

## Build Resiliency

The resiliency building plan has four steps. You must be competent in each step before being able to move to, work on, and take advantage of the next step. It all starts with being open to having your thoughts and behavior scrutinized by others.

### 1. Commit: Be Accountable

The fundamental element behind improving your Self-esteem (SE) or Self-confidence (SC) is this: you are [at least sometimes] engaging in thought patterns that are sabotaging your quality of life. Unfortunately, the more years that you have been doing that for, the more challenging changing them can feel. The best way to commit to change is by saying it out loud. Tell others you are looking to work on your SE or SC issues. Invite them to help you but caution them to take it easy. This is not an invitation to criticize you. It is an opportunity to point out thoughts and behavior that is impacting successful action.

### 2. Observe: Be Mindful

When conflict arises and you sense that a feeling welling up inside, stop! You've been triggered. Hold that moment. Don't act on it. Don't respond. Think on it. Remember is what is going on.

Your brain was reviewing your senses and your thoughts as input

That input when compared with your past made your subconscious draw a conclusion

The conclusion sent chemicals and/or feelings through your body

Your consciousness became aware of the sensation, assigning an emotion

The important thing to note is that conclusion may be wrong. And the only you can figure it out is by managing your emotional response with your higher-level reasoning. Use logic to challenge that emotion.

### 3. Reflect: Be Honest

Think about what triggered the feeling. Analyze. Are you triggering yourself? Being too sensitive? Unfair? If yes, then don't make your problem someone else's problem. Work through it. If however you have a valid reaction, someone else did something that provoked, then register your perspective or complaint. Tell them why you feel the way you do and, just as important, do so in a civil manner. Commit to avoiding use of the **5 D's** (see below) as these will inhibit constructive discourse. Listen to what the other person is saying. Maybe they were triggered and you hurt their feelings. See if you can figure out why. Regardless, the goal is to avoid the conflict and repair if needed. Don't focus on trying to be right. Broker a resolution. Focus on being successful.

### 4. Edit: Be Different

The problem with SE and SC issues is that they prevent you from doing or saying when constructive action or statements are needed. This is the only way to improve them. By having successes and doing for yourself you will learn that you have value and do contribute positively. By overcoming the consequences of failure you will see that you have the ability to handle things when they don't go as planned or there were flaws in your decision. In both cases you'll build a new pattern which will challenge your brain. You will prove that your perceptions are skewed and will reduce the negative thought patterns that limit your output and quality of life. You can find successes to build self-esteem or manage consequences to build self-confidence.

Your brain can't argue with numbers and facts. If you write it down every day you are literally forcing your thoughts to reconcile themselves. After a week, a month, and a year, you will see a proven track record of overcoming your SE or SC issues. So whenever you find yourself being negative about the past or unsure about the future you you'll have a record that shows you otherwise. The action alone is going to make a huge difference. That's what SE and SC prevent. But having a journal will be the icing on the cake. You will have convincing evidence that shows that you can work through your obstacles and take positive action.

## The 5 D's

These are the only ways someone can respond without validating your complaint and talking to it, giving you the respect we all deserve. They are all abusive, from subtle to pronounced, as they usurp your basic rights as a person. Anyone using them refuses to be accountable. The 5 D's are tactics people use to avoid being accountable when someone wishes to discuss their behavior or can also be the manifestation of the problem itself. Regardless, in any situation, from family and friends to work and community, they are unacceptable as they dismiss a person's basic rights. Even if subtle, they are abusive. We all have the right to discuss someone's behavior when we feel they are doing or saying something that we feel is undesirable. When using the D's the recipient wants to avoid saying they are responsible for the undesirable behavior in question.

These patterns are not dissimilar to [Gottman's Four Horseman](#) although, IMHO, they are easier to remember as well as identify. 4Sight takes a more epistemological approach and talks about how someone responds to a valid complaint.

1. Deny - they say your statement isn't true  
Person says they are not engaging in said behavior.  
Do not let them get away with it.
2. Dismiss - they say your statement is true but isn't a problem  
Person says they are engaging in the behavior and may even say it's unavoidable (justifies it).  
If need be, include others to corroborate your position.
3. Distract - they try to cancel out your statement without admitting guilt  
Person avoids talking about the behavior and may even try to include irrelevant subjects or bring up complaints about your behavior.  
Make them focus on one subject at a time. Be willing to discuss other things but only when the topic at hand is completed.
4. Derogate - they try to get you to retract your statement  
Person becomes verbally abusive, often making personal attacks on you or others.  
Require civility. Stand your ground. Include others if needed.
5. Depart - they ignore your making the statement  
Person refuses to continue the conversation which may include their leaving your presence.  
Don't let them back or return to start another conversation. If you let them get away with it, they will continue to victimize you and others as well. Do not enable.