

Building Resilient Teams

Resilient teams adapt to challenges, support each other, and stay productive under pressure. While often seen as an individual trait, team resilience strengthens workplace culture, reduces burnout, and boosts organisational success. Here's how to build it effectively.



Identifying a Resilient Team

A resilient team demonstrates the following characteristics:

- Open and honest conversations about challenges without fear of negative consequences.
- A collaborative approach to problem-solving that respects individual strengths and limitations.
- Willingness to assess performance and accept internal or external feedback.
- Psychological safety—team members feel comfortable asking for help without judgment.
- Ownership of mistakes and a mindset focused on learning and improvement.
- Appreciation for diverse skills, experiences, and perspectives, with a culture of shared success.
- A clear understanding of roles and responsibilities in achieving the team's shared vision.
- A sense of being valued and heard by the organisation, not just seen as a means to an end.

Strategies for Building Team Resilience

Keep Communication Open: A leader's response to both good and bad news shapes the team's confidence in sharing information. Actively seek feedback, encourage transparency, and create a culture where employees feel safe to voice concerns. This fosters innovation and prevents small issues from escalating.

Recognise Success and Express Gratitude: Acknowledging individual and team achievements boosts morale, reduces anxiety, and strengthens team culture. Make a habit of giving credit where it's due and reinforcing positive behaviours.

Foster a Culture of Openness: Encourage diverse perspectives, de-emphasise hierarchy, and create opportunities for honest discussions. Let your team know that respectful disagreement is welcome, and that their input matters regardless of position or title.

Reduce Uncertainty: Unclear expectations and withheld information can breed anxiety and misinformation. Keep your team informed, even when delivering difficult news. Provide clear plans, set well-defined goals, and ensure everyone understands their role in achieving success.

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Listen to Understand: Effective leadership requires active listening. Make a conscious effort to be present in conversations without distractions or preconceptions. Asking thoughtful questions and showing humility fosters trust and strengthens team relationships. Where possible, empower your team to make decisions and take ownership of their work.

Building resilience is an ongoing process that requires commitment, communication, and trust. By fostering an environment where your team feels supported, valued, and empowered, you create a workplace that can thrive in the face of challenges.

References:

[Harvard Business Review: Are You Really Listening?](#)

[Psychology Today: Simple Leadership Behaviours That Increase Resilience](#)

[Entrepreneur: Why Resilience is a Workplace Issue](#)

[Workplace Strategies for Mental Health](#)

[Harvard Business Review: Leading Teams](#)

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