



Your Wellness Is Our Business



# Resilience

As the migration wave and pandemic prevail, the atmosphere in Hong Kong is still under the weather. It is never easy to accept and adapt to the rapid changes in life, work, family and interpersonal relationships. "Change" can become stress. When we are facing uncertainties, anxiety is likely to be caused. For instance, if there is a personnel change or restructuring in a company, employees may worry about the impact on themselves, such as whether they will be assigned a new job, whether they have to work with a new team, or if they can adapt to the change. People tend to react "Fight-or-flight" (to resist or to avoid) when facing changes. Very often we choose to stay in our comfort zones and avoid problems. According to the theory of Accountability Ladder, running away, however, does not resolve stress, but instead worsens and increases stress. If you can take the initiative in managing difficulties, you will not only regain control but also leverage assertiveness and a sense of self-efficacy, making you stronger to go further.

## Accountability Ladder

### Victim Behaviour

- ✗ Wait and Hope
- ✗ Excuses
- ✗ Blame Others
- ✗ Unconscious and unaware



### Accountable

- ✓ Behaviour
- ✓ Make it Happen
- ✓ Find Solutions
- ✓ Own It
- ✓ Acknowledge Reality

To Initiative

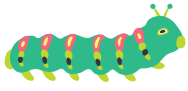


From Expulsive

Compared to ignoring the problems, blaming others, finding excuses, or just sitting, waiting and hoping, it is more resilient to acknowledge reality, accept the fact, find solutions and then make it happen. Accountable Behaviour can build up confidence, keep the situation in control, and find a silver lining through hard times.



## Love Challenges



## Embrace changes and breakthroughs



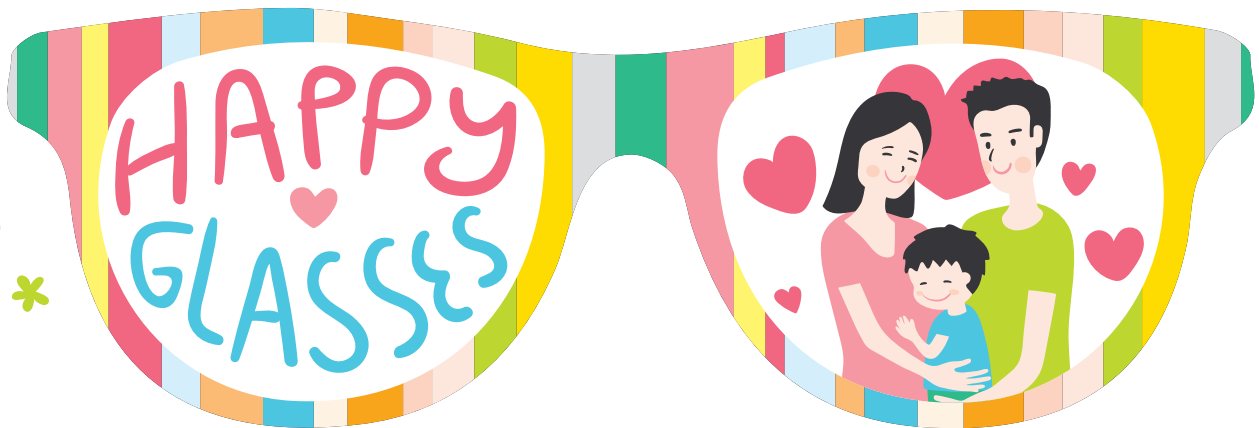
It is said that “Change is Eternal”. The unchangeable factors in life are the ever-changing people, events and things. A stable and familiar environment can provide a sense of comfort, but it can also deprive the growth of people and the opportunities of experiencing new things.

The working environment may change due to economic or social influences, giving us the opportunity to update our knowledge and improve our skills. With the trend of multiculturalism, many companies hire talents from all over the world. In addition to the daily turnover of personnel, team members are changing from time to time. Working with colleagues of different backgrounds, expertise and personality traits is also a process of broadening our circle and building characters.

When you encounter challenges or confusion at work, why not ask your trusted seniors or friends and family for advice? You may set a small and achievable goal for breakthroughs. Try to appreciate every small step of accomplishment because when you look back in the future, you will be so proud of your perseverance and dedication for going through everything that lead to your success today!



## Liven up Your Soul



In a park, a child was playing with his family. He fell while he was suddenly running towards his parents. As the parents thought the child must have cried, they were about to pick up and soothe the boy. Surprisingly he said, “Mum and Dad, I feel so happy.”

The parents hugged their kid and asked, "Son, why do you feel so? Do you know what happiness means?" Unable to contain his excitement, the boy said, “Being able to run around and play on the lawn with my mum and dad makes me happy.”

The child did not hold on to his fall, he thought that he was lucky to have his parents alongside him, playing with him. Happiness is sometimes like a naughty boy - The closer we get, the faster he runs away. The thing is how to be happy. When facing difficulties and changes, many people unconsciously magnify the disadvantages instead of focusing beyond them, realising we already are soaked in happiness, having support from family and encouragement from friends. Circumstances are external factors which are uncontrollable, but the state of mind is an internal factor, and there is always a choice. So why don't we learn from the kid, put on a pair of happy glasses and see things from a new perspective? You may also see a different world.



## LEAP File

Stepping into the counselling room, the counsellor saw a fidgeting figure, Yan, who is 15 years old, with heavy dark circles under her eyes and nervous hand movements that can tell she was anxious. She just entered Grade 10 with excellent grades, and hence she has been promoted to the elite class; however, her grades were slipping and she felt very anxious about this. She filled her schedule to the brim and put all her energy into revision, preparation, piles of schoolwork and strict demands, which bring heavy stress on herself. The last straw that broke the camel's back was a nightmare in which she was chased to near suffocation, and she still couldn't breathe when she woke up.

During the counselling session, Yan felt the same pressure and fear from the nightmare as overwhelming as she desperately tried to catch up with her grades but in vain. Due to her unsatisfying grades, she lost self-confidence so she avoided expressing herself at school, and became more distanced from her friends. The counsellor asked if this was the life Yan wanted, she looked up and gave a firm NO.

Through counselling, Yan started to realise that she had been only focusing on the top students in class but overlooked the fact that she is also a brilliant student with good grades and a role model to whom her fellow students look up. Her self-confidence was rebuilt through this counselling, and her strength was leveraged by positive feedback from others. The counsellor re-viewed Yan's time schedule, letting her understand that the concept of "I don't have time" was not true and was only created by her high standard and stress. Yan figured out she had plenty of time after re-distributing her time.

Showing appreciation for Yan's effort and that she wanted to do better, the counsellor helped Yan to get over her fear, sort out her inner thoughts and feelings and reclaim confidence so her nightmares no longer haunted her. Moreover, she became more positive about facing her academic challenges.

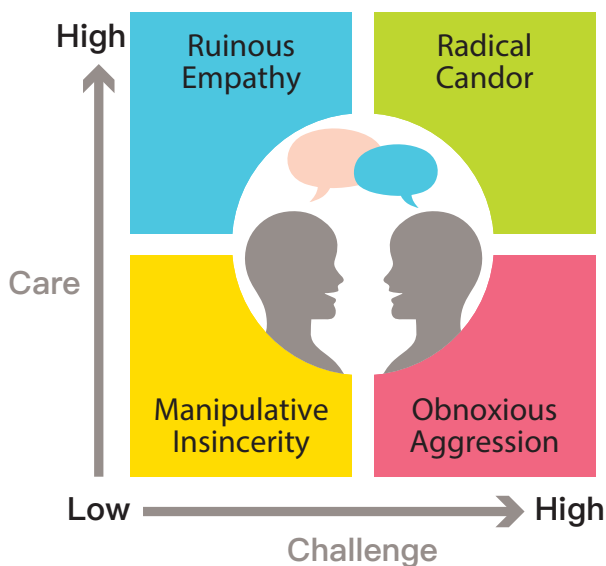


## News Feed

The new normal at the workplace: the mixed-mode working arrangement, the resignation wave, and the head-hunt battle are intensifying. Retaining and nurturing talent is a challenge for all companies nowadays. Compensation and benefits are no longer the only criteria to measure an ideal job. Flexibility and teleworking also may become a way to attract and retain talent. Establishing a positive work environment is a human resource strategy to enhance staff engagement.

Kim Scott is a senior consultant at Twitter, Rolltape and Qualtrics. During her time at Google, Kim learned that a “Radical Candor” supervisor with warm heart and sincerity can create an environment where employees can reach their full potential and enjoy their work.

But how do you achieve “Radical Candor”? It's about balancing care and challenges.



The following are some strategies for your reference:

1. Set human resource policies and arrange physical and mental relaxation activities to enhance employees' holistic health.
2. Arrange team-building activities for employees to understand and learn from each other and cope with personality differences.
3. Equip effective coaching skills to guide employees to develop their strengths and improve their weaknesses.
4. Create a psychologically safe environment where employees feel comfortable sharing their concerns and needs at work.
5. Learn conflict management strategies to turn confrontation into cooperation.

### Related Programmes:

- ✓ Communicative Leadership
- ✓ Strength-based Approach for Building Engaged Workforce
- ✓ Effective Communication - Overcoming Resistance to Collaboration
- ✓ Mindful Workplace
- ✓ Mental Health Education for Managers
- ✓ Chinese Medicine for Headache Treatment

If you have enquiries about the above programmes, please email to [marketing@fourdimensions.org](mailto:marketing@fourdimensions.org) and contact our marketing staff.

## Company Information

Four Dimensions Consulting Limited (FDC) is a private limited company set up by Hong Kong Christian Service (HKCS) in 2005. Employee Development Service (EDS) of HKCS is the first EAP provider in Hong Kong since 1991. We offer total solutions to assist employees with work/life issues, develop strengths/potentials, increase work engagement and positivity at work, which ultimately enhance organizational excellence and sustainability.

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