

A silhouette of a person jumping over a cliff edge against a bright blue sky with scattered white clouds. The person's arms are outstretched and legs are in mid-air, suggesting a leap or a jump. The overall mood is one of freedom and achievement.

Easier said Than Done!

**Adventures
in the
Language Business**

JOHN M. TAPLIN

John M Taplin 2022

Easier Said Than Done: Building Resilience in Hard Times

What examples of resilience have you seen in your work?



Resilience is loosely defined as an ability to face adverse circumstances while being able to remain focussed and optimistic about the future.



‘The Nursing Code of Ethics outlines ethical or moral resilience as the “capacity of an individual to sustain or restore their integrity in response to moral complexity, confusion, distress, or setbacks” within their practice.’

(Nurses and Nurse Practitioners of BC (NNPBC), November 2021)



Global
Citizens



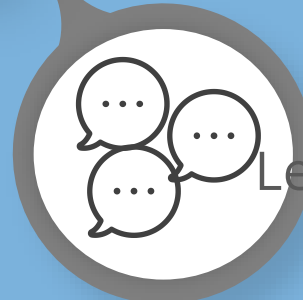
Youth
Programs

Adult
Homestay



Team
Vibrations

Wellness &
Safety



Lessons from
Students



If you are a manager

- Engage trusted, highly competent staff, with stamina and a strong sense of care for people
- Hire homestay staff who have conflict resolution, counselling skills and profiles that fit exceedingly well with managing complexity
- Prioritize issues based on protecting the welfare of people and the interests of the business
- Enact a model for homestay management that guards against burnout of staff and heeds organizational values, such as respect for all
- ...

Adult
Homestay



Tips!



Tips!

If you are a manager

- Analyze the risks and the costs before embarking on youth programs
- Allow for staff resources, time and expertise to deliver quality homestay experiences
- Remember that duty of care is paramount
- Prepare for crisis scenarios in your team's planning
- Prepare to improvise to solve problems when unexpected events occur
- ...

Team
Vibrations



Tips!

If you are an instructor or administration staff member

- Demonstrate a positive desire to help the organization as well as to develop your career
- Expect a settling in period and welcome constructive advice
- Give back and assist new employees
- Stay attuned to the roles of others

If you are a manager

- Encourage potential hires to take brief tours of the setting and elicit feedback from staff who accompany them
- Elicit opportunities for teachers and admin staff to increase their awareness of the distinct nature of each other's work
- Create opportunities for staff to cross train and fit with other roles
- Expect cycles when employee enthusiasm, including your own, may wane and be open to ideas about building morale

Team
Vibrations



Tips!



Tips!

If you are a teacher or an administrative staff member

- Look for signs of stress among students and offer support with a light touch
- Weigh up the seriousness of student problems and be attuned to privacy issues
- Consider consulting with experienced staff
- Use whatever influence you have judiciously
- Take care of your own mental and physical wellbeing
- ...



Tips!

If you are a manager

- All the above, plus
- Train staff to be vigilant and maintain a duty of care culture
- Communicate with other social service agencies, including the police, when warranted
- Maintain your values and search for common ground when considering and acting upon support and intervention strategies
- Encourage staff to take care of their own physical and mental wellness with explicit policies
- ...



Tips!

If you are an instructor

- Recognize that events in the world impact yours and your students' lives
- Welcome opportunities to engage in topics related to current affairs
- Understand that students may want your perspectives to help make sense of their experiences in a new country
- Be especially sensitive to students' backgrounds and cultural nuances in discussion of topics



Tips!

If you are a manager

- All the above, and
- Be clear in your communication and your decision-making in escalating situations
- Be prepared to be misunderstood and be able to defend your decisions
- Manage your stress by breaks, exercise and being kind to yourself in reflecting on decisions
- Look for opportunities to refresh your career



Tips!

If you are an instructor or administration staff member

- Remember that your words and demeanour are on display in work settings and have influence
- Be prepared to learn lessons from students who may challenge your assumptions
- Remind yourself that every student has a story and be present and listen
- Hold fast to the value of communicating authentically to build understanding
- Demonstrate empathy



Tips!

If you are a manager

- All the above, plus
- Be prepared to review policies that may not be as sacred as they seem
- Reflect and take the long view while attending to problems and issues
- Build a staff culture and school atmosphere that is professional and caring



What else
have you
learned from
students?





K2A

- Write down (this is for you)
- Three ideas that resonated with you
 - One idea that you will share with others
 - One change that you will make in your practice



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