

RESILIENCY

Resiliency In The Moment: Optimism With A Smile

“Life is a gift and I try to respond with grace and courtesy.”

- Maya Angelou

Acting With Grace And Courtesy

1. Demonstrate empathy.
2. Convey your hope for the better.
3. Express caring with your voice, tone, and other nonverbal cues.
4. End the interaction with grace - a warm smile and eye contact.

When caring for or about another person, use reassuring language to help them feel safe and “heard.”
Share a warm smile to reflect your optimism.



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Need more help? Employee assistance is available at bjceap.com or (314) 747-7490