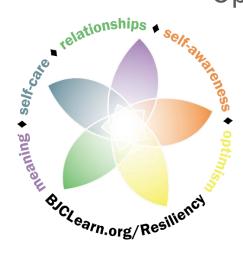
RESILIENCY

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.

Visit **thrivebybjc.org** for your employee well-being resources at BJC **Need more help?** Employee assistance is available at **bjceap.com** or (314) 747-7490



