

MOOC DIGITAL WORKPLACE		
MODULE 4: CHANGE MANAGEMENT AND CREATIVE THINKING		
VIDEO: MOD4_4: Flexibility, adaptability and resilience		
Script: details of what the course presenter will say. On screen text: ideas, images etc. to appear on screen as and when prompted. Editing notes: notes of what needs to be changed for the next edition.		
LOCUCIÓN	TEXTO EN PANTALLA	Referencias EDICIÓN
We must be willing to face what others would call "crisis" and difficulties, understanding them as opportunities to get ahead, which will help us to stand out in the very competitive business world.		Close-up of the trainer with a sign with his name and surnames for a few seconds.
That is right in this very competitive world where we have to train our resilience. But you will ask... what resilience is, right? what does this word mean?	Sing: RESILIENCE	Close-up of the trainer.
Resilience is the capacity of the human being to cope with the adversities of life, surpassing oneself, and even being transformed by them in a positive way. It is the attitude that transforms adversity into learning and effective changes in our life. In this regard, it is increasingly necessary to become resilient professionals, being able to overcome the labour and professional difficulties that are lurking, being ready to rebuild situations for our own benefit.	Card: We transform adversity into learning.	Close-up of the trainer from another perspective.
What are the characteristics of resilient people? <ul style="list-style-type: none"> • They are more flexible in the face of any change or adversity. • They adapt quickly to new circumstances, internal or external. • They expect to respond in respect to any change and hope to do so. • They consciously decide how to act in the best possible way to survive, adapt and make things go well 	Card: <ul style="list-style-type: none"> • Flexible • Quick adaptation • They trust to respond • They decide consciously how to act 	Close-up of the trainer pointing to the characteristics as they appear on the screen.
Well, when a non-resilient person faces the changes or adversities, he goes through five phases: A first phase would be the SHOCK phase. A second phase would be the RESISTANCE phase. A third phase would be the CONCERN. A fourth of LOSS OF CONTROL.	Card: <ul style="list-style-type: none"> • 1st PHASE: SHOCK • 2nd PHASE: RESISTANCE • 3rd: CONCERN • 4th Phase: LOSS OF 	Close-up of the trainer with change of perspective, with the text on one side of the screen (phrases are gradually appearing as they are mentioned).

<p>And a fifth of DEPRESSION.</p>	<p>CONTROL</p> <ul style="list-style-type: none"> 5th PHASE: DEPRESSION 	
<p>On the other hand, a resilient person jumps the last two phases, that is, the loss of control and the depression, going directly to a phase four, of EXPLORATION IN SEARCH OF OPTIONS; Then to a fifth phase of DISCOVERY, and finally to a sixth of SETTINGS.</p>	<p>Card:</p> <p>The 4th and 5th phases of the previous card are eliminated and added:</p> <ul style="list-style-type: none"> 4th PHASE: EXPLORATION IN SEARCH OF OPTIONS 5th PHASE: DISCOVERY 6th PHASE: SETTINGS 	<p>Close-up of the trainer with change of perspective, with the text on one side of the screen (phrases are gradually appearing as they are mentioned)</p>
<p>Given the differential value that currently brings resilient people, the question that often arises is: can resilience develop? Can we learn to be resilient? Yes, you can learn!</p>	<p>Sing:</p> <p>How to learn to be resilient?</p>	<p>Change of plan of the trainer, standing calling for action.</p>
<p>How can we work on our resilience?</p> <p>Pick up paper and pencil again, and writes down the guidelines; let's go by parts:</p> <ul style="list-style-type: none"> Be aware of what you think and feel when something goes wrong. You have to consider yourself protagonist of your life and stop making yourself the victim for everything that happens around you. Try not to associate making mistakes with failure. Every mistake involves learning. Remember that what matters is your reaction to adversity and mistakes. You choose. "Do not make a mountain of a grain of sand"; Learn to relativize and do not get carried away by exaggerations. Be flexible, review your judgments and think about different ways of acting. Find support if you need it, do not hesitate to ask for help! Improve your self-confidence, recognize and celebrate each step. And surround yourself with people who empower you and help you in your development. 	<p>Card:</p> <ul style="list-style-type: none"> Be conscious Stop making yourself the victim! Error is not equal to failure You choose your reaction Relativizes Be flexible Search support Improve your self-confidence Surround yourself with people who empower you 	<p>Close-up of trainer pointing to features as they appear on screen.</p>
	<p>Sing:</p> <p>"VUCA world"</p>	

If we transfer resilience to teleworking, we must emphasize here that we are faced with a VUCA world (Volatile, Uncertainty, Complex and Ambiguous), where developing skills to be more flexible and more resilient becomes an essential condition to adapt adequately to the changes that happen each day.

Working in the development of your flexibility and adaptability will help you in the field of teleworking, especially in 4 fundamental aspects:

- It will allow you to analyse your mistakes quickly and learn from them to come out reinforced in the next few occasions.
- It will make it easier for you to overcome adversity, to face them more optimistically.
- You will learn to look for options and not block yourself to make the necessary adjustments.
- And, lastly, it will make you more competitive in the market.

Card:

- Analyze and learn from your mistakes
- Face adversities with more optimistic attitude
- Search for new options
- It will make you more competitive!

Close-up of the trainer with perspective change and "digital" background.

So, do not hesitate! Start applying all these guidelines right now to become a much more competent professional for teleworking.

Close-up of the trainer.