

Wellness Resilience During Uncertain Times

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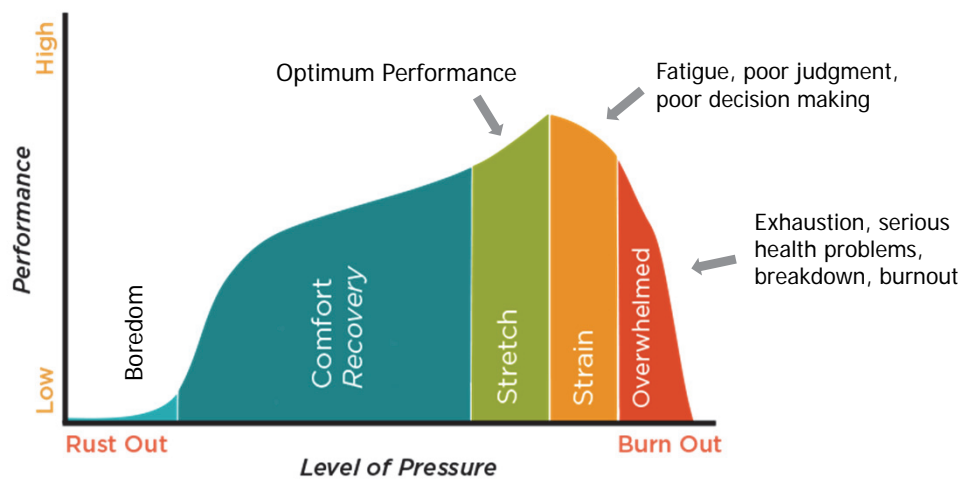
Chat in Your Sources of Stress



Definition of Resilience

“Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress.”

Dynamics of Stress and Resilience: The Pressure-Performance Curve



Uncertainty



Our Brain Can Trick Us

It evolved to keep our ancestors alive

. . . and tricks us into

- Overestimating threats
- Underestimating opportunities
- Underestimating resources



Flight or Fight Stress Response

- Release of hormones (adrenaline and cortisol)
- Heart pounds faster
- Muscles tighten
- Blood pressure rises
- Breath quickens
- Enhances your focus



Signs of Strain/Overwhelm

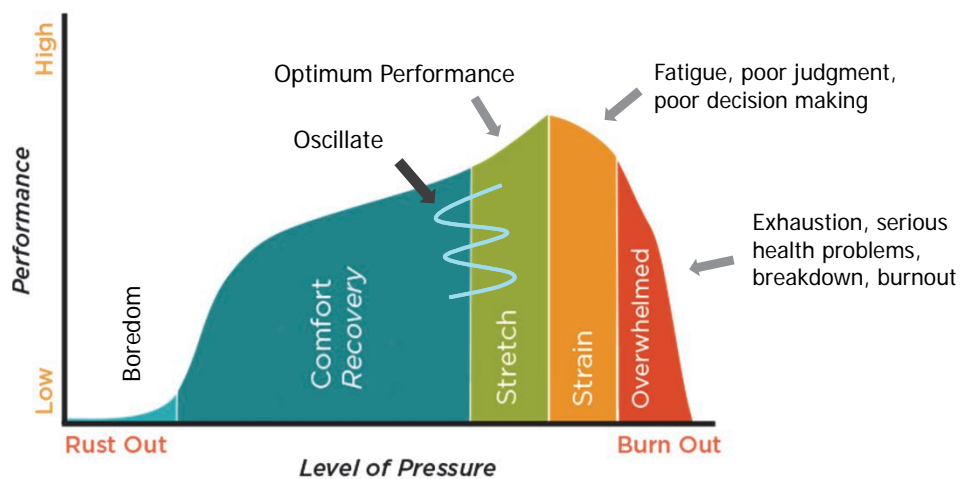
- Forgetting the human factor
- Sarcasm
- Assuming ill intent
- Defensiveness
- Slowing down/speeding up decisions
- Excessive control/micromanagement
- Ruminating
- Self importance/No importance
- Shutting down
- Perfectionism
- Gossiping
- Snapping (losing temper)
- Overreacting
- Excessive venting
- Self medication
- Loss of perspective
- Muscle tension
- Passive-aggressiveness

Pause and Reflect

- What are your “go to” behaviors?
- Think about the last time you felt strained or overwhelmed. What were the circumstances that caused you to go there?
- What are your triggers?



The Pressure-Performance Curve



Key Points About Recovery

- We move from full focus to mental fatigue every 20 minutes and physiological fatigue every 90 minutes
- Recovery prevents decision fatigue, refreshes the mind and helps us regain focus
- Build it in your day
- It's not just for the weekends or vacation



Your calm mind
is the ultimate
weapon against
your challenges.
So relax.

~Bryant McGill

What are Ways You Can Recover?

Social support—Stay connected!

Nature

Deep breaths

Sleep

Exercise

Eat well

Spiritual practices

Music

Meditation/mindfulness

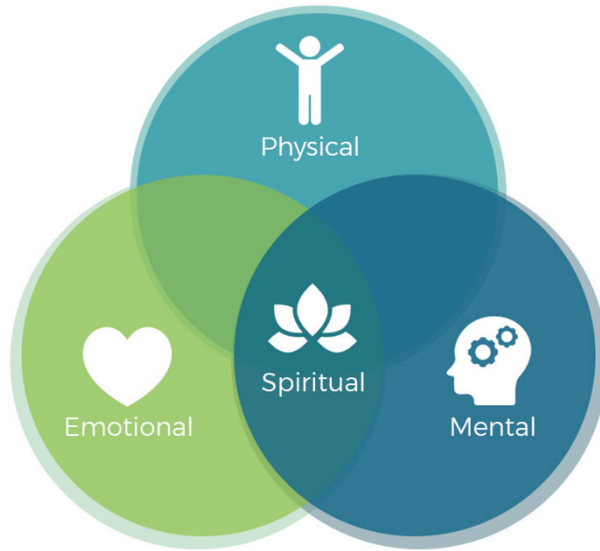
Turn OFF the news

Laugh

Where is She on the Pressure Performance Curve?



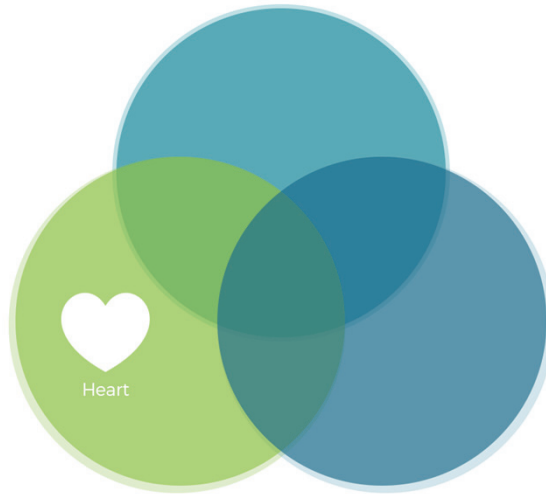
Resilience = Adapt, Recover and Grow



Part 2: Strategies to Build Resilience



Emotional Resilience



Emotional Resilience is the ability to emotionally recover after a challenge or setback.

Emotional Resilience: Why is it Important?

High emotional resilience helps:

- Protect our mental and physical well-being
- Prevent cognitive errors
- Helps us manage our career more effectively



Emotions Throughout the Workday

- Worried about getting sick . . .
- An unrealistic expectation you have to deliver on . . .
- Not knowing . . .
- Balancing work and kids . . .
- Being understaffed . . .
- The upcoming flu season + COVID . . .
- Too many priorities!





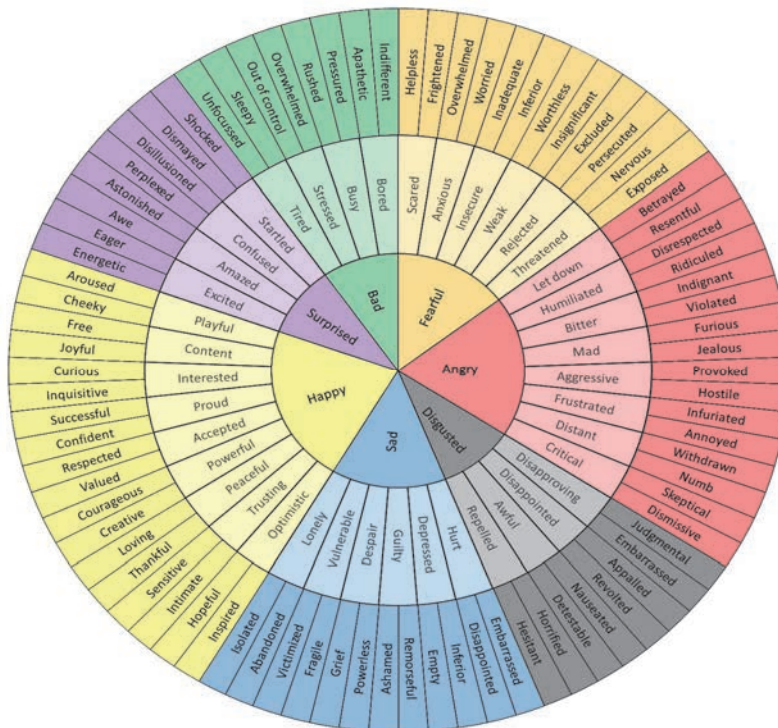
Pause



Strategy 1: Identify Emotions

"Labeling your emotions is key. If you can name it, you can tame it."

—Marc Brackett, Yale Center for Emotional Intelligence



App Team Process Science

MOOD METER

Build Emotional Intelligence to Last a Lifetime

Download on the **App Store** **ANDROID APP ON Google play**

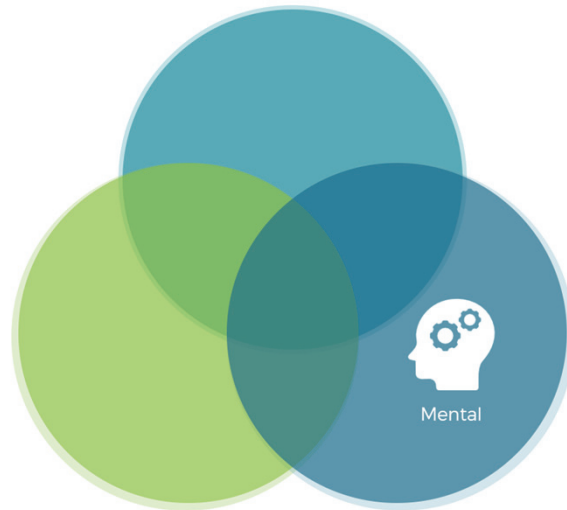
A gift of self awareness for yourself, and for others. Based on decades of research from Yale. Tell your Mood Meter mobile app how you feel and build emotional intelligence that lasts a lifetime.

| | | | | |
|--|--|---|--|---|
| Expand your emotional vocabulary Discover the nuances in your feelings. | Gain insights about your inner life Learn what's causing your feelings over time. | Regulate your feelings Use strategies to regulate your feelings; enhance how you manage your life. | Remember to check in with yourself Use reminders to check-in on your feelings throughout the day. | View your report Learn how your feelings are affecting your decisions, relationships, and performance. |
|--|--|---|--|---|

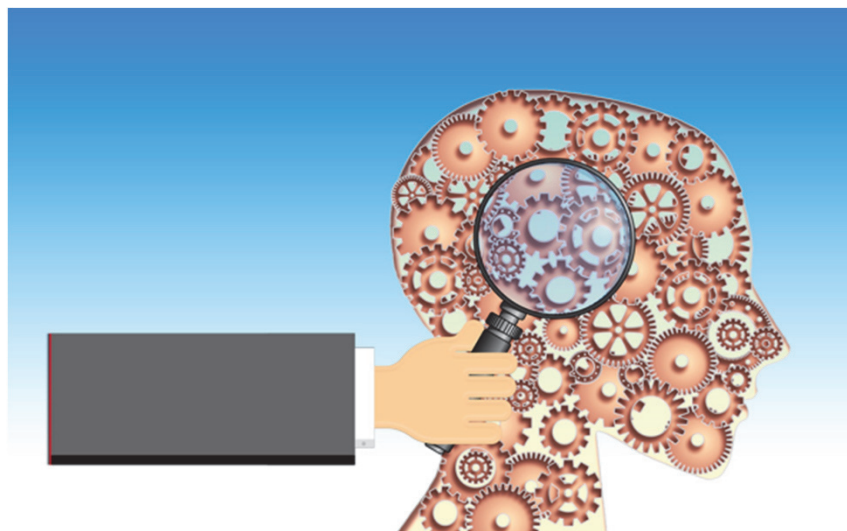
Over time, you'll develop emotional intelligence skills that can help you in all areas of life.

Identify at least one emotion you are experiencing with your challenge.

Mental Resilience



Interpretation ↔ Our Stories



Stories We're Given

You're the . . .

- Smart one
- Athletic one
- Screw up
- Daydreamer
- Dumb one

You're too . . .

- Pushy
- Bossy
- Loud
- Needy
- Shy

Stories We Create

She is never open to my ideas . . .

It's not fair . . .

*My administration
doesn't get it . . .*

Why me?

If I had a different boss . . .

Not my fault . . .

If she would just see things my way . . .

I don't have time . . .

*Should have . . .
Would have . . .
Could have . . .*

If we had more staff . . .

It's part of how we work . . .



Deconstruct Your Stories

The Power of Story



The Most Important Story you ever tell will be the story you tell to yourself

- . . . about yourself
- . . . about your work
- . . . about others

Strategy 2: Catch Negative Thought Patterns



Five Patterns of Negative Thinking



- Black or white thinking
- Jumping to conclusions
- Magnifying/catastrophizing
- Overgeneralizing (always, never)
- Making “should” statements

Example

| Pattern | Thought/Belief |
|-----------------------------------|--|
| Black or White | I missed working out today so I'm a lazy person. |
| Jumping to Conclusions | We didn't get the results back. Administration must be hiding something from us. |
| Magnifying/Catastrophizing | COVID is going to last forever! |
| Overgeneralizing | They never take out the trash. |
| “Should” statements | Leadership should have been more prepared. |

Strategy 3: Practice Acceptance

- Accept that . . .
 - There will be hard times (i.e. suffering)
 - Life isn't fair
 - You can't control other people
- Doesn't mean you agree with it
- Opens up your options



Strategy 3: Practice Acceptance

"Don't get hung up on your view of how things "should be" because you will miss out on learning how they really are."

–Ray Dalio

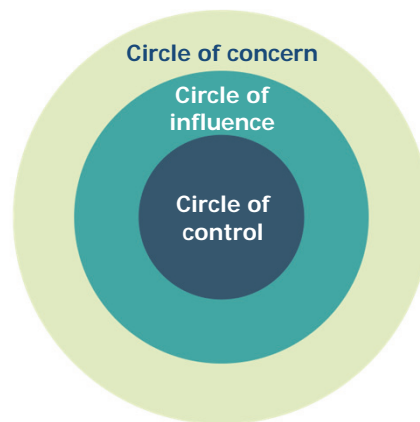
What Do You Need to Accept?

- COVID isn't going away anytime soon
- Life will be altered as we know it (at least for the near future)
- There may be a staffing shortage for awhile.

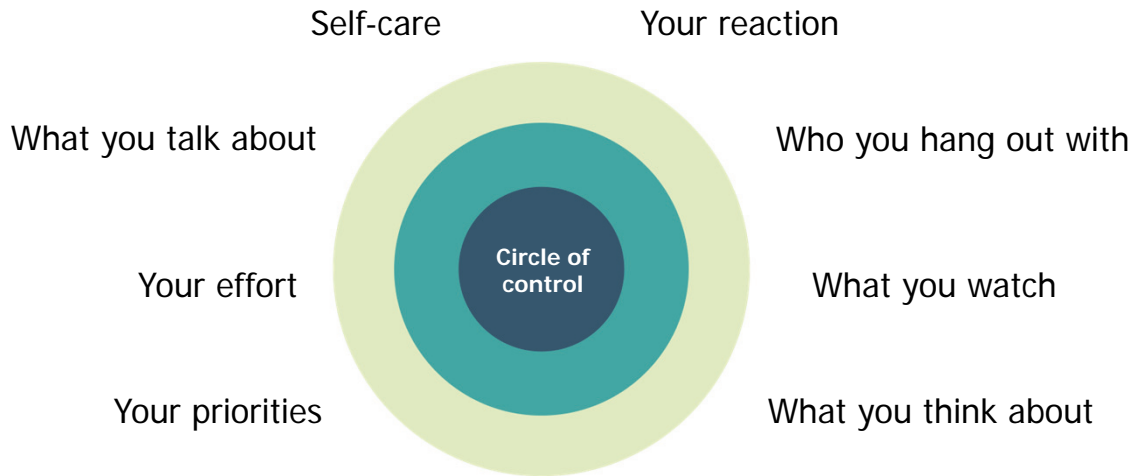
"Just because you're tired, because you're done with the coronavirus already, doesn't mean it's done with you."

Focus on What You Can Control

Focus on what you *want* and what you can *control or influence*.



Focus on What You *CAN* Control



Pause and Reflect

- What negative thought patterns do you have about your challenge?
- What do you need to accept?
- Are you staying within your zone of control?

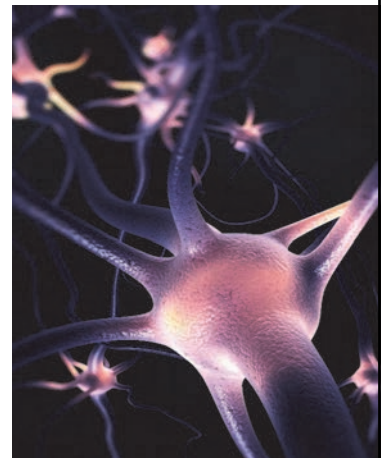


Where is your Leverage Point for Change?



Rewrite Our Stories = Rewire Our Brains

- Neuroplasticity = The changing brain
- As your mind changes, the brain changes
- Replace "mistake-focused wiring" with "new behavior wiring"
- Savor positive experiences



The Road Less Traveled



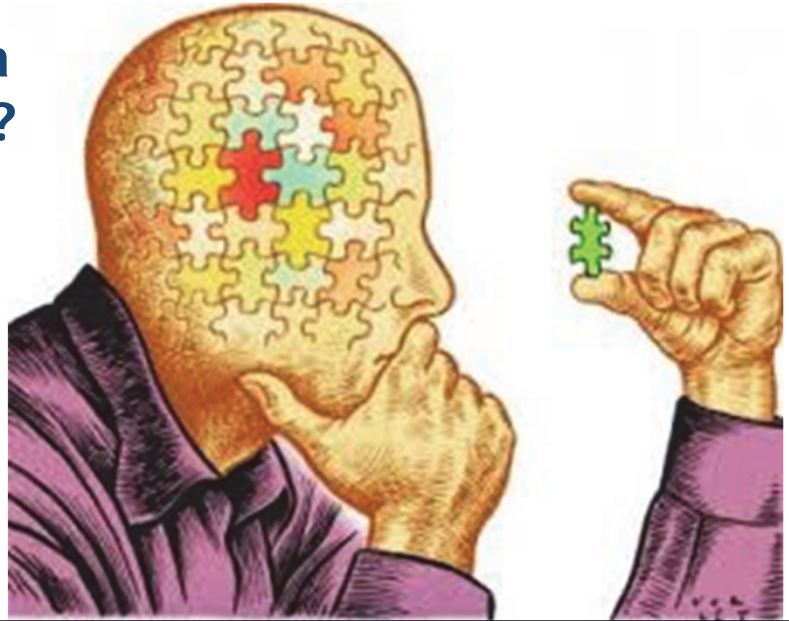
Three Good Things

What went well?

What's my role in making them come about?



What piece of the puzzle will make a difference for you?



YOUR LIFE DOESN'T JUST
"HAPPEN."

WHETHER YOU KNOW IT OR
NOT, IT IS CAREFULLY
DESIGNED BY YOU. THE
CHOICES, AFTER ALL, ARE
YOURS.

YOU CHOOSE SUCCESS. YOU
CHOOSE FAILURE. YOU CHOOSE
COURAGE. YOU CHOOSE FEAR.

JUST REMEMBER THAT EVERY
MOMENT, EVERY SITUATION,
PROVIDES A NEW CHOICE. AND
IN DOING SO, IT GIVES YOU A
PERFECT OPPORTUNITY TO DO
THINGS DIFFERENTLY TO
PRODUCE MORE POSITIVE
RESULTS.

