

# Busy Tax Season Resilience

Staying strong in the final stretch



I'm SO excited to be here!



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Founder | Certified Leadership Coach | Trust Expert



# WHY are we here today?

- To talk about RESILIENCE!
  - What is Resilience?
  - Why is it important?
  - How do we build our resilience?



4

Actionable  
Strategies

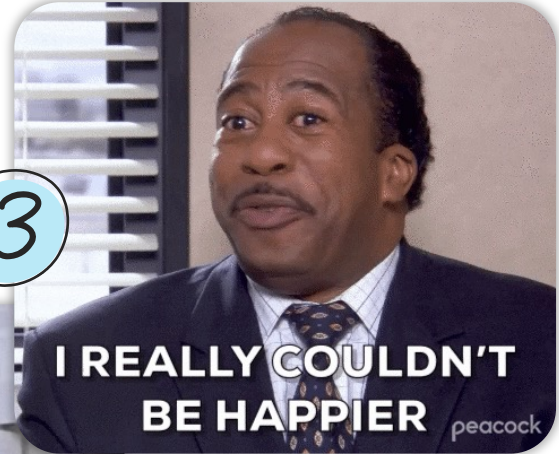


# What does busy season feel like for YOU right now?

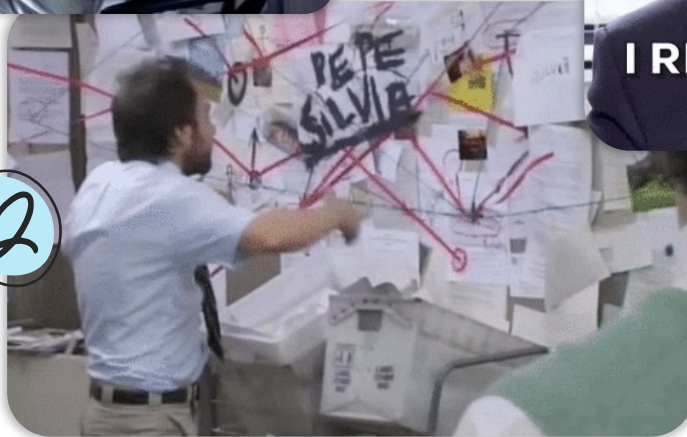
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# What is Resilience?

 Cy Wakeman

“

The ability to stay the course in the face of obstacles & setbacks. When you are resilient you feel **calm, purposeful, & confident** in your ability to produce results **regardless** of your circumstances. You do not seriously consider throwing up your hands & quitting or resorting to excuses. If you say you have “tried” to do something, you did not try only one thing. You tried a dozen or more; **you persisted, employed problem-solving & asked for help.**

# What is Resilience NOT?

- “Suck it up & do it.”
- “Grin & bear it.”
- Resilience does not mean you push forward & persevere no matter what.
- Perseverance can be a valuable trait but can cause harm when the right action would be to change direction or quit.

*Resilience involves knowing when to persevere & when to quit.*



# Resilience is Choosing to be in the Arena

## THE MAN IN THE ARENA

It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat.

*Theodore Roosevelt*



*Theodore  
Roosevelt*



# Resilience is Choosing to be in the Arena

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Theodore  
Roosevelt







# YOU are all in the arena.

You have chosen to be in the arena.

“

I want to be in the arena. I want to be brave with my life. **And when we make the choice to dare greatly, we sign up to get our asses kicked.** We can choose courage or we can choose comfort, but we can't have both. Not at the same time. Vulnerability & resilience is not winning or losing; it's **having the courage to show up & be seen when we have no control over the outcome.** [It] is not weakness; it's our greatest measure of **courage.**



*Brené Brown*



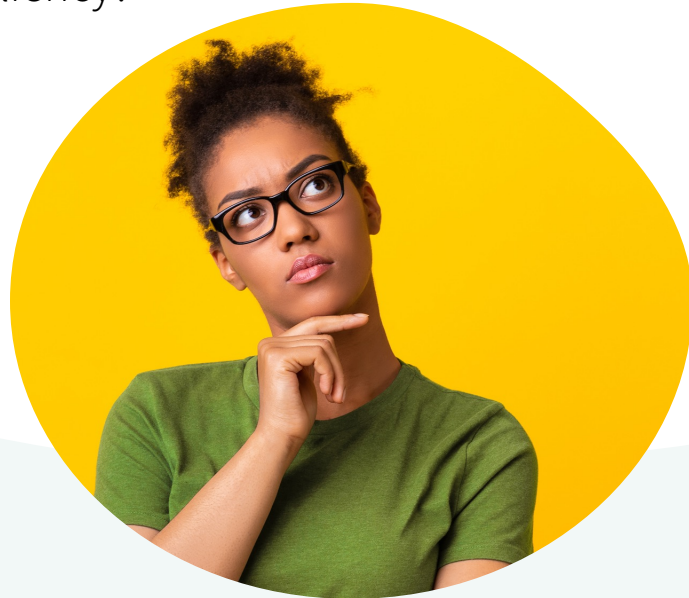
# Maisie's Resiliency Story





# Who do you know?

- Think of someone in your life who is resilient.
- What do they do that shows their resiliency?





# Resiliency Markers

## Self-awareness

- Practice emotional awareness
- Use self-compassion
- Tap into personal strengths
- Hold a sense of purpose
- Distinguish what is & isn't in their control

## Well-being

- Prioritize health & self-care
- Utilize a self-regulation practice
- Ensure time for recovery & relaxation
- Implement work & life routines to manage everyday stressors

## Support/Connection

- Readily asks for support
- Seek feedback & input
- See collaboration as essential to progress
- Maintains a personal & professional support system
- Handle mistakes with grace

## Adaptability

- See uncertainty & change as impermanent
- Reframe negative thoughts to better align with reality
- View setbacks & mistakes as opportunities to learn
- Minimize negativity around them
- Move forward & take action



# Resiliency Markers

**What Resiliency Marker do you identify with &/or currently use?**

## **Self-awareness**

- Practice emotional awareness
- Use self-compassion
- Tap into personal strengths
- Hold a sense of purpose
- Distinguish what is & isn't in their control

## **Well-being**

- Prioritize health & self-care
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# Resiliency Markers

**Which Resiliency Marker are you particularly good at?**

## **Self-awareness**

- Practice emotional awareness
- Use self-compassion
- Tap into personal strengths
- Hold a sense of purpose
- Distinguish what is & isn't in their control

## **Well-being**

- Prioritize health & self-care
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## **Support/Connection**

- Readily asks for support
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# Resiliency Markers

**Which Resiliency Marker are you curious to use more?**

## **Self-awareness**

- Practice emotional awareness
- Use self-compassion
- Tap into personal strengths
- Hold a sense of purpose
- Distinguish what is & isn't in their control

## **Well-being**

- Prioritize health & self-care
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## **Support/Connection**

- Readily asks for support
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# Why is Resilience important?





# Why Resilience is Important

- The ability to bounce back from setbacks is often described as the difference between successful & unsuccessful people.
- Resilience has a positive influence on work satisfaction & engagement.
- Evidence shows that resilience can help protect us from physical illness & lower depression levels.



# Why Resilience is Important... for your Business

- Resiliency can be a strategic, competitive advantage.
- A resilient company is able to quickly adapt to change, recover from setbacks, be innovative, & excel in the marketplace.
- Resilient companies are prepared for the unpredictable – for new technology, a new competitor, market shift, or world events that can, in an instant, derail their strategy.





# Why Resilience is Important... for your Business

“

An [great] leader does not simply want to build a company that can weather change, but one that can be **transformed** by it.

They want to build a company that **embraces surprises & adapts** with them.

Resilient companies may come out the other end of upheaval entirely different than they were when they went in, & are often grateful for the transformation.



*Simon Sinek*



# Resilient People Create Resilient Companies

- Resilient employees (including YOU!) create resilient companies.
- So how do we do it? How do we build our resilience?



# How to Build Resilience



- 1 Purpose
- 2 Mindset
- 3 Community
- 4 Recharge

# Purpose



- To build resilience, get clear on your personal connection to your company's or your team's vision & mission.
- **Remember:** you're in the arena & you're going to get your ass kicked.
- On those hard days, it's important to remember what it's all for & why it matters to you.



# Purpose Example #1

“

My purpose is to use my expertise to help small businesses thrive, especially those just starting out. By guiding them through their financial challenges & helping them understand their books, I believe I can make a real difference in their success & growth.

It's incredibly rewarding to see a business flourish because of the support & advice I've provided. I will continue to show up, each day, for them.

## Purpose Example #2

“

My purpose is to embrace the challenges & learning opportunities that come with busy season. During this time, I immerse myself in complex issues & tasks which push me to expand my knowledge & skills rapidly.

I see every busy season not just as a time of hard work, but as a crucial phase for my professional growth & development.





## Purpose Example #3

“

My purpose is to use the busy season to create a stronger, more unified audit team. We train all year, & this is our Superbowl.

I commit to showing up every day with positivity & enthusiasm for what's ahead, knowing that we will come out the other side stronger & more connected.

# Tap into your Purpose: Reflection Questions

1



- What gets you out of bed every morning to do this work?
- What are you working towards?
- What's it all for?
- What do you stand for?
- How will the world be different as a result of the work you do?
  - What's important to you about this?

# How to Build Resilience



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# What is Mindset?



It's your thoughts!

# Why Mindset Matters



- Research shows that your mindset plays a significant role in determining the outcomes of your life.
- Your mindset directly impacts whether you succeed or fail.
- Your mind (aka thoughts) can be your best friend or your worst enemy.

# Your Brain is SO Powerful



- Visualization & Neuroscience

“

*The brain has the same activity when it visualizes doing an action as it does when it is **physically** performing the action.*

- Elite athletes work with sports psychologists to incorporate visualization into their training as part of their winning strategy.

# Dr. Blaslotto's study



- Study done at University of Chicago in 1996.
- 3 groups of randomly selected students were asked to shoot a series of free throws.
- Then each group was given a different task over the next 30 days.

# Over the next 30 days...



Do not touch a basketball.



Practice free throws for 30-min/day.

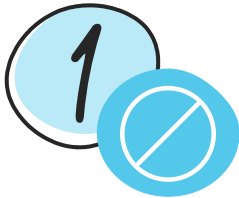


Come to the gym everyday, spend 30-min with your eyes closed & **visualize** hitting every free throw.



# 30 days later

2



No practice.

**0%**

Improvement



Practice everyday.

**24%**

Improvement



Visualize everyday.

**23%**

Improvement

# Your Thoughts are SO powerful

- When you **imagine** yourself doing something, when you think those **thoughts**, the same parts of your brain light up as if you are actually doing it!
- Your thoughts create your results & reality.
  - Works the same if you imagine yourself failing or if you imagine yourself succeeding.



# It's important that we...



- Understand our mindset.
- Understand how it affects the results we're getting.
- Understand how to shift our mindset to create the results we actually want.

**How do we do it? With the help of a super tool!**

# Why Mindset is Important: The Thought Model



*\*The Thought Model is derived from Cognitive Behavioral Psychology*

# The Human Operating System



*\*The Thought Model is derived from Cognitive Behavioral Psychology*

# Why Mindset is Important: The Thought Model



*\*The Thought Model is derived from Cognitive Behavioral Psychology*

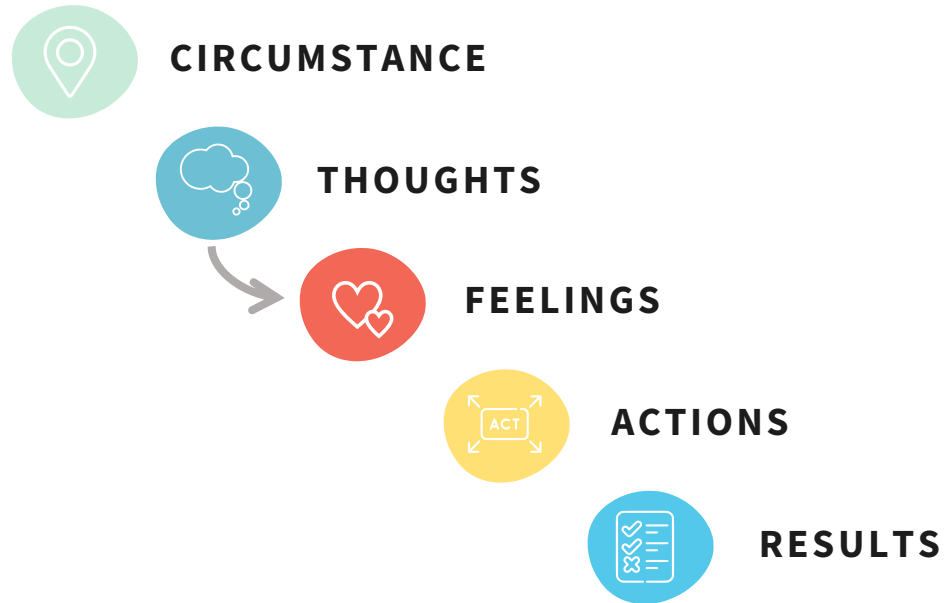
# Why Mindset is Important: The Thought Model



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# Why Mindset is Important: The Thought Model

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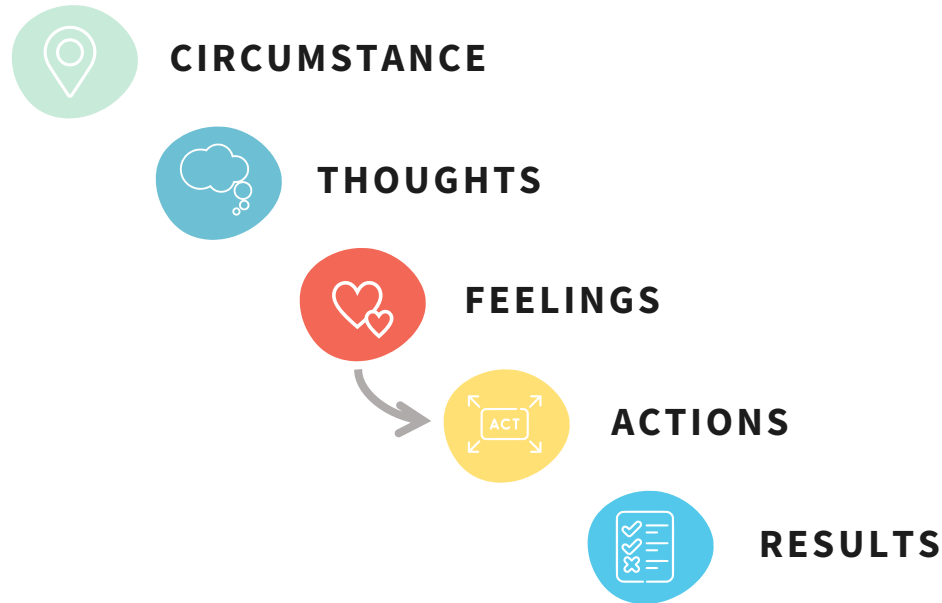


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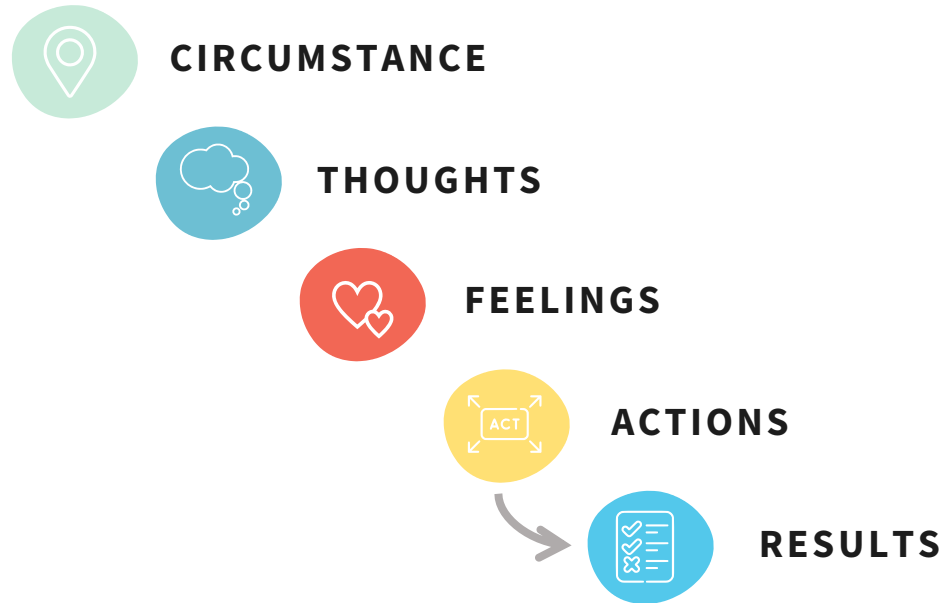
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# Why Mindset is Important: The Thought Model

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*\*The Thought Model is derived from Cognitive Behavioral Psychology*

# The Thought Model



**CIRCUMSTANCE**



**THOUGHTS**



**FEELINGS**



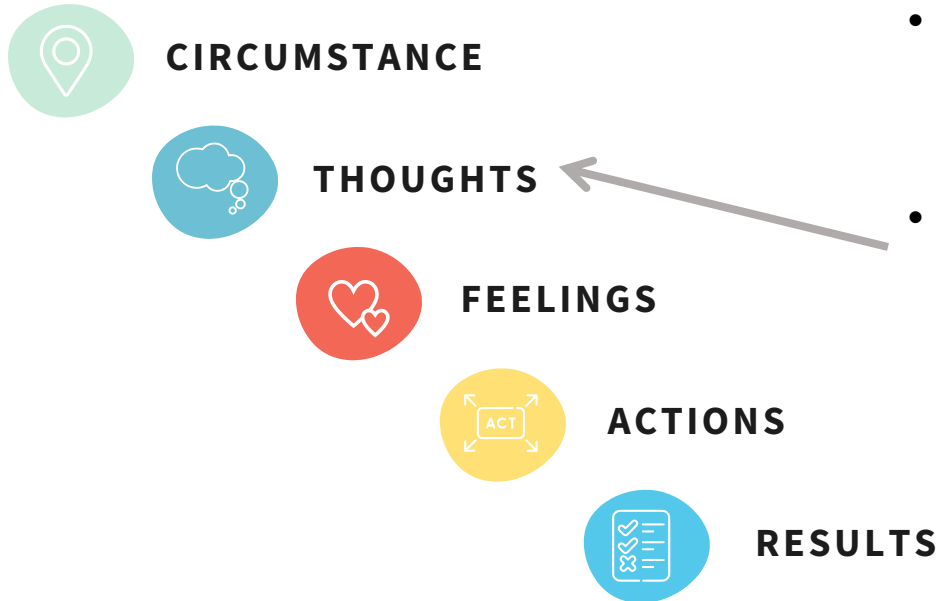
**ACTIONS**



**RESULTS**

- If you don't like the way you FEEL, pull it back to your THOUGHTS.
- If you don't like your RESULTS, pull it back to your THOUGHTS.

# The Thought Model



- If you don't like the way you **FEEL**, pull it back to your **THOUGHTS**.
- If you don't like your **RESULTS**, pull it back to your **THOUGHTS**.

# The Thought Model



**CIRCUMSTANCE**

You are NOT in control of the Circumstance.



**THOUGHTS**



**FEELINGS**



**ACTIONS**



**RESULTS**

\*The Thought Model is derived from Cognitive Behavioral Psychology

# The Thought Model



**CIRCUMSTANCE**



**THOUGHTS**



**FEELINGS**



**ACTIONS**



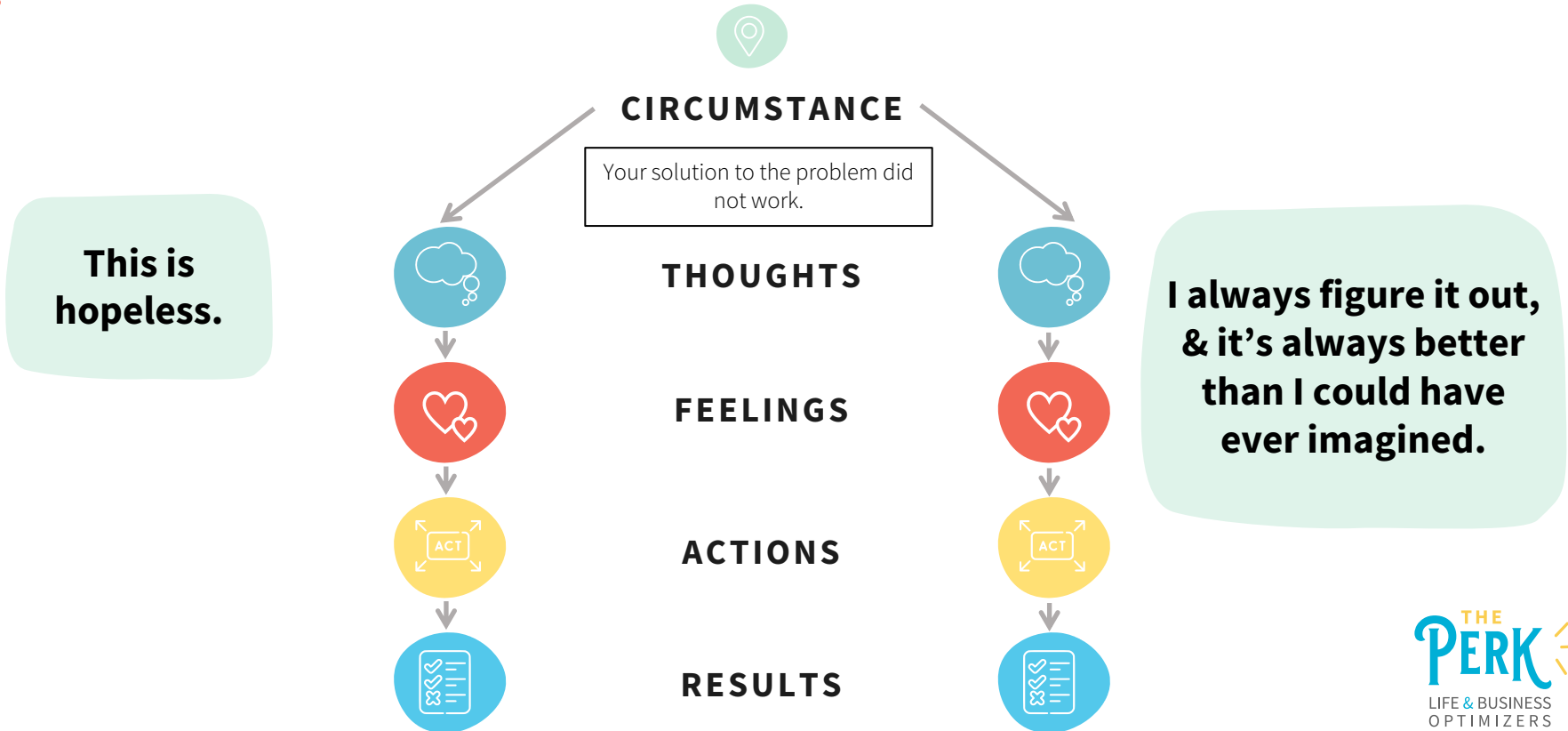
**RESULTS**

You ARE in control of your Thoughts.



*\*The Thought Model is derived from Cognitive Behavioral Psychology*

# The Thought Model



# Resilient Mindsets



"I am **resilient** and capable of overcoming any obstacle that comes my way."



Every obstacle is a gift, every problem is an opportunity for growth.  
Robert Burrey

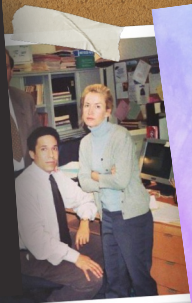


You woke up today.  
Might as well be a badass.  
-Robin Arzon

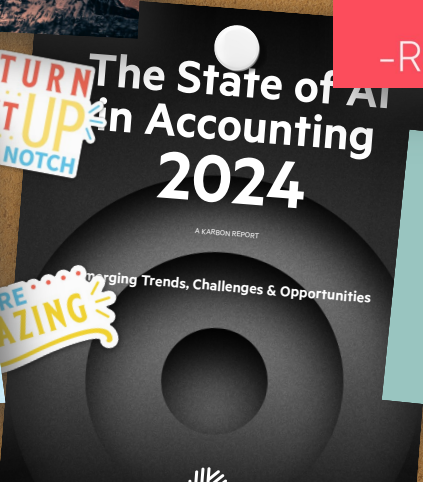


dream

YOUR GREATEST BATTLE COMES RIGHT BEFORE YOUR GREATEST BREAKTHROUGH



IF YOU WERE ABLE TO BELIEVE IN SANTA CLAUS FOR LIKE 8 YEARS, YOU CAN BELIEVE IN YOURSELF FOR LIKE 5 MINUTES.



I SEE OBSTACLES AS OPPORTUNITIES TO LEARN AND GROW.





# How to Build Resilience



- 1 Purpose
- 2 Mindset
- 3 Community
- 4 Recharge

# Community



- Building resilience is not something we need to find deep down inside ourselves.
- We become more resilient in the process of connecting with others in our most challenging times.

# Community



- To build resiliency, you **need** connection & healthy relationships.
- People in our support systems can provide **empathy, levity, & laughter**.
- They can bolster our resilience by sharing a **perspective** we might not have considered.
- Our community reminds us we are **not alone** in our struggles.

# Community



- The right relationships/connection is key here.
- Your support system should include:
  - Individuals you trust who care about you, want the best for you, are honest, build you up, & energize you.
  - People who will help you when you ask for it (& you should ask for it...).

# How to Build Resilience



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# Recharge

*Resilience is how you **recharge**, not how you **endure**. The key to resilience is trying really hard, then stopping, recovering, & then trying again.*



# Recharge



- Our brains are like sponges – they can only soak up so much information before they need to be dried out a bit.
- You have to take your wheels completely off to win the race.

# Recharge



- Even when we take a break, our brains aren't totally checked out.
- When we take a break, our Default Mode Network (DMN) activates.
- Our DMN plays a significant role in our memory making, envisioning of the future, creativity, & connection of facts & events to make meaning.



# Recharge



- Taking a break looks different for everyone.
- To let your mind wander & activate your DMN, neuroscientists suggest doing something that doesn't require your brain to do a lot of work:
  - Take a walk (in nature!).
  - Vacuum.
  - Garden.
  - Shower.
  - Daydream.
  - Close your eyes.

# Rest & Recharge in a Brain Friendly Way



## Let tension out

The most effective forms of stress relief involve getting something out of your body or your mind - sweat, words, thoughts, breath.

## Limit information in

Give yourself space to stop processing new information. Put down your phone, books, and podcasts for a moment. Guided practices and familiar music are fine provided they don't add more pressure for you.



## Lower the barrier to entry

The best form of stress relief is whatever you will actually do! Scale back the intensity and duration until you feel your chosen activity is accessible.

# Recharge



- Shift your mindset: Rest & breaks are **productive**. They are an **investment** in your wellbeing, resiliency, & productivity.
- Let your DMN solve the problem for you, or give you insight you wouldn't have gained otherwise.

# How to Build Resilience



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You will receive this as a digital download!



# Your Resilience Action Plan

## Purpose

What gets you out of bed every day to do this work?  
What's it all for you? What keeps you in the arena?

## Mindset

What mantras, quotes, or personal insights help you feel empowered, inspired, comforted, & optimistic? What mindset will keep you in a resilient state?

Your walk-up song: \_\_\_\_\_

## Community

Identify your support circle. Who can you reach out to?  
Who do you lean on? Who will be candid AND caring?

## Recharge

Identify your well-being practices. What practices can you put into place for your physical and mental well-being? What will you do to take a break?

# How to Build Resilience in Others:

Advice from 4 Experts



- 1 ME!
- 2 Brené Brown
- 3 Cy Wakeman
- 4 Adam Grant



# Your Resilience Action Plan

Teach your team what you learned today & have them do their own Resilience Action Plan!

## Purpose

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What's it all for you? What keeps you in the arena?

## Mindset

What mantras, quotes, or personal insights help you feel empowered, inspired, comforted, & optimistic? What mindset will keep you in a resilient state?

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# Build Resilience in Others

“

The most transformative & resilient leaders that I've worked with have 3 things in common:

1. They **stay curious** about their own **emotions, thoughts, & behaviors**.
2. They understand & stay curious about how emotions, thoughts, & behaviors are connected **in the people they lead**, & how those factors affect relationships & perceptions.
3. They have the ability & **willingness** to lean into **discomfort & vulnerability**.

*Brené Brown*



**CIRCUMSTANCE**



**THOUGHTS**



**FEELINGS**



**ACTIONS**



**RESULTS**



# Build Resilience in Others



“

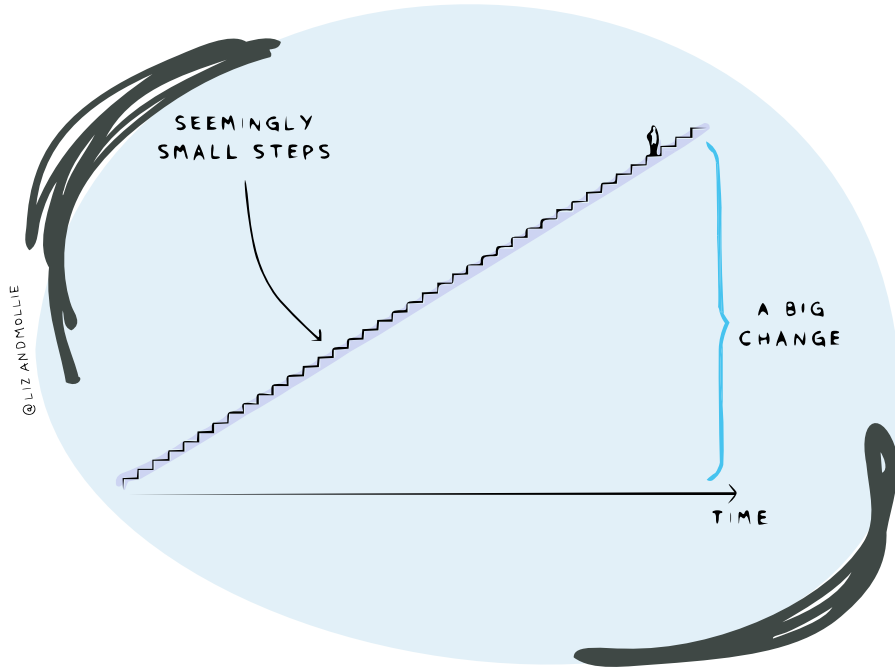
Leaders teach resiliency when they ask questions that help people self-reflect rather than jumping in themselves to solve problems.



*Cy Wakeman*

- What's important to you about this?
- What does success look like from your perspective?
- What's the real challenge here for you?
- What have you tried, & what have you learned from what you've tried?
- Who is the best person to help us solve this, or look at it from a different perspective?

# Strengthen Resilience in Others



“

*Adam Grant*

Of all the factors that have been studied, the strongest known force in daily motivation is a sense of **progress**.

To build resilience & motivation, it's important to celebrate the **steps**, not just the results.

# Celebrate Progress!



## **The Progress Principle:**

Employees are the happiest & most engaged when they're making progress in meaningful work.

# The Progress Principle:

“Of all the things that can boost emotions, motivation, & perceptions during a workday, the single most important is **making progress in meaningful work**.

And the more frequently people experience that sense of progress, the more likely they are to be creatively productive in the long run.

Whether they are trying to solve a major scientific mystery or simply produce a high-quality product or service, **everyday progress—even a small win—can make all the difference in how they feel & perform.**”

*Source: Teresa Amabile & Steven J. Kramer*



# Celebrate Progress!



## The Progress Principle:

Employees are the happiest & most engaged when they're making progress in meaningful work.

*Your team must see & feel their progress. As a leader, you play a vital role in showing & celebrating the progress.*

# How to Build Resilience in Others:

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**CONGRATULATIONS! YOU MADE IT!**





# Commitments!

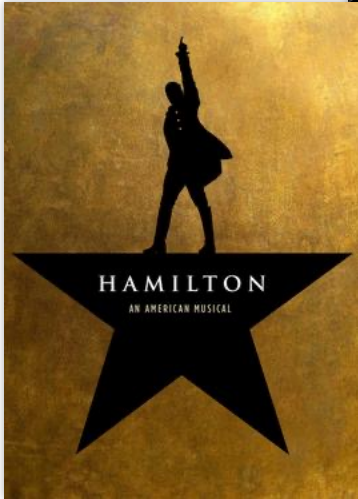


- It's time to take your learning & put it into action!
- What was your biggest learning today?
- What is one thing you commit to putting into action from today's workshop?



# Additional Resources for Building Resilience

- Podcast: How I Built This
- Documentary: The Rescue
- Soundtrack: Hamilton



YOU'RE . . .  
**AMAZING**



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Culture Consultant

