

# Building Resilience in Tourism & Hospitality Teams



## Participant Handout

*February 19, 2026*

This handout provides key concepts, tools, and worksheets from today's session. Use it to:

- Review core resilience strategies
- Complete practical exercises
- Share tools with your team
- Create an action plan for implementation

## Part 1: Understanding Resilience

### What Resilience Is NOT

- **Not "toughing it out"** – Resilience isn't about suppressing emotions
- **Not being invincible** – Resilient people still feel stress and struggle
- **Not never needing help** – Resilience includes knowing when to ask for support
- **Not a fixed trait** – Everyone can build resilience skills

### True Resilience in Tourism & Hospitality

- Bouncing back after difficult guest interactions
- Adapting when staff call in sick
- Recovering quickly from mistakes without spiraling emotionally
- Maintaining perspective during busy periods
- Using strategies to reset energy between high-demand situations

### Two Types of Resilience

#### Individual Resilience:

- Managing your own stress response
- Recovering from difficult interactions
- Maintaining energy throughout your work day
- Asking for help when needed

#### Team Resilience:

- Supporting each other during pressure
- Sharing workload when someone struggles
- Creating psychological safety
- Debriefing together after challenges

***Both matter. You need BOTH.***

## Part 2: Building Individual Resilience Skills

### The Micro-Recovery Method (60-90 Seconds)

1. **Recognize** → Notice "I'm feeling overwhelmed/frustrated"
2. **Remove** → Step away physically (even 30 seconds)
3. **Reset** → Use a quick technique
4. **Return** → Engage with renewed energy

### Six Quick Reset Techniques:

-  **Box Breathing:** In 4, hold 4, out 4, hold 4
-  **Mental Rinse:** Visualize stress washing off you
-  **Body Scan:** Tense and release shoulders, jaw, fists
-  **Refocus Statement:** "Next guest, fresh start"
-  **Temperature Shift:** Cold water on hands/wrists
-  **Visual Break:** Look at something calming

### The RAIN Technique for Difficult Interactions

- **R - Recognize** what you're feeling ("I'm angry")
- **A - Allow** the emotion without judgment
- **I - Investigate** with curiosity ("What's triggering me?")
- **N - Non-identification** ("This feeling is temporary")

**Result:** *You respond thoughtfully, not reactively.*

## Worksheet: Personal Resilience Toolkit

Take 5-10 minutes to complete this worksheet. These are practical tools you'll actually use.

### 1. My Go-To Stress Reset Technique Is:

*(Choose from the 6 quick reset techniques or something else that works for you)*

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### 2. My Physical Warning Signs When I'm Getting Overwhelmed:

*(Tension in shoulders? Jaw clenching? Headache? Shallow breathing?)*

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### 3. One Person I Can Turn To for Support:

*(Colleague, manager, friend, family member)*

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### 4. One Thing That Helps Me Recover After a Really Hard Work Day:

*(Not just coping - actually recovering)*

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## Part 3: Creating Team-Based Resilience Systems

### The Buddy Check-In System (30 Seconds)

5. **NOTICE** – Watch for signs: withdrawal, irritability, mistakes increasing
6. **ASK** – "Hey, are you okay? You seem off today."
7. **RESPOND** – Listen, validate, help problem-solve or get support

*This only works if your culture says it's okay to not be okay.*

### Creating Psychological Safety

#### Four Essential Elements:

8. **Model Vulnerability** – Leaders share challenges appropriately
9. **No Punishment** – Asking for help doesn't hurt performance reviews
10. **Validate, Don't Fix** – "That sounds really hard" before jumping to solutions
11. **Separate Person from Problem** – "You're not the problem—this situation is challenging"

### The 15-Minute Shift Debrief

After a particularly difficult shift, use this structure:

12. **GATHER** – Bring the team together before leaving
13. **ACKNOWLEDGE** – "That was a tough one"
14. **SHARE** – "What was hardest for you today?"
15. **LEARN** – "What would help next time?" (Root cause analysis)
16. **APPRECIATE** – "What did we do well?"
17. **RELEASE** – "Now let's leave it here"

**This prevents trauma buildup, creates closure, and builds team bonds.**

## Part 4: Leadership Strategies

### Model Resilience, Don't Hide Your Humanity

#### ✓ DO:

- Share challenges appropriately
- Model healthy coping in real-time
- Say "This is hard for me too" when true
- Show how you recover from setbacks

#### ✗ DON'T:

- Pretend you never struggle
- Hide all stress from your team
- Say "I'm fine" when clearly not
- Project invincibility

### Recognition That Builds Resilience

- **Specific Praise** – Name exactly what you saw
- **Acknowledge Effort** – Not just outcomes
- **Public + Private** – Both matter
- **Timely** – Say it now, not at the annual review

### When to Intervene



**Immediate Concerns** → Act now, don't wait

- Self-harm talk, drastic behaviour changes, safety risks



**Persistent Concerns** → Private conversation + resources

- Performance decline over weeks, withdrawal, physical signs



**Manageable Struggles** → Monitor and check in regularly

- Normal stress responses, bouncing back with support

## Worksheet: Your Action Plan

***Start small. Build consistently. Celebrate progress.***

### **This Week:**

Which ONE micro-recovery technique will you teach your team?

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How will you introduce it to them?

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### **Within 2 Weeks:**

How will you implement buddy check-ins or peer support?

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### **Within 1 Month:**

How will you create or improve post-incident debriefing?

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### **Ongoing:**

What specific resilience behaviours will you model and recognize?

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## Resources & Support

### Industry Resources

#### **go2HR – PHS Advisory Services**

FREE access to 1:1 PHS Advisory Services, tools and training

Website: [www.go2hr.ca](http://www.go2hr.ca)

Email: [safety@go2hr.ca](mailto:safety@go2hr.ca)

#### **People Working Well**

Mental health resources for tourism & hospitality workers

Website: [www.peopleworkingwell.ca](http://www.peopleworkingwell.ca)

### Crisis Support (BC)

- **BC Mental Health & Crisis Response:** 310-6789 (no area code required)
- **National Suicide Crisis Line:** 9-8-8 (call or text)
- Get Support - People Working Well: [peopleworkingwell.ca/getting-help](http://peopleworkingwell.ca/getting-help)

### Workplace Resources

- **WorkSafeBC:** Managing psychological health & safety
- BC Mental Health & Substance Use Services
- Your organization's EAP program

## **Remember These Three Things**

### **1. Resilience is a SKILL, not a trait**

Everyone can build it. Practice makes stronger.

### **2. Individual + Team resilience BOTH matter**

You need personal tools AND team systems.

### **3. Start small, build consistently**

One technique this week. One system this month. Keep going.

***Your team is worth it. You've got this!***