



RESILIENT LEADERSHIP

God's wisdom for building a team that can win in the face of constant disruption.

The three pillars of a resilient leader enable your beneficiary's success, which enables your organization's success, even in the face of constant disruption.

Pillar 1: Securely Centered Leaders

Resilient leaders operate from a secure center—they have a durable sense of identity, security, and purpose that transcends their ego and their circumstances.

Components

- Heed the Warning Signs
 - There are always signs that our center isn't stable. Slow down and listen to the warnings, including **personal signs** and **professional signs**.
- Pivot: Choose a New Direction
 - Pivoting means to change direction based on a new set of assumptions. A securely centered leader will be able to pivot easily because circumstances won't waver you.
- Reinforce Your Pivot
 - Create habits that embed pivoting into your daily behavior. Reflect on the kinds of practices you have found most helpful in making lasting change in your life.
- Play to Your Strengths
 - Think of the roles you play in two ways: 1) what comes most naturally or might be a strength in this roles, and 2) what is being demanded of you right now at work and how does that align with the role you were hired to do.

Pillar 2: Extreme Team Engagement

Securely centered leaders build the kind of trust-based culture that elicits the full discretionary investment of each team member.

Components

- Co-Create a Team Ethos
 - Intentionally create a culture that leverages team power instead of star power by defining your organizational values and identifying the essential traits for team members.
 - Right People in the Right Place
 - Identify the traits essential for every team member (this often comes out of your organizational values) and establish measurable key performance indicator
 - Reinforce Your Team Ethos
 - Use robust communication and your compensation system to reinforce your team ethos and consider what your current compensation system rewards.
 - Convene Great Meetings
 - Holding a great meeting means 1) preparing well, 2) creating rules that allow collaboration, openness, and concrete steps, and 3) making it stick after the meeting.
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Pillar 3: Elite Client Experience

Your clients are the stakeholders you serve. Delivering an elite experience differentiates you from the competition. Winning means getting and retaining clients. Without winning there is no story to tell.

Components

- Value Proposition
 - A clear and compelling statement of the value you bring to your clients. This is your brand promise, and it differentiates you from your competition.
- Win with Obsessive Preparation
 - Go above and beyond as you prepare for interactions with current and prospective clients.
- Keep by Building Trust
 - The best way to offer elite client experience is by being a trust builder. Deliver against the promise, communicate, and be their private thought leader.
- Post-Mortem
 - Whether an engagement was successful or didn't go as well as you hoped, always learn from the experience. What went well? How can you do 1% better next time?

Resilient Leadership: Biblical principles for building a winning team

Executive teams are investing in the Resilient Leadership Workshop to re-engage their workers in-person and gear up for the challenges ahead.

Our assessments, coaching, and facilitated learning are designed to center your leadership, build extreme team engagement, and help you deliver elite client experiences.

VOCA Center delivers counsel that is professionally sound and biblically wise. Our team solves five key problems for Christian Organizations:

- **Individual Leader Development**
- **High Performers with Low Emotional Intelligence**
- **Outplacement**
- **Offsites for Executive Teams**
- **Strategic Planning**

To tune-up your organizational culture, contact:

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