



Peak Performance Under Peak Pressure: Becoming The Resilient Transformational Leader

Dr. Ronaldo I. Archer, PhD.
The Leadership Institute
Kenya, Africa
The Dominican Republic
Fort Myers, Florida

www.drronarcher.com

What does it mean to be Resilient?

- Resilience is that dynamic quality that allows people to be knocked down by the adversities of life and come back stronger than before. Rather than letting difficulties, traumatic events, or failure overcome them and drain their resolve, highly resilient people find a way to change course, emotionally heal, and continue moving toward their goals.





FACTS ABOUT **RESILIENCY**

- If you are not willing to embrace **Resiliency** you will not be victorious
- **Resiliency** demands a positive fluidity which requires the willingness to confront the brutal realities with tenacity and confidence.
- Successful implementation of a **Leadership Resiliency** strategy can create an extreme competitive advantage in the marketplace.
- Lack of **Resilient Leadership** can send a team, company or an individual into a death spiral of “the doom loop” of despair and destitution.
- **Resilient** leadership development is a legitimate executive priority.
- The need for **Resiliency** exists as a measurable leadership competency for organizational effectiveness.

The NFL Resiliency Architecture

Are you a pipe or a diamond

Transformational Resilient Leaders are like tea bags

A leader must have a positive and powerful impact on the Heads, Hands and Hearts of the human resource to equip, encourage and empower the team to achieve peak performance under peak pressure.

HEADS-IQ-INFORMATION QUOTIENT (10%)

HANDS-TQ-TALENT QUOTIENT (40%)

HEARTS-RQ-RESILIENCY QUOTIENT (50%)



Resiliency asks how do we handle the S.T.O.R.M.S of Life.

- **S**ignificant
- **T**rauma
- **O**verwhelming
- **R**easonable
- **M**inds



Many Types of S.T.O.R.M.S

- Relational
- Vocational
- Physical
- Financial
- Emotional



Truth About S.T.O.R.M.S

- They are Inevitable
- They will never leave us like they found us.
- They will either make us :
 - Better or bitter
 - Winners or whiners
 - Contenders or Pretenders



What Allows Us to Transcend Our STORMS

- **Attitude** Determines Altitude
- Chuck Yeager: The Wall of Sound
- Nelson Mandela: From Prisoner to President
- Helen Keller: The Blind Visionary



Attitude of the Resilient Leader

- Steven Jobs: From Insult and Injury to Innovation and Transformation
- He Transformed Six Industries.
- 1. Movie: Pixar First ever 3D computer animated full length movie
- 2. Music: iTunes and iPods
- 3. Phone: iPhone
- 4. Tablet: iPad
- 5. Retail: Apple Stores
- 6. Computer: iMac




What is a Resilient Attitude?

- Dr. Charles Swindoll- Decorated Marine and Former Chancellor of a Major U.S. University
- "The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think, say or do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home. The remarkable thing is we have a choice every day regarding the attitude we embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play the one string we have, and that is our attitude... I am convinced that life is 10% what happens to me and 90% how I react to it.
- And so it is with you... we are in charge of our Attitudes”

The Resilient Mindset

- Oprah: Whether if you think you can
- George Bernard Shaw: You see things as they are and ask why
- Hegel: Truth is not found in a thesis
- Democracy: 509 B.C.





Why is Resilient Leadership So Vital in the 21st Century?

- Overwhelming Complexity
- Increasing Competition (Limited Resources and Tight Market Share)
- Accelerating Change (No Pit Stops)
- Why?
- The Forces of Global Choices and the Epidemic of Global Quality has forced organizations to shrink vertically and expand horizontally to meet the needs of a demanding ever changing customer base , political uncertainty and supply chain challenges.
- Customer Delight: Creating the WOW Experience



Organizational STORMS

- 1. Accretion Stage: What do I do?*
- 2. Affinity Stage: What do we do?*
- 3. Appreciative Stage: How are we going to do it.*
- 4. Action Stage: Lets Get it Done*



Organizational STORMS

- The Four D Cycle
- 1. Discovery: Who are we
- 2. Dream: Why are we
- 3. Design: What are we
- 4. Deliver: How are we

S.T.O.R.M.S. Do Not Only Test The Resiliency Quotient of an Organization. S.T.O.R.M.S Reveal It.


- During S.T.O.R.M.S the population of a team will fall into three distinctive assemblages called the 20-60-20 Affinity Grouping
- 20% are your Courageous Climbers: For those who say it can't be done
- 60% are your Cautious Campers: Pain of the past and fear of the future
- 20% are your Complaining Quitters: Lets go back to how things





Climbers, Campers and Complaining Quitters

- **20%-The Climbers:** they not only embrace it they will champion it for you.
- **60%-The Campers:** they are neither for nor against change. They believe that nails that stick out gets hammered down. So they Camp at the base of the mountain.
- **20%- The Complainers:** they oppose any and all change. Some critics are outspoken, and others are in stealth mode, the silent assassins. They must understand that they are either on the way or in the way.



Leading the Climbers, Campers and Complaining Quitters

- 1. Empower the Climbers through A.I.R A.
- 2. Coach and Develop the Campers through P.A.R.
- 3. Manage the Quitters Up or Out
 - A. Focus on the issue, the problem or behavior to confront and correct the person.
 - B. Develop the gift of goodbye if change is not implemented.
 - C. Free up their Future

Breakthrough or Breakdown Leadership Resiliency and Team Oneness are the Keys to Ultimate Victory.

Dr. Martin Luther King, Jr

- “We have come over on different ships but we are in the same boat now. We either learn to work together as friends or perish as fools for a high tide will raise all ships.”

President Ronald Reagan

- “None of us can be greater than all of us. United we stand or divided we fall.”
- Dr. John Maxwell
- “Teamwork Makes the Dream Work. The Wrong Person in the Wrong Place = Regression. The Wrong Person in the Right Place = Frustration. The Right Person in the Wrong Place = Confusion. The Right Person in the Right Place = Progression.”



Team Oneness and Leadership Resiliency

- When Threatened in Nature:
Lessons in Resiliency and Oneness
- 1. Bees Swarm
- 2. Fish School
- 3. Birds Flock
- 4. Zebra Herd
- 5. Lions Pride
- 6. People Tend Split and Fracture:
 - “ Not my Job, Not Problem, Not My Fault and Fix the Blame Fast



Peak Performing Teams Value and Understand the Power of Oneness

1. The Power of Collective Vision
2. The Power of Collective Persistence
3. The Power of Collective Resilience






Resiliency Starts with Me

Alexander the Great

Mahatma Mohandas Gandhi

- I cannot teach what I do not know and I cannot lead where I am not willing to go. If I want to see authentic change in others, I first must become the change I seek.
- A leader is one who knows the way, goes the way, and shows the way
- He that knows not and knows not that he knows not is a fool shun hm
- He that knows not and knows that he knows not is a student teach him
- He that knows and knows not that he knows is asleep awake him
- He that knows and knows that he knows is wise follow him



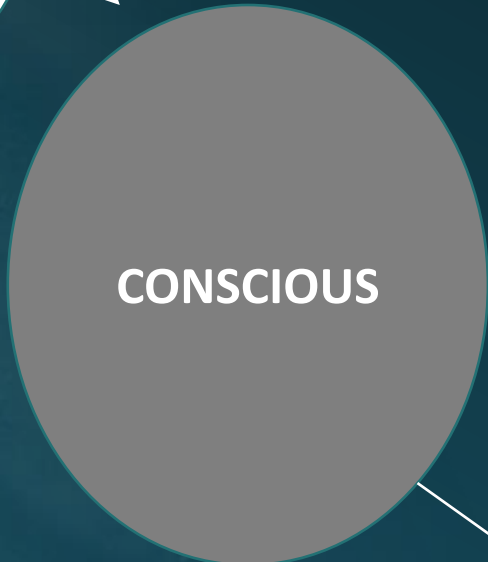


How Does the Resilient Mindset Work in Reality?

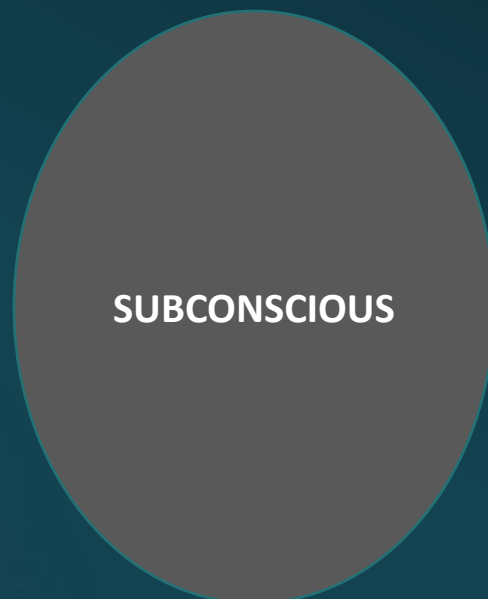
- The NFL's Peak Performance Resiliency Model
- Become Brilliant at the Basics and Fantastic at the Fundamentals in Thought and Action
- Know Your Alignment, Your Assignment and Execution
- The Difference Between Average People and Achieving People is their Perception of and Response to Failure.
- A Great Dream with a Bad Team is Nothing More than a Nightmare.
- You Lose the Respect of the Best when you don't deal properly with the Worst.
- What Gets Recognized and Rewarded gets Done
- Praise in Public, Criticize and Correct in Private



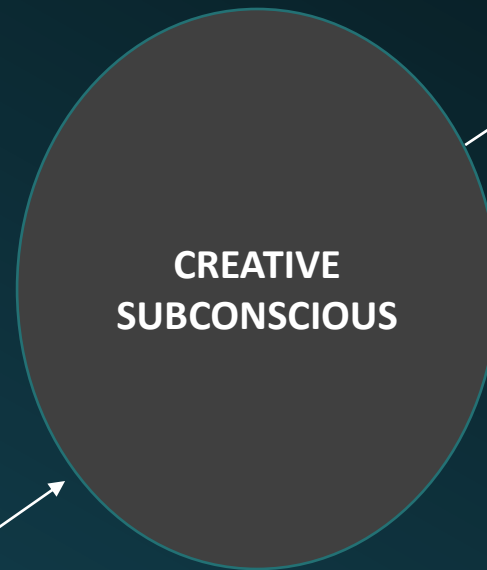
REALITY



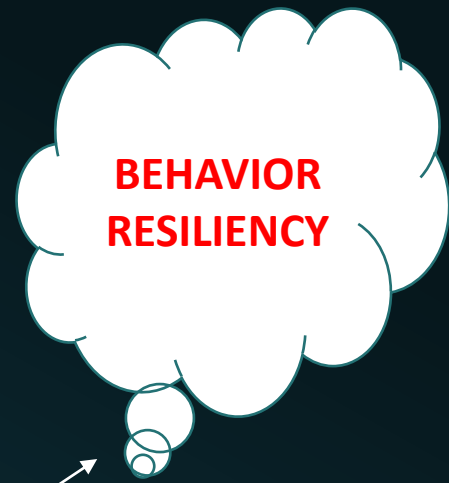
CONSCIOUS



SUBCONSCIOUS



**CREATIVE
SUBCONSCIOUS**



**BEHAVIOR
RESILIENCY**



The Conscious Process of Thought

HOW IT WORKS

Four functions

Perception

Association

Evaluation

Decision



CENTRAL DRAMATIC LESSONS

- ONE OF THE GREATEST BRARRIERS TO FUTURE SUCCESS CAN BE OUR PAST SUCCESS.
- We do not see things a s they actually are BUT we tend to see things as we are.
- I cannot see it all, neither can you but together we can see more, if we are willing to trust and **communicate.**

Subconscious

CPU

Servo Mechanism

Self Image

Storage for your Affirmations

What is an affirmation?

Statement of Fact or Belief
communicated to oneself with
power, emotion and
conviction.

I x V = Rsc

Creative Subconscious

CPU

Reticular Activating System
Projector of your true self
Maintain sanity
Makes sure that who I really
am privately in my thoughts is
exhibited publicly in my
behavior.

What is an affirmation?

- Statement of fact, belief or conviction articulated to oneself with emotion, feeling and deep passion.
- It can be positive or negative
- It is repeated to oneself with regularity and consistency.
- Becomes a habit
- Becomes a way of thinking
- It impacts your self esteem, self worth and confidence.
- Negative affirmations tend to have more impact than positive ones because they carry more emotion and feeling.

W.E.E.D.S

WRONG EMOTIONAL EXPERIENCES that DESTROY SELF-ESTEEM



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CHANGE YOUR AFFIRMATIONS CHANGE YOUR HEAD, HEART, HANDS AND HABITS

AFFIRMATIONS TO BE EFFECTIVE MUST BE WRITTEN

1. FIRST PERSON: I AM, I ENJOY, I LOVE
2. PRESENT TENSE: NOT I WILL, I AM, I DO
3. EMOTIONAL WORDS. LOVE, EMBRACE, ENJOY, DESIRE
4. EXPERIENCE: FINANCIAL INCREASE, HEALTH IMPROVEMENT, RELATIONAL IMPROVEMENT.
5. MUST BE SPOKEN OUT LOUD EVERY DAY AND NIGHT FOR 28 CONSECUTIVE DAYS
6. VISUALIZE THE AFFIRMATION



Epilogue

- Here's to the **Resilient Ones**. The ones who see things differently. They're not fond of fearful excuses. And they have no respect for self pity and or timidity. You can quote them, disagree with them, glorify or vilify them.
- About the only thing you can't do is ignore them. Because they change things. They push the human race forward. And while some may see them as the crazy ones, we eventually see genius. Because the people who are **Resilient** enough to think they can change the world, are the ones who often do.