



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)

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?*

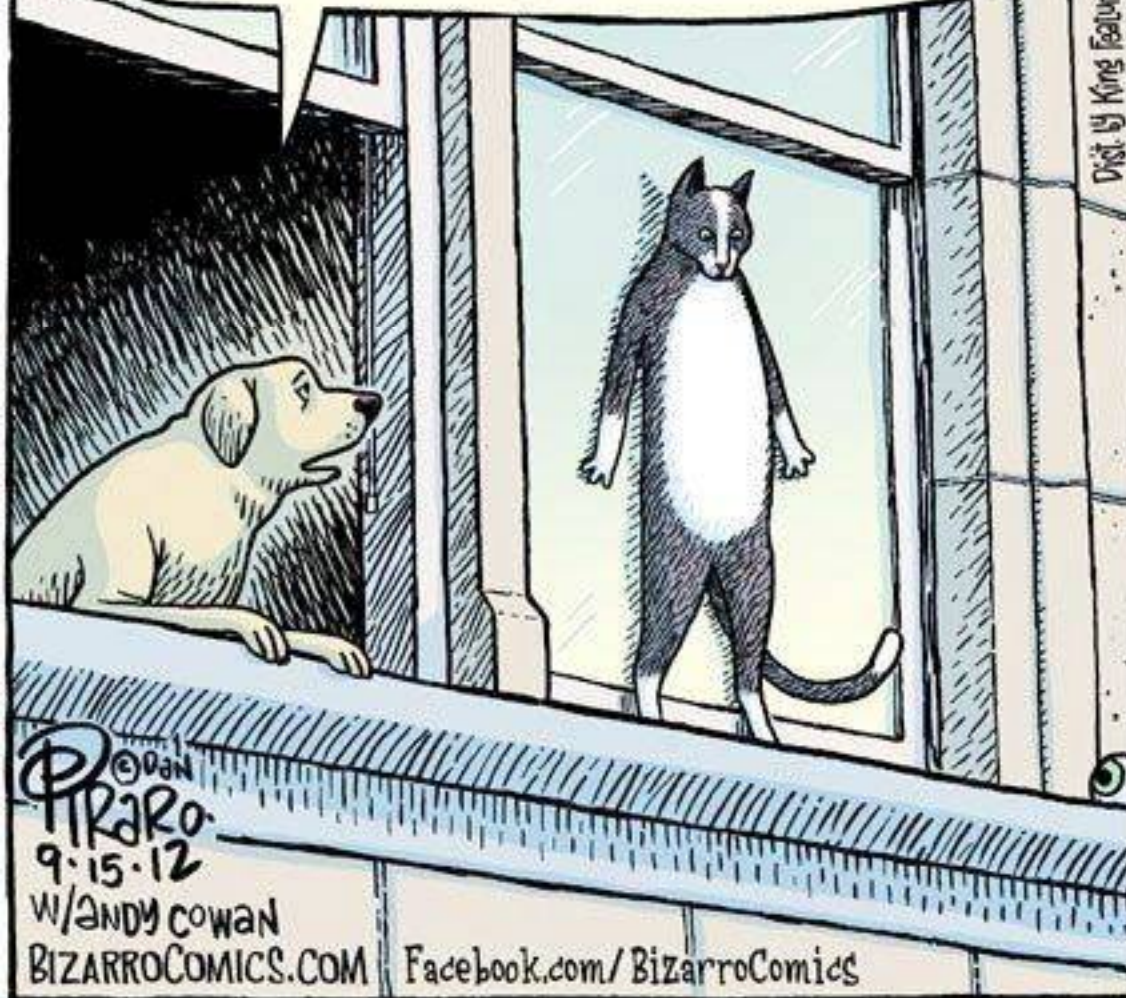




2 🐝 or  2 🐝, that is the . Is it better to muddle through a miserable life you have no control over? Or is it better to  back and maybe win? If I died—if I gave up and threw in the towel—all my problems would go away. I'd have no more  or .

But  could be even worse than life! WTF.

I don't think you've thought
this through. Do you realize you'll
have to jump nine times?



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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.

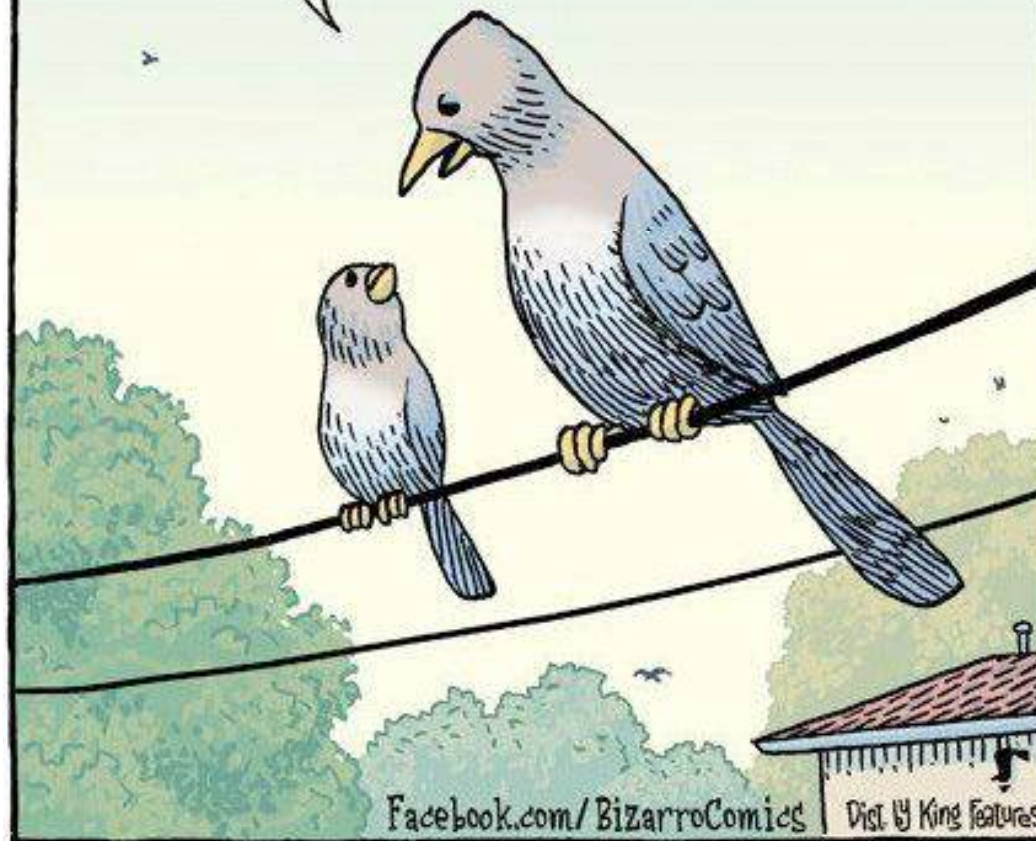
1. Stuff Happens; Pigeons will poop on your hood



*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.

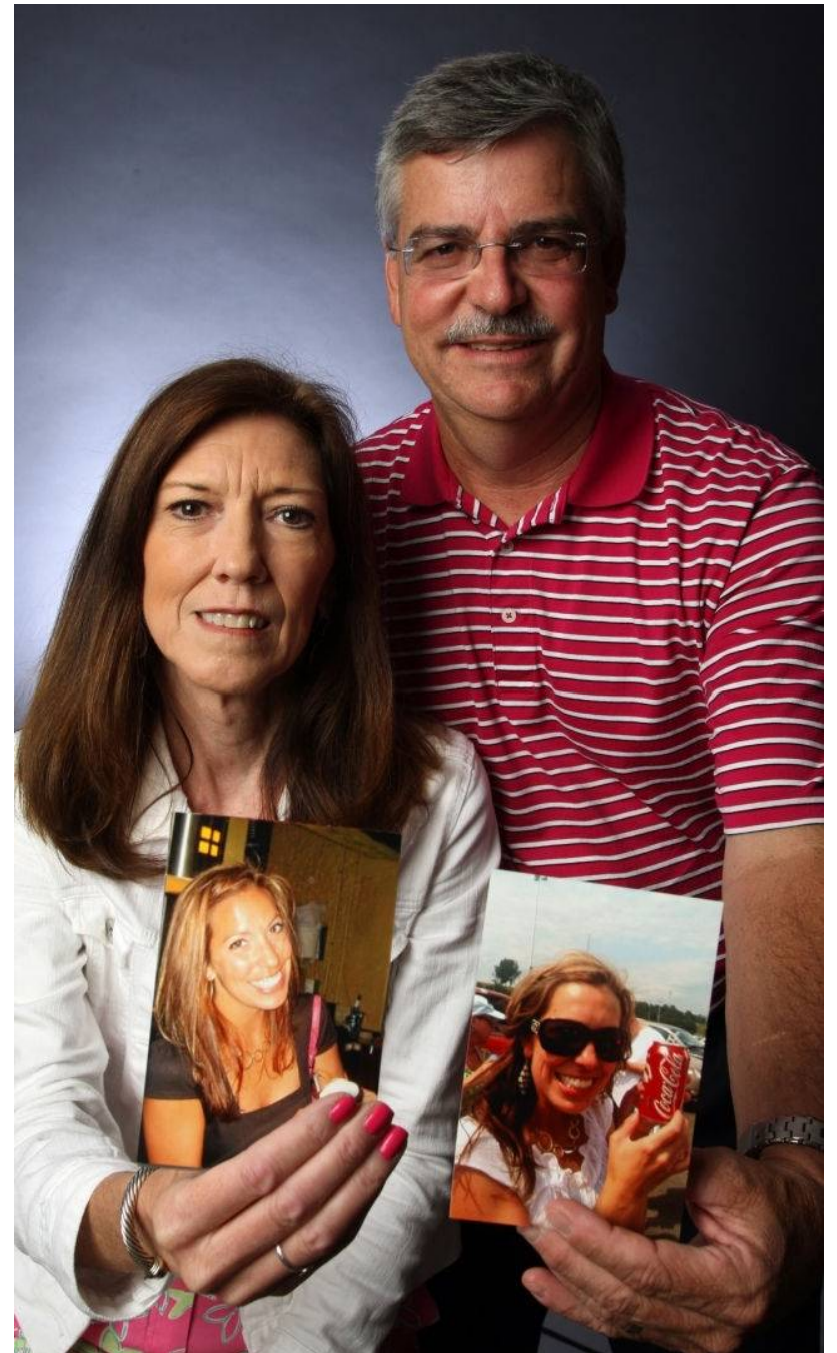
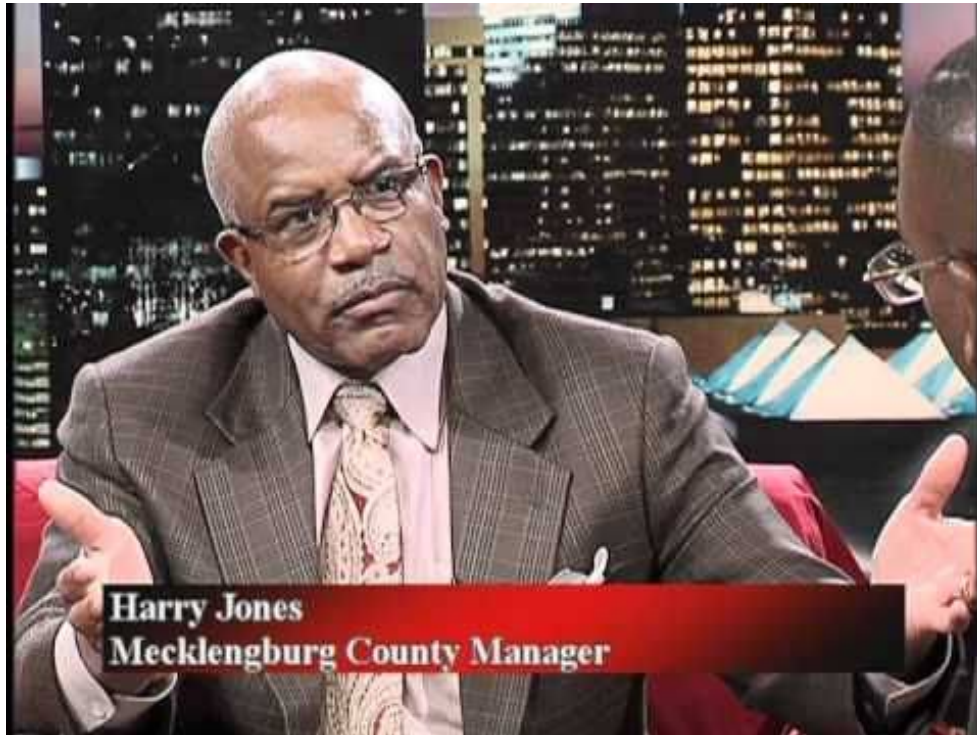


Dixie Drive

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
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A photograph of a person sleeping on the street, covered by a light blue blanket. They are wearing a dark beanie and a light-colored shirt. A small white candle is lit on the ground next to them.

news

SOURCE: Social Planning Council, Homeless Hub





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

William Bell, Born Under a Bad Sign

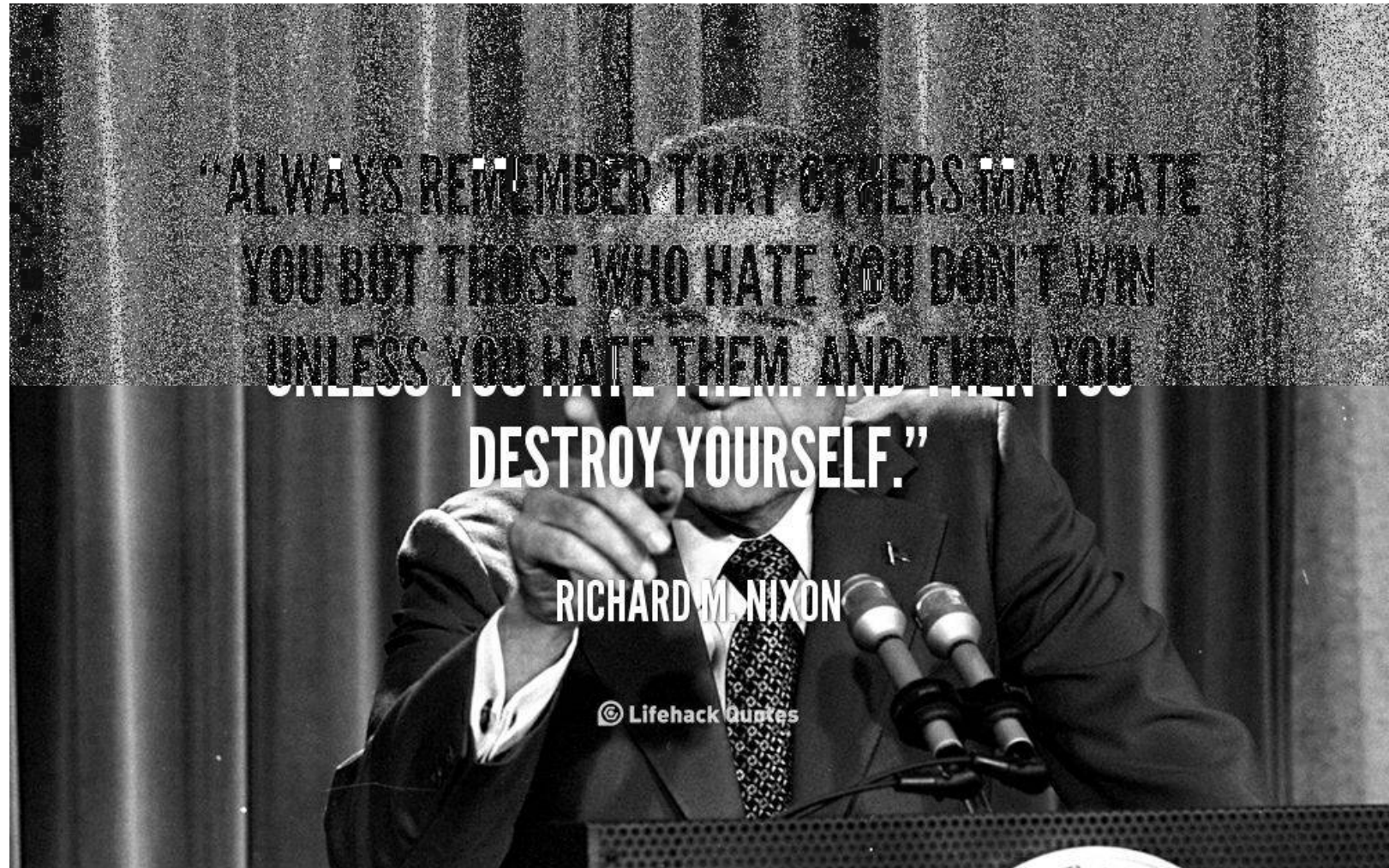
“Use Difficulty as a Catalyst”

- 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.*

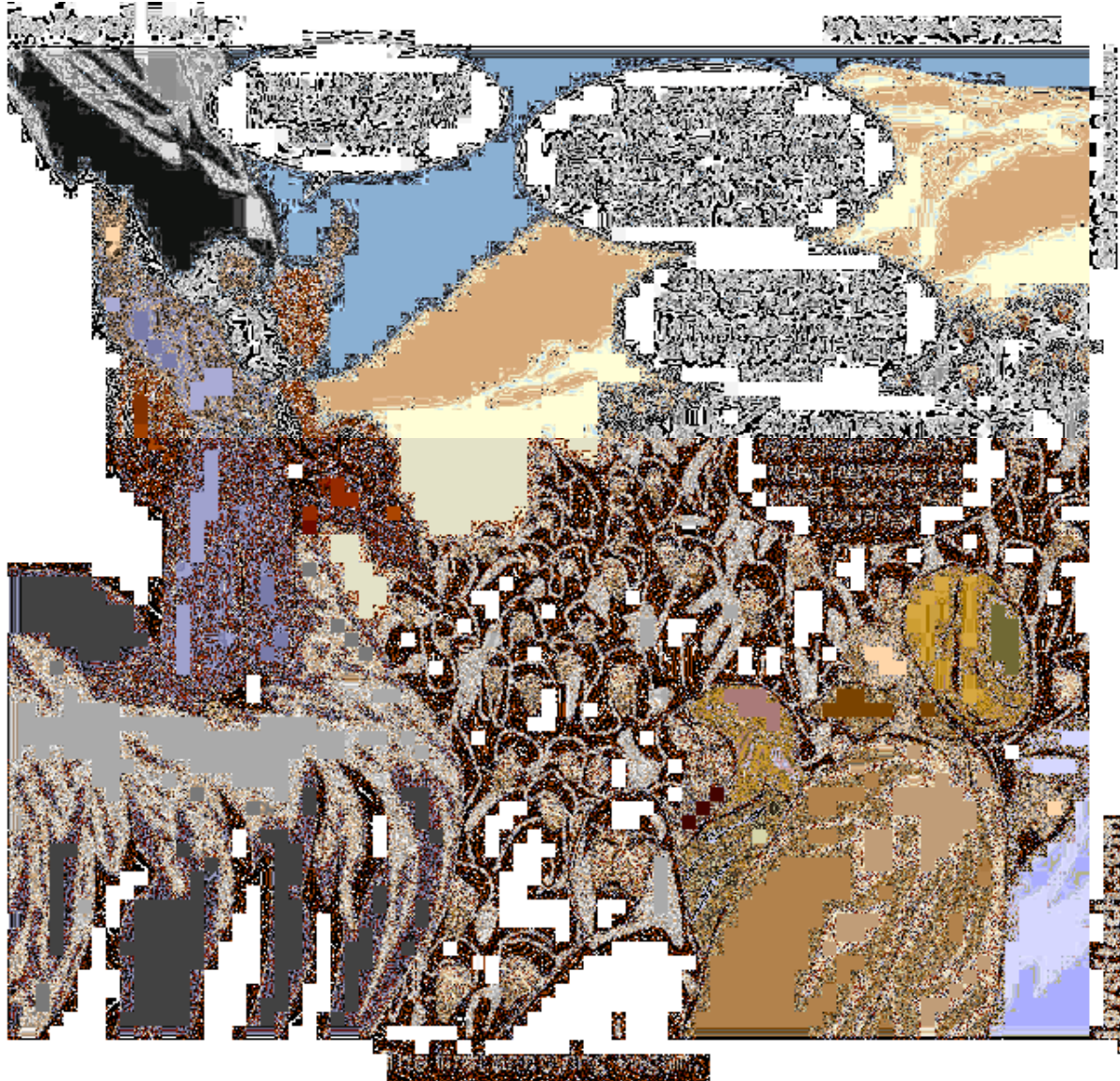
Jim Collins & Morten Hansen, Great by Choice

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

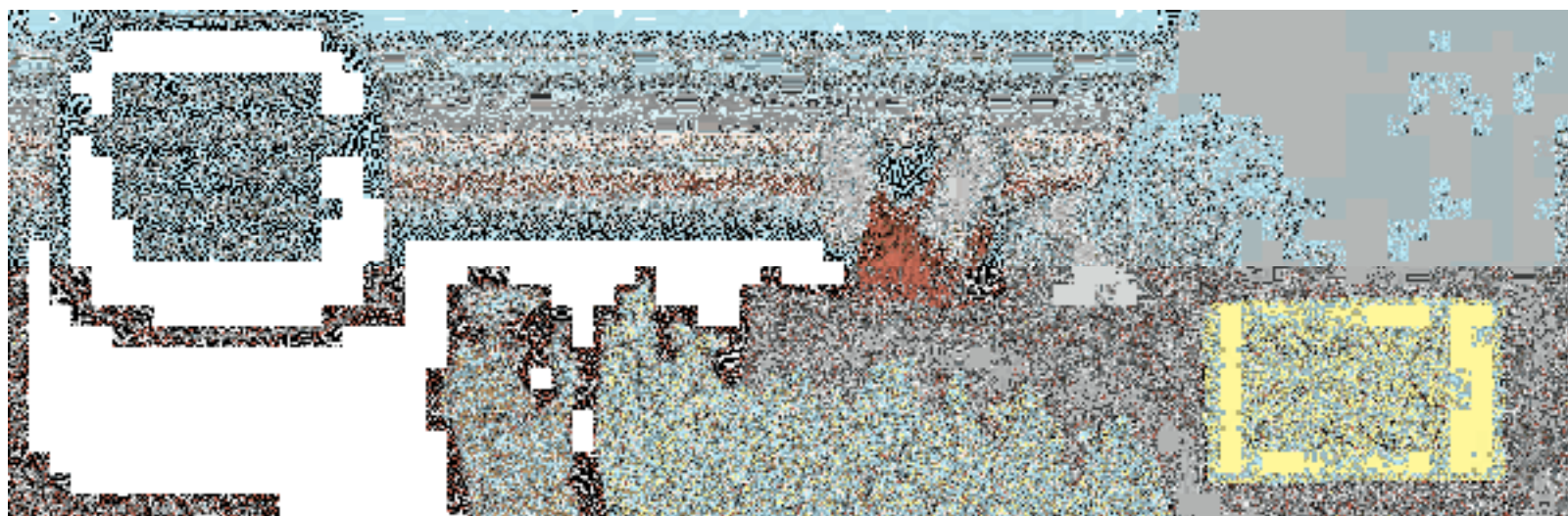


Remember Moses.

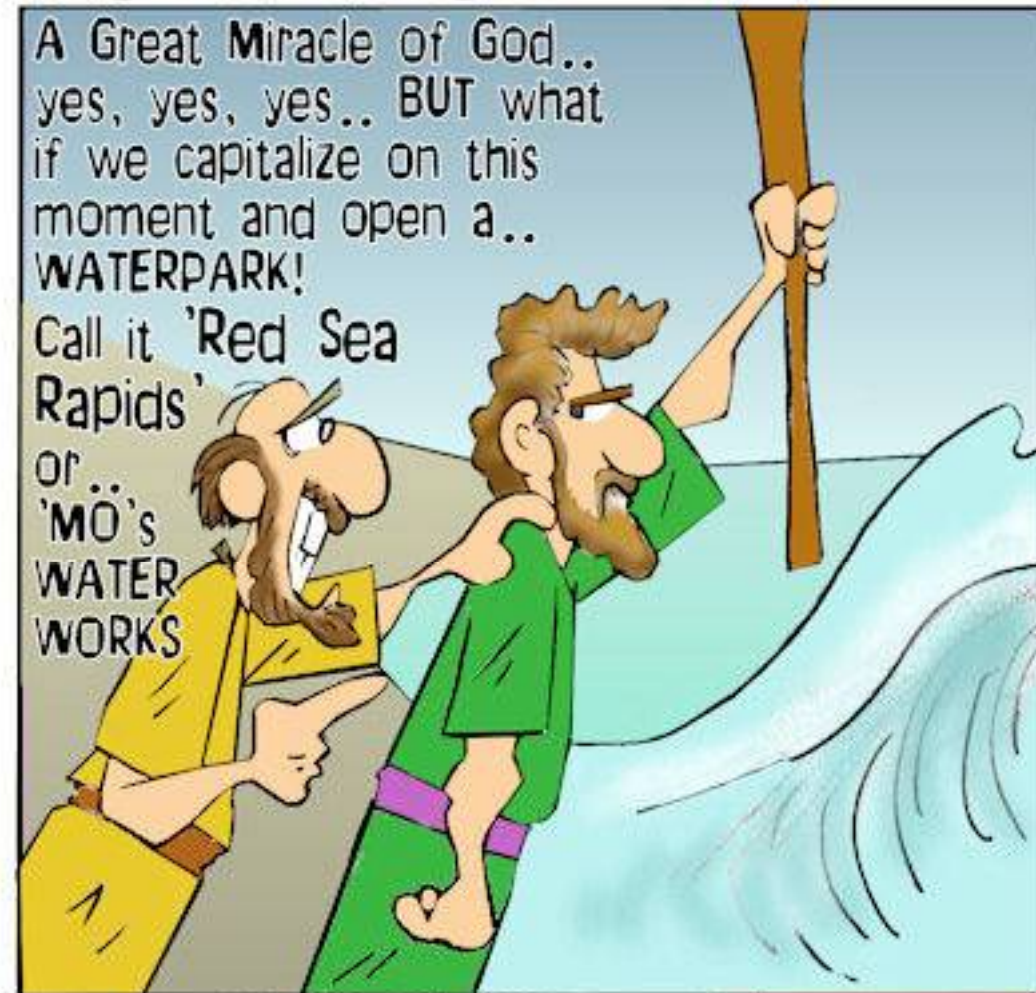
Mark Anschutz







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 prop-
osition of **MLM** proportions. **Ex 14:21**



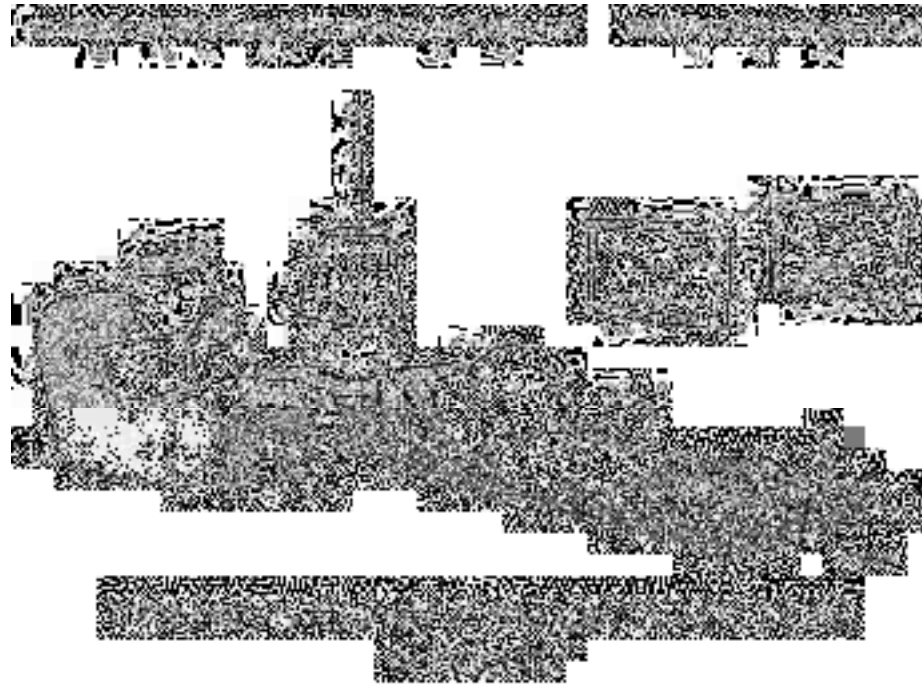
Remember Moses



“Its only a movie...”

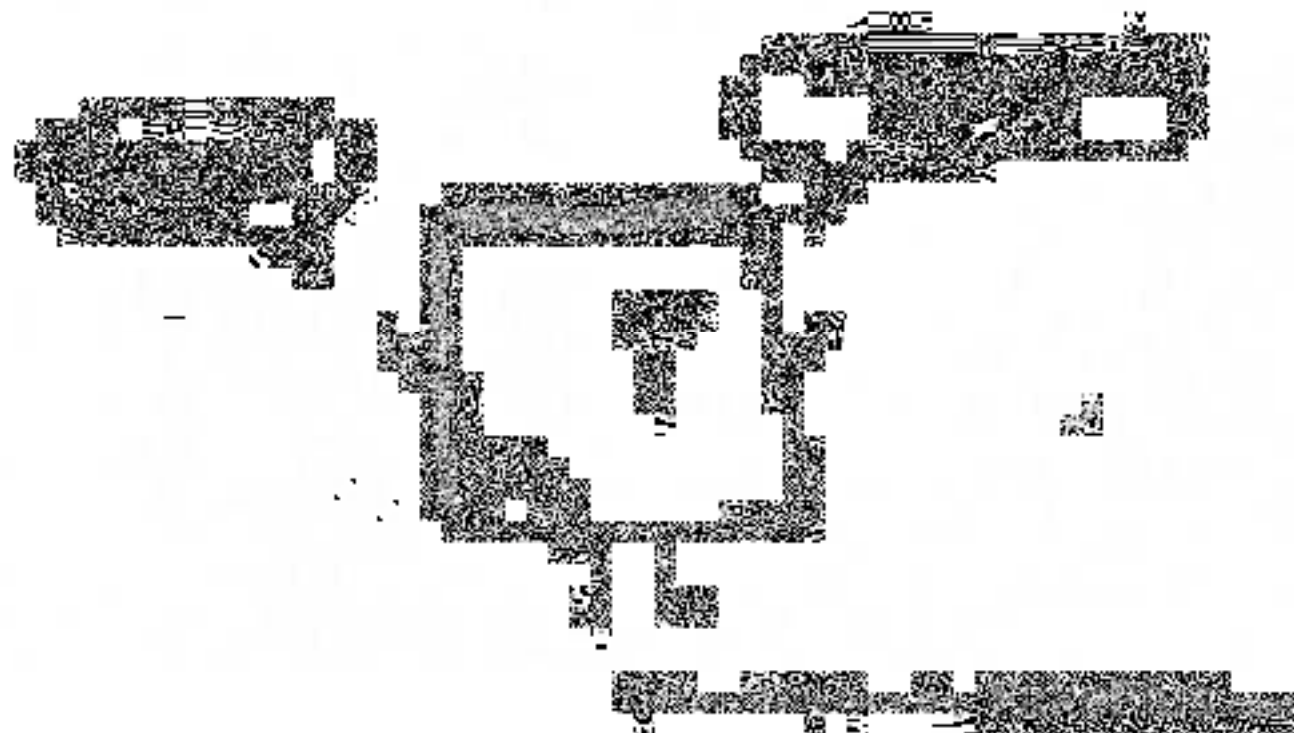


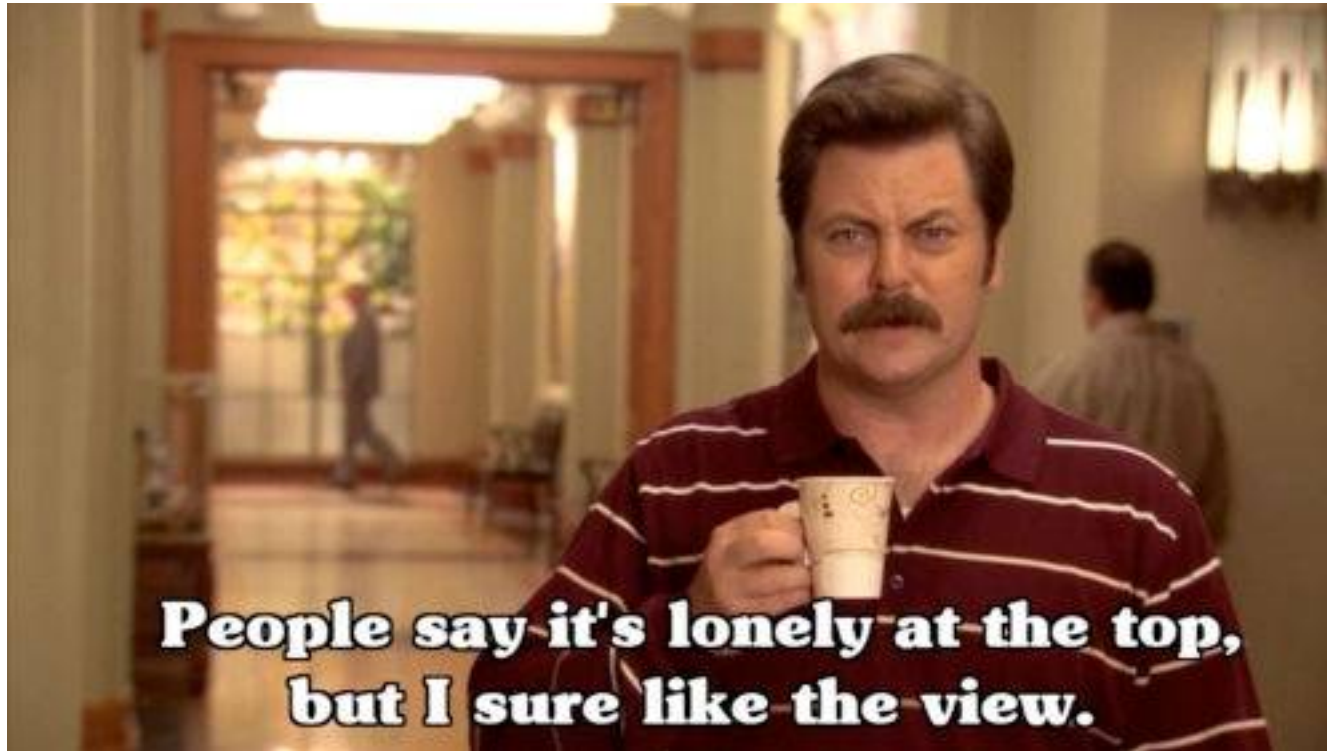
3. It's lonely at the top



*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



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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>







He knew everything about his girlfriend..



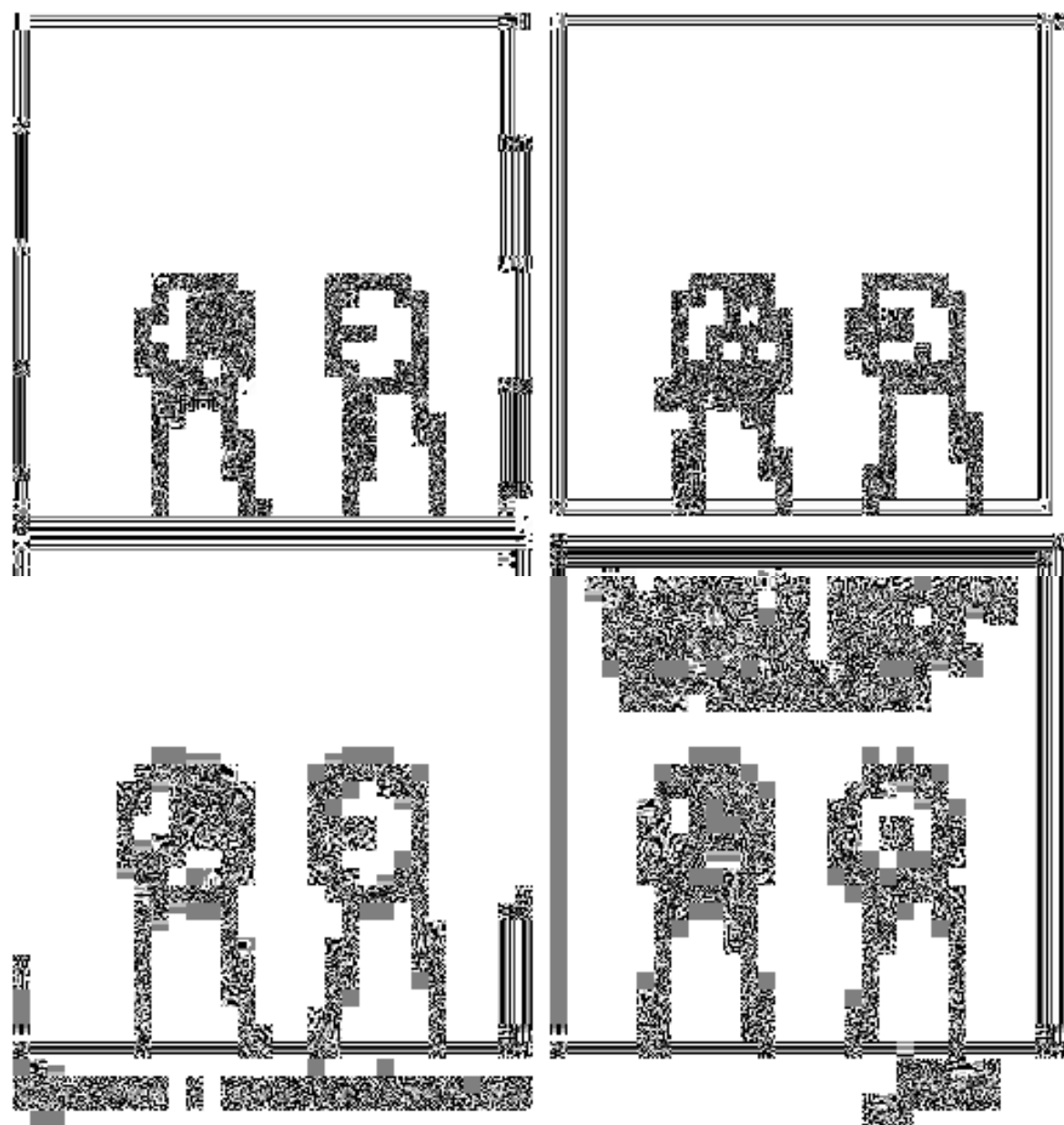
..apart from what she thought or felt..



©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





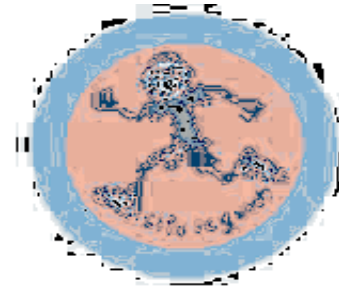
Savage Chickens

by Doug Savage



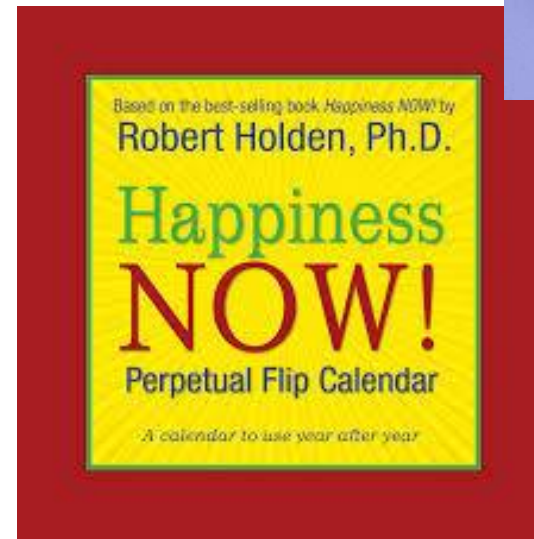
www.savagechickens.com

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

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

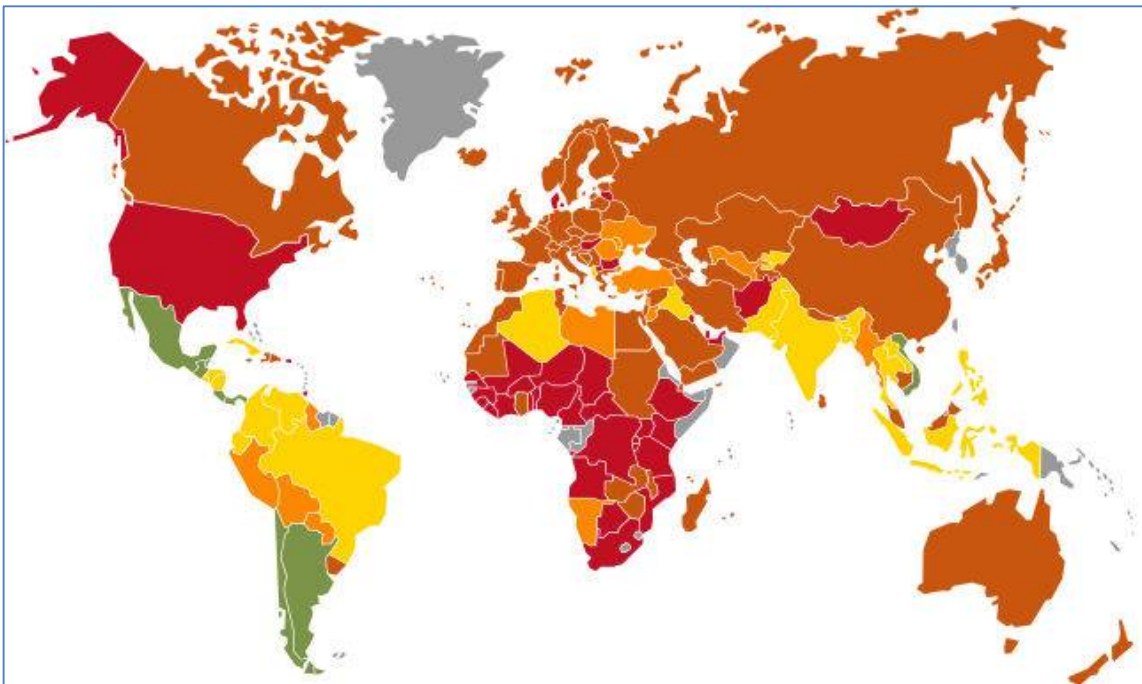
Rest well, sleep sufficiently, and enable colleagues to refresh their minds.



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



<http://www.happyplanetindex.org>

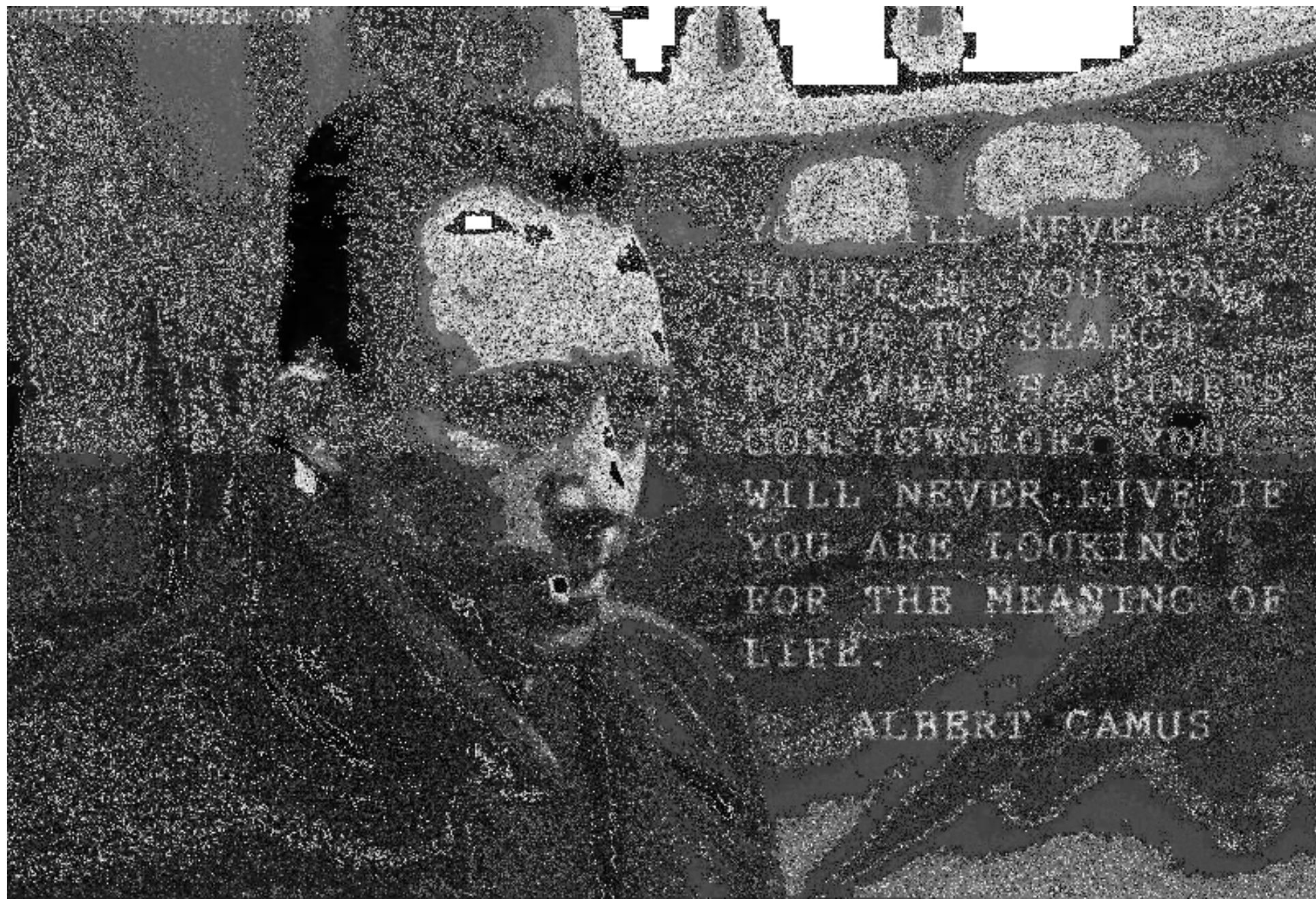
<http://worldhappiness.report/>

- 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



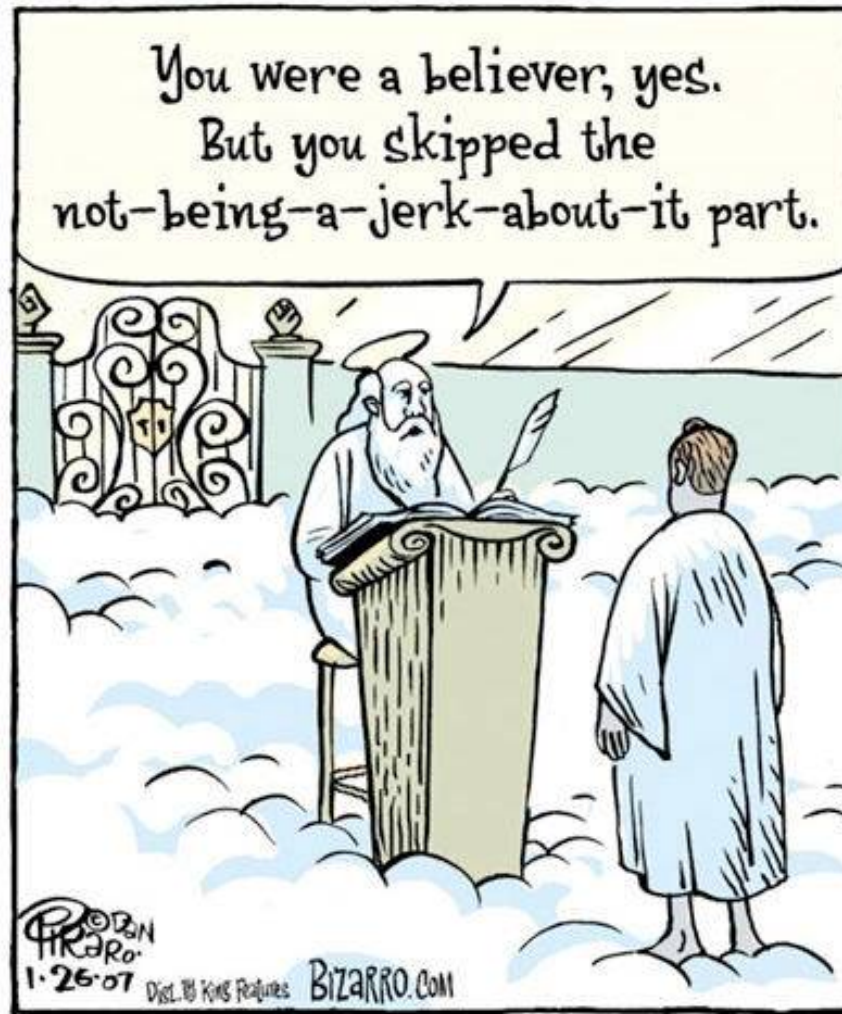
The secret of happiness
remains a secret



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

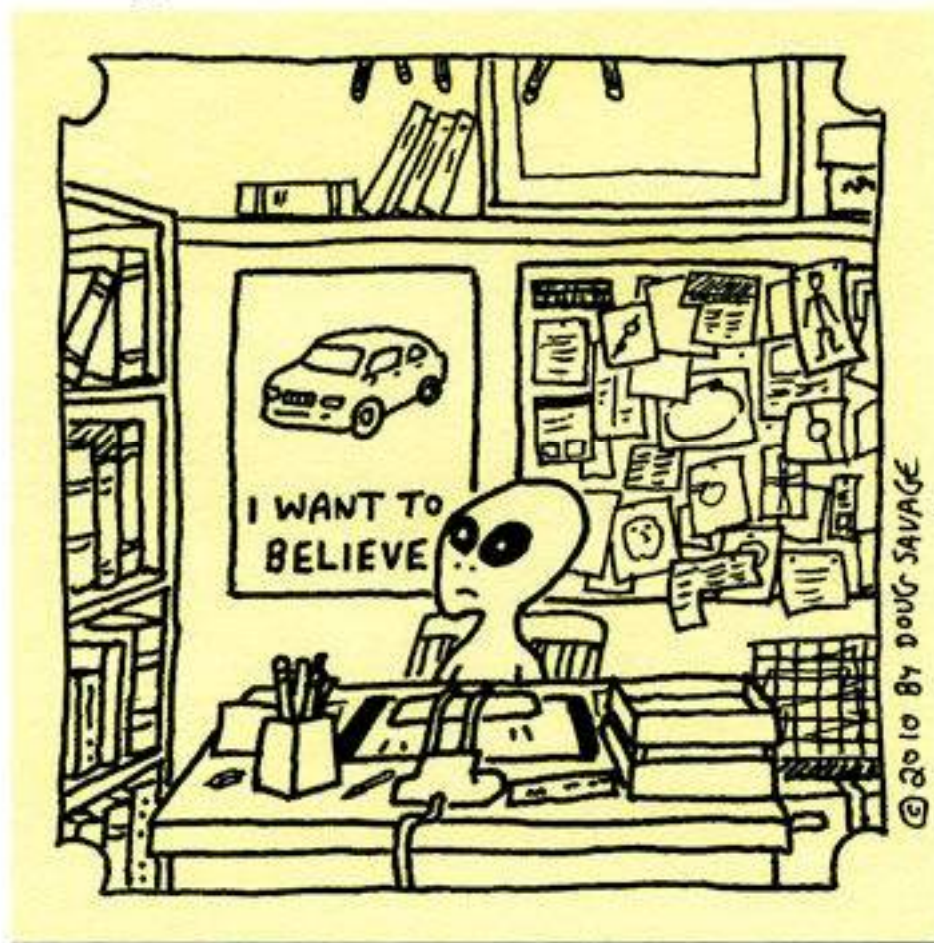
5. Believe





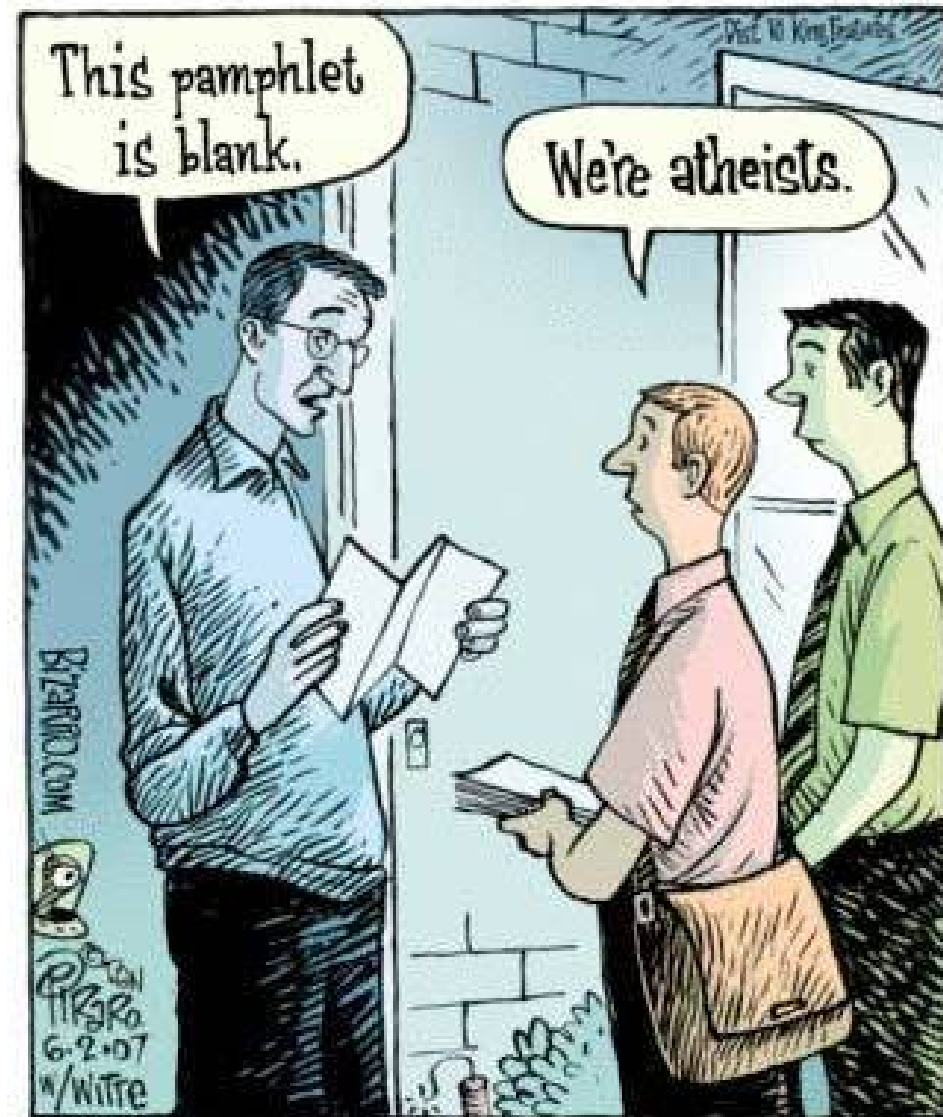
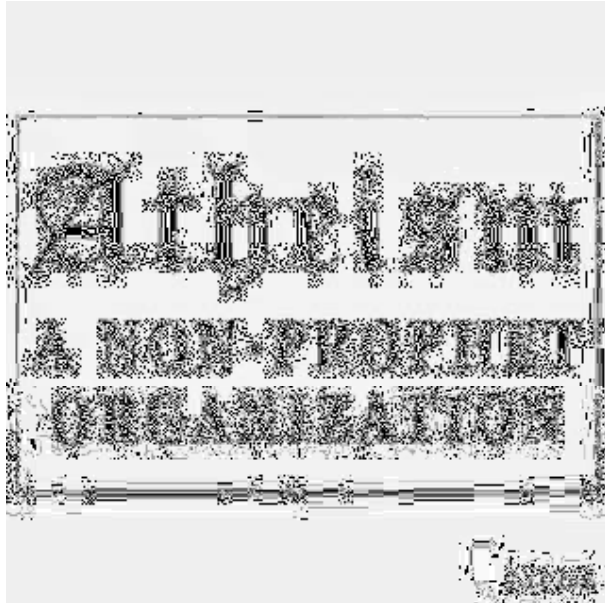
Savage Chickens

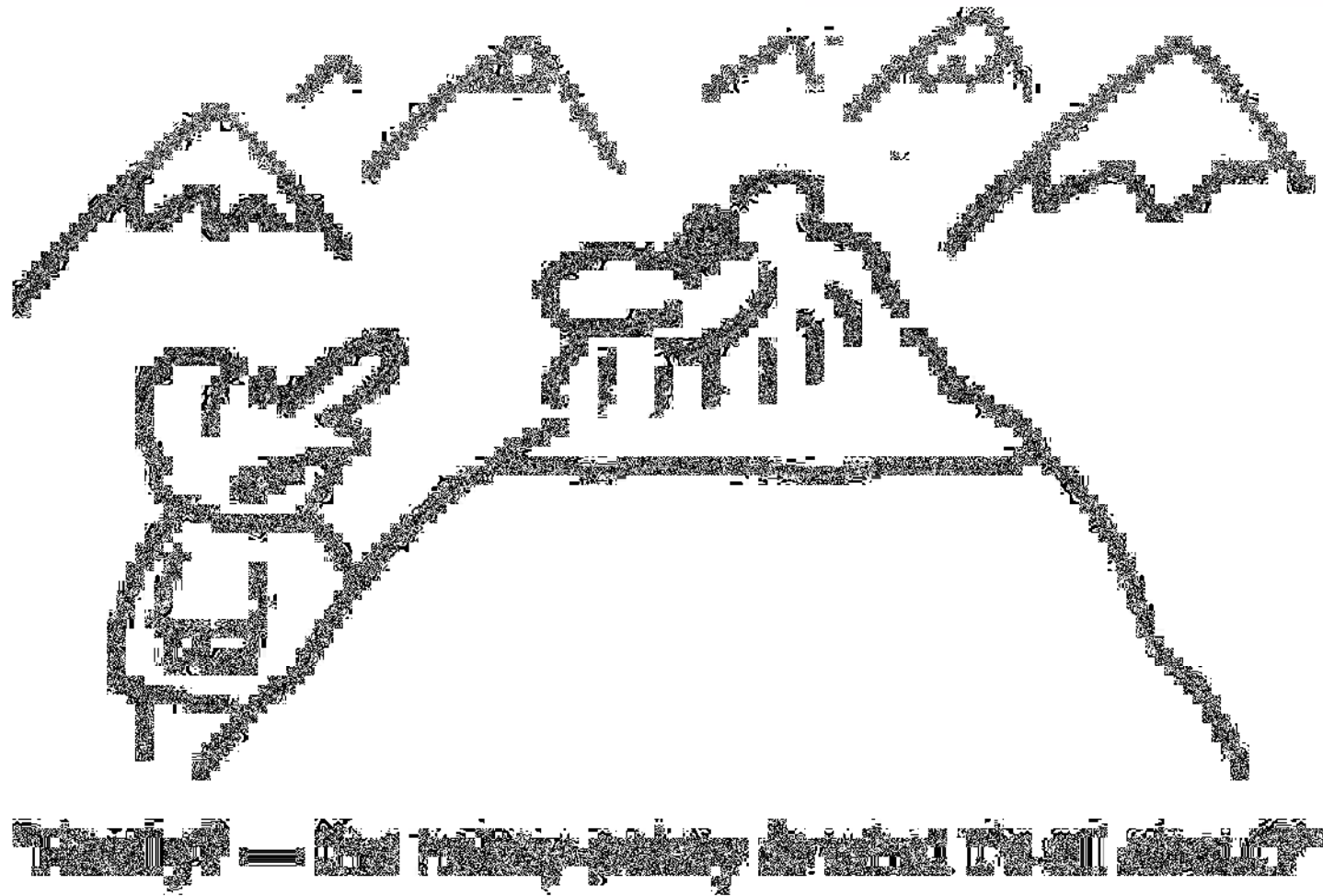
by Doug Savage



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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

