

**HARDINESS AS RESILIENCE:  
THE 5C's — 3 KEY "HOPE BEHAVIORS" AND 2 VITAL SKILLS**

Emotional resiliency is the art and science of optimizing your emotional brain to impact rational thought. It is choosing the *thrive path*, directing a new story, and intentionally using the intelligence of your emotions to STOP habits that derail your personal best.

The first studies into resilience focused on people who had found themselves in extreme situations: concentration camps, poor children living on the streets or women who were the victims of violence. Now, many disciplines research resilient people to broaden our understanding of what allows these individuals to bounce back so effectively. In the past 25 years, hardiness has emerged as a set of social and emotional characteristics that help people move towards new possibilities and opportunities.

(Salvatore Maddi and Deborah Khoshaba)

3 Key "Hope Behaviors" (3C's)	
<b>Commitment — Alienation</b>	Intrinsic motivation to be involved with people and events in life.
<b>Control — Powerlessness</b>	Believes in self-determination to positively influence changes in life.
<b>Challenge — Threat</b>	Views change as instrumental in opening up new pathways to a fulfilling life.
2 Social and Emotional Intelligence Skills	
<b>Community — Isolation</b>	Interacts by engaging (not alienating) others; views problems as opportunities to strengthen relationships.
<b>Transformational Coping (Thrive/In Context) — Regressive Coping (Survive/Endless)</b>	Places change into a broader context to deepen awareness and understanding of the event that leads to wisdom, new beginnings and emotionally engaged, thought-out plans.

**RESILIENCY AND HARDINESS SPECTRUM**

To help assess hardiness characteristics, see the *Emotional and Social Hardiness Spectrum* on the next page.

RESILIENCY AND HARDINESS SPECTRUM

Emotional and Social Hardiness Spectrum

**Commitment**

**Alienation**

The desire and motivation to be involved with the people and events in your life

**(Personal) Control**

**Powerlessness**

Choosing to influence the outcomes of events and changes in your life from a position of hope, not fear

**Challenge**

**Threat**

View change as instrumental in opening up new pathways for living a fulfilling life

**Community**

**Isolation**

Asking for help and engaging others to overcome adversity rather than alienating themselves

**(In) Context**

**Endless**

Place changes into a broader context and explore how one's *thinking style* impacts moving forward

**Reflect: Resilience Story**

1. Refer to a past or present story of workplace, professional or personal resilience.
2. Place an “(x)” where you *were* and *are* on each of the 5C’s according to your adversity story.
3. Where do you need to see movement on the 5C’s to build resilience behaviors?