

MODULE 3

Building business resilience and entrepreneur EQ

PRESENTER: PAULA QUINSEE, PROFESSIONAL DEVELOPMENT COACH & AUTHOR

Sunlight | **Lionesses of Africa**

**WOMEN ENTREPRENEURS
START-UP
ACCELERATOR
PROGRAMME**

It's your time to shine!

ANTOGRACE
MORE THAN JUST FOOD

Unilever

Sunlight 2in1 Hand Wash Powder
Sunlight FABRIC CONDITIONER
Sunlight SOAP

Paula Quinsee

Professional
development
coach & author

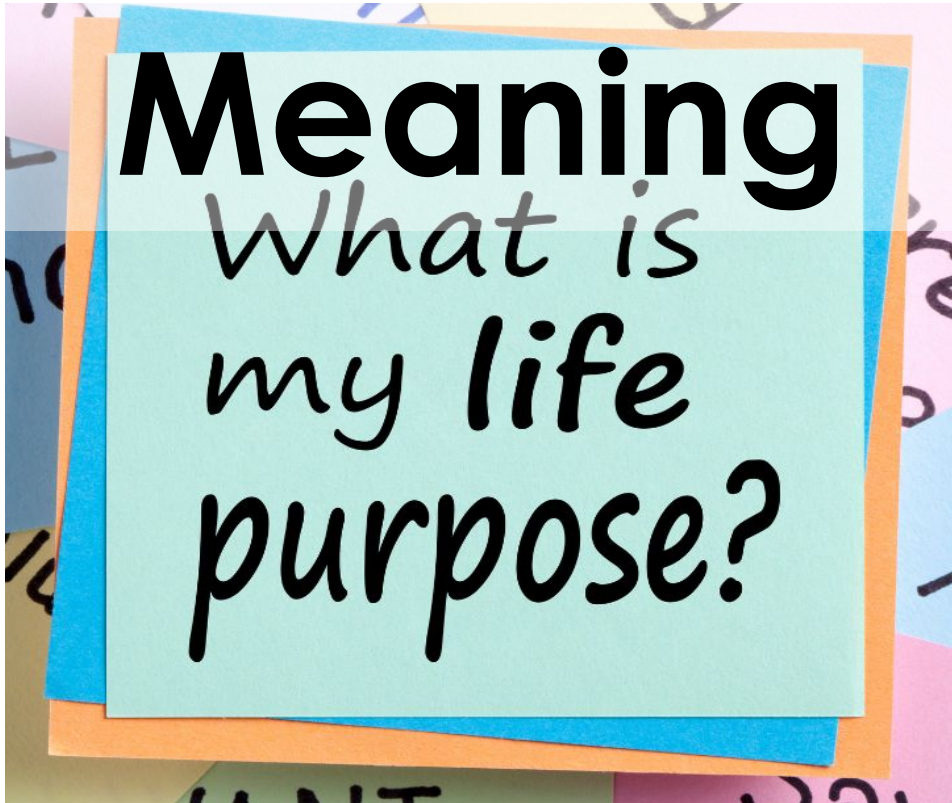


Module Contents



- What is business resilience
- How to build emotional resilience in business
- Developing emotional awareness in business
- Positive self-talk
- Strategies for managing stress and emotions
- Practicing mindfulness and reframing negative beliefs
- Building your entrepreneurial EQ

Needs and Expectations



Adapt or Die



Business Resilience

Ability to adapt to
disruptions, while
maintaining operations,
and safeguarding people,
assets and brand equity.



How Am I Showing Up?



What's Really Going On?

the ability to learn
the ability to feel, express and manage a range of positive and negative emotions
the ability to form and maintain good relationships with others
the ability to cope with and manage change and uncertainty
you are confident when faced with new situations or people
you feel optimistic
you don't always blame yourself
you set goals
you feel good about yourself
you have good self esteem

Loss
Violence/ abuse
Anger
Depressed
Guilt, fatigue, and irritability
Stress and burnout
Anxiety
Loneliness
Sleep problems
Divorce
Bullying
Micro-managed
Peer group pressure
Work pressure
New job / boss
Low self-esteem
Loss of confidence

Depressive disorder
Anxiety disorders
Dementia
Phobias
Panic disorder
Body dysmorphic disorder
Borderline personality disorder
Dissociative disorders (multiple)
PTSD
Schizophrenia
OCD
Paranoia
Eating disorders
Trauma
Autism
ADHD
Somatic disorders



It's Ok To Not Be OK



Red Flags



Communication Is Key



Failure



Ditch The Guilt

- **G** = Give
- **U** = Up
- **I** = Irrational thinking and
- **L** = Let go of
- **T** = Torturing yourself



Redefine Success

Wellbeing

Knowledge

Capacity to Celebrate Life

Mindfulness

Work-life harmony

Good Health

How My Goals Have Changed

- Get married ~~before 30~~
when I am ready.
- Retire with ~~millions~~
memories.
- Get a ~~high paying job~~
job that I am passionate about.
- Be ~~the best~~
present.
- Make my parents proud by being
~~successful~~ happy.
- Find ~~an attractive partner~~
someone who I deeply connect with.
- Live a ~~long life~~
fulfilled.

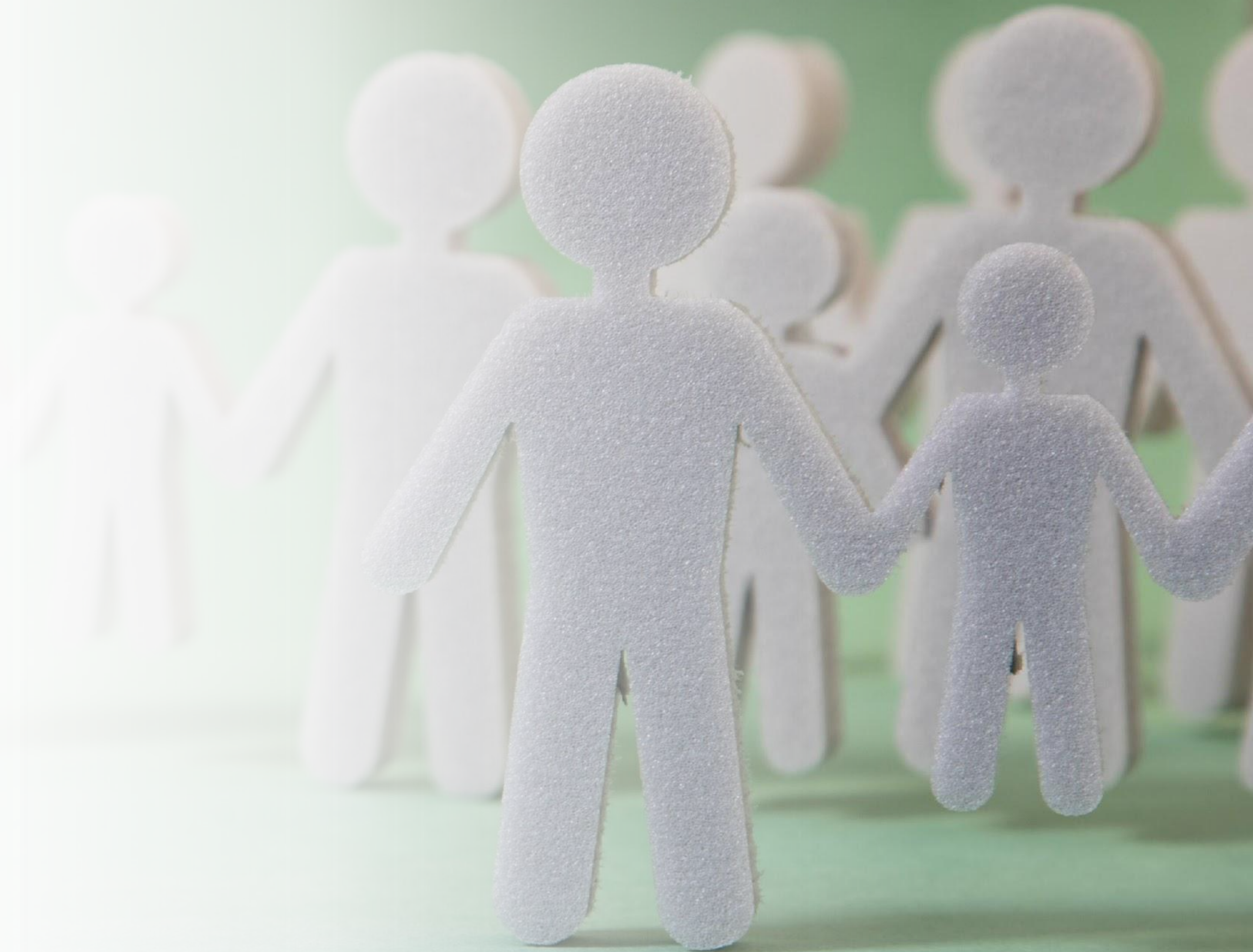
Healthy Relationship Foundations

- Trust
- Respect
- Ability to resolve conflict
- Communication
- Psychological safety
- Physical safety



Where Do We Need Boundaries

- Self
- Partner
- Parenting / Children
- Families
- Friendships
- Workplace



From Survival To Thrival



Emotional Resilience

- Success ≠ happiness.
- Optimism (vs Fear)
- Values
- Support (f, m, c).
- Gratitude (2-mins).
- Habits (20 sec rule).
- Health
- Spirituality



3 Critical Skills...

Self-leadership



3 Critical Skills...

Self-discipline

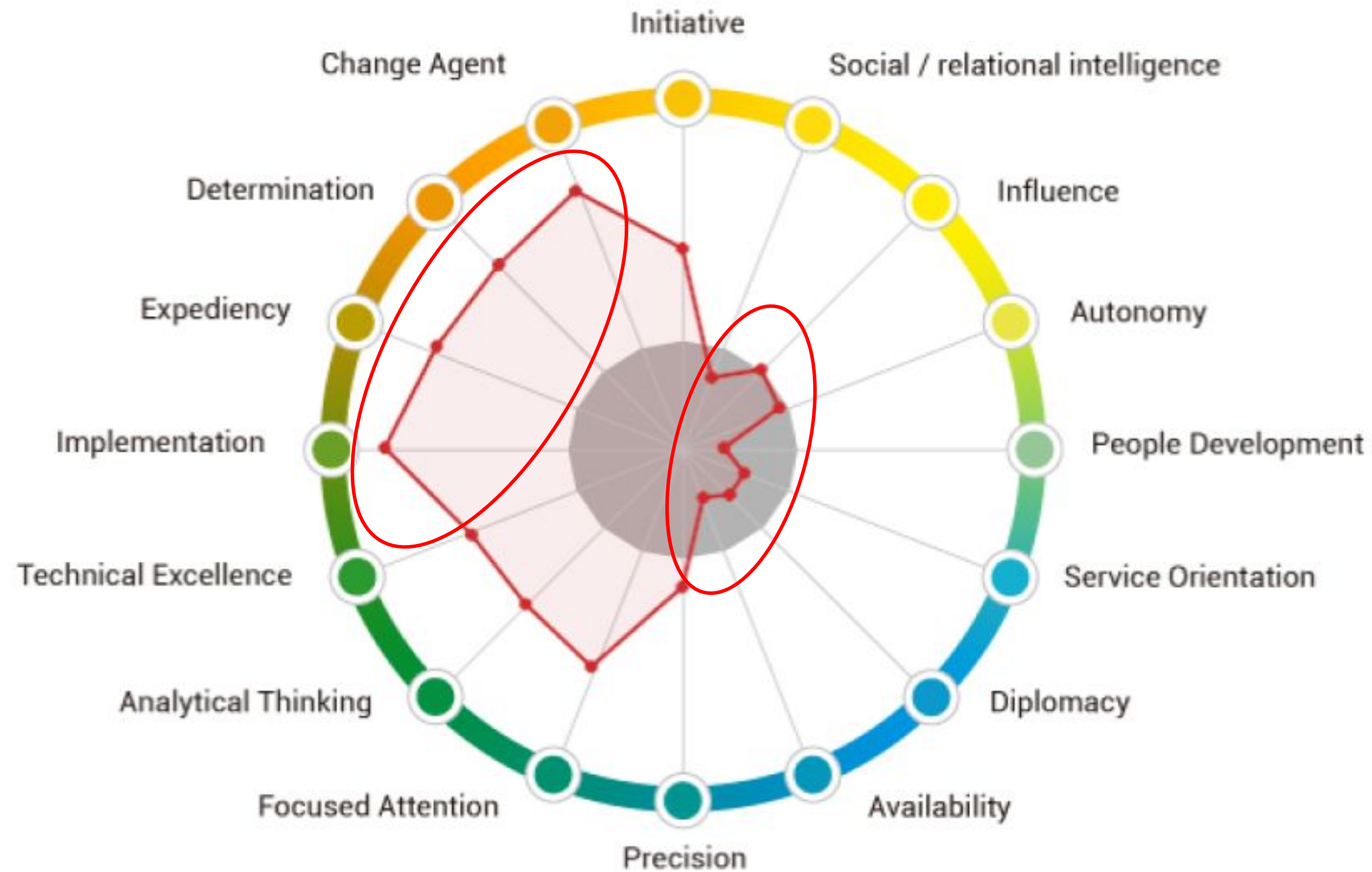


3 Critical Skills...

Adaptability



Assess Your Competencies



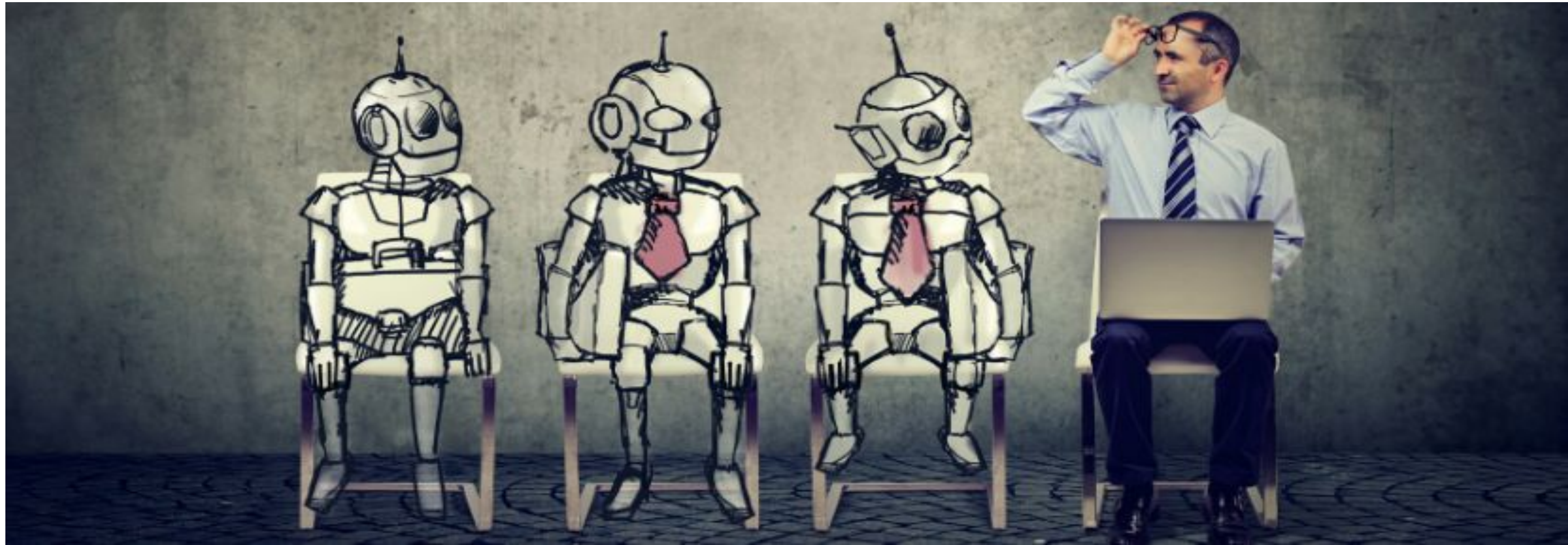
Have Your V.U.C.A Moments

- Venting – take turns to vent (complain) about anything (personal or work related).
- Updating - provide an update on work for that week.
- Connecting - acknowledge each person's contribution.
- Asking - ask for what they need from their leader / team.



3 Ways To Really Connect

- Tell me more about that....
- Help me understand.....
- Is there anything more you would like to share.....



Building Relationships In A Digital World

Small talk



Video



1-to-1



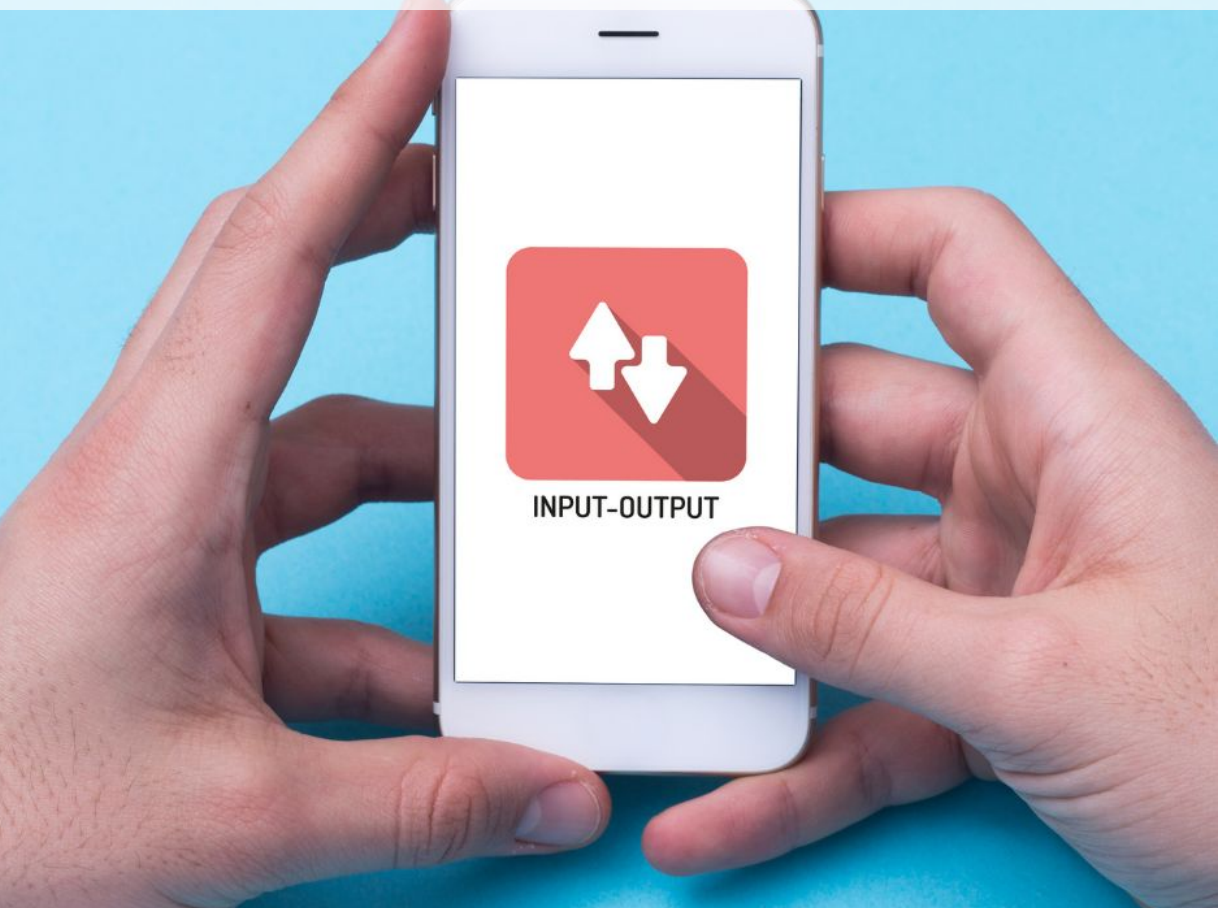
Boundaries



Schedules



Feedback



Find Your Tribe



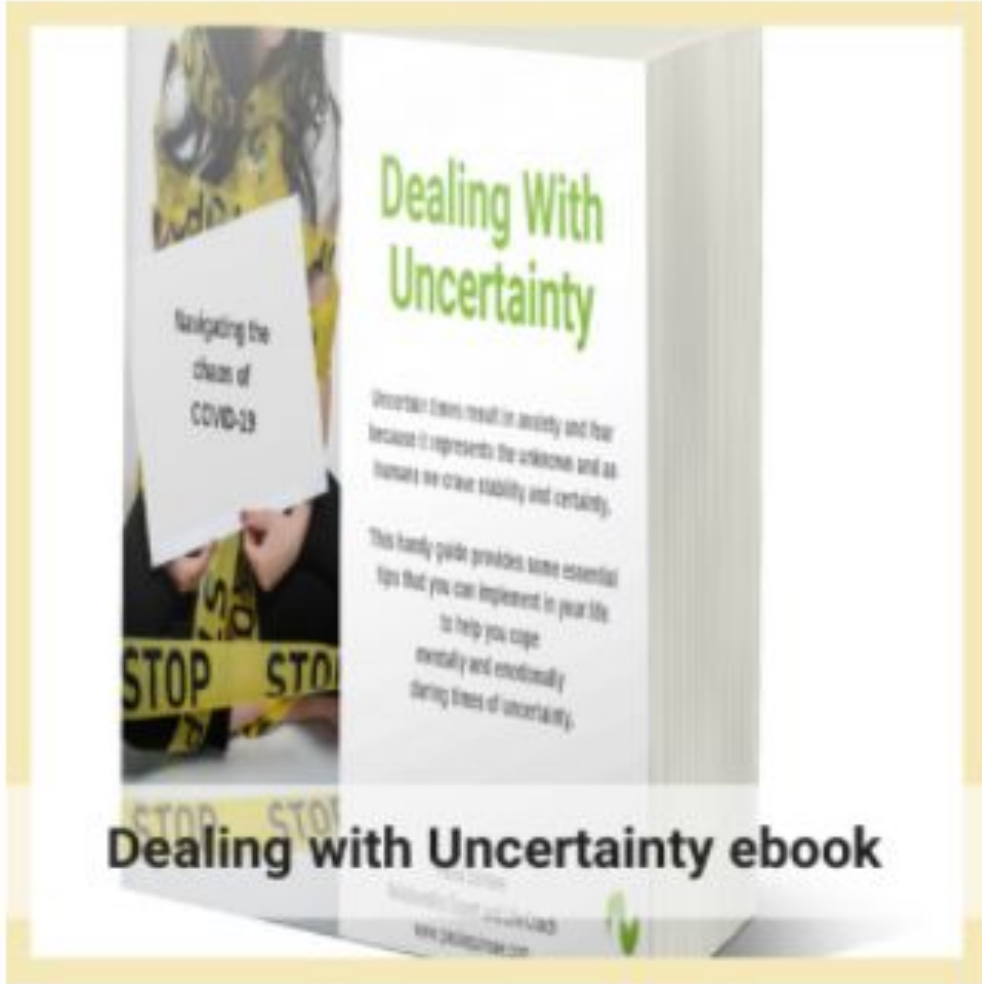
Free Resources



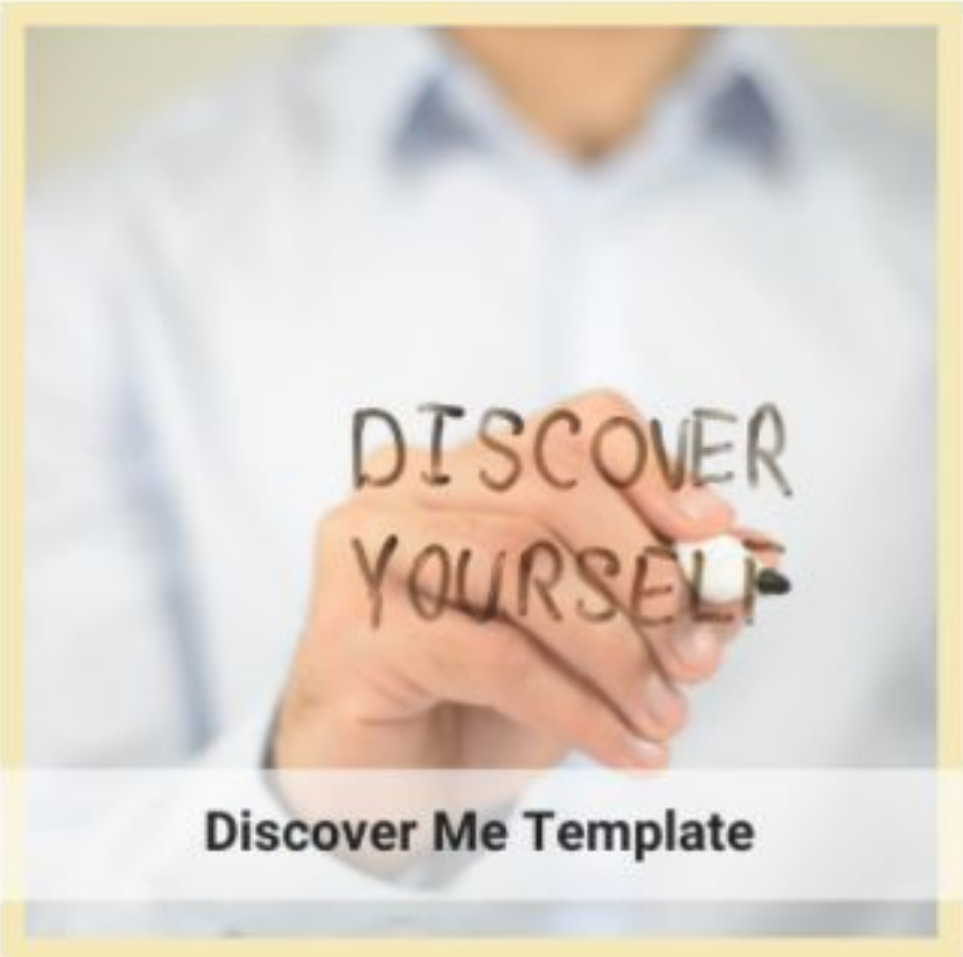
Overcoming Procrastination Template



Healthier Relationships ebook



Dealing with Uncertainty ebook



Discover Me Template



Stress Assessment

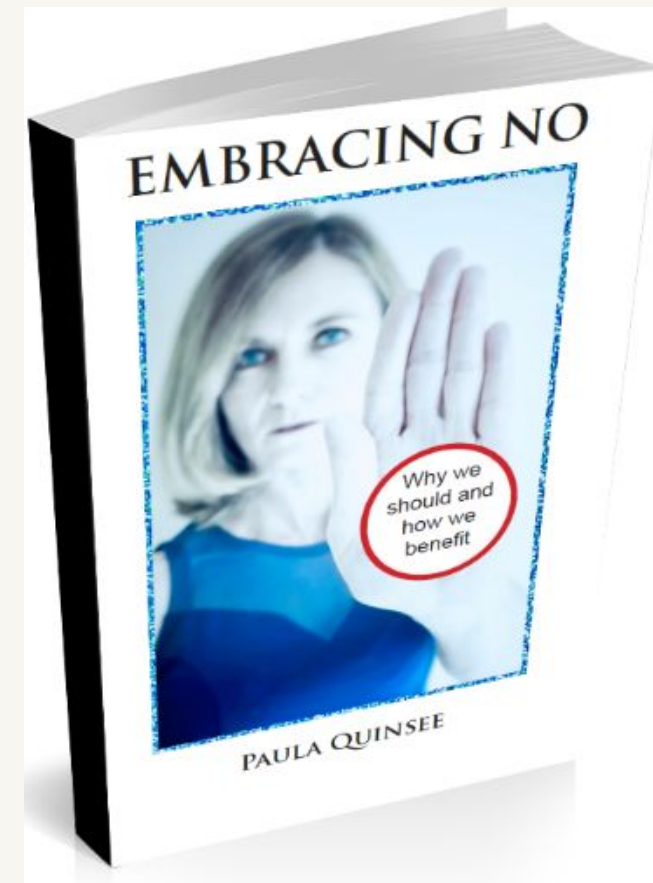
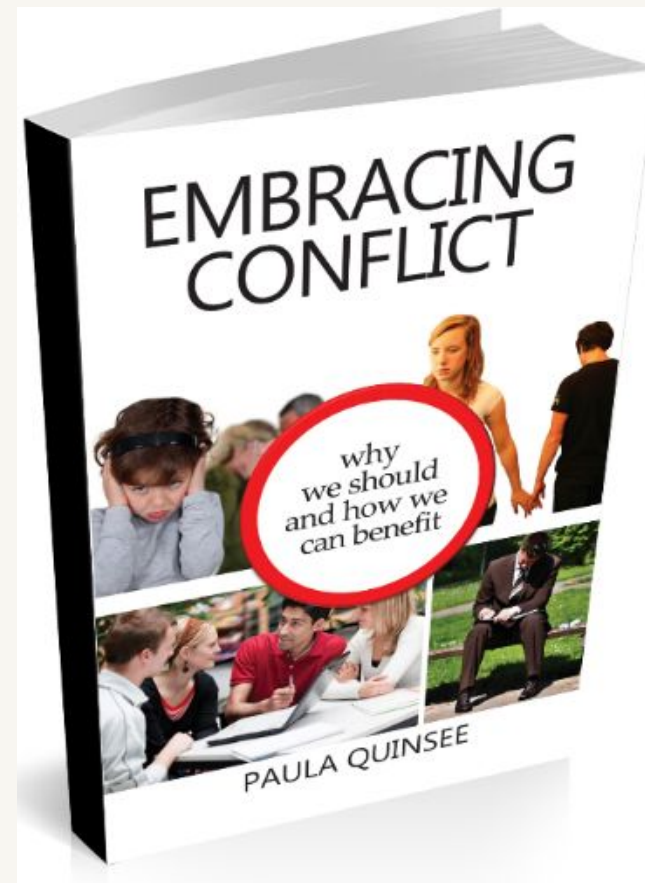


Personal Development Assessment

**You either have a positive or
negative impact on the world
– there is no in-between.**



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