

# Webinar: Building Resilient Tourism & Hospitality Teams

## Follow up Q&A

### **Question 1: This is a lot of information and we're a small business with limited resources but want to help support our team, where should we start?**

Great question! The beauty of building resilience is that the most effective strategies don't require a budget—they require intention and consistency.

**Start with ONE technique this week.** Pick a single micro-recovery method (like box breathing, a mental rinse, or a refocus statement) and teach it to your team in a 5-minute pre-shift huddle. These techniques take 60-90 seconds to use and cost absolutely nothing. Practice it together so everyone knows how to reset their energy during their shift, not just at the end of the day.

**Build simple team rituals.** Two-minute pre-shift huddles where you connect as humans before the rush, or end-of-shift high-fives to acknowledge you made it through together—these small traditions create the social glue that holds teams together under pressure. They don't require time off the floor or additional resources, just a commitment to consistency.

**Remember: start small, build consistently, celebrate progress.** You don't need to implement everything at once. One technique this week, one small ritual this month. That's how you build sustainable resilience without overwhelming yourself or your team.

If you'd like additional support, go2HR offers FREE PHS Advisory Services where you can work one-on-one with advisors who understand the tourism and hospitality sector. Reach out to [safety@go2hr.ca](mailto:safety@go2hr.ca), and check out the free resources available at [www.peopleworkingwell.ca](http://www.peopleworkingwell.ca).

### **Question 2: We are in the middle of our busy season and want to support our team to be resilient but don't have a lot of time to plan or implement activities. Any suggestions for high impact, lower effort things we can easily do?**

Absolutely—during your busy season, you need strategies that work in real-time, not just in theory.

**Teach micro-recovery methods that work DURING shifts.** These are 60-90 second techniques your team can use between difficult interactions or high-demand situations. The 4-step method is simple: Recognize what you're feeling, Remove yourself physically (even for 30 seconds), Reset using a quick technique like box breathing or cold water on your wrists, and Return to the next situation with renewed energy. This takes seconds, not hours.

**Implement 30-second buddy checks.** Train your team to notice when a colleague seems off, ask "Hey, are you okay? You seem off today," and respond with listening and validation. This creates a culture of support without requiring formal meetings or time away from work.

**Model healthy coping in real-time as a leader.** When you're stressed and take a moment to reset before a conversation, say so: "I needed a minute to reset—today's been intense." This normalizes resilience practices and shows your team how to do it.

**Give specific, timely recognition.** Instead of waiting for performance reviews, catch resilience in action and name it immediately: "I saw how you handled that difficult guest—your patience was remarkable." This takes seconds and has lasting impact.

**Create team refocus statements and post them in back areas.** Work with your team to come up with a phrase that helps them mentally reset (like "Next guest, fresh start") and post it by the printer, coffee machine, or storage closet as a visual reminder.

**One critical caveat:** If chronic understaffing or unreasonable workload is the root problem, resilience strategies alone won't fix it. Don't use resilience training as a band-aid on systemic issues. Where possible, invite your employees to be part of the solution—ask them for suggestions on improvements. This supports their sense of contribution, connection, and control, which builds both resilience and prevents mental health injuries.

### **Question 3: We are about to start hiring for our summer season. Wondering if you have any suggestions for how we can help our new employees build resilience from day one?**

This is such a smart time to be thinking about this! Building resilience into your onboarding sets new employees up for success and reduces turnover during your busiest season.

**Check out the "[Building Trust from Day One](#)" webinar recording** available through go2HR—it has excellent resources, suggestions, and a worksheet to help you build this out. Some key aspects include:

**Set up a buddy/mentor pairing system.** Pair new employees with experienced team members who can show them the ropes and provide support. This creates immediate connection and reduces isolation.

**Create "check-in buddies" during shifts.** Two people commit to checking in with each other at least once during their shift. This normalizes asking for help and spreads the emotional load across your team.

**Teach ONE micro-recovery technique during orientation.** Before their first shift, teach new employees a simple 60-90 second reset technique they can use when they're feeling overwhelmed. Practice it together so they know it's expected and valued.

**Use the Personal Resilience Toolkit activity.** During onboarding or within the first week, have new employees answer four questions: their go-to stress reset technique, their physical warning signs when overwhelmed, one person they can turn to for support, and one thing that helps them recover after a hard day. This gives them a practical toolkit from day one.

**Build them into your team rituals immediately.** Include new employees in pre-shift huddles, gratitude practices, or any team traditions you have. These small rituals create an "us" identity and help new employees feel like part of the team quickly.

**Model psychological safety from the start.** Make it clear from day one that asking for help doesn't hurt their standing, that mistakes are learning opportunities, and that it's okay to not be okay. When leaders model vulnerability appropriately and validate struggles before jumping to solutions, new employees learn this is a safe place to work.

Starting these practices during onboarding means resilience becomes part of your culture, not an add-on when people are already struggling.

If you have any questions or to book a free 1:1 consultation with one of our go2HR Psychological Health and Safety Consultants feel free to [contact us](#). For more information, resources or training, visit our website [Tourism & Hospitality - People Working Well](#).

### **Webinar Recordings**

Visit People Working Well to access additional: [Recorded Webinars - Psychological Health & Safety](#). Topics include Building the Business Case for Workplace Psychological Health & Safety, Strategies to Elevate Communication for Supervisors, Developing Supportive Managers & Supervisors and more!