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Introduction

Our modern world has many benefits for us, but the fast pace and high levels of competition in all areas of business make heavy demands on us as well.

Our ability to deal with them depends on a combination of instinct and learned responses called resilience.

You may know a few people who are cool and efficient in any critical situation.

Some of your friends may have surprised you with the way they handled a serious event in their lives.

Would you do as well if a similar event was visited on you?

This book will help you to find the resilience you already have but may not be aware of.

It will also help you to build your defenses and ability to respond to challenges at all levels in your personal and business activities.

You will be able to avoid some threats to the stability of our social and business relationships and be better prepared to deal with those which can't be avoided.

"Bounce Back, Go Higher" cannot make you immune to stress and fear.

But, it will show you how to deal with stress better, whatever its cause.

And fear will be less of a problem when you have a better understanding of the situations you face.

You will learn to recognize those areas where you are most strongly affected by negative emotions and get tips and strategies which have helped others, including me, in similar circumstances.

Sometimes, we feel unable to deal with setbacks because of the accumulated effects from past negative experiences.

Or, we may let our worry level build when we are confronted by a situation which we have not met before or fail to reach a goal we set for ourselves.

These situations can make us feel inadequate, so we try to avoid similar

challenges in the future. That can cause us to accept less success and happiness because we don't let ourselves try for new opportunities and experiences.

The good news is that you probably have much greater capacity to handle setbacks and even threats than you can believe.

I will help you to reconnect with those abilities through simple steps requiring just a little time and practice.

Some of my suggestions will be more useful to each reader than others.

When you start to use those skills, you will probably be surprised at just how well you will do.

Let's get started.

About the Author

Anthony Webster wrote "Bounce Back, Go Higher" to help his readers improve their ability to deal with the emotional effects of disappointments and crises which we all face at some time in business and our social lives.

Anthony said," Everybody faces crises and major disappointments in their lives."

"Some people handle them well, while most struggle because they are not prepared or equipped for the extra load of stress which the crisis brings."

Anthony said," Some experts say that most of us are not equipped to handle a crisis and there's little we can do about it. It's in our genes!"

"But, my research and experience shows that any average person can prepare themselves by simple, proven strategies, to become more resilient."

When they learn to improve how they deal with their own challenges, they can give more help to their family and community, so everyone benefits.

"These tips and methods can help in other areas as well."

"I'll show you how to deal with good, bad and nasty criticism, whether the comments come from your boss, partner (in life or business) or an internet Troll!

"Some people can really hurt us and our confidence if we let them. Your kids are probably seeing bullying in their school or social gatherings and on the Internet. Increasing your personal resilience means you can help them by being a great role model and sharing the relevant information."

Anthony said," My book is not a sugar-dipped concoction designed to give you a quick buzz. These ideas will help you to make, strengthen and repair your personal and business connections and defend yourself and those closest to you."

Dealing with Disaster



Disasters come in all sizes and can strike with little warning.

No-one is immune and few of us are really well-prepared.

The ability to deal with and recover from disappointments, rejection and crises is called resilience.

Everyone has personal qualities which they can call on, some have much more than others.

Some experts have claimed that our resilience is mostly inherited but the majority say that we are all capable of improving our resilience.

This book will explain more about the factors which give you your resilience and various ways you can increase it.

The most important fact to remember is that every human being will always be subject to stress and challenges. They will all still affect you to some degree.

If you were someone that could not feel these forces, you would not be able to react well or speedily to danger or connect properly on an emotional level with other people.

But, having an appropriate level of resilience is important for us in all areas of our lives.

When we have the personal emotional resources to handle problems, it can make our progress in any activity more certain.

Just as important, it gives us the ability to help others including our family, especially our kids and others in need.

Businesses are starting to realize the importance of resilience and this is now sought in employment and promotion interviews.

This quality is hard to measure until someone is tested by events in their own life but it is worth whatever it takes to improve our resilience because it will help us in every activity we undertake.

Check Your Diet and General Health

Do you have a regular, thorough medical exam and tests for relevant cancers and other common conditions? You can't expect to deal with crises well if you are not fit and capable of doing the job right away.

You can't enjoy the rewards which your life brings if you are below par physically or mentally.



Some people hold off on tests because they worry what they might find. But, the worry and stress they bring on themselves can cause significant damage and their attitude will not help them deal with any problems in other areas.

Everyone needs a certain amount of exercise to keep their system in good shape.

That exercise helps your brain to work more efficiently.

You don't need an expensive gym membership unless you enjoy the atmosphere and social aspects or need the discipline and help that coaching and an organized program provides.

If you are considering getting one of the exercise devices offered through infomercials, check sites like eBay and even your local newspaper. You can get many of them for much less and even find out which ones are giving results you want.

Whatever exercise you do, it will be more enjoyable and effective when you do it with someone else.

In many communities, there are informal but organized groups which do walks for exercise.

These can include people of all ages. And, of course, every place has clubs for people who want to do sports of all kinds.

Laughter is Medicine!

One of the undervalued methods of increasing our feeling of well-being is to laugh more often and, louder.

Your doctor will confirm that genuine laughter has immediate and longerterm beneficial effects on your well-being and body functions.



The catch is that so much laughter is forced and sources of humor are often low-quality.

If laughing has benefits for you, there are even more in laughing with others.

People with serious medical problems have been helped by watching classic comedy films and routines which help by giving them some mental relief from thinking so much about what they are going through.

Norman Cousins' book, "Anatomy of an Illness" is worth finding and reading. The humor did not cure his medical condition as some people seem to think. But it was an important part of his day.

Telling a joke is not difficult. You get better every time you do it.

That is, if you pay attention to the body language and unconscious state of the people you tell the joke to.

You will get a better reaction if you also learn to be a good listener when other people tell you a joke, even if you know it backwards.

Always give them the attention you want when you're telling one.

Give them a good reaction except if everything goes wrong with the telling. Don't be false about it.

Jokes which insult or put down other people, whether they are present or not, will hurt your reputation as much as they hurt the target individual or group. Do you want a reputation like that?

Some groups get together to laugh spontaneously. I'm sure they have fun. I guess it helps them to loosen their inhibitions and mix more with people. But, I think adding some actual jokes would improve the

experience and results.

People that have a positive attitude usually do better in employment tests because the ability to get along with colleagues is very important when problems or conflicts occur and need to be dealt with quickly.

How Resilient are You Now?

The first step we need to take is to find out how resilient you are now.



This chapter will give you a general guide about how you might deal with a crisis and what areas related to your resilience you should work to develop.

Resilience is very hard to measure with a test. I have described some factors which are important for developing and using your resilience.

Snacks: Do you eat snacks and other packaged products regularly? These products make the suppliers rich but they don't help your health or bank balance either.

An occasional snack is okay. If you are tempted to go super-size or get the extra large packet because it's twenty cents cheaper, save your money by getting the smallest size. Then, savor it when you eat it. Sometimes, eating it slowly will actually make you like it much less and your cravings may not happen as much.

If you did like it, you can save money by just recalling the mental input you got from the small snack. It can be almost the same as buying and consuming another packet because you took the time to savor it.

And, it doesn't hurt your pocket or your waist-line!

Meeting your targets? Do you achieve your goals? Most people meet some and don't reach others.

If you didn't meet your previous goals, do you expect that you will meet your current goal? If you don't expect to meet your current goal or have stopped setting any for yourself because of previous failures or you think that someone will stop you getting it, you're set up to lose again.

That attitude will also reduce your ability to accept the possibility of success in anything else.

When a problem looms ahead of you, will you be prepared, or wait until you are in the middle of it? If you don't plan to deal with problems, you will fail to beat them. Maybe you were crushed by a similar problem in the past. Although it may be painful, review the earlier incident for points which may help you deal better with the next one. Don't tell yourself you already showed you cannot win against these factors. You have experience and time to get help, either physical or knowledge which can make you the one who comes out on top next time.

The biggest lesson for me from these questions is that we don't become a failure until we stop trying.

If we keep trying, we can deal with problems better each time.

If a problem is too big for you, get help or cut it into smaller bits and deal with the most important parts first.

Two Big Mistakes

Some things which hold people back from dealing with problems and going on to achieve what they have the potential for are:

- Trying to do too much by themselves.
- Giving up too soon.

Trying to Do it All!

Even if you think you can handle a major difficulty yourself, check for sources of help and advice.

Any major problem may draw on a lot of your resources. If you can get free or even paid assistance which means you save some money and effort, you are better prepared for the next problem.

You could have another challenge sooner than you can rebuild your physical, emotional or financial reserves.

Giving Up



When you are prepared for a battle or any sort of contest, your opponent may seem too strong, the battle too long and the cost too high.

Unless you are sure that they have the resources to overcome you, you should look for ways to continue your defense.

Many contests have been lost because one party thought their position hopeless when they were just short of success.

That may be because of their previous failures. Remember that you learn something each time and few challenges are decided solely on what happened before.

Myths about Resilience

You can learn to avoid ALL stress and negativity

No-one can be immune from these factors as long as they are operating in company with other human beings.

But, this book will help you to deal with most forms of stress and negativity better than you probably are right now.

What doesn't kill you, makes you stronger

Such an event can cause significant and long-lasting damage. You need to be aware of how you can prepare for and deal with everything from disappointments to disasters. And, you need to develop and maintain a healthy body and clear mind to get you through.

If you survive a major setback, it is the effort and focus which you used to get through it which makes your self-image and confidence return.

The challenge will encourage you to take steps which will give you better defenses to a similar challenge in the future but it won't give you the tools.

Happy families don't experience the downs like the rest of us

That's only on TV where the scriptwriter has to get everything sorted in 23 minutes to get those commercials in. When families have developed their resilient qualities, they are better able to handle the challenges which inevitably occur in all relationships.

You are either born resilient or you are out of luck

You probably have some behaviors and instincts handed down from previous generations which give you some degree of resilience. Whatever your original ration, you can improve their effectiveness and also learn other skills and attitudes which give you more resilience through your lifetime.

Some people have such high reserves of personal resilience, they can succeed without help from others.

There are people that have natural abilities and instincts which are very high. But, even a "James Bond" or an Antarctic explorer will usually get better results by involving other people who have knowledge, skills or connections which the lone wolf may lack.

The Major Factors of Resilience

The next few chapters will explain the most important factors you must develop and maintain to be as resilient as possible.

Some are easy while others present challenges in themselves.



But, all of them are important and you will find that most people will help you rather than hinder you if you show them you are sincere and willing to give your best at all times.

Some points will be ones you have seen before with your business and personal activities. But, their importance to your resilience and potential for the level of success and happiness you are capable of may not have been so obvious.

Connecting with Other People

The most important part of dealing with any situation is connecting with the people involved, including those who oppose you and your views.

The power to connect may be something you have or just something you wish you had.



But, you can develop greater empathy with some fairly simple steps.

If you had problems before when you tried to connect with people, work to improve that ability now. It will pay dividends for everyone involved.

Start by reviewing the level of your connection with your family, friends and business associates right now.

Think about ways that you might encourage

improvements?

That probably won't always mean you get just the changes which you want. But, some give can often make for a more comfortable and enjoyable atmosphere which you will enjoy as much as they do.

Think about your conversations , their body language and what most seem to cause friction or other problems?

Maybe you need to start a new conversation. If there are problems doing that, you might want to give it some priority.

Acknowledge the Positive: One problem with many relationships is that humans often focus on the negative. That can be when they are talking to someone or talking about them to someone else.

If you find yourself being critical about a family member, or even a friend, where it is not a serious matter, either stop doing it or give them some positive feedback at the same time.

Even within a family, it can be hard to know or understand how deeply some criticism can penetrate.

Your kids have favorites in music and other entertainment which you might think are the dregs. Just think who you idolized at their age!

It could be different if it's a matter of basic values. Then, you say what you must, but understand they may feel the need to protect their idol.

Your partner may have different views than you about sports, food, or many other things. Be respectful and remember that they chose you so they must be pretty good judges in some areas at least!

Don't forget that we all crave compliments. Give them when they are deserved and without any personal motive.

Some people cannot say thanks or give a compliment and look like they mean it. Just remember that the person you are talking to should know that they are very important to you.

When you give praise to someone include some details about what exactly they did which impressed you.

Look straight at them, smile, and really listen.

They're the rules for making a good impression with any conversation. It's extra important when you talk among members of your own family.

Get Support When You need it

Everyone needs help at times.

If you don't have a strong support network when a crisis hits you, enduring it and recovering so you can go forward again will be much harder.

One major factor in connecting positively with new people is to accept them as they are and hope they will do the same for you.

We all know people who are almost full-time on their computer. Maybe you can't understand that, but you have other things which are common interests and you like them.

Some of your friends may be sports fans or pet-lovers or hunters or both!

They may have differences but more things in common which let them enjoy each others' company and interaction.

If you want to meet more people who share your interest in some subjects, you might have to look for groups which are set up for that interest. You may only meet most of the other members because of that topic but some may become real friends over time.

If your friends want to talk about their pet subject, give them a good hearing. That's part of being a friend.

In business, you can make connections through your work or the Internet.

Another way is to attend business events. These can be interesting and a valuable source of information about new developments and problems.

If you are there because your company sent you, you are a representative of them and need to be very careful to give a good impression all the time, not just when you're at the official functions.

Even when you are at non-business events, your attitude can affect the reputation of the company you work for.

I read a story where the writer had got his first van and had his business name applied to the doors. The man who did the sign said, "You will be seen as a representative of the company everywhere you take that van."

Be Positive

An important part of being resilient is to maintain a positive attitude.

That is not always as easy to do as to say it.

But, there is really no viable alternative.

I'm not suggesting unwavering optimism with no regard for possible delays, detours or disasters.

Your positive outlook has to be backed with preparation, research and a resolve to provide the best results you can deliver with everything you do.

If you don't maintain a positive attitude, you cannot expect others to believe in and support you.



When you review your week, you probably see some things which you could do better. And, your best response is to make any changes to your methods so better outcomes are more likely.

But, some people stop there. They dwell on the low points and then wonder why their results don't improve.

The main reason is probably that your mind absorbs all the information you put into it unconditionally.

Over time, your mind starts to send you messages that you should lower your expectations and avoid strong competition where you may have not been successful previously.

It does not understand that you have grown and developed physically and mentally, become more skilled and learned better techniques unless you keep those messages pouring into your subconscious.

Associate with Success

Part of maintaining a positive attitude involves reinforcing the message in every way you can.

You have probably read a few motivational books or even attended workshops where very successful people share their stories and what they learned from their experiences.

I have a few recordings of events like that and play one at least every week.

But, do you get and give those positive messages when you are talking with the people you work with, friends or at other social occasions.

If you are listening to a lot of negative comments from people daily, it has to affect your mental state.

And you could also be passing those negative messages to your kids when they are also around these people.

If you want to be more successful, reduce the amount of negativity you absorb each day.

If you consciously maintain a realistic and positive outlook, you will find that the people around you will notice and appreciate it.

Your positive attitude will improve your efforts to deal with challenges.

Critics and Criticism

Criticism can have an effect on you totally out of proportion to its accuracy or relevance.

"No-one ever built a statue to a critic".

Always be ready to accept genuine criticism, even when you disagree with it. Your reaction may help continued interaction where a negative response could firm up the critic's negative view of your performance.

You have probably heard, "Don't take it personally." That's not always possible if the target of the criticism is some work you invested your heart and resources in or is about your beliefs or someone close to you.

But, make your response in a professional, mature way. It will also help you connect with other people even if the critic is not listening, just talking.

If the criticism comes from someone that is an expert in the area you are working in, you can learn from their views. If they are not, you should still give them a hearing at least once!

I've always welcomed feedback from customers and other interested parties.

Comments from customers have given me ideas for improvements to products I was selling and even for one new and very successful product!

Of course, there are also comments which are intended to massage the speaker's ego and mess with your head.

That can be a problem when the speaker is your boss.

The only thing you can do is thank them for their input and try to give them little reason for real criticism in future.

The other side of this is when you have to give criticism.

My rule is never to offer any comment on somebody which is personal unless it is likely to be welcomed by them. The only exception is when that's your job.

If you give negative criticism, give them suggestions where they can improve that aspect. Don't be harder than necessary, especially with

people that are just beginning. But don't hold back on critical points – you would be hurting their ability to progress and inflicting their future lowgrade work on other people.

Try to find something positive which you can also comment on.

If possible, encourage the person to practice with a video recorder or other device so they can see exactly what you are referring to.

If your comments are intended to help and come from your experience in similar situations, most people will accept it in that way.

Responding to Rejection

Any rejection makes us feel bad, at least at first, because we have invested our time and effort and emotions into chasing that goal.

When you are not selected for a job you desired, you may feel the process

was unfair or have some other grievance.

But, it is often something simpler and not because of any fault in you.



One of the hardest things to overcome is the feelings you have when someone rejects your idea, offer, or you personally.

It's natural to feel that maybe they're seeing a flaw in you which you do not see. Research has shown that many people naturally look for negative information in feedback they get.

That may be because their parents or carers,

including teachers and coaches were regularly feeding messages that they were inadequate or over-reaching with the goals and their actions.

This slack of support in early development can make people accept those messages and continue to believe them for years to come.

Sometimes, this attitude stops people from actually putting themselves forward. They have been rejected before and they dread it will happen again.

But, in most situations, we find that people are not making a judgment about you or your idea. They just think somebody else will suit their plans better.

While we continue to think about what might hurt us, the only thing which can help us is to try again until we find acceptance.

I think of writers from George Orwell to Stephen King who both received lots of rejections from publishers.

George Orwell was advised that, "It is impossible to sell animal stories in

the U.S.A."

I think that Eric Segal probably got a similar caution about "Jonathon Livingstone Seagull".

They were confident enough about the value of their work that they persisted.

Success is the best revenge? Well, that sort of revenge does not have to be destructive. If you seek revenge by destroying the other person, you may be hurt more by your negative attitude than anything they did.

If you focus on your goals, you can move forward.

You may also attract more positive people to connect with because of your own positive stance!

My own way of dealing with rejection developed slowly.

You probably know people who believe that right always triumphs and they're always right.

They focus on trying to turn every rejection into a victory for themselves. Of course, that was hopeless and self-destructive.

They start to think the odds as are stacked against them. Until they decide to improve their outlook and move on, they have no hope of moving higher.

Their way takes a lot of energy and has little chance of succeeding.

The sad point is they have lots of drive. They just need to use it more positively.

Judging Your Own Work

It is very difficult to judge work we do ourselves, especially when it is some form of individual expression like a painting, written work or something we created.

We can get some perspective by putting it away for at least 24 hours and then looking at it again.

If you are at school or have to write reports or other business materials, you want your written material to be the best you can produce.

You are always under strict time limits as we all are these days.

So, maybe you decide to edit as you write.

This seems like a way to save time and improve the output for each draft.

Unfortunately, this causes your quality to drop and also puts more pressure on your emotional state.

After you have done your research and decided how you will present the material, you start to write with full concentration.

If you stop to edit while you are producing that material, your concentration suffers because your brain has to switch between the area which does editing and that which is more creative.

The human brain is not really efficient at multitasking. It actually switches between the tasks very rapidly rather than doing both simultaneously.

Each switch involves a measurable time when the brain is adjusting from one mode to the other.

You lose focus, then refocus.

Try doing your writing in blocks and then leave the output alone for about 24 hours so that you can look at it with some detachment while you edit it.

You should see improvements in your writing and also the level of exertion you need to get your work done.

Remember that you are writing for someone else, your intended reader.

If you can get a better idea of the needs and other factors related to that

type of person, you are a little closer to producing what they want.

So, think about what the readers' most important needs are for this piece you are doing and make those your most important points.

That applies to any other sort of work – the user is who you should be thinking about when you are preparing the work.

Cutting Criticism

This is criticism which is intended to hurt you or your mindset.

This sort of response is common on the Internet because of the supposed anonymity the trolls and haters believe they have.

This sort of criticism can hurt and even cause some impressionable people to cause harm to themselves.

In part, that is because of the ready acceptance of negative information which I mentioned is in our mental make-up.

But, the main cause is the venom pushed at us by the thoughtless and uncaring trolls who do this.

Although you may feel anger or distress because of the statements, remember these people have no credibility, just some useless bile and a computer.

Accepting Change

In every area of human activity, change will continue to happen and mostly at an increasing rate.

We can't stop it.

But, if we don't learn to prepare for it and adjust to its effects, we will never reach our potential.

The amount of change and the rate of it is increasing.

Just as the industrial revolution caused disaster and heartbreak for many people, it created opportunity and great wealth for others.

They were not all rich or well-connected before they took action.

They had to be resilient or go under.

You can fight change but that almost certainly won't change the outcome.

Change Always Comes

Many of us are aware of important major changes in our communities and countries. But, we also need to be able to notice and deal with smaller changes in our community and the people we see every day.

How do you deal with change now? If you find it a problem, you need to look at what you need to do to make the best of the changes around you.

There may be some which you are strongly opposed to and feel you must try to prevent and modify where that's possible.

That's fine but don't become obsessed and make yourself unhappy or declare yourself a failure if your views don't win through.

Telling people that they should change their views is fairly hopeless.

You will usually only get some adaption if you can show most will get more from your ideas or there will be less damage to them because of them.

Understand that you can't win every time, but someone always does.

If you review the outcome of each venture for positives and keep yourself motivated, your turn will come.

You are Changing

Remember that you are also changing . Your body is rebuilding itself while you sleep. Your outlook and abilities are being changed as you absorb new ideas and information.

Your abilities are either improving or deteriorating, depending on whether you are feeding your body and brain good nourishing material or dross and grot.

Look at this as an opportunity to move on without being limited by previous failures or setbacks.

Give yourself every chance to go UP!

Feed Your Brain

I've already suggested monitoring your subconscious and feeding it more positive messages.

It seems so simple but the research shows it works.

You need to consciously review the messages for a while.

After you have put enough positive messages in to your system, tracks will start to be created which will make you more outgoing and less stressed.

Water is Life

Keep drinking the water. It can be special packaged and highly advertised Spring Water or just water from your kitchen tap.

Just have the six glasses a day which you were told about in school.

Your system needs that much to be hydrated.

The first organ which suffers when you don't drink the water is your brain.

Then, other important bits and abilities start to degrade.

Keep Learning

We don't know how much benefit we can get from learning because we stop too soon.

If you want to expand your physical and mental ability, learn a skill or take up a hobby.

Everyone can benefit from having an interest outside of their normal work.

If you can't think of something you want to do, think about sharing your time and skills as a volunteer in your community.

That will teach you about people and may also inspire you with their potential.

I worked with people that had some form of mental impairment to teach them simple crafts.

I think they enjoyed what I showed them. I know I learned and grew because of what they showed me.

Go UP!

Using your natural skills and those which you have developed through your life, you can achieve almost anything you desire.

Don't let set-backs stop you.

Don't let faulty programming of your brain stop you either.

Some of the most important things you need to do for faster progress are:

- **1)** Build your knowledge and skills base. Keeping up with current developments in your field is important.
- **2)** Challenge your limitations, whether imposed by others or from your own thinking.
- **3)** Build a network of people for mutual enjoyment and support.

Your most important support is your family. They give you invaluable support and companionship. You can help them with your life experience and also learn about new technologies from them.

Your close friends, colleagues and others you know through social, religious or other associations all have knowledge and ideas which they are willing to share.

Are you keeping in touch with people or losing contact because of the pressures you have been under?

4) Advisors. If you are in business, you need to have connected to a lawyer and an accountant. Your particular enterprise may need other professional services as well but those two are critical.

You may not, hopefully, need a lawyer as often as you need an accountant, but there are some in every town and city that can help you connect with professional associations, find the right people in local and state departments and let you know about pending legislation which might affect your business.

That local knowledge can be invaluable.

Your local community is a great resource. Support, when you need it is likely to be easier to find if you are already known as a contributor to the health and progress of your area.

People like helping and buying from those who help others without always putting a price on that help.

I push the volunteering message because I have enjoyed almost every volunteering situation I've been involved with. Every time, most of the people that I've met in those organizations have been lively and more outgoing than average. Many of them have become some of the best friends I have.

Your Future is Waiting

I hope that you have enjoyed reading "Bounce Back, Go Higher" as I did writing it.

I suggest that you have another look at the book in a few months and you may find some points which are clearer to you then.

The methods are simple but some will need more time to become part of your mindset because of the huge number of messages we deal with each day.

I know that practicing those tips which you decide best suit your needs and situation will bring results which make your efforts well worthwhile.

Anthony Webster

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