

THE FRONTLINE FORMULA:
HOW TO ADAPT BETTER TOGETHER

with Rob Hosking




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THIS IS
FINE


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HOW WE COMMUNICATE DICTATES HOW PSYCHOLOGICALLY SAFE OUR CULTURES ARE






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YOUR TEAM DOESN'T NEED YOU TO MAKE CHANGE COMFORTABLE.

THEY NEED YOU TO MAKE IT SAFE TO TALK ABOUT.

69%

of PEOPLE SAY THEIR MENTAL HEALTH IS MAINLY IMPACTED BY THEIR MANAGER

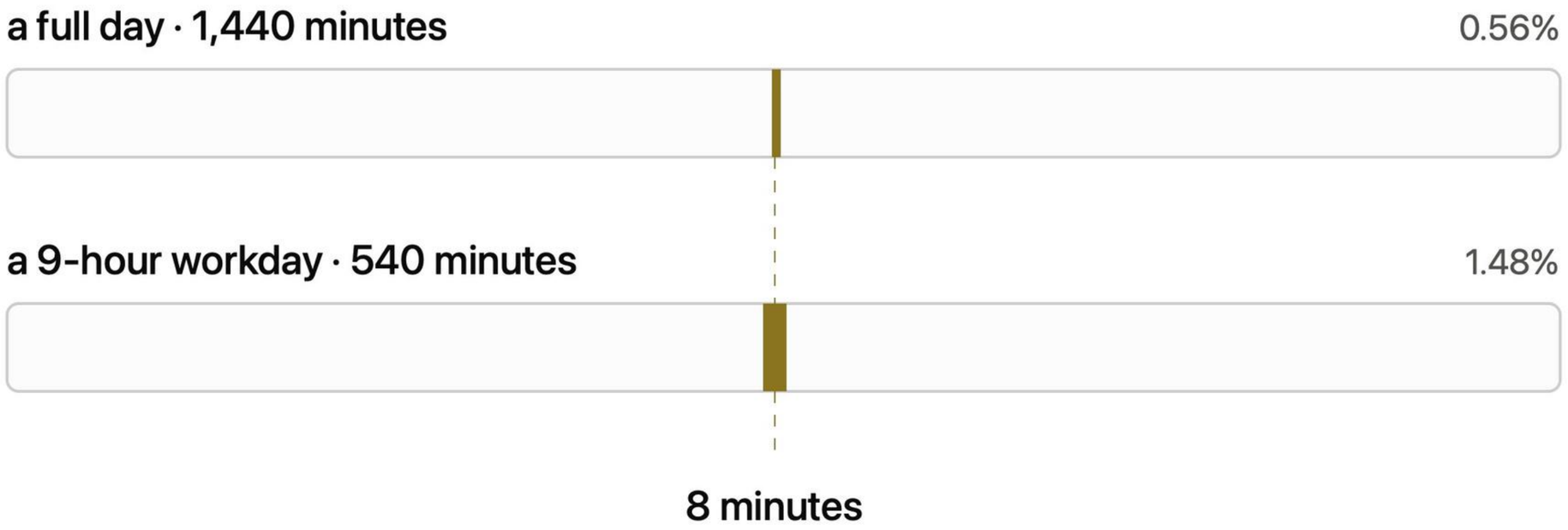
OUR RESPONSES TO THE "HOW ARE YOU?"


How are you?
I'm good thanks you?
Yeah good thanks.



THE 8 MINUTE RULE

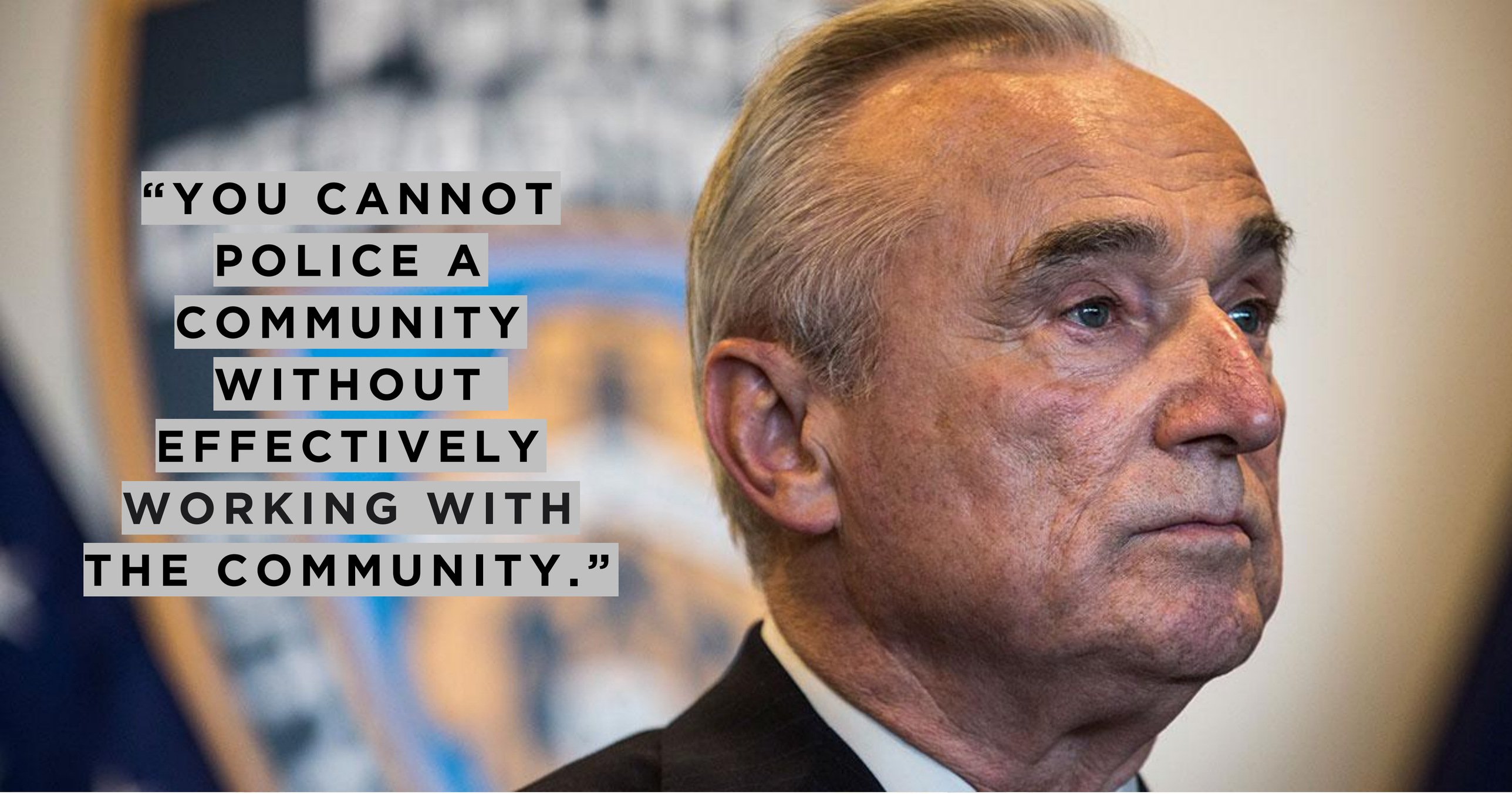
When friends are struggling, they only need eight minutes of focused, uninterrupted, and non-judgmental listening to feel supported and less lonely.



focused
phone down, eyes up

uninterrupted
let them finish

non-judgmental
no advice unless asked


“YOU CANNOT POLICE A COMMUNITY WITHOUT EFFECTIVELY WORKING WITH THE COMMUNITY.”


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BUILDING MENTAL
FLEXIBILITY TO
ENSURE YOU'RE
OPEN TO ALL
SCENARIOS


“NO PLAN SURVIVES FIRST
CONTACT WITH THE ENEMY.”

Adaptable?

- Don’t adapt


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Have a Curious Mindset

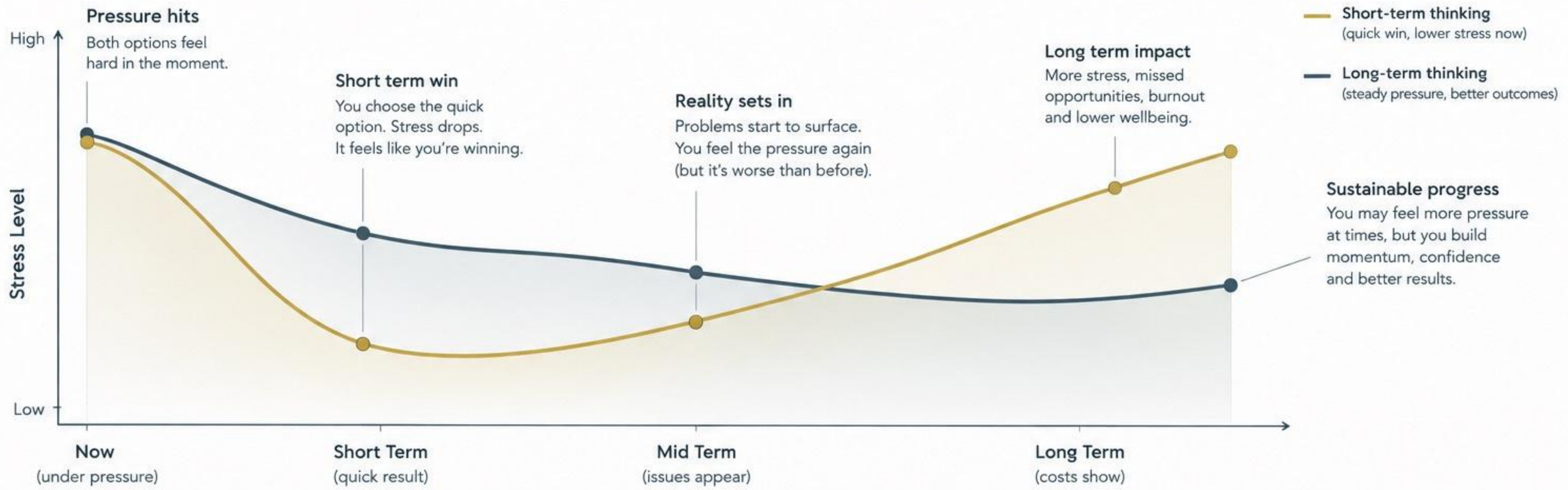
Adaptable?

- Don’t adapt
- Adapt poorly





WHEN ADAPTATION BECOMES MINDLESS, IT BECOMES DANGEROUS.



SHORT-TERM DECISIONS LEAD TO:

- ✕ A quick drop in stress
- ✕ Immediate relief and a sense of control
- ✕ Missed opportunities
- ✕ More pressure later
- ✕ Burnout and lower wellbeing

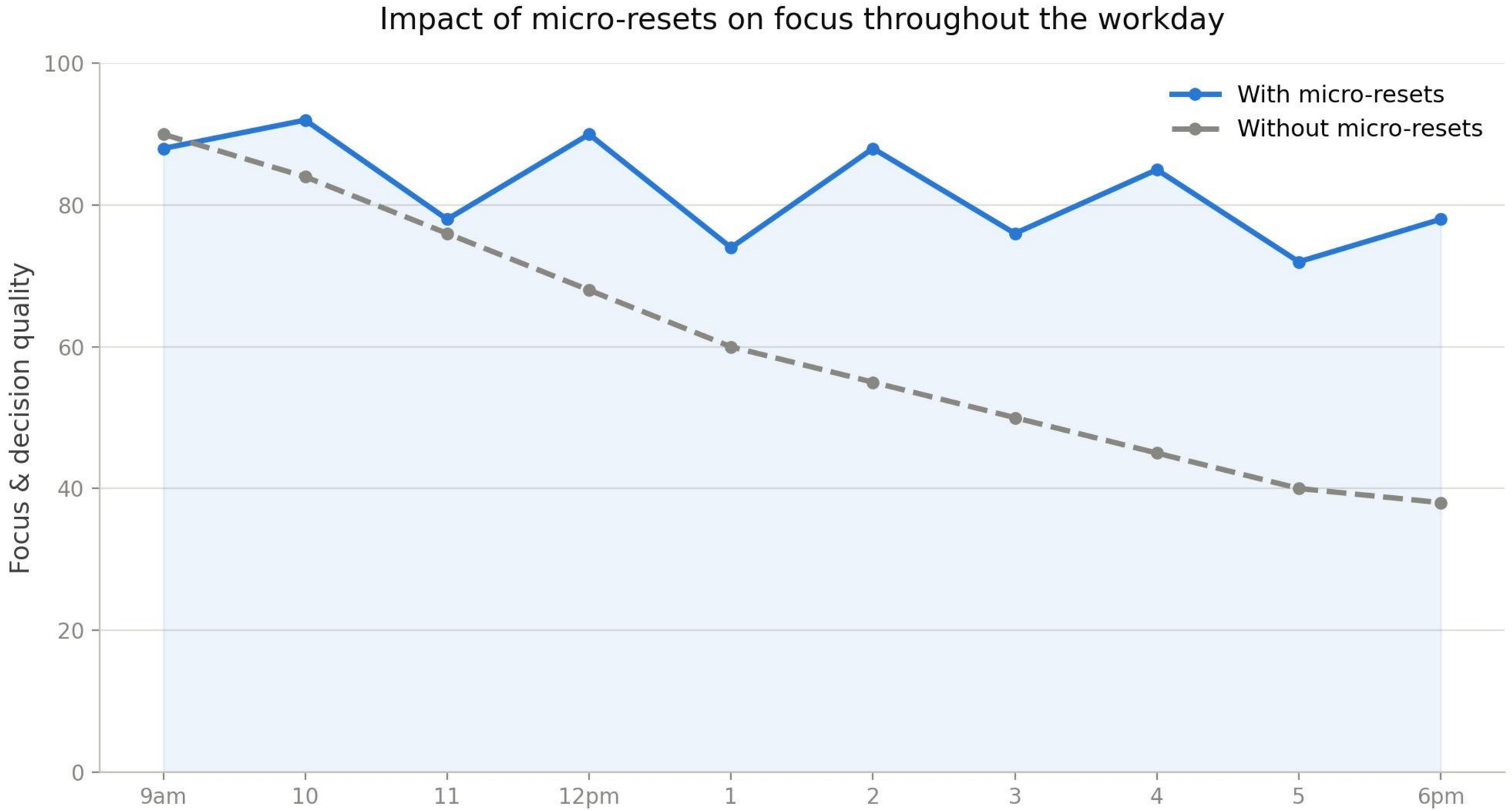
LONG-TERM DECISIONS LEAD TO:

- ✓ Steady, manageable stress
- ✓ More opportunities and growth
- ✓ Stronger relationships
- ✓ Better health and wellbeing
- ✓ Lasting success

Adaptable?

- Don’t adapt
- Adapt poorly
- Adapt well


TRAIN BEING IN
UNCOMFORTABLE
SITUATIONS.
THE POWER OF A MICRO-RESET
CAN NEVER BE
UNDERESTIMATED.
1509


Impact of micro-resets on focus throughout the workday
Focus & decision quality
100
80
60
40
20
0
9am
10
11
12pm
1
2
3
4
5
6pm
With micro-resets
Without micro-resets


TRAIN BEING IN UNCOMFORTABLE SITUATIONS.
THE MORE WILLING YOU ARE TO BE WRONG, THE MORE RIGHT YOU'LL BE.
THE POWER OF A MICRO-RESET CAN NEVER BE UNDERESTIMATED.
DON'T JUST MANAGE YOUR TIME, MANAGE YOUR PRIORITIES.
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FOR YOU TO THRIVE IN YOUR PERFORMANCE, YOU HAVE TO BE THRIVING MENTALLY




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CONTROL THE CONTROLLABLE

Habits play a significant role in shaping behaviour, with research suggesting that approximately **40%** of our daily actions are driven by habits rather than conscious decisions.

THE FIRST RESPONDER

LET'S MOVE.



- TAKES ACTION
- MAKES DECISIONS
- CREATES MOMENTUM

STRENGTH:
DIRECTION AND DECISIVENESS

THE COMMUNICATOR

KEEP EVERYONE CONNECTED.



- LISTENS AND CHECKS IN
- SHARES INFORMATION
- BUILDS TRUST AND INCLUSION

STRENGTH:
CONNECTION AND TRUST

THE INVESTIGATOR

HELP ME UNDERSTAND THIS PROPERLY.



- QUESTIONS AND CHALLENGES
- ANALYSES AND LOOKS DEEPER
- FINDS CLARITY AND INSIGHT

STRENGTH:
INSIGHT AND CLARITY

THE NEGOTIATOR

LET'S KEEP THIS PRODUCTIVE.



- MANAGES TENSION
- KEEPS CONVERSATIONS RESPECTFUL
- HELPS PEOPLE FEEL HEARD AND SAFE

STRENGTH:
CALM, BALANCE AND SAFETY


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BUILDING RESILIENCE TO THE PRESSURES OF CHANGE

THE RESILIENCE SQUARE



USE THE DIFFICULTY



Comfort

Difficulty

Growth



“EVERY CONTACT IS A LEARNING CONTACT.”

THE RESILIENCE SQUARE






One statement
One CCTV lead
One conversation
I'll kill you!
B.B.

THE RESILIENCE SQUARE

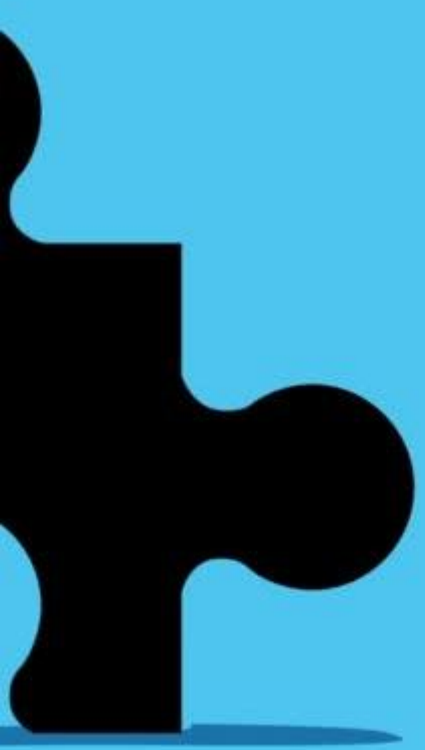



You've got this.
You're doing better than you think.
You're stronger than you realise.
You've overcome tougher things than this.
You make a difference.
Keep going. You're proud of yourself.
Be present.
Stay focused.
Trust your training.
You're capable.
You're enough.
You're exactly where you need to be.
Keep your head up.
Big things are still ahead.
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THE RESILIENCE SQUARE



RESILIENCE IS A TEAM SPORT





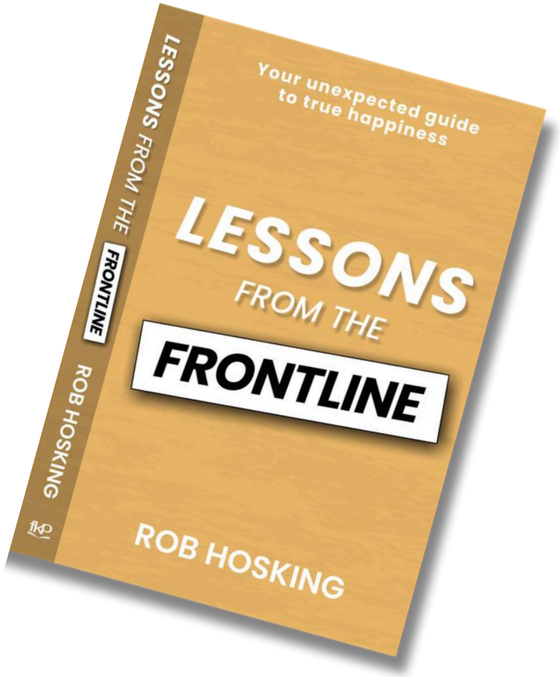
THE RESILIENCE SQUARE




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