

Finding & fostering resilience

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Hello and welcome!



- ★ Clarify some terms
- ★ Healthcare staff – why us?
- ★ Tapping into internal resources
- ★ Personal stress triggers – can you spot them?
- ★ Grow resilience – how?
- ★ Commitment

VIA Classification of Character Strengths

www.viacharacter.org



Creativity



Curiosity



Judgment



Perspective



Bravery



Perseverance



Zest



Honesty



Social Intelligence



Kindness



Love



Leadership



Fairness



Teamwork



Forgiveness



Love of Learning



Gratitude



Spirituality



Self-Regulation



Humility



**Appreciation of
Beauty and Excellence**



Prudence



Hope



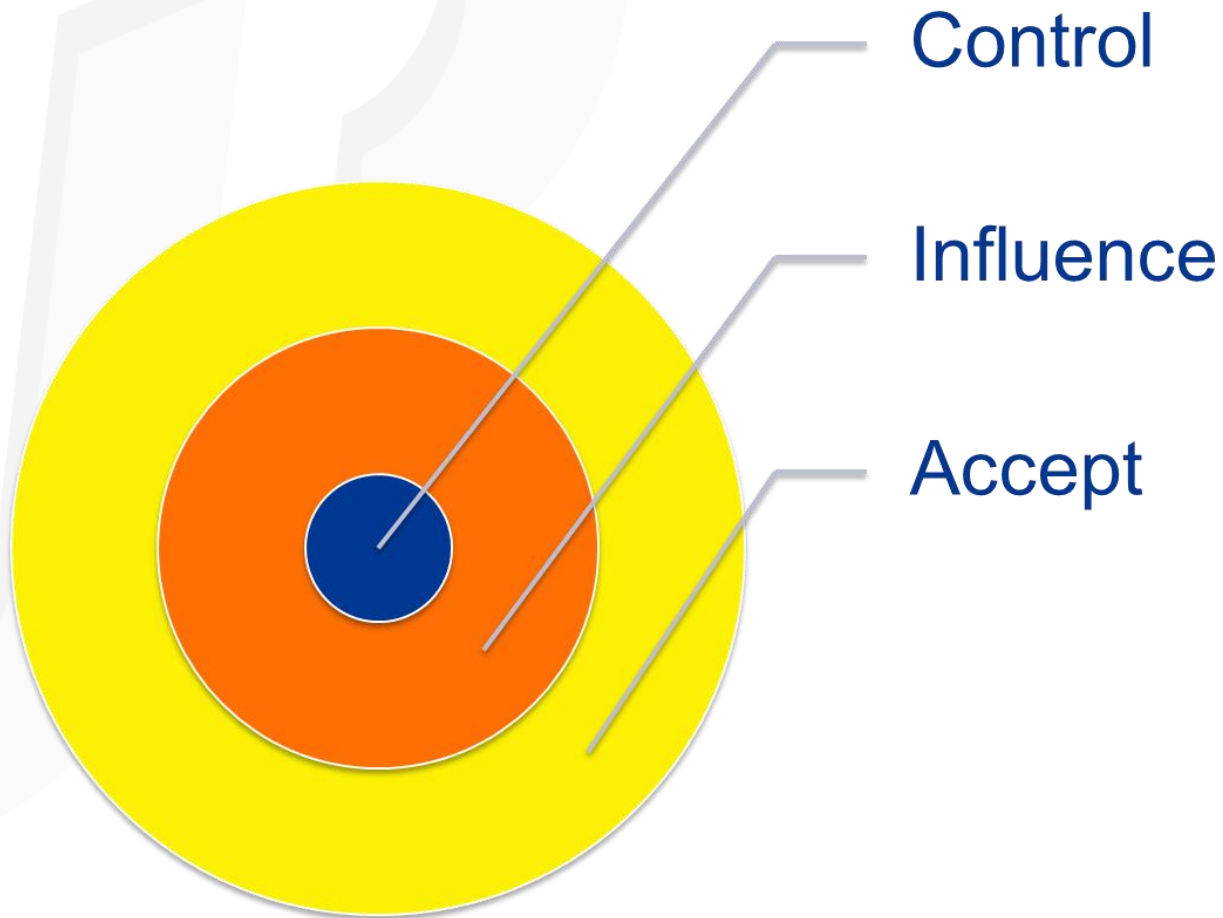
Humor

Toxic cocktail

- Stress is the result of a **toxic cocktail** of high work demands coupled with low levels of control and support...all of these must be dealt with.
- Levels of stress among NHS staff are **astonishingly high**, probably getting worse, and should be treated as a **public health problem**.
- Staff were now exposed to a **perfect and continuous storm** of pressures, including **great uncertainty**, increasing demand, and constraints on funding.
- There's an inherent irony or paradox that here is a sector that's charged with promoting the health and wellbeing of the population but is **damaging the health and wellbeing of staff** in the process.
- **Stress kills people** — it damages immune function, it damages people's quality of life, it damages family relationships—so it's very much a public health problem.

Matthew Limb, *BMJ Careers*, 6th November 2015
Michael West, Head of thought leadership, King's Fund
King's Fund. *How is the NHS performing? Quarterly monitoring report 17*

Sphere of control?



‘Stress’ and ‘stressors’

Stressors

These are the demands which contribute to stress. They can upset our adaptive capacity. As they build up, the balance is tilted away from feeling that we can cope.

In the NHS, typical contributors to stress include workload, patient death, interpersonal and ethical conflicts.

Stress' and 'stressors'

Stress

Stress is the non-specific response of the body to any demand made upon it.

Every stress leaves an indelible scar, and the organism pays for its survival after a stressful situation by becoming a little older.

Adopting the right attitude can convert a negative stress into a positive one.

It's not stress that kills us, it is our reaction to it.

Selye, H. The Stress of Life, McGraw-Hill, New York, 1956.

Burnout – running on empty



- To burnout one has firstly to have burned brightly.
- High personal accomplishment both makes the fire burn and also burn out.

McManus, C. 2007

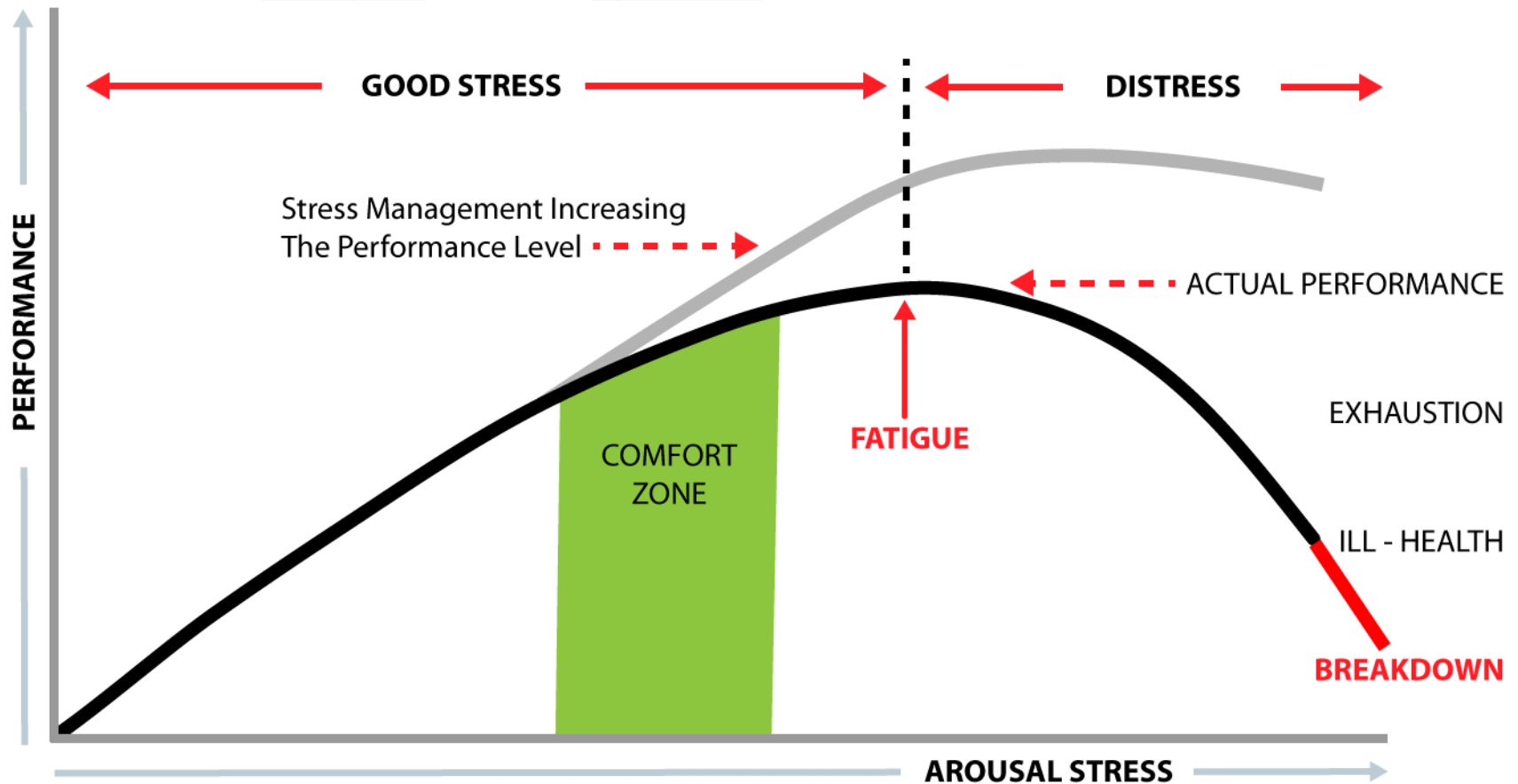
What is 'resilience'?

'resilio' = to jump back

Are you able to:

- cope with and bounce back from adversity?
- *bend*, rather than *break*, when times are tough?
- persevere and adapt when faced with difficulties?
- say YES to new opportunities?

The stress response curve



Stress Test:
bemindfulonline.com

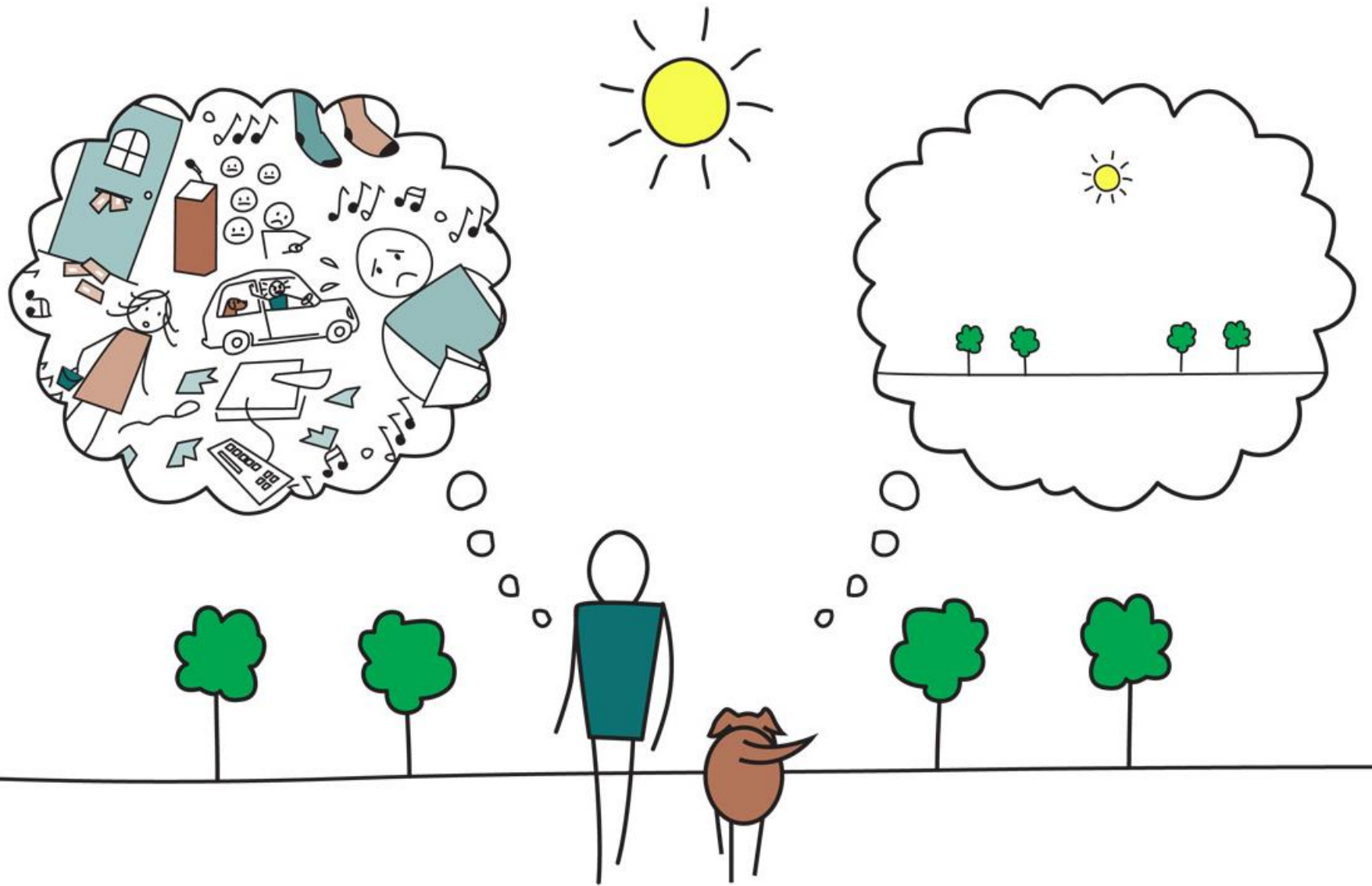
SSRI Model – Dr Chris Johnstone

Strategies - Practical things we do e.g. asking for help, using problem-solving approaches, meditation techniques, attention to diet and exercise etc.

Strengths - We draw upon within ourselves e.g. courage, determination, sense of humour, flexibility, ability to communicate etc.

Resources - We turn to for nourishment, inspiration, guidance or support e.g. friends, mentors, self-help books, places we feel safe, support groups, telephone helplines etc.

Insights - Ideas, perspectives or sayings we find useful. Eg. 'I can't, we can', the idea of timelines, the journey approach to change etc.



Mind Full, or Mindful?

When did you feel that life was in balance?

Reflect on a time in your life when you were at your best, feeling good, working productively and achieving lots.

The Resilience Matrix

| HOW DO I KNOW WHEN I'M RESILIENT or in BALANCE? | HOW DO I KNOW WHEN I'M NOT RESILIENT or not in BALANCE? |
|---|---|
| | |
| WHAT TAKES ME AWAY FROM RESILIENCE / BALANCE? RED FLAGS | WHAT BRINGS ME BACK TO RESILIENCE / BALANCE? |
| | |

Some great advice...

What advice do you give your 'stressed' friends, family, and patients?



TRUE or **FALSE?**

Caffeine is found in all of the following:

coffee, tea, sugar, chocolate, cola

TRUE or **FALSE?**

Viewing a mobile device within 30 minutes of bedtime stimulates the **pineal gland** and negatively impacts on sleep quality

TRUE or FALSE?

The '5 Ways to Wellbeing', developed by nef (new economics foundation) are:

1. Be active
2. Keep learning
3. Take notice
4. Give
5. Eat well



Connect...

Be active...

Take notice...

Keep learning...

Give...



**for the Government's
Foresight project on
Mental Capital and
Wellbeing (2008)**



1

Connect...

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

2

Be active...

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

3

Take notice...

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

4

Keep learning...

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

5

Give...

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

TRUE or **FALSE?**

One of the aims of mindfulness practice is to **clear the mind of all thoughts.**

TRUE or **FALSE?**

Mindfulness Based Cognitive Therapy (MBCT) and Mindfulness Based Stress Reduction (MBSR) have been **clinically proven to lower blood pressure.**

Mindfulness - does it work?



Mindfulness Based Cognitive Therapy (MBCT) and Mindfulness Based Stress Reduction (MBSR) have been clinically proven to:

- ✓ reduce stress
- ✓ lower blood pressure
- ✓ reduce depression
- ✓ reduce anxiety
- ✓ help people sleep better
- ✓ help people work more effectively
- ✓ improve relationships
- ✓ Help people cope with chronic pain

Mental Health Foundation

Also see: *Resilience training in the workplace from 2003 to 2014: A systematic review.* Robertson, I., Cooper, C., Sarkar, M., and Curran, T. Journal of Occupational and Organizational Psychology, Vol 88, Issue 3, 25 Apr 2015 <http://onlinelibrary.wiley.com/doi/10.1111/joop.12120/pdf>

Margolis Wheel

- In thinking about finding your resilience or fostering resilience in your team, what is one of your greatest challenges or obstacles which you would like to overcome?
- Write down a QUESTION relating to this challenge or obstacle.

Reading & resources

- Be Mindful Online – 4-week online mindfulness course (£30)
<http://www.bemindfulonline.com/>
- Get some headspace: 10 minutes can make all the difference (2012)
Andy Puddicombe - also see free online tools <http://www.headspace.com>
- Mindfulness Plain and Simple (2011) Oli Doyle
- Mood Mint – Cognitive bias modification (CBM) app
<https://itunes.apple.com/au/app/mood-mint-boost-your-mood/id634210028?mt=8>
- PubPsychology <https://www.meetup.com/Pub-Psychology/events/237926178/>
- Resilience – bounce back from whatever life throws at you (2010)
Jane Clarke & Dr John Nicholson
- Resilience for doctors – online course + free webinars <http://resiliencefordoctors.com/online-course>
- Stress test – quick online test to score your stress levels
<http://www.bemindfulonline.com/test-your-stress/>
- Systematic review of resilience training in the workplace (2015):
<http://onlinelibrary.wiley.com/doi/10.1111/joop.12120/pdf>
- Wherever You Go There You Are: Mindfulness meditation in everyday life. (1994) Dr Jon Kabat-Zinn
- Strategies to prevent burnout, BMJ 1999;318:S2-7192
<http://www.bmj.com/content/318/7192/S2-7192.full>

Thank you & keep well!

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