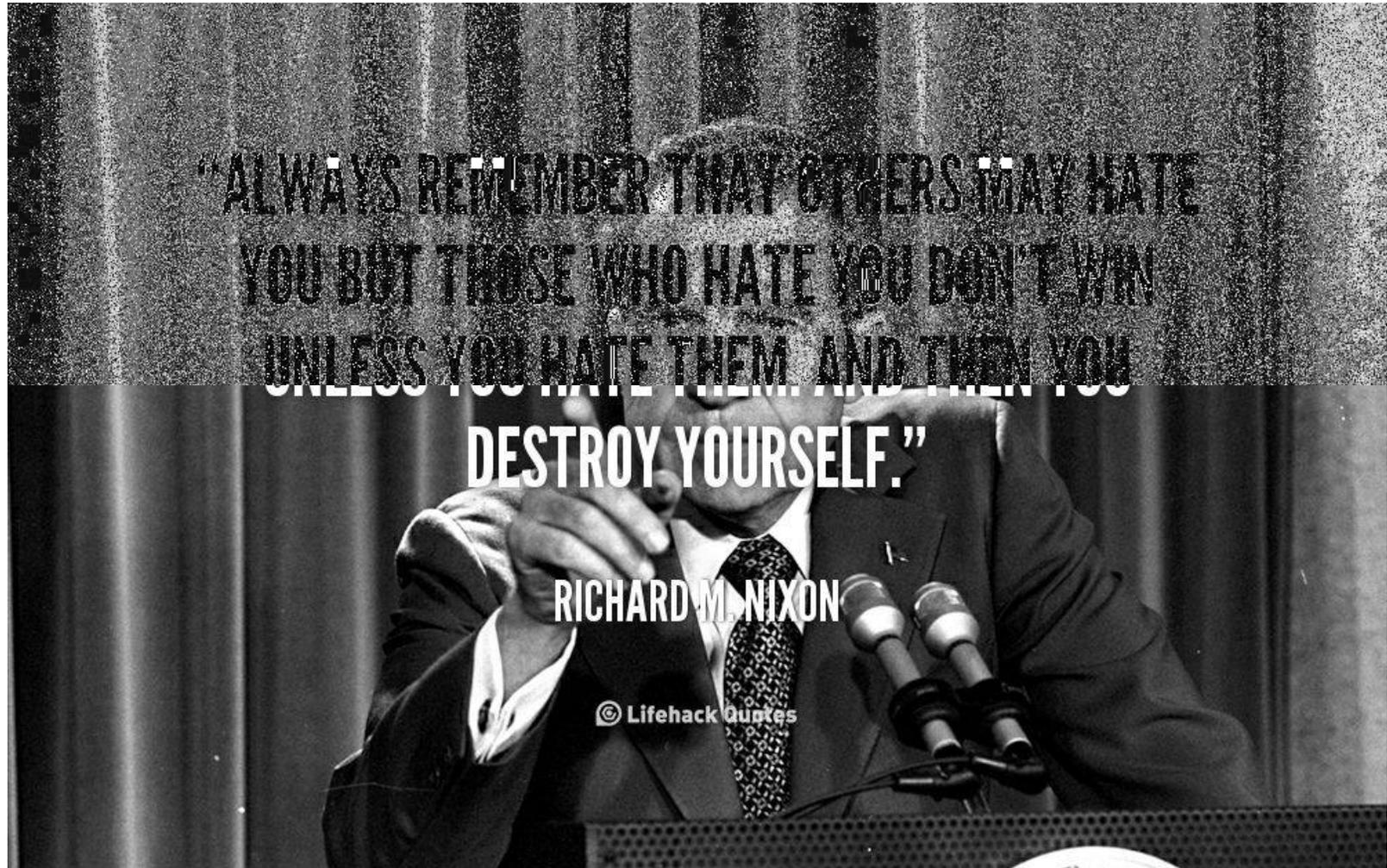
# “Use Difficulty as a Catalyst”

- Deepen purpose
- Recommit to values
- Increase discipline
- Respond with creativity
- Heighten productive paranoia

*Resilience, not luck,  
is the signature of greatness.  
Luck is not a strategy,  
but getting a positive return is.*

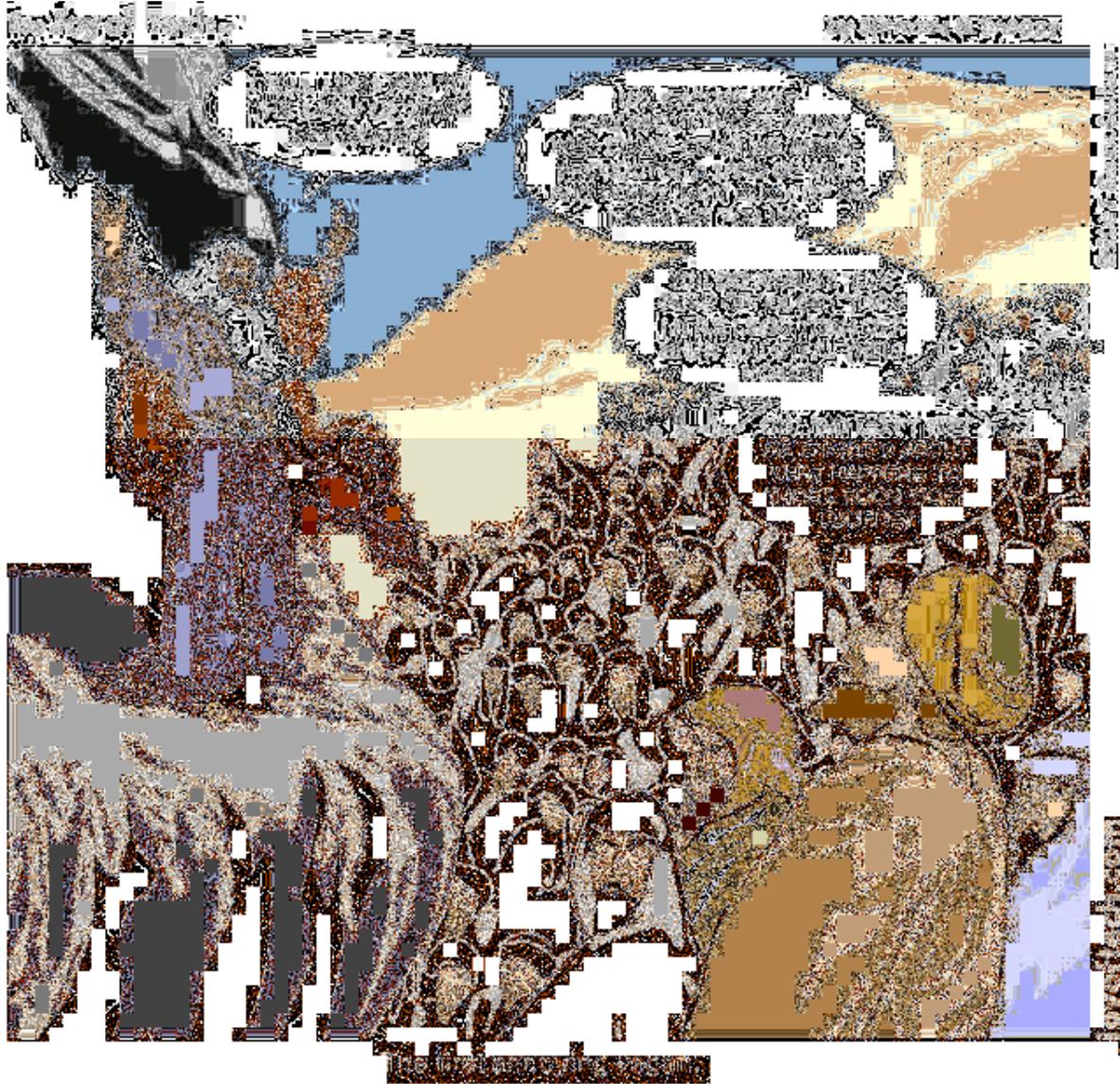
Jim Collins & Morten Hansen, Great by Choice

## 2. It's not personal; it's only a movie

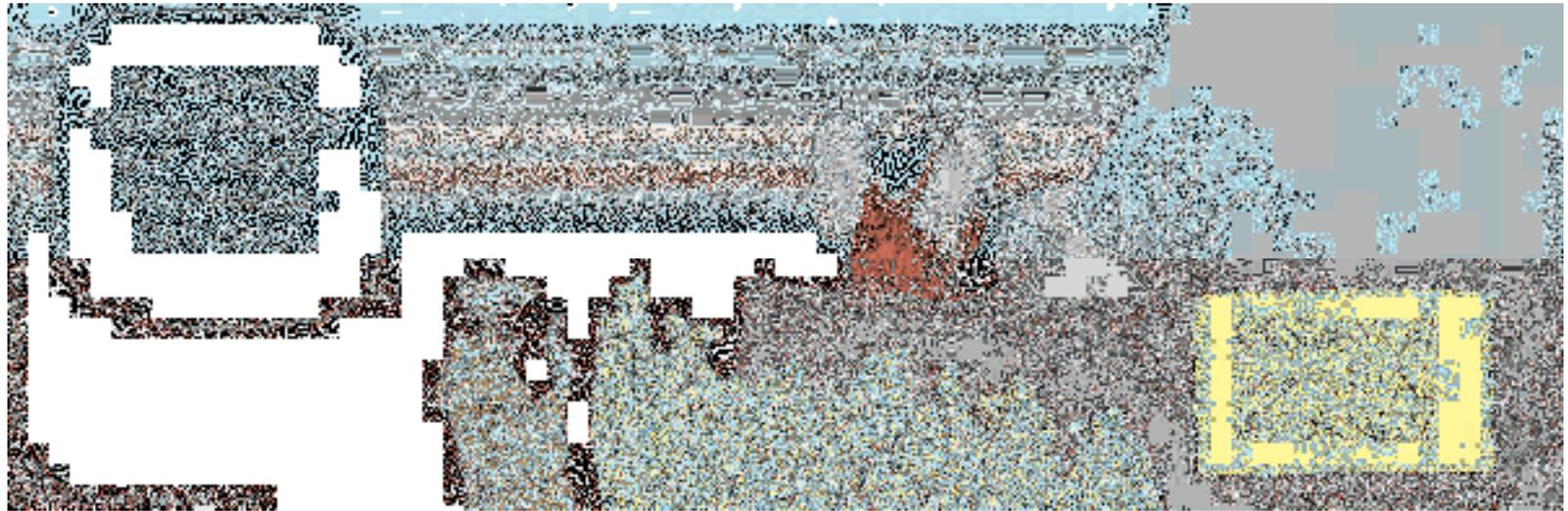


# *Remember Moses.*

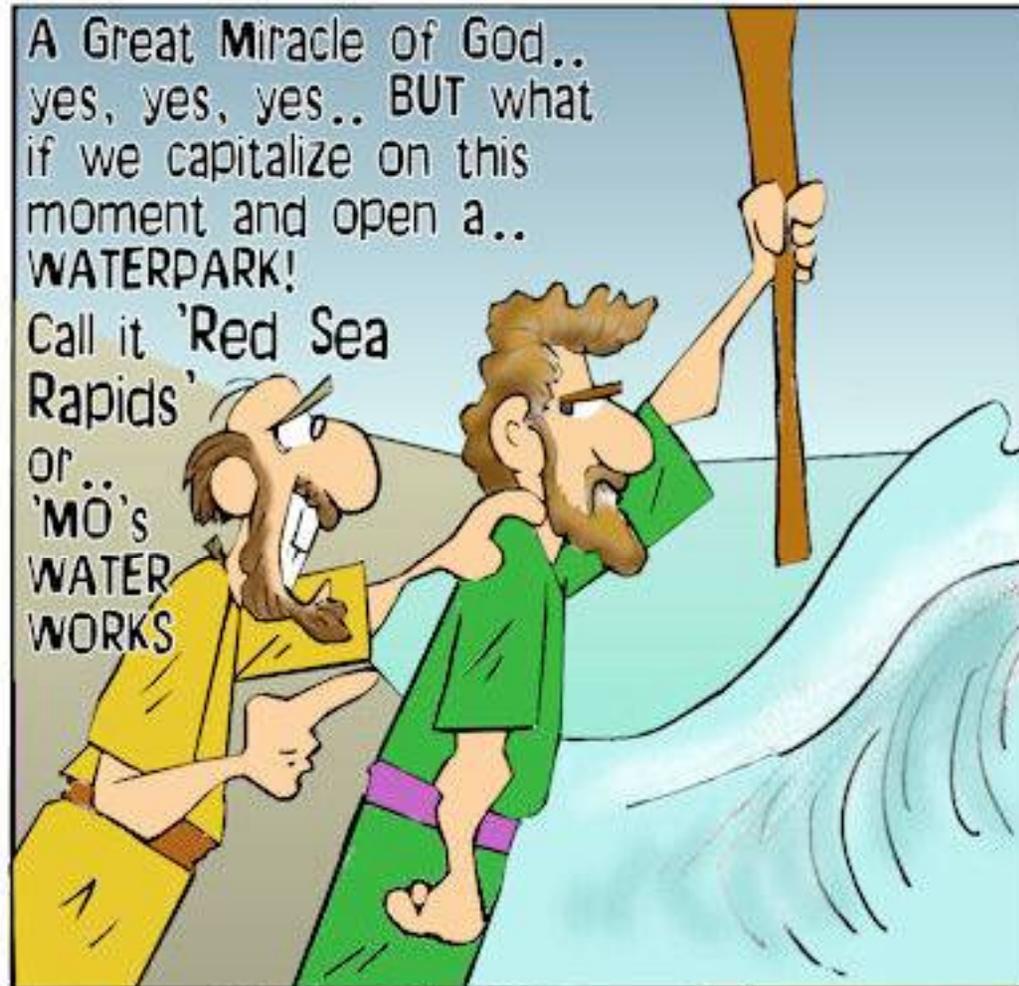
Mark Anschutz



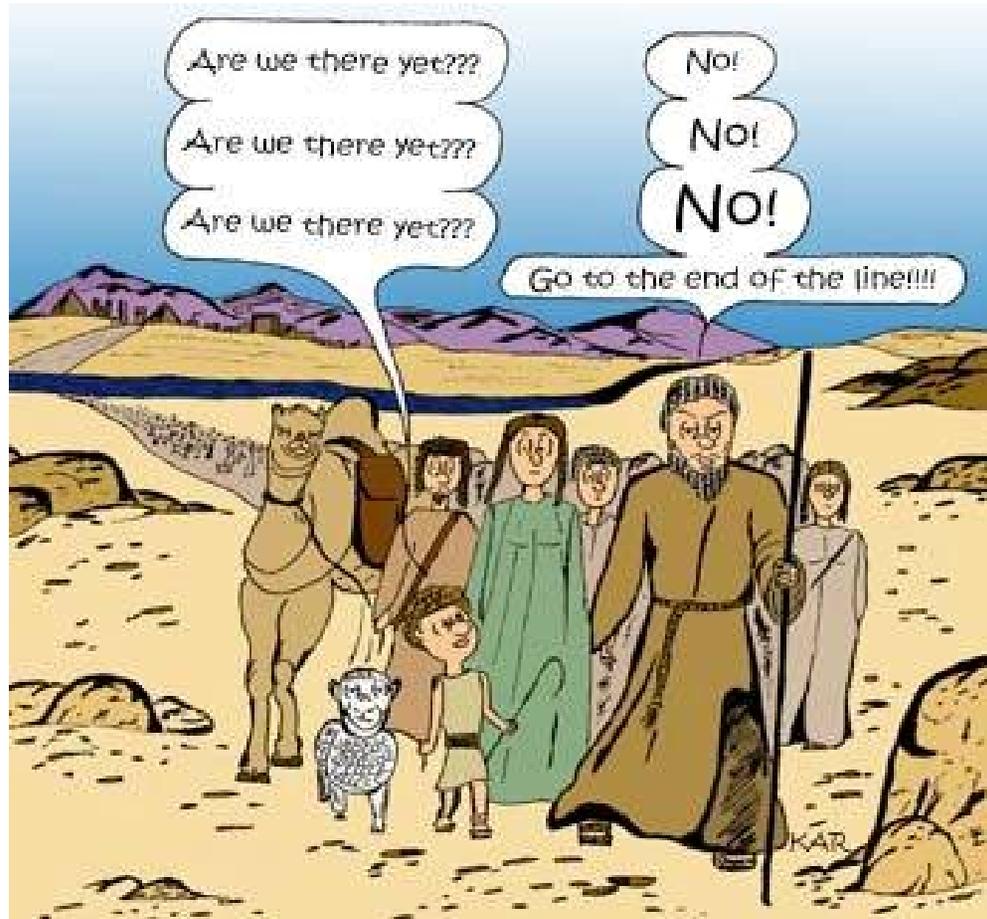




## The Back Pew – Jeff Larson



and the **POWER OF GOD** is revealed as **Moses** parts the Red Sea.. **BUT..** breaking the silence Rusty approaches Mo with a business proposition of **MLM** proportions. **Ex 14:21**



# Remember Moses

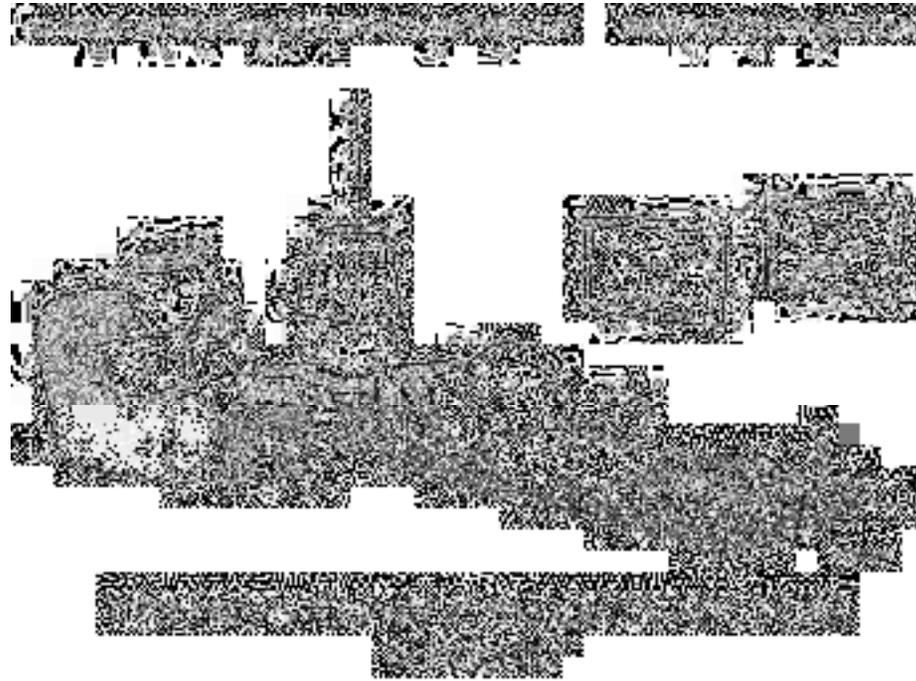


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*“Its only a movie...”*



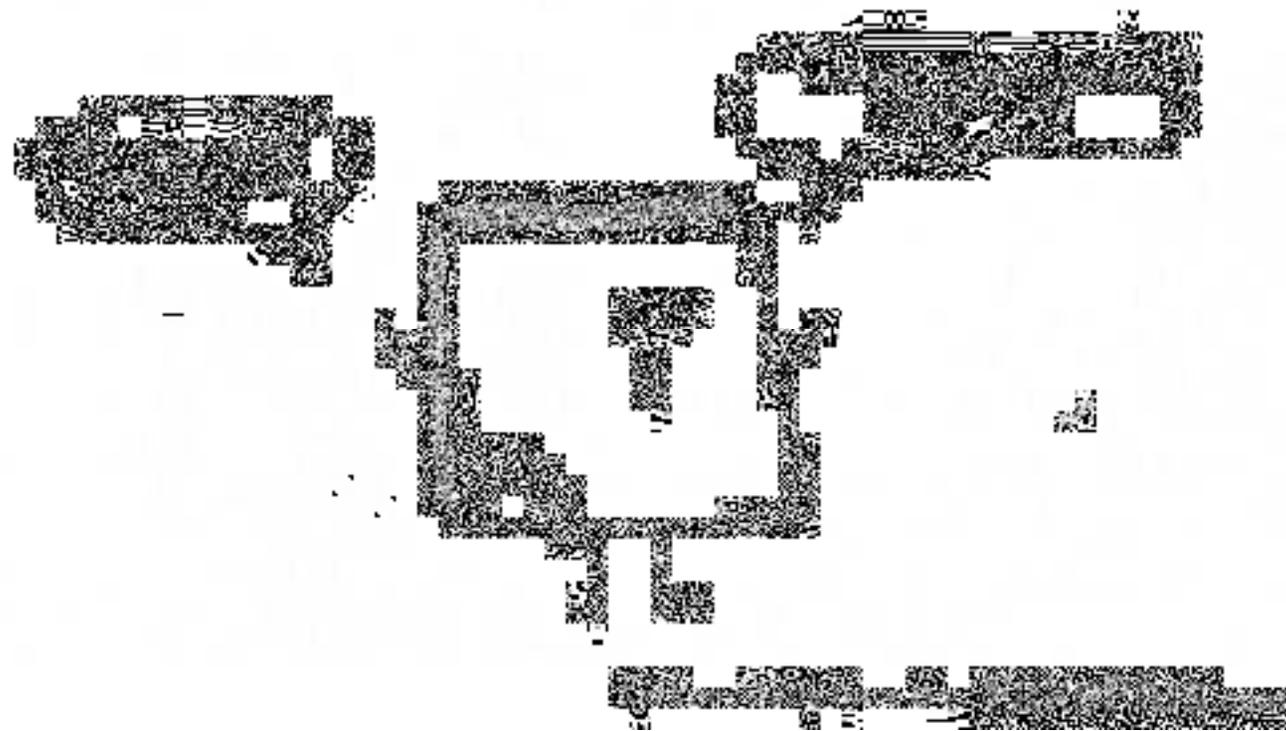
### 3. It's lonely at the top

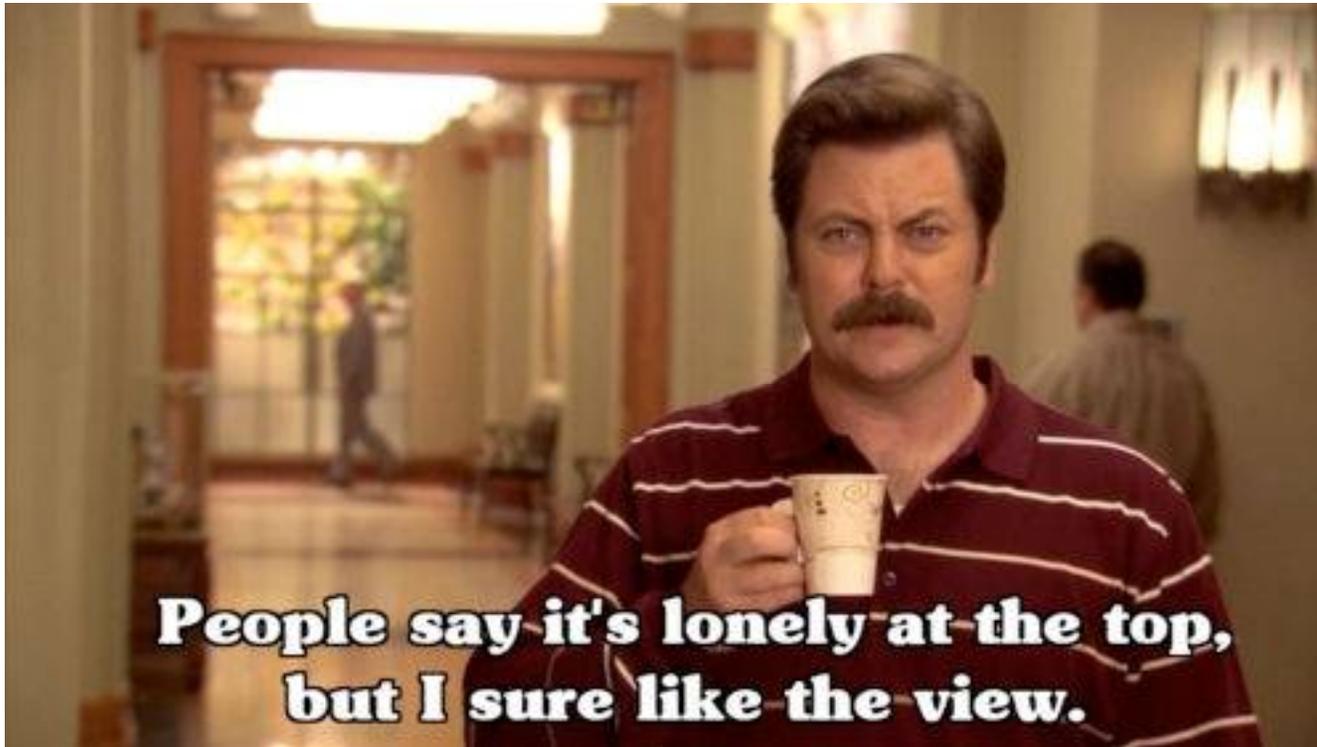


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*Ev'rybody knows my name  
But it's just a crazy game  
Oh, it's lonely at the top.*

Randy Newman





# Narcissism is not Resiliency



**CAPTAIN JAMES T. KIRK**

I'M SORRY, I CAN'T HEAR YOU OVER THE  
SOUND OF HOW AWESOME I AM.



**NARCISSISM**

"Sometimes it takes a crazy person to see the truth. If so, I'm a freaking lunatic."

---

“I think I'm almost too  
honest to be a politician.”

**Donald Trump**

to CNN, 1997



CHIP SOMODEVILLA/GETTY IMAGES

# We Need a **Framily**

## family

when friends become like family,  
they're family. closer than close,  
they may know you better than  
your own family.

<http://www.urbandictionary.com/define.php?term=framily>







Sprint

**He knew everything about his girlfriend..**



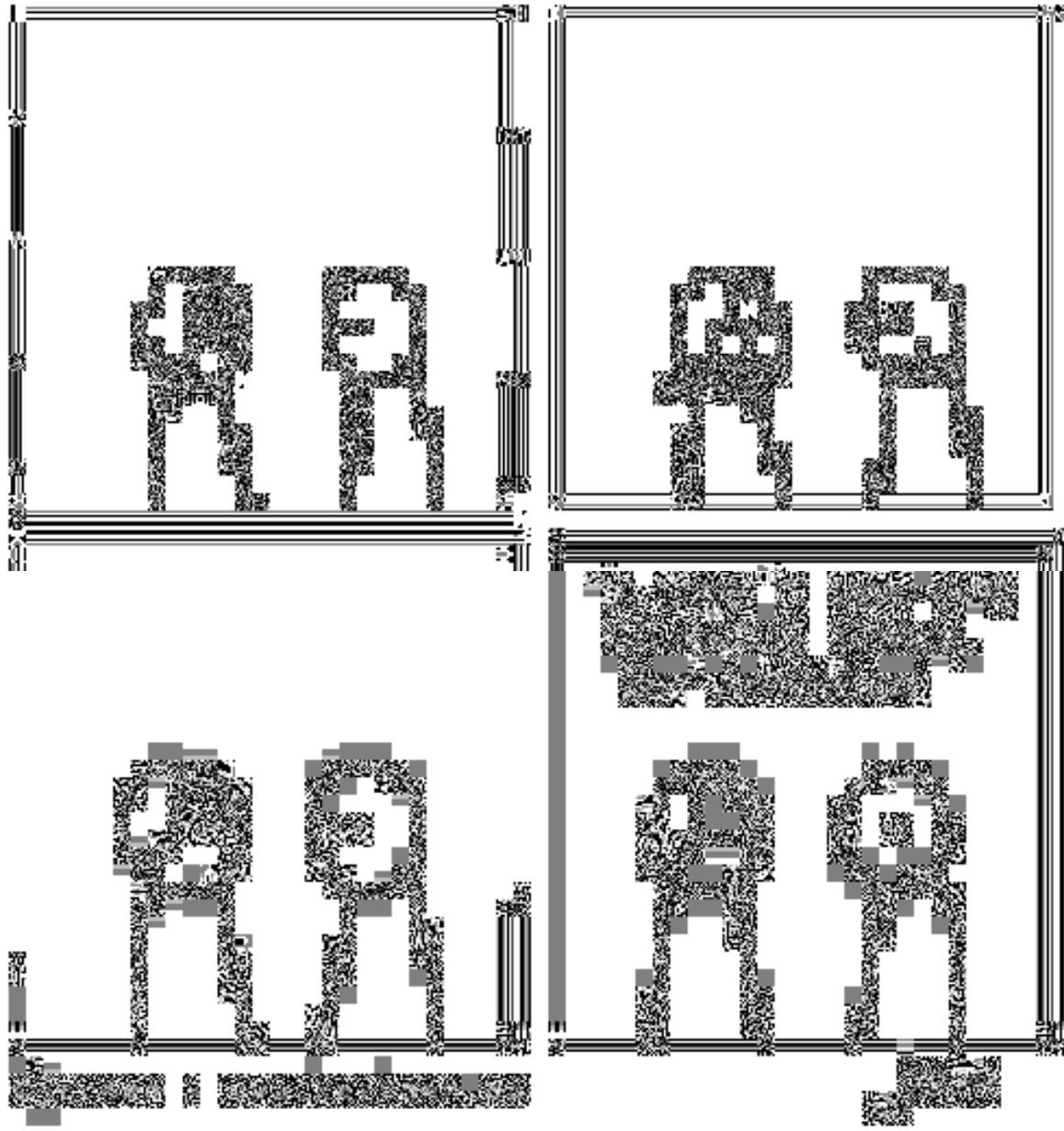
..apart from what she thought or felt..



©joy-of-cartoon-pictures.com

*How the hell can a person  
Go to work every morning  
And come home in the evening  
With nothing to say?*

John Prine, Angel from Montgomery





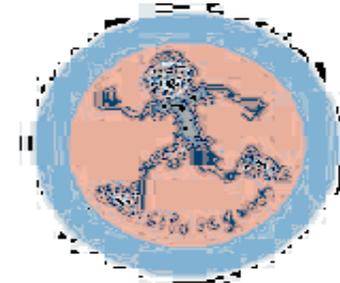
# Savage Chickens

by Doug Savage



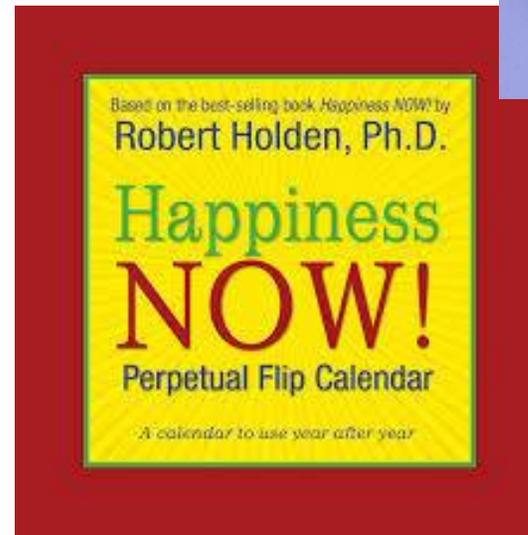
[www.savagechickens.com](http://www.savagechickens.com)

# 4. Life is good





<http://www.robertholden.org/quiz/>



# 5 Steps to a Happy Life

- Believe Happiness is a Choice
- Rid Your Life of Negativity
- Look For the Positive in Life
- Reinforce Positivity in Yourself
- Share Happiness with Others

AskAnAngel  
[www.AskAnAngel.org](http://www.AskAnAngel.org)

## 7 Steps to Happiness:

Think Less, Feel More

Frown Less, Smile More

Talk Less, Listen more

Judge Less, Accept More

Watch Less, Do More

Complain Less, Appreciate More

Fear Less, Love More





# 12 STEPS TO HAPPINESS



## Thank

Thank someone and be appreciative toward your colleagues, every single day.



## Experience

Experience new things, try stuff out, and let people run all kinds of experiments.



## Give

Give something to another person or make it possible for others to offer gifts.



## Hike

Hike outdoors, enjoy nature, and allow people an escape from the office and the city.



## Help

Help someone who is in need of assistance, or enable colleagues to help each other.



## Meditate

Meditate and get people to learn and adopt mindfulness practices.



## Eat Well

Eat well, and make good, healthy foods easily available for everyone.



## Socialize

Socialize, relate to other people, and make it easy for colleagues to develop connections.



## Exercise

Exercise and work out regularly and make it easy for people to take care of their bodies.



## Aim

Aim for a goal and get people to understand and realize their own purpose.



## Rest

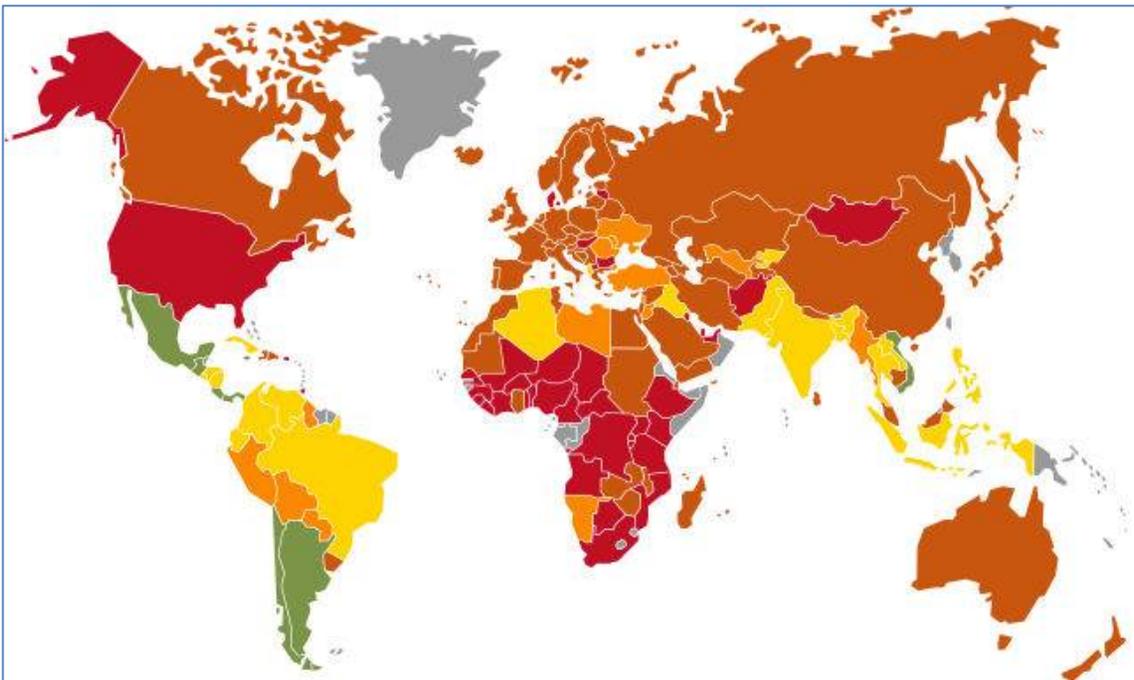
Rest well, sleep sufficiently, and enable colleagues to refresh their minds.



## Smile

Smile whenever you can, appreciate humor, and get colleagues to engage in fun activities.

- Costa Rica 64.0
- UK 47.9
- Canada 43.6
- USA 37.3



**HAPPY  
PLANET  
INDEX**

<http://www.happyplanetindex.org>

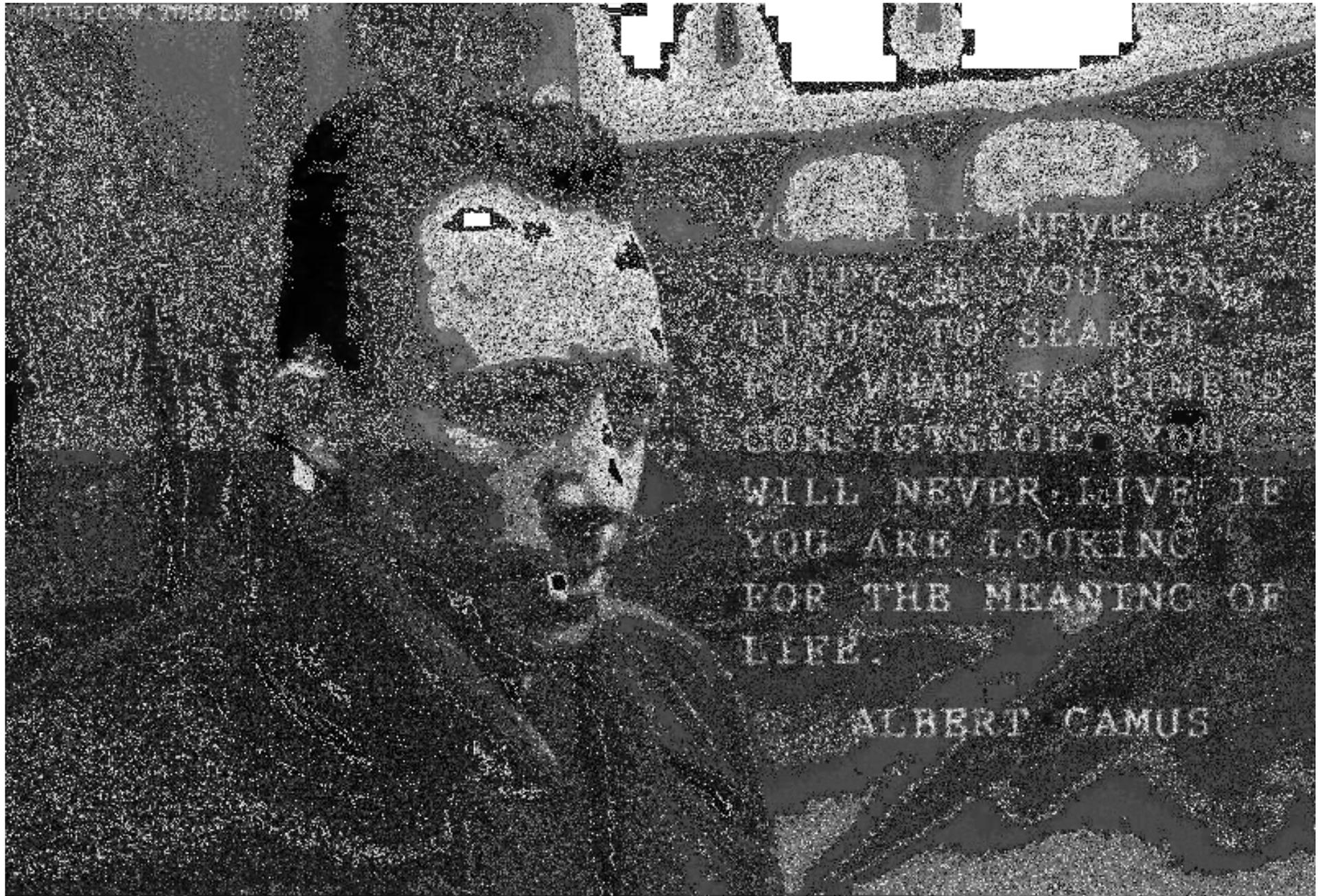
# <http://worldhappiness.report/>

- Denmark #1
- **Canada #6**
- USA #13
- UK #23
- France #32
- Japan #53
- Russia #56
- China #83

1. Levels of GDP,
2. Life expectancy,
3. Generosity,
4. Social Support,
5. Freedom, and
6. Corruption



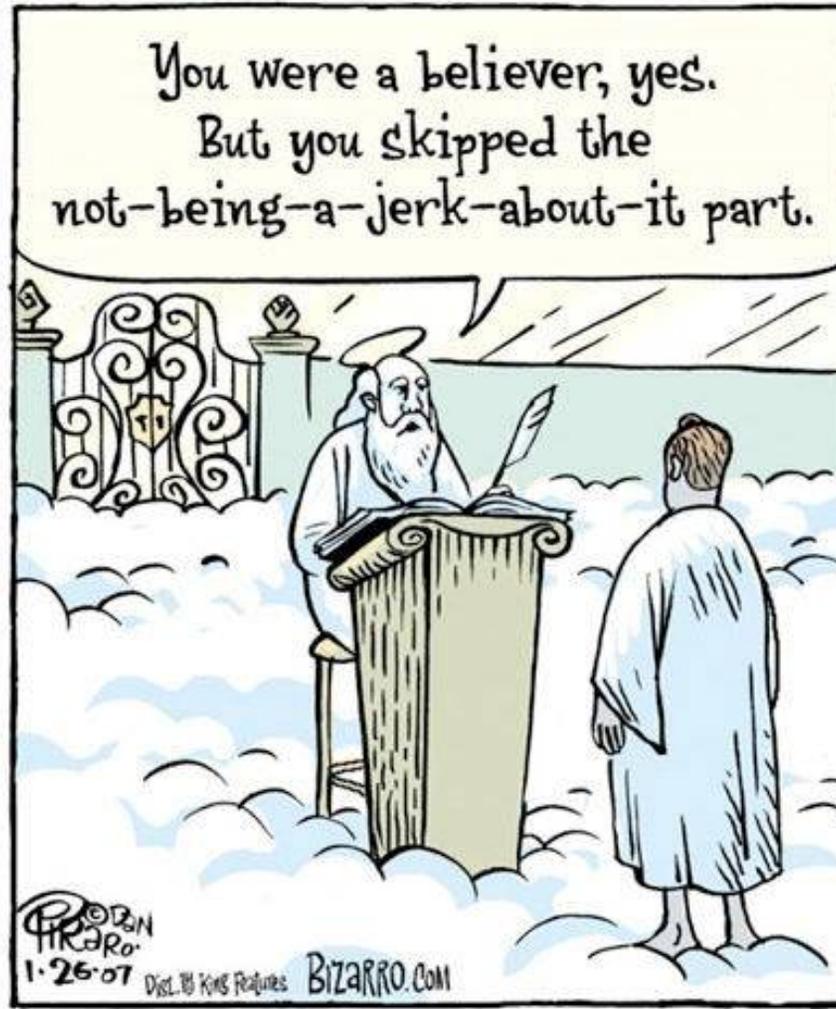
The secret of happiness  
remains a secret

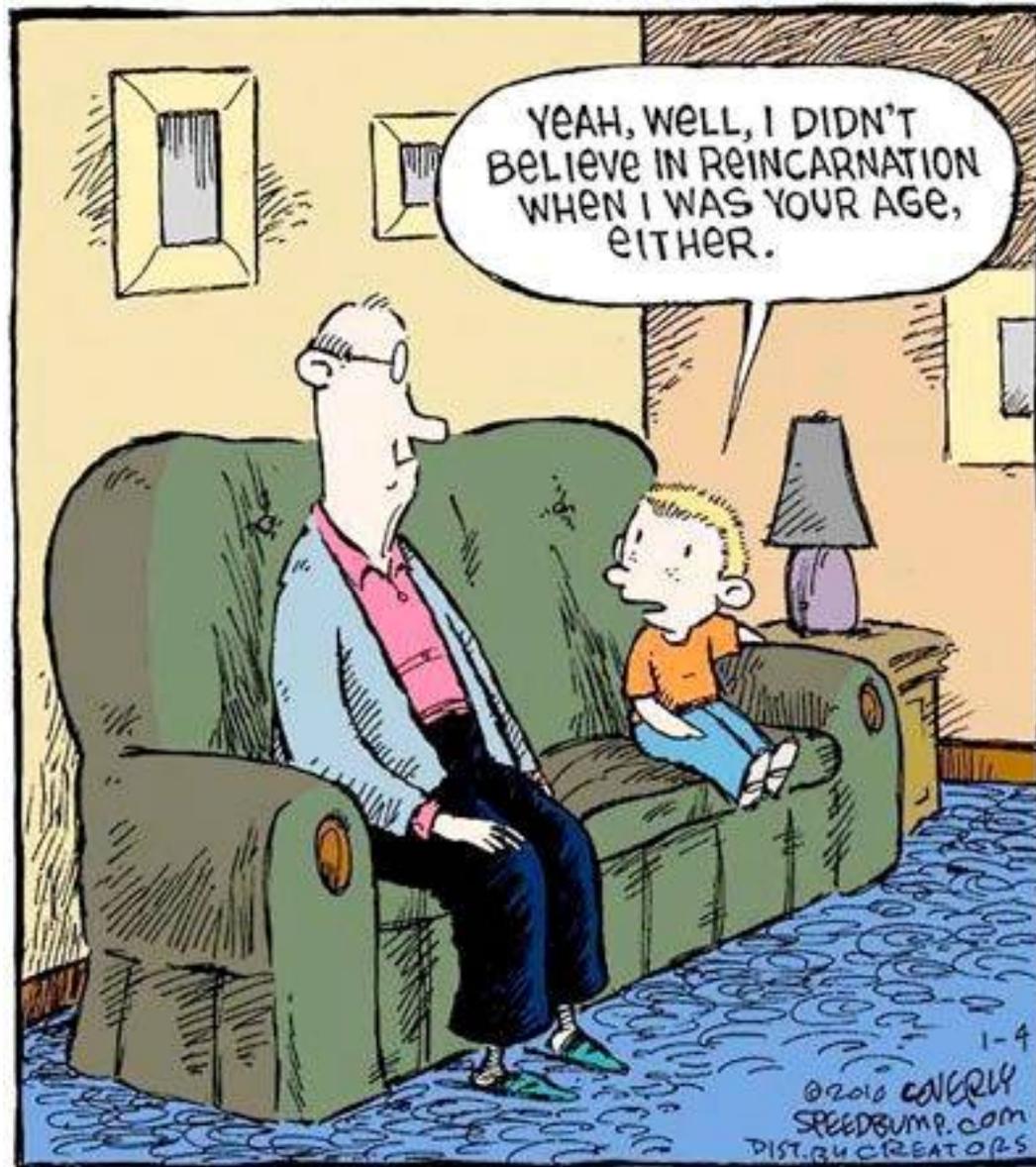


YOU WILL NEVER BE  
HAPPY IF YOU CON-  
TINUE TO SEARCH  
FOR WHAT HAPPINESS  
CONSISTS OF. YOU  
WILL NEVER LIVE IF  
YOU ARE LOOKING  
FOR THE MEANING OF  
LIFE.

ALBERT CAMUS

# 5. Believe



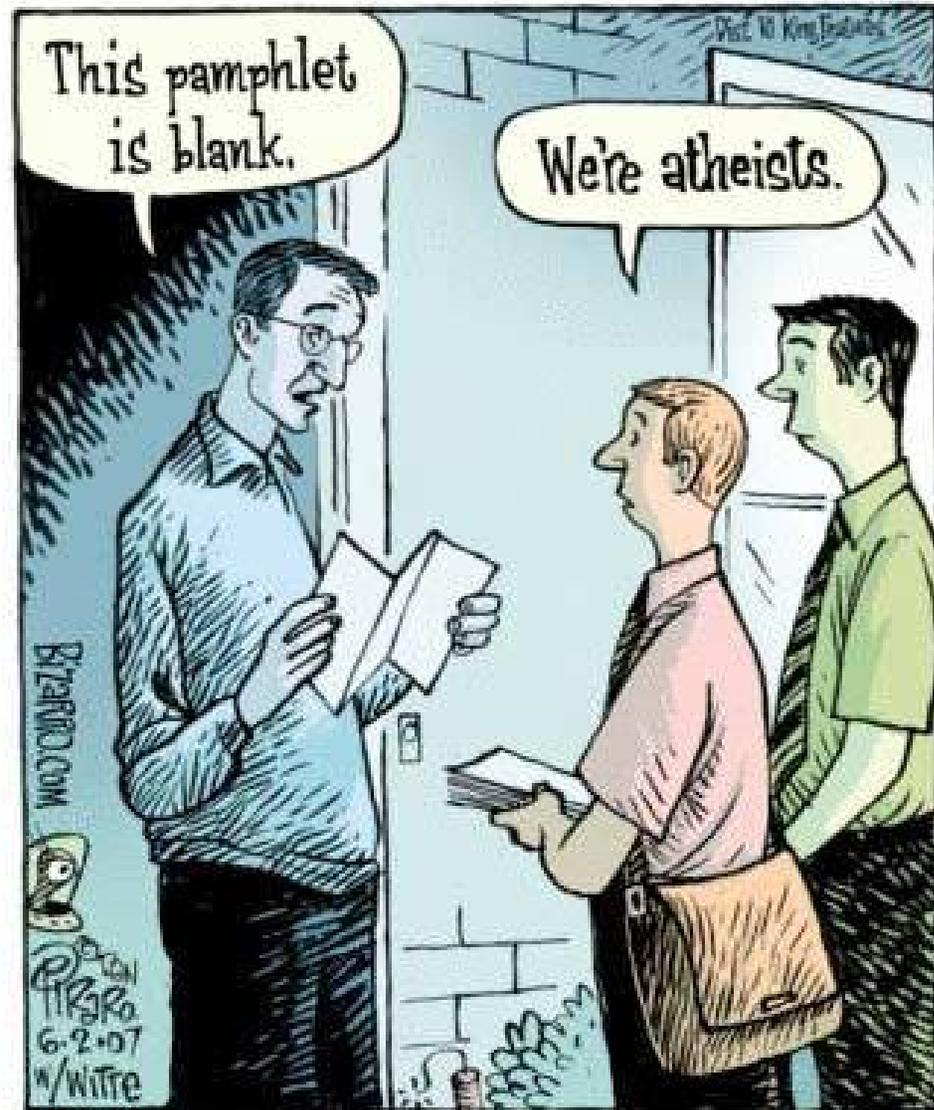
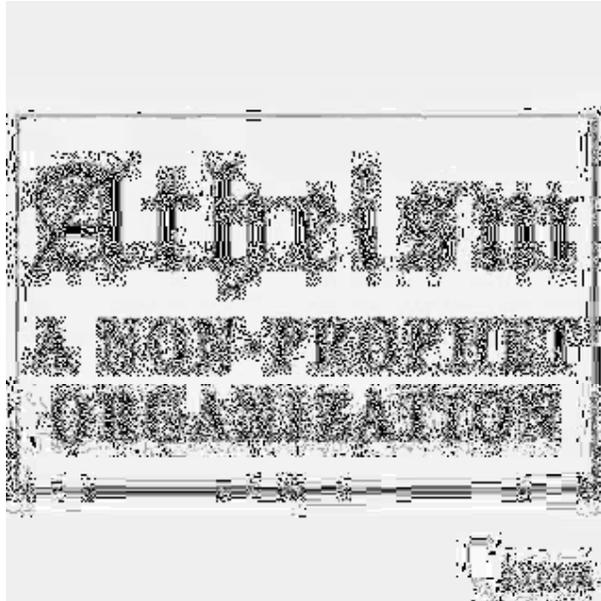


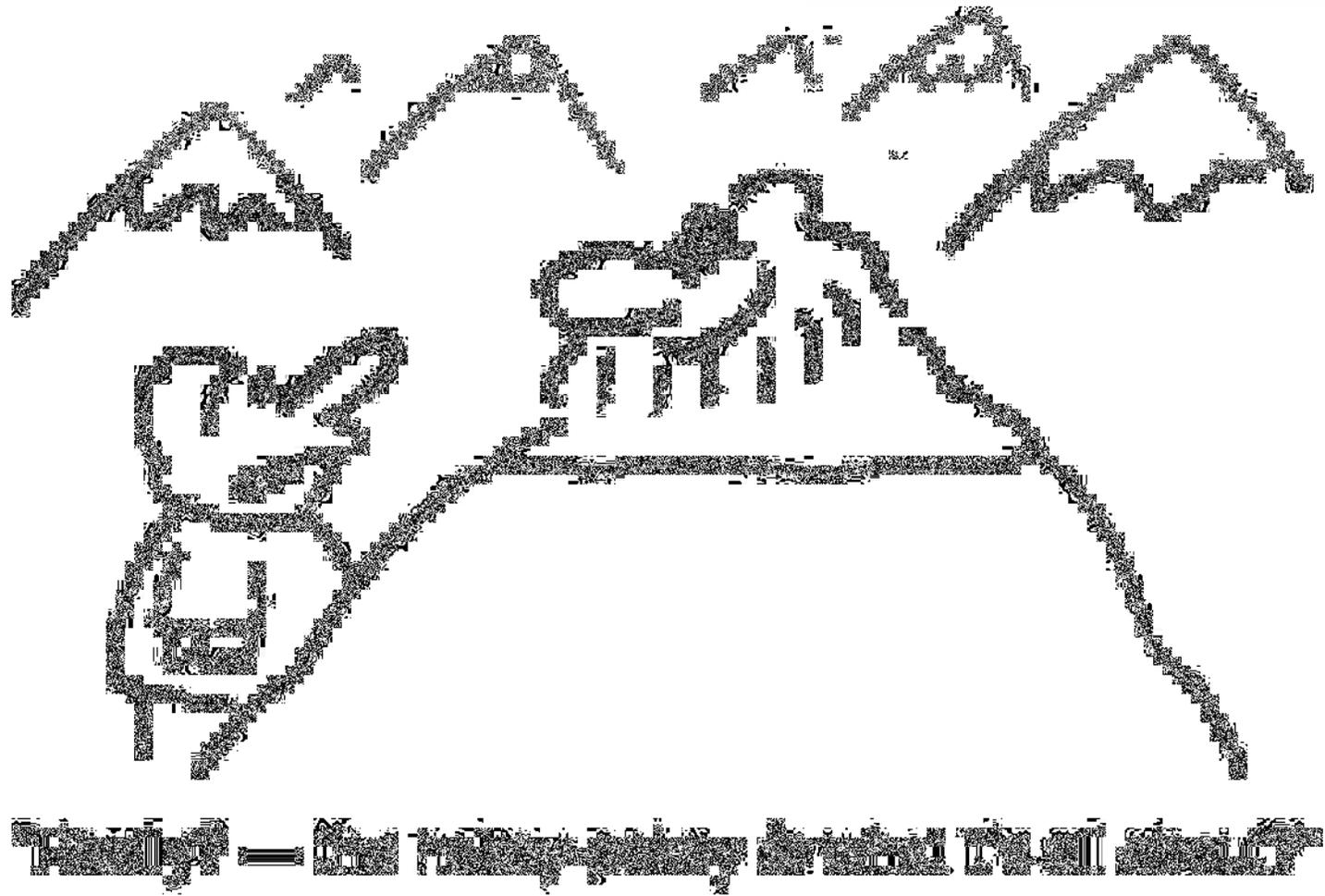
# Savage Chickens

by Doug Savage



[www.savagechickens.com](http://www.savagechickens.com)





*Everybody's wonderin' what and where they all came from.*

*Everybody's worryin' 'bout where they're gonna go when the whole thing's done.*

*But no one knows for certain and so it's all the same to me.*

*I think I'll just let the mystery be.*

*Some say they're goin' to a place called Glory and I ain't saying it ain't a fact.*

*But I've heard that I'm on the road to purgatory and I don't like the sound of that.*

***Well, I believe in love and I live my life accordingly.***

*But I choose to let the mystery be.*

*Go forth into the world in peace  
Be of good courage  
Hold fast that which is good  
Render to no one evil for evil  
Strengthen the faint-hearted  
Support the weak  
Help the afflicted  
Honor all persons...*

Traditional blessing used by Dr. Mark Anschultz, former Rector of Christ Church, Alexandria, VA

