# Building Resilience in the Workplace: Trends, Challenges and Technological Solutions

Vice Admiral Datuk Sabri bin Zali
President of PUSPAHANAS

2 October 2024

International Conference on Psychological Well-Being 2024



#### **About Me**

#### **Work Experience:**

Deputy Chief of Navy

Eastern Fleet Commander

Commander of the Naval Region 2

Commandant of the Malaysian Armed Forces Defence College

Assistant Chief of Staff Human Resource, RMN HQ

· Director of Plan and Strategy, RMN HQ

 Commanding Officer of KD JEBAT cum the Senior Officer Afloat of the RMN Fleet

#### **Education:**

- Master of Arts in Defence Studies
  - King's College London
- Master of Social Science (Defence Studies)
  - Universiti Kebangsaan Malaysia



### **SCOPES**



Introduction

- What is Resilience?
- What is Building Resilience in the Workplace?
- Why should we Build Resilience?



**Trends** 

Reflect evolving attitudes towards employee well-being and adaptability



Challenges

Addressing the challenges effectively requires a thoughtful approach and a commitment to creating a supportive work environment



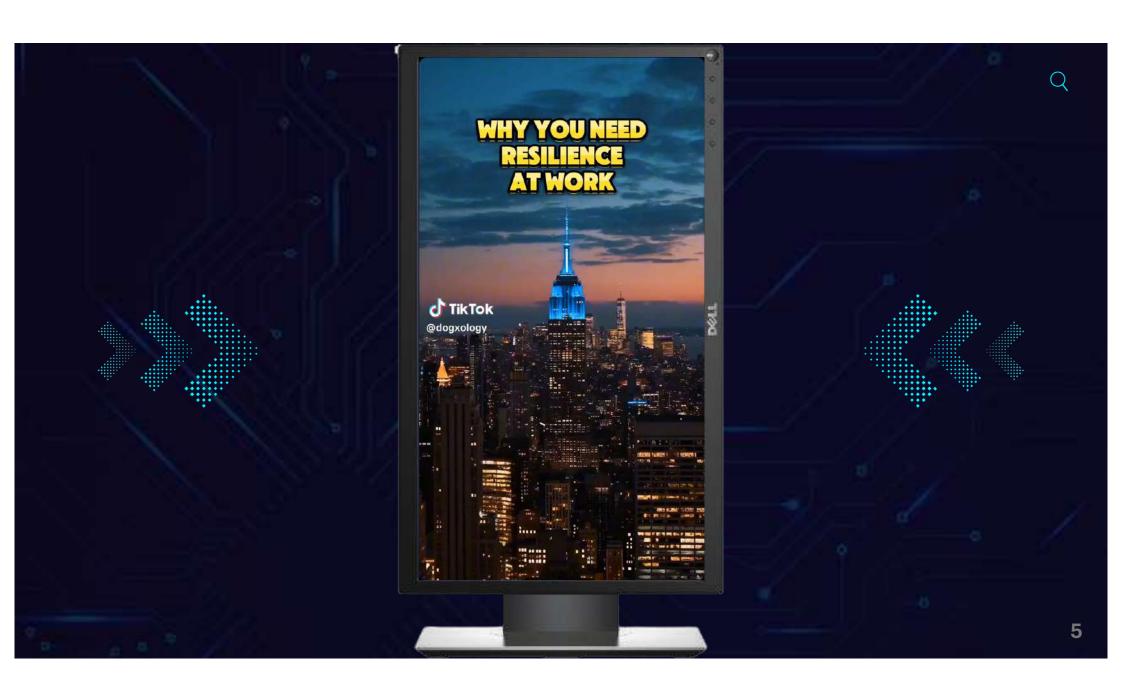
**Solutions** 

Play a significant role in building resilience in the workplace



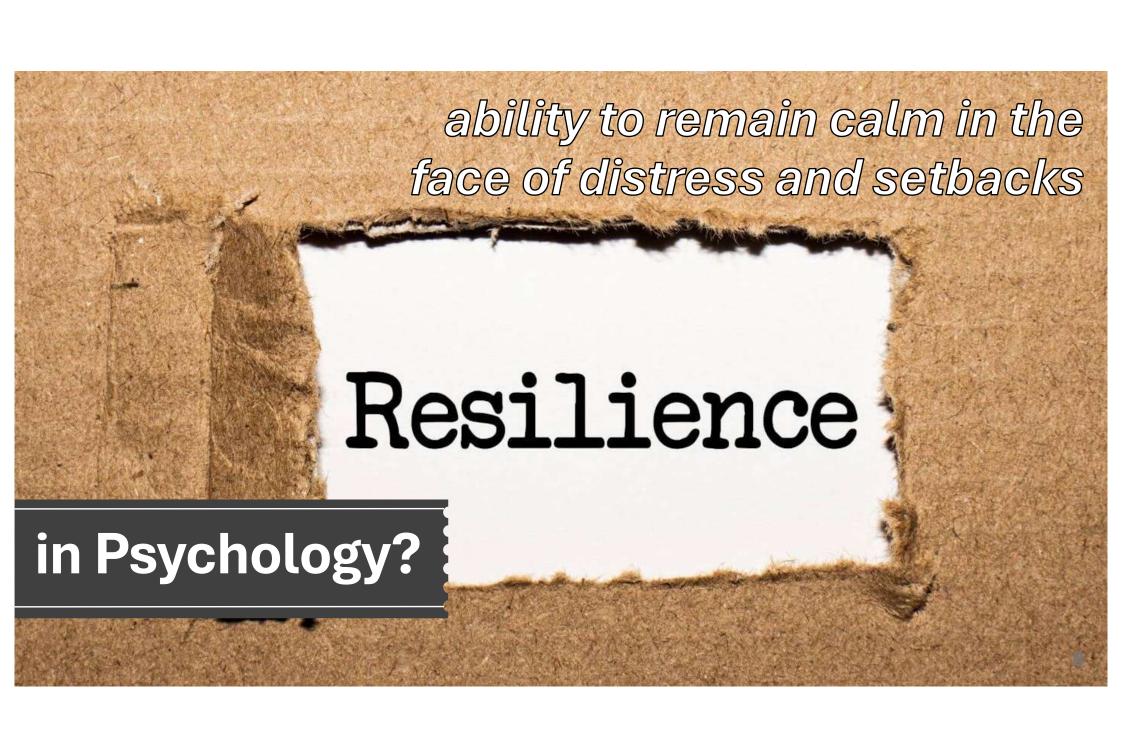
**Takeaways** 

Important messages that can be learned









**Physical** Mental **Emotional** Social



**Emotional Resilience** 



Social Resilience



TYPES OF RESILIENCE





#### **COMMON PROBLEMS**



Poor Communication



Inadequate
Recognition
and
Appreciation



High Workload and Burnout



Limited Growth Opportunities



Toxic Work Environment





Why should we Build Resilience in the Workplace Improved Well-being

Able to manage stress and maintain a positive outlook

**Enhanced Productivity** 

Adapt and recover from setbacks

Better Team Dynamics

Able to collaborate more effectively and support each other

**Organizational Agility** 

Adapt to changes and disruptions more smoothly, maintaining business continuity

## A story about...









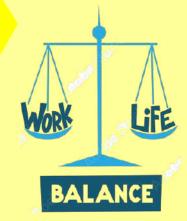
#### **TRENDS**



Establish Clear Communication Channels



Develop
Structured
Recognition
Program



Promote Work-Life Balance



Professional
Development
Programs and
Clear Career
Paths



Foster a
Culture of
Respect and
Trust

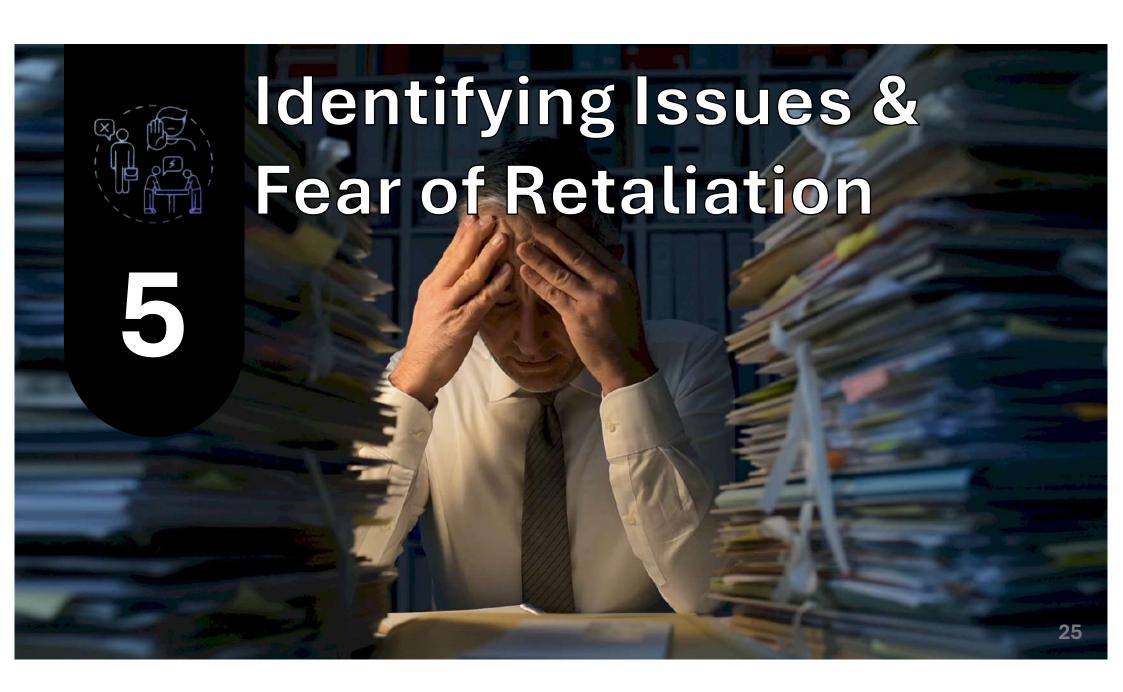














Reduce resistance to change in communication



Peer-to-peer Recognition

**Public** 

Recognition

Diverse Recognition Methods

Formal Recognition

Managerial Recognition

Milestone Recognition Tangible Rewards



#### Mentorship for Development











- Mental Health Apps
- •Wellness Portals
- .Personal Health

**Tracking** 

Employee Wellness
Platforms

#### Communication and Collaboration Tools

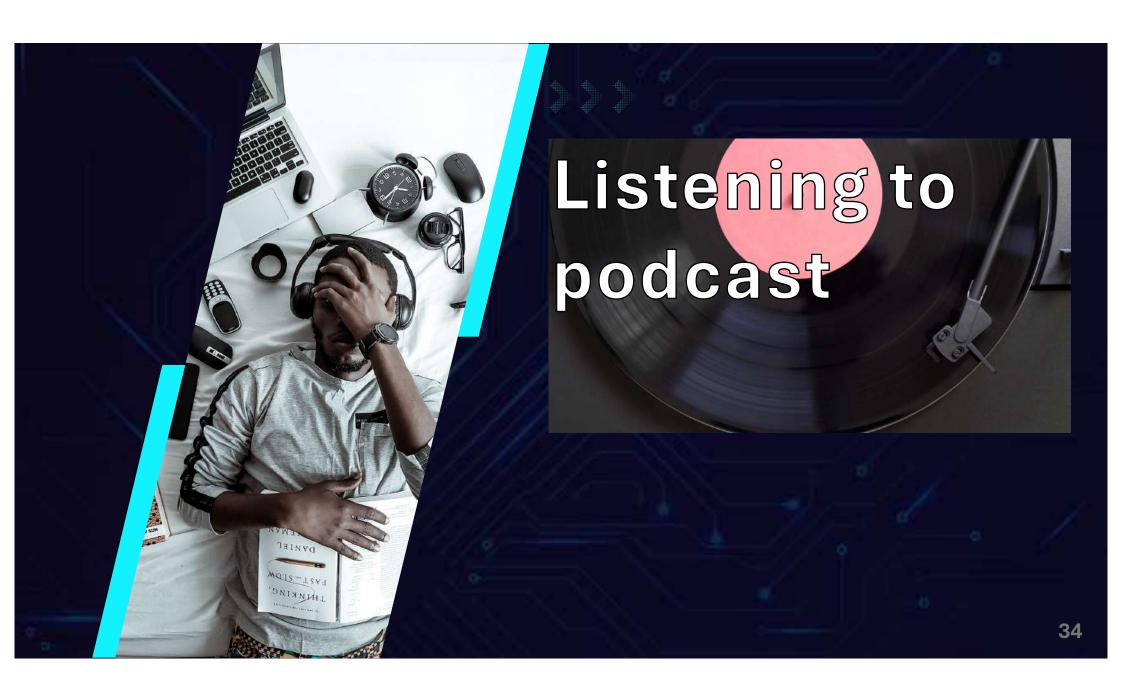
- •Team Collaboration Platforms
- ·Video Conferencing
- Knowledge Sharing

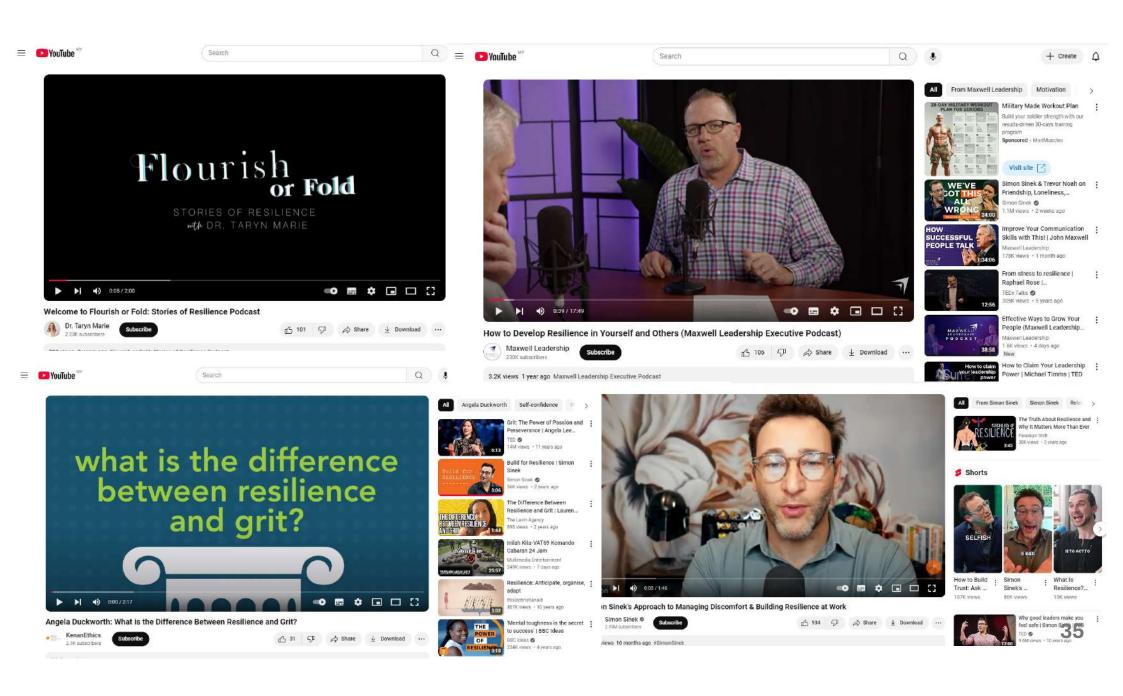


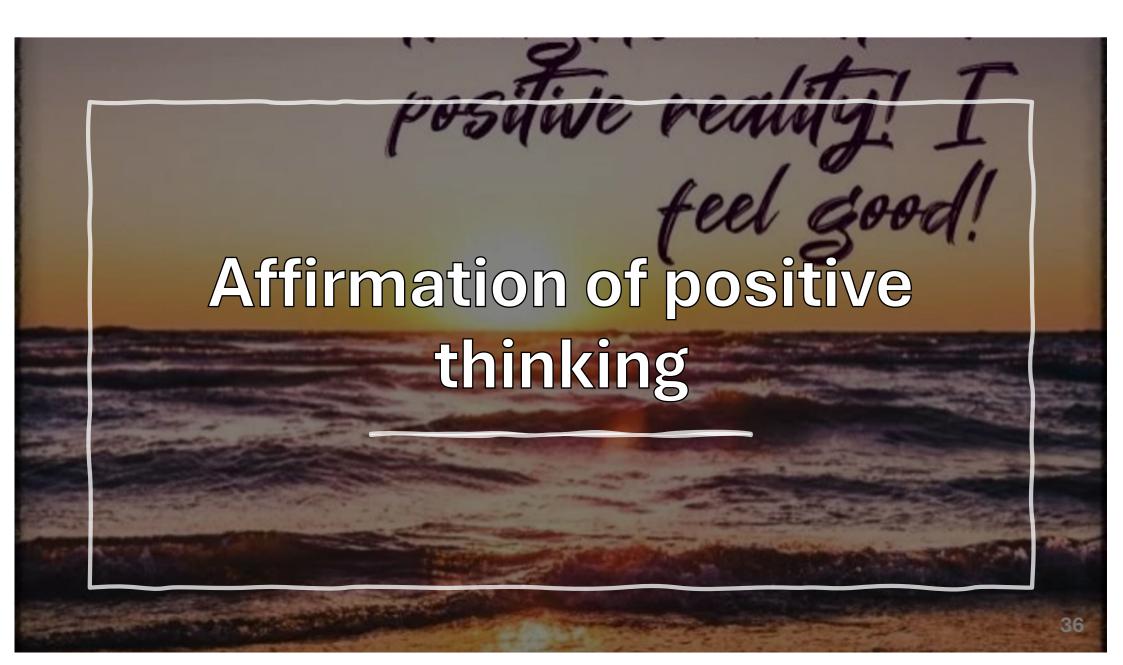
- Real-Time FeedbackSurvey Platforms
- Data Visualization

Employee Feedback
Systems









## TAKEAWAYS



Frames challenges as lessons

Aids job satisfaction Improves employee self esteem

Increases employee engagement Improves communication



LOTUS

A flower that struggles through mud to emerge beautiful and whole