

Bridging the Gap Between Resistance & Resilience

April Callis- Birchmeier CSP, CCMP, PMP
CEO/President, Springboard Consulting





MICHIGAN

Lake Superior

Upper Peninsula

Lake Ontario

Lake Huron

Lake Michigan

Lower Peninsula

Lake Erie

Lake Erie



Upper Peninsula







Annual Mackinac Bridge Walk

THIS IS TO CERTIFY THAT:

April L. Lewis

Walked Across the World's Greatest Bridge on Labor Day,
Sept. 6, 1976, from St. Ignace to Mackinaw City, Michigan

SPONSORS:

MACKINAW CITY CHAMBER OF COMMERCE

Stanley P. McRae, President

ST. IGNACE CHAMBER OF COMMERCE

James L. McGregor, President

MACKINAC BRIDGE AUTHORITY

Charles T. Fisher III, Chairman

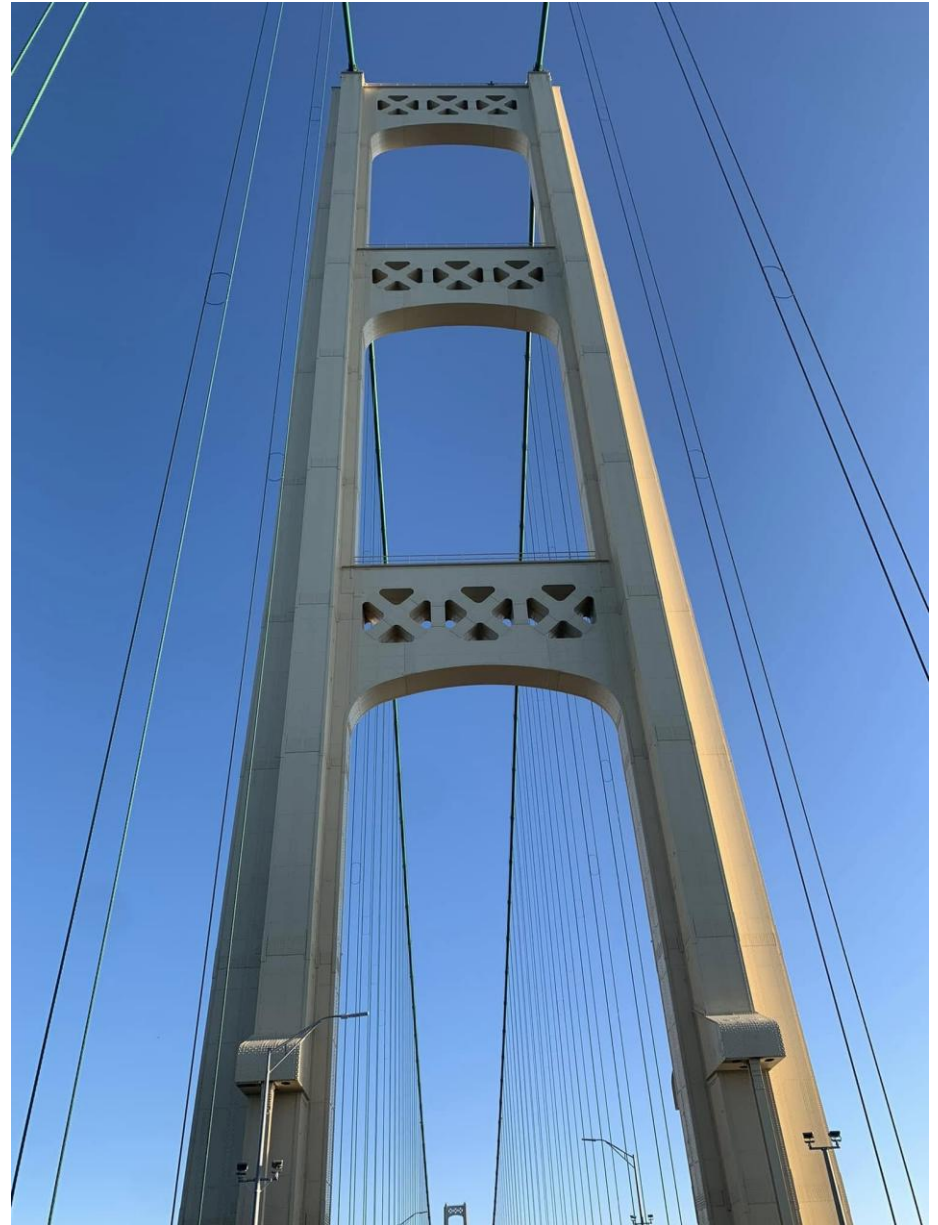
INTERNATIONAL WALKERS ASSOCIATION

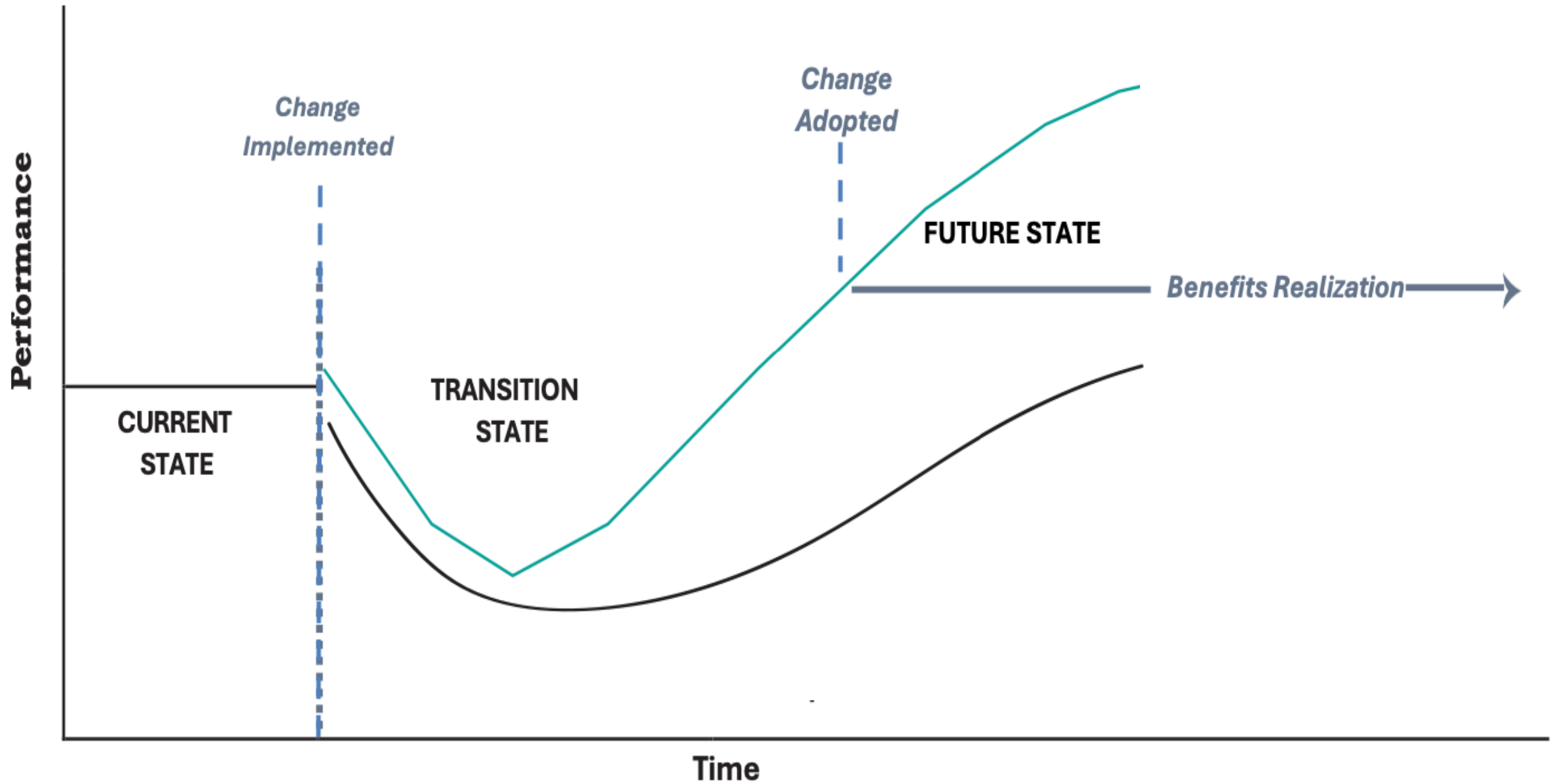
Mr. and Mrs. S. L. Gladfelter, Co-Chairmen

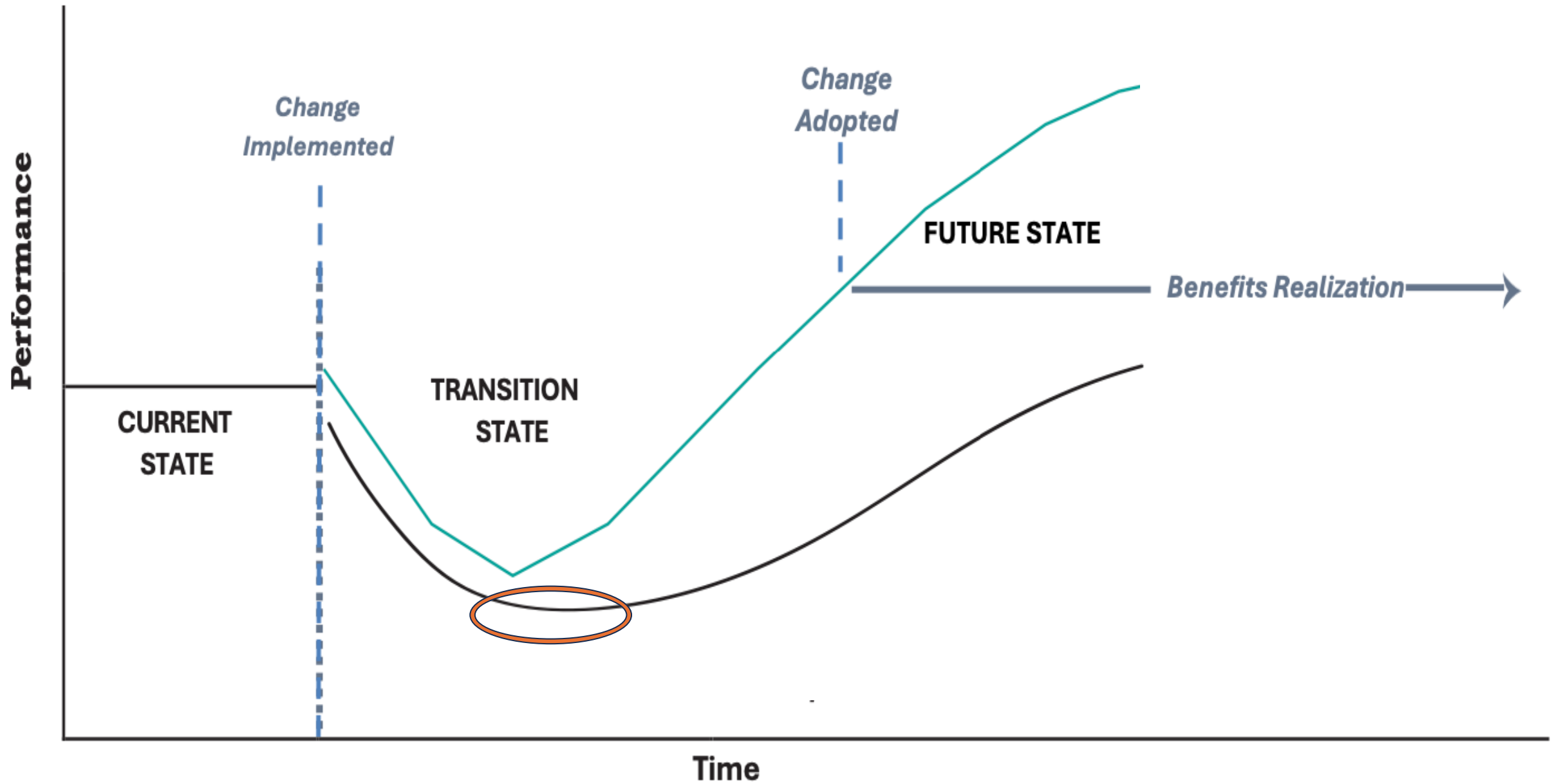
Honorary Co-Sponsor


HON. WILLIAM G. MILLIKEN, GOVERNOR











ARE YOU
READY?

READY, SET, CHANGE! FRAMEWORK



R - RELEVANT & RELATABLE

E - ENGAGE LEADERS

A - ADVANCE COMMUNICATION

D - DEVELOP & SUPPORT

Y - THE "WHY"







Walmart

Supercentre



Enter

Exit

Low Price
\$2





READY, SET, CHANGE! FRAMEWORK



R - RELEVANT & RELATABLE

E - ENGAGE LEADERS

A - ADVANCE COMMUNICATION

D - DEVELOP & SUPPORT

Y - THE "WHY"

High Resistance to Change

+

Low Change Resilience

= Resistance and Negativity


Eye Roll

Tssk - Sigh



Sarcastic Quipster



A young man with brown hair, wearing a white button-down shirt, is seated at a dark wooden table. He is looking towards a woman with long dark hair, who is wearing a light blue shirt and is seen from the back. The man has his hands raised in a questioning or explanatory gesture. The background is a plain, light-colored wall.

**Competitive
Griping**

Whine & Dine

Turn to your neighbor and confess

Have *you* ever engaged
in any of these habits?

5 Habits of Negativity

1. Eye Roll
2. Tssk – Sigh
3. Sarcastic Quipster
4. Competitive Griping
5. Whine & Dine

Emotional Contagion

- Mirror neurons
- Emotions are contagious
- Confirmation and Negativity Bias



A grayscale photograph of a muscular arm flexing, with the text "Building Resilience" overlaid in white. The arm is the central focus, showing the bicep and forearm muscles in detail. The hand is clenched into a fist, and the arm is bent at the elbow. The background is a solid, light gray color.

Building Resilience

RESILIENCE CHARACTERISTICS = PROBLEM-SOLVING MUSCLES

Resilience Characteristics have a lot in common with the muscles in your body

Everyone has them.

Some are stronger than others.

Weaker muscles take more energy to use.

They can be developed.

Regular use is best.

Develop through Challenge and Recovery



RESILIENCE CHARACTERISTICS

Characteristic	Helps You...
Positivity	See possibilities and hope in challenging situations
Confidence	Engage your energy in approaching challenges
Priorities	Direct your energy toward your most important goals
Creativity	Generate a wide range of possibilities and ideas
Connection	Draw on others for resources and support
Structure	Apply organization and discipline to use energy efficiently
Experimenting	Take action in the face of uncertainty and learn by doing

Resilience Building Responses

- **Vent time**
- **Create Solutions**
- **Big Picture**

**Between stimulus and response there is a
space.**

**In that space is our power to choose our
response.** - Viktor E. Frankl

SPRINGBOARD



Vent time

SPRINGBOARD C



Create Solutions

SPRINGBOARD C

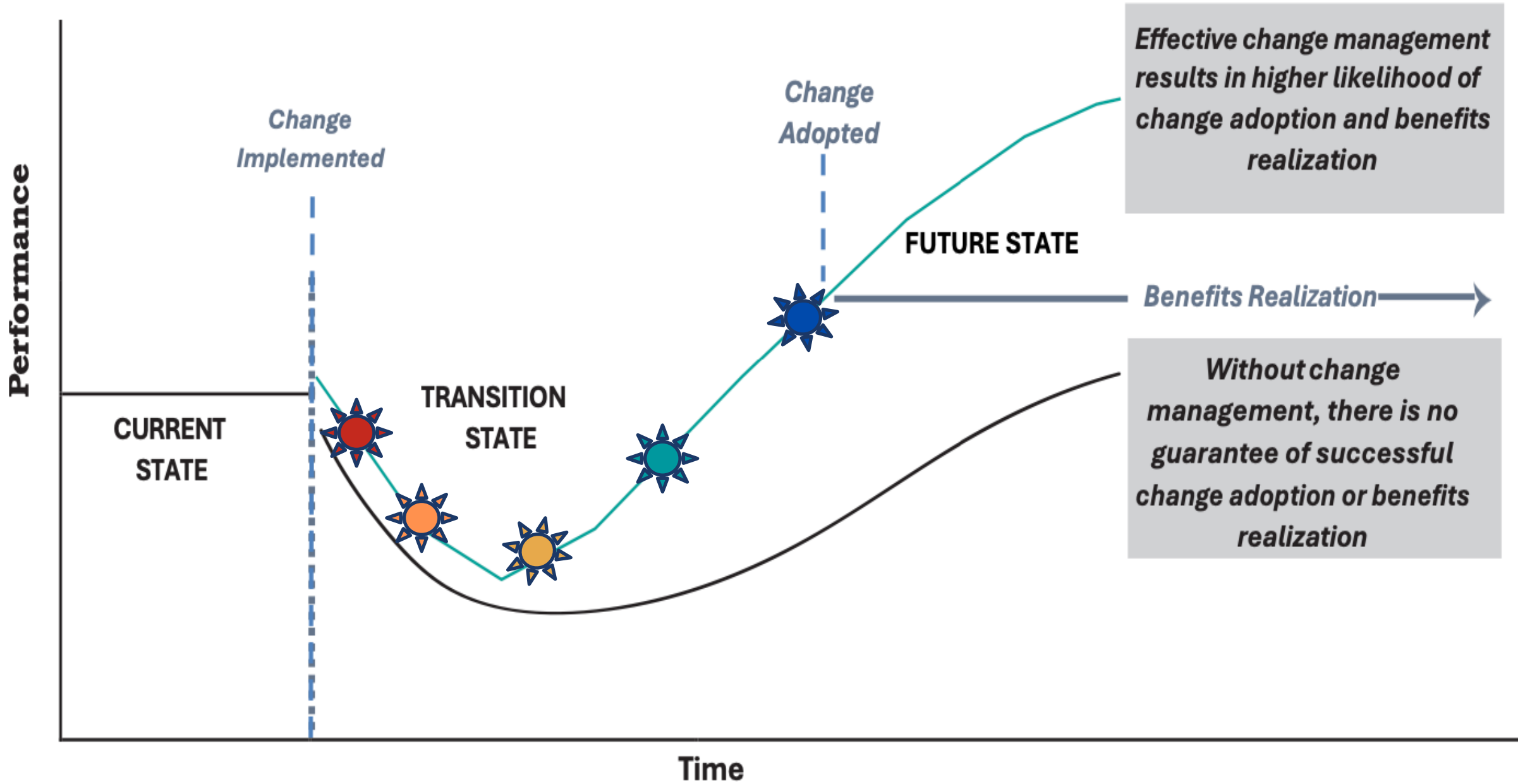


Big Picture

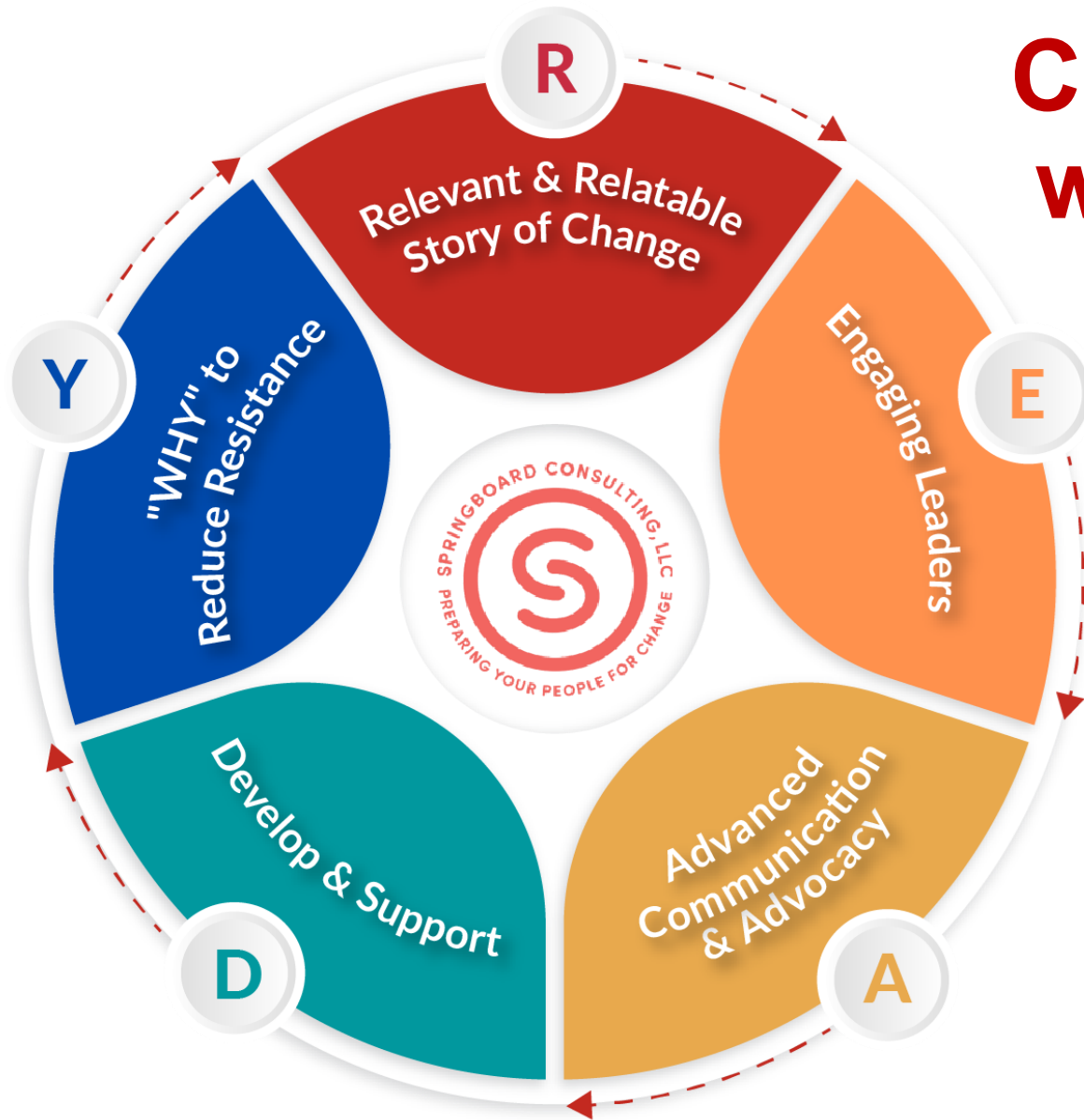


What is
YOUR
Big
Picture?





Change is more Successful when Everyone is READY!



R - RELEVANT & RELATABLE

E - ENGAGE LEADERS

A - ADVANCE COMMUNICATION

D - DEVELOP AND SUPPORT

Y – "The WHY"



Give feedback to April

Scan this QR code



Or go to

<https://talk.ac/aprilc-b>

and enter this code when prompted



Today's Slides!

Digital Change Management Bundle!

