

MODULE 6

# Resiliency



ADVISOR ADVANCEMENT INSTITUTE



INVESTMENTS

# Why Resiliency?

- Whether it's market pressures, or competition, there will be times in your journey where being a great advisor is challenging
- Resiliency ensures that you can come back stronger after facing setbacks
- Resiliency is not just about a positive attitude – it's about training
- There are three key steps to being resilient: locked in, within, and all in.

## Resiliency

Is the secret that will help you bounce back after you face a setback – in your role, with your team, or with a client

- **Resiliency is not an attitude**
- **It's not about being positive**
- **It's about training and being prepared for setbacks**
- **Strong teams and partnerships are an antidote to immediate setbacks**

## Locked In, Within, All in

Resilience requires three mental states – Locked in, Within, All in

- **Locked in – is an extreme focus on the task at hand and what you need to achieve**
- **Within – is where the drive for success must come from**
- **All in - is the recognition that you need a strong functioning team to help you succeed**

## So What Now What?

So what, now what? Is a framework to help you consider the next key steps after a setback

- **Acknowledge the challenge that has occurred**
- **Be honest and consider the factors that led to it happening**
- **Consider how you can reframe this challenge into an opportunity**
- **Turn this opportunity into clear next steps**

## Thank You I Owe You

Thank You, I Owe You is a teambuilding prompt to help you acknowledge your reliance on others to bounce back from a setback

- **In your weekly huddles, ask everyone to share a "Thank you, I owe you note"**
- **This exercise should focus on generosity – allowing everyone to appreciate others, while calling out how they can help repay the support of their teammates**

# Unfortunately, setbacks are sure to happen whether in your teams or business.

The framework – so what, now what? – allows you to take stock of the situation, writing out what has happened while prompting you to action.

If you've faced a setback, use this template to reframe the challenge into an opportunity.

Share this worksheet with your teams during your huddles.

So What?	Now What?
<i>What happened?</i>	<i>What actions will you take?</i>
<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>
<i>What drove this occurrence?</i>	<i>What are your key next steps?</i>
<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>
<i>How can you reframe this problem into opportunity?</i>	<i>How will you leverage your team to help you succeed?</i>
<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>

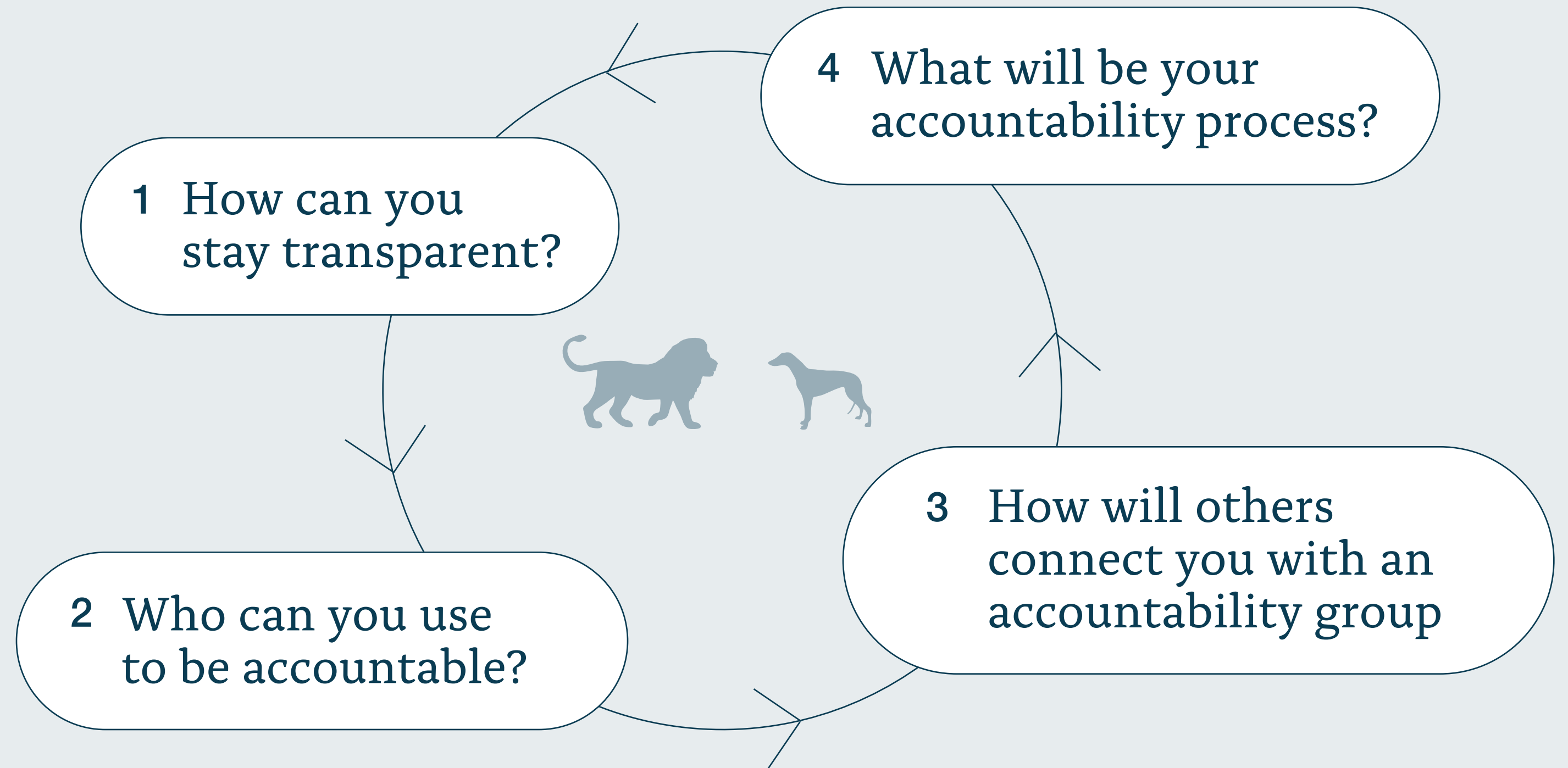
# Lion vs Greyhound

A greyhound knows where its next meal will come from and expects to be fed once it performs.

Lions need to develop strategies to effectively work together and hunt to stay fulfilled.

In a similar way that lions require teams (prides), you'll need strong teams to bounce back from setbacks.

Consider this framework to constantly improve your accountability in a set up.





INVESTMENTS

[newyorklifeinvestments.com](http://newyorklifeinvestments.com)

This material is intended to be educational and informative in nature and is subject to change.

It is not intended to provide any warranties, investments or legal advice and is intended for educational purposes only.

Dr. Kevin Elko is not affiliated with New York Life Insurance Company or any of its affiliates.

The Advisor Advancement Institute is a program within New York Life Investments.

New York Life Investments is both a service mark, and the common trade name, of certain investment advisors affiliated with New York Life Insurance Company.