



The Academy at Bank of America

Adaptability – Resource guide

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Overview

Description

This **Adaptability** guide will serve as a resource to provide learners with the tools to explore and improve their willingness and ability to adapt to new and changing circumstances. This guide is ideal for individuals looking to develop the skills and mindset needed to adjust and thrive in any environment.



Introduction

Adaptability is a crucial skill to possess in today's workforce because it enables you to:

- Navigate changing work environments.
- Promote collaboration and teamwork.
- Embrace creative problem solving and innovation.
- Continuously learn and grow.

Adaptability can be challenging if you have trouble stepping outside of your comfort zone or balancing competing priorities. Some individuals may struggle with adapting to change due to fear of the unknown or preference for routine. This is building adaptive habits can help you embrace changes as they come and maintain a growth mindset that will allow you to pivot as needed.

This resource guide includes exercises and resources for the following:

- What and why of adaptability
- Habits of adaptability
- How to improve adaptability
- How to showcase adaptability
- Relating adaptability to your goals

Did you know?

According to Harvard Business School what percent of executives rank adaptability as the most important quality in a leader?

71%

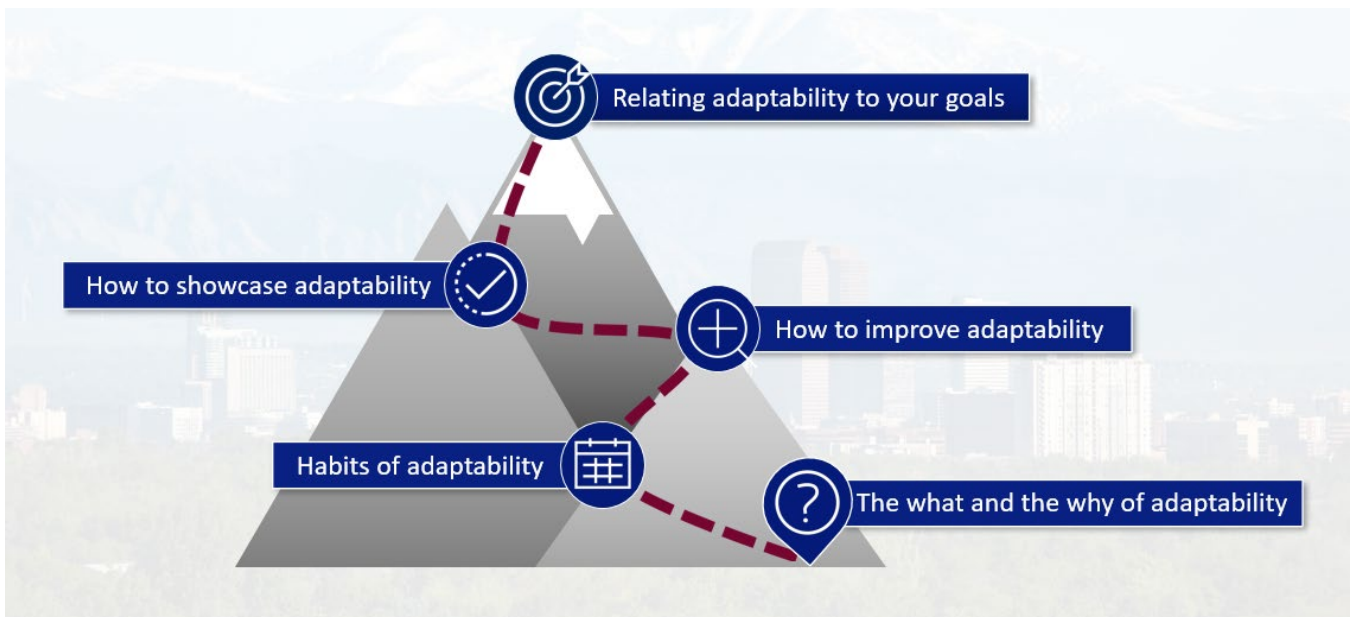
While most employers see adaptability as a vital skill, what percentage of employers offer training in this skill?

8%

With adaptability as a skill you are ____% more likely to be employed!

24%

The path of adaptability



The what and the why of adaptability



What is adaptability?

Adaptability is a person's ability to adjust to changes in their environment.

In the workplace, an adaptable person can keep up with moving priorities, projects, customers, and even changes in technology.

Why it matters?

Adaptability is about taking opportunities to increase skills using new and unfamiliar techniques. It might mean changing your style or making do with available resources. It's important to be **actively learning** and open to new ways of doing things.

It is a skill that is critical to **personal** and **professional** growth.



Journal Activity

Journaling Activities: Throughout this resource guide, there will be several journaling activities. Keep a document with all your answers so that you can refer to it as you navigate your career journey.

Journal prompt: Now that you have an idea of what Adaptability is and why it matters personally and professionally, let's think about it in reference to our past experiences. Write about a specific situation in which you had to adapt to a significant change. Describe what was the change, how did you initially react, what did you learn?



- **Trying new activities** – explore hobbies and activities that you haven't tried before.
- **Changing your routines** – continuously introduce changes to your daily customs.
- **Seeking diverse perspectives** – engage in conversations with people who have different backgrounds, opinions, or beliefs.
- **Remaining positive** – find ways to cope, adjust, and overcome by seeking support, exploring new strategies, or reevaluating priorities when life presents various personal challenges.
- **Taking smart risks** – use well researched and vetted information to take calculated risks and experiment with new ideas to solve challenges.



- **Embracing new technology** – become accustomed to trying new routines and activities, so it'll be no problem for you to adapt as technology continues to evolve.
- **Flexibility in roles and responsibilities** – be open to taking on new tasks or responsibilities outside of your usual job scope which can be crucial for career advancement.
- **Addressing change and uncertainty** – remain positive, flexible, and proactive while adapting to new processes, procedures, or strategies.
- **Continuous learning and development** – prioritize your professional growth and actively seek out opportunities for development.
- **Creative problem solving** – take initiative by being proactive and resourceful when looking for solutions to challenges or responding to change.

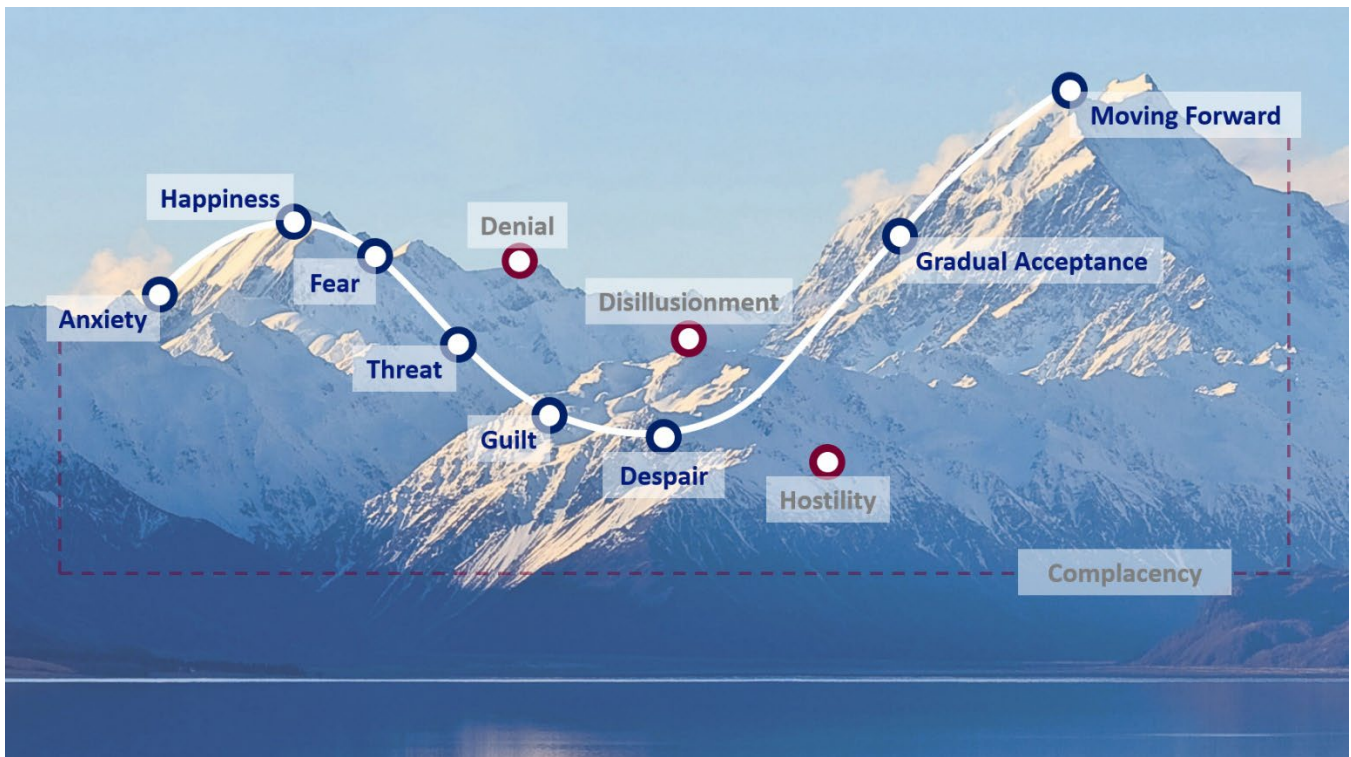
Journal prompt: Make a list of the personal and professional habits that have helped you adapt to change in the past. Reflect on how these skills can be applied to future situations that require adaptability.

Now, make a list of habits or skills you can start doing today to build your adaptability.

How to improve adaptability



The process of transition





Anxiety

You don't really know what's going to happen next, and you aren't sure what any change will really look like at this point.



Can I cope?

Happiness

You are feeling really good about the change as this will be the chance to get rid of things, systems and processes which you know don't work.



At least something's going to change.

Fear

You are fearful of the way the change will force you into a new way of thinking, working and behaving.



What impact will this have?



Threat

You are unsure about how the change is going to affect you.

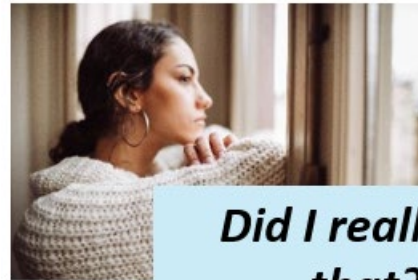


This is bigger than I thought!

Journal prompt: Write about your comfort zone and the areas where you feel less comfortable or resistant to change. Reflect on why these areas are a challenge for you to change and brainstorm ways to slowly take steps outside of your comfort zone.

Guilt

You feel angry with yourself for not having coped as well as you believe you could have.



Did I really do that?

Despair

You may feel confused and apathetic and really start to wonder who you are.

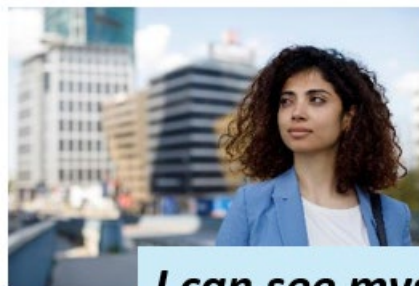


Who am I?



Gradual Acceptance

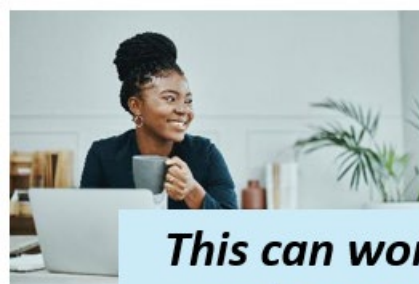
You become more emotionally detached from the situation and begin to make sense of your environment and the change.



***I can see myself
in the future.***

Moving Forward

You start exerting more control and make more things happen in a positive sense.



***This can work and
be good.***

Denial

Where you deny that any change is occurring at all.



***Change? What
change?***



Disillusionment

Where you decide that the change does not fit with your value system and you decide to have nothing more to do with it.



***I'm off!
This isn't for me.***

Hostility

You show aggression towards yourself and others and the change, in general.



***I'll make it this work
no matter what!***

Complacency

It is a possible final stage of transition that can pop up after we start moving forward. Here people have survived the change, rationalized the events, incorporated them into their new construct system and have gotten used to the new reality.

Complacency results in a stagnant mindset while adaptability promotes maintaining a growth mindset – which mindset you choose can greatly impact your personal and professional growth.

Journal prompt: Write about your beliefs and attitudes towards growth that requires change. Reflect on whether you have a fixed or growth mindset, or if varies based on the circumstance. Brainstorm ways to cultivate a growth mindset every day.



The sweet spot

The goal is to create a bridge using adaptability that keeps you **out of the valley of despair**, to help you find the sweet spot by building **resilience** and remaining **teachable**.

Resilience

To strengthen resilience and your ability to bounce back from setbacks, challenges or adversity:

1. Cultivate a growth mindset
2. Build a support system
3. Practice selfcare
4. Develop problem solving skills
5. Learn from setbacks


Teachability

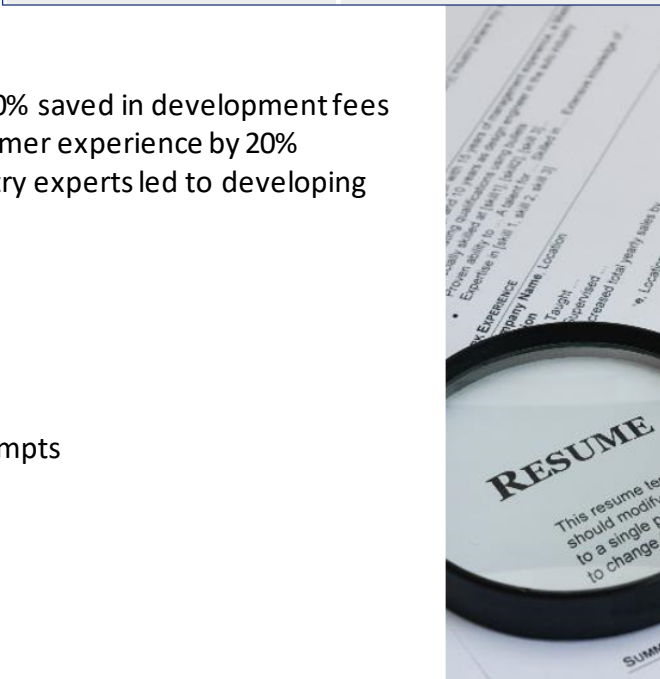
- Willingness to **acquire new knowledge**, skills or information through guidance or instruction
- **Flexibility** in your thinking and approach
- Being open to **adjusting** your methods and strategies



How to showcase adaptability




Scenario	Resume	Correspondence	Interview
<p>Ariel, while in college, wanted to develop a software-based technology solution within the healthcare industry.</p> <p>The market was rapidly shifting towards incorporating machine learning for her specific application.</p> <p>Just as she began development, new artificial intelligence technology emerged. Instead of giving up she pivoted her business idea and began adopting new technology.</p>			

Scenario ✓	Resume	Correspondence	Interview
<p>Professional Experience:</p> <ul style="list-style-type: none">• Market-driven strategy shift resulted in 30% saved in development fees• Resilient problem-solving improved customer experience by 20%• Cross-functional collaboration with industry experts led to developing more efficient technology <p>Skills:</p> <ul style="list-style-type: none">• Quick learning• Change management <p>Achievements:</p> <ul style="list-style-type: none">• Learned to write artificial intelligence prompts• Product Pivot <p>Education and Training:</p> <ul style="list-style-type: none">• Prompt writing certificate• Change management workshops			



Scenario ✓	Resume ✓	Correspondence	Interview
Cover Letter <p>After reviewing my resume, you will recognize the qualifications that make me a strong fit for this position:</p> <ul style="list-style-type: none">• Ability to adapt and thrive amidst change• Remaining forward thinking in adversity• Proven track record of navigating change through industry shifts• Eager to contribute adaptive mindset, problem-solving resilience, and proven track record of successful transitions		Follow-up email <p>Subject: Thank you for your time</p> <p>I especially valued discussing your need for someone who can remain adaptable amidst change in your organization.</p> <p>Over the last few years, I've endured many similar challenges, we discussed: taking the initiative to improve processes through innovation and driving change in uncertainty.</p>	

Scenario ✓	Resume ✓	Correspondence ✓	Interview
		Question <p>Share a time when you were able to save time, money or improve a process?</p> <ul style="list-style-type: none">• Share relevant results• Emphasize problem-solving• Highlight collaboration• Mention personal growth	

Journal prompt: Think about your resume, correspondence, or your last interview, then identify where you can make immediate changes to showcase your adaptability. Write down key accomplishments that highlight your adaptability.

Adaptability and your goals



Journal prompt: Write down specific goals relating to adaptability. This could be learning new skills, being open to feedback or seeking out new experiences. Reflect on your progress towards these goals regularly.

Summary

Conclusion

Bank of America is committed to you and your professional development.

As you continue to develop your adaptability skills, remember to:

- Start with building habits that cultivate adaptive behavior
- Recognize the stage of transition you're in
- Find your sweet spot by building resilience and remaining teachable
- Demonstrate adaptability as you advance your career
- Integrate adaptability when setting goals

Next steps

- Access your sustainment materials to keep growing and to take next steps toward your goals.
- Update your resume to showcase adaptability.
- Keep an eye out for more workshops in the near future.

