



Strategies for Building your Resilience Muscles



A Program for
New York State Association of County Health Officials (NYSACHO)
Bette Hoffman M.S., CPCC
March, 2022

Objectives



1. Learn strategies that help to deal with adversity while maintaining a high level of effectiveness and well-being.
2. What you can do before, during and after a challenging situation to boost your own resilience and help others to do the same



Our Learning Alliance



1. Presence and Participation
 2. Make Space for Each Other- “Volley the Ball”
 3. Judgement-Free Zone - every voice valid
 4. Bottom Line - Concise
 5. Confidentiality - The Vegas Rule
 6. Chat and Mute
- Other requests?

Big Jobs - Challenging Times



change

Pandemic: Continual changes, pivoting, ambiguity, polarities, clashes with the public

*“We get beat down
and we get back up.”*

Sept 2021 survey findings:

Unsettling times, fatigue, depleted energy

*“The speed of change is the driving force.
Leading change competently
is the only answer.”*

-John Kotter

Acknowledge Bright Spots



What worked well or better than expected?
What was a bright spot along the way?

Share One Thing

“I acknowledge myself for the way I _____ and I believe the impact of that was...”

Coping Effectively



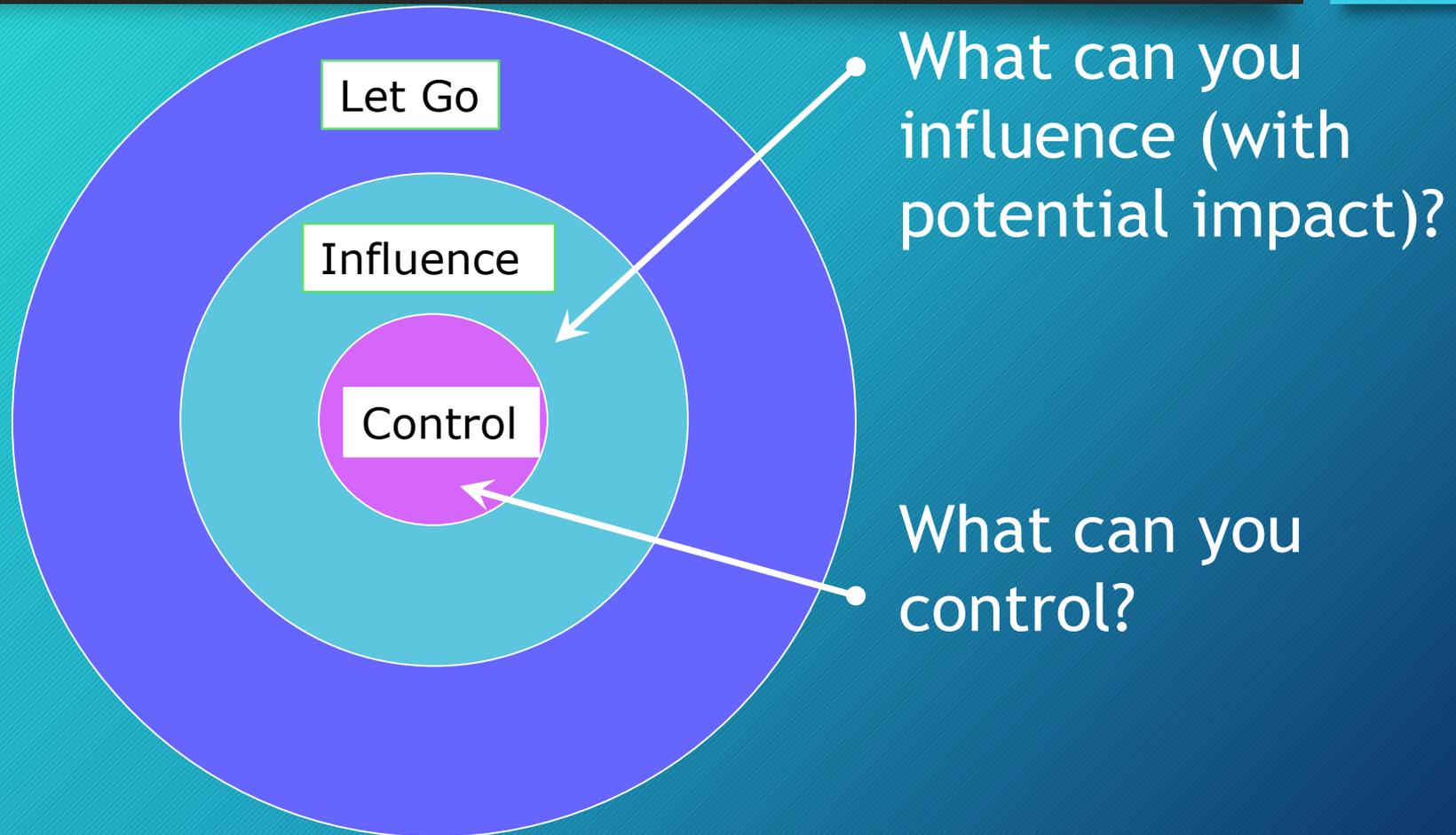
How much change are you experiencing?

1 2 3 4 5 6 7 8 9 10

How ready do you feel to deal with the change?

1 2 3 4 5 6 7 8 9 10

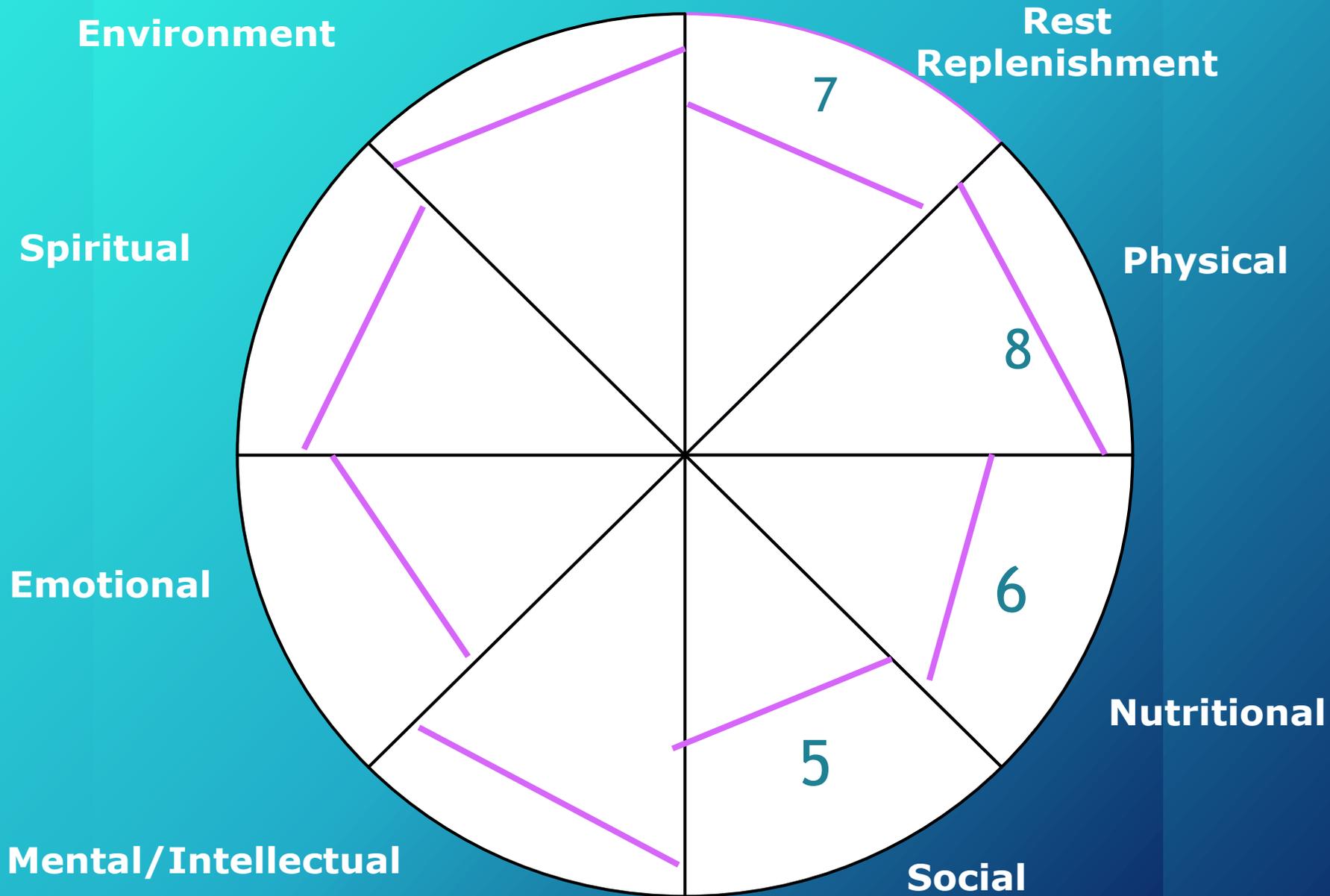
Sphere of Control



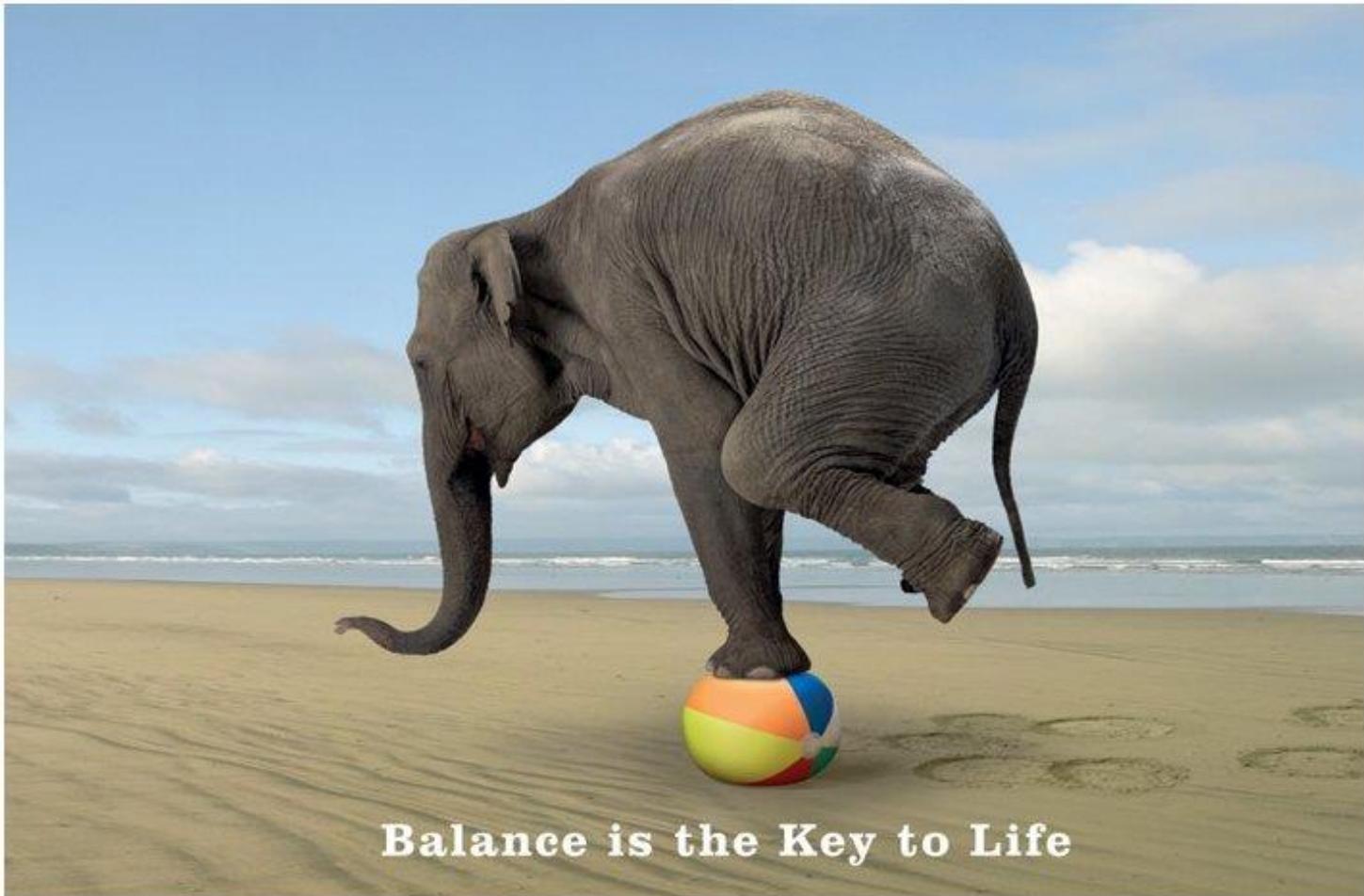
How Do You Replenish?



- Physical
- Rest and Relaxation
- Nutritional
- Social - Connection
- Emotional
- Cognitive - Intellectual
- Spiritual
- Environmental



Moving Toward Balance



Balance is the Key to Life

A Do-able Plan for Self Care



Self care is something you should be doing all the time.
Helping others requires that you take care of yourself.

Easier to ADD something than take something away or change a habit or pattern. Takes at least 3 weeks for behaviors to become habit.

Different Styles of Adapting to Change



The Leapers



Bridge Builders



Tradition Holders

Possible Reactions to Change

→ Withdrawal



→ Sadness/Worry



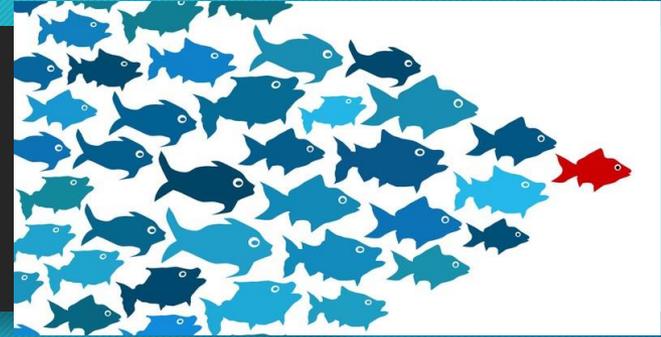
→ Confusion



→ Anger



Role of the Leader



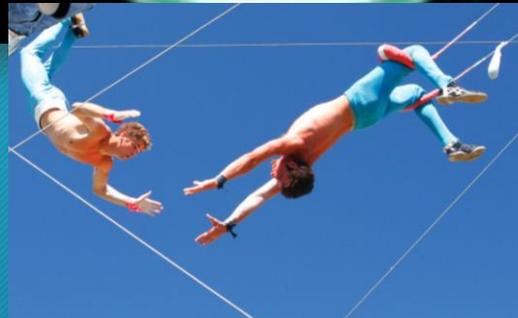
1. Set the tone - Be present
2. Listen
3. Communicate
4. Respect reactions to change
5. Model adaptability
6. Manage your emotions

Bridges' Transition Model

Ending, Losing,
Letting Go

The Neutral
Zone

The New
Beginning

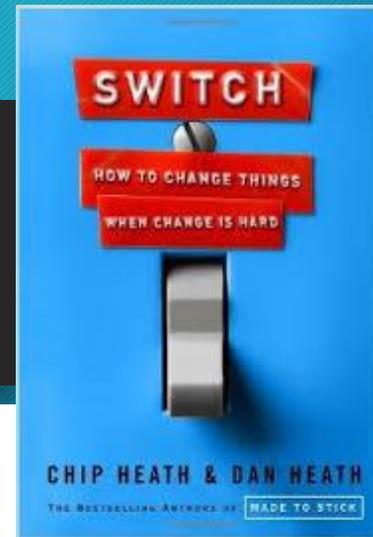


Reducing Resistance to Change

Jonathan Haidt (originator)



1. Direct the Rider (clear direction)
2. Motivate the Elephant (emotional connection)
3. Shape the Path (reduce obstacles, downhill easier)



Summary



1. Accept change as the new constant
2. Provide support to self and others in consistent and tangible ways (Sense of stability provided by leader)
3. There are empowering ways to deal with change



Antidote to Challenge/Disruption/Stresses

1. Conscious Compassionate Self-care



2. Develop Resilience Muscles

Get better at managing your response to the micro-challenges helps you able to better respond to the larger ones



What Grabs Your Attention Today?



Pro-active
Resilience

PROSILIENCE

*Building Your Resilience
for a Turbulent World*



Linda L. Hoopes

What is Resilience?

- An ability to recover from or adjust easily to misfortune or change (Webster)
- Being able to adapt to life's misfortunes and setbacks (Mayo Clinic)
- Bounce-back-ability



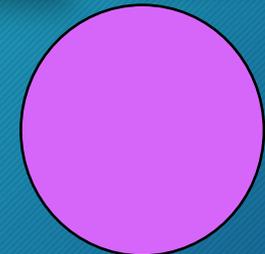
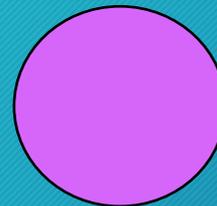
Grit



- Mental toughness
- High level of perseverance and effort to overcome obstacles
- Driven by long term goal and motivation to achieve self-chosen challenges

Source, Duration, Impact of Challenges

CHOSEN change vs. IMPOSED



Size

Manage/resolve relatively easily

Moderate amount of energy to manage/resolve

Require a lot of energy to manage/resolve

Expectations

Interesting opportunities to learn and grow

Uncomfortable as our brains try to make sense of it

Surprises can turn our world upside down

Threats

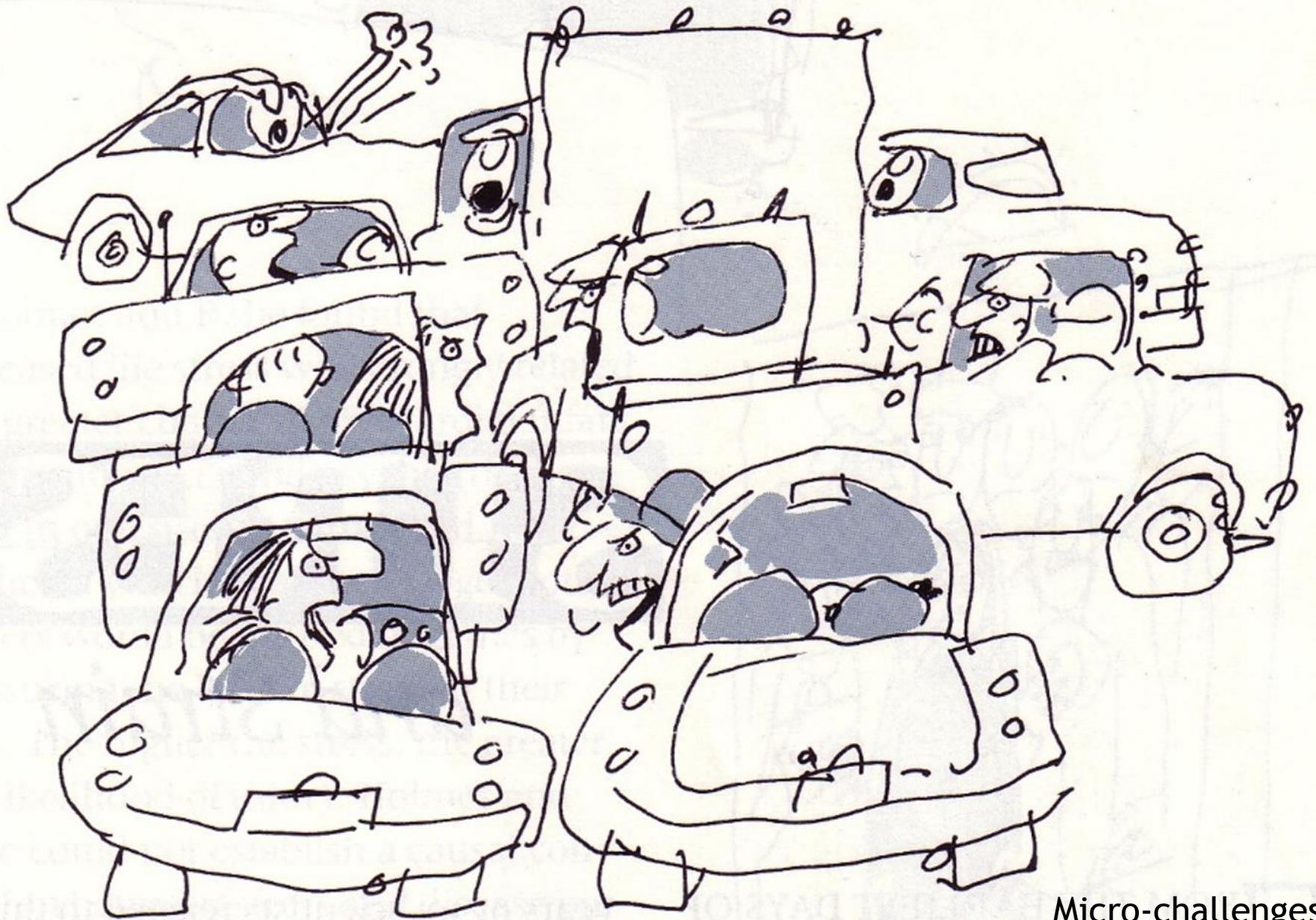
Low importance
Short duration

Moderate importance and duration

High importance long duration



Status, certainty, autonomy, relationships, fairness



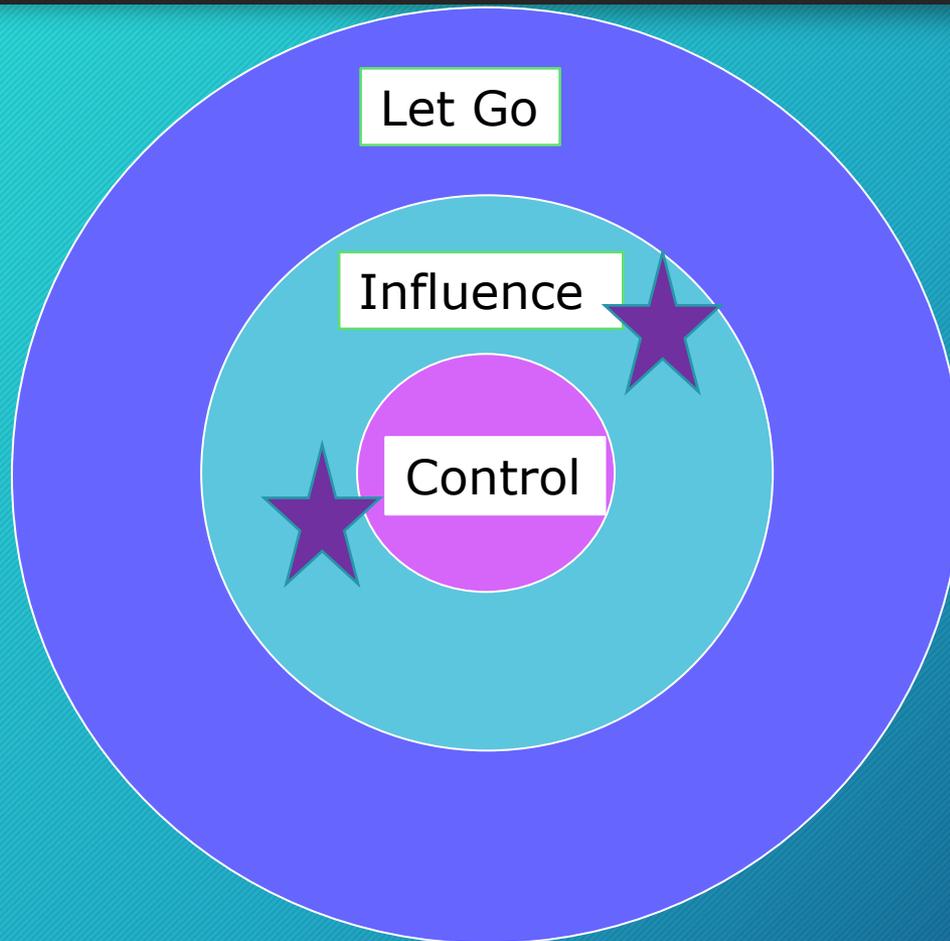
Micro-challenges

People who are resilient tend to...

- Understand that SH*T happens
 - adversity touches us all
- Accept that (some) suffering is part of the human experience
- Not take it personally, don't feel the victim, don't ask "Why me?"



Sphere of Control



Resilience skill-building requires that we focus on what we CAN change not what we CAN'T.

Try your best to avoid adversity in the first place... by looking ahead.

First Step - Calm Yourself

Calm yourself so you can be in a positive, alert and more relaxed emotional state - a good starting point for dealing with challenges large and small.



Calming Techniques

- Four-Square or Box Breathing
 1. Inhale to a count of four (through nose).
 2. Hold your air in your lungs for a count of four.
 3. Exhale to a count of four (through mouth).
 4. Hold your lungs empty for a count of four.
 5. Inhale and begin the pattern again.
- Ground yourself
- Take a walk
- Repeat simple positive phrases (affirmations)
- Wait 90 seconds for the stress response to pass
- Seek and receive a supportive touch or word
- Listen to music



Apps:
HeadSpace
Calm



Listen to your Body

Accept What Is



To try to accept a new and possibly unwelcomed change:

1. Create more accurate expectations
2. Recognize the inevitability of change
3. Set your ego aside
4. Connect with other who are experiencing similar challenges

Strategies to Build Resilience



- Ways of thinking and acting that boost resilience
- Accessible anytime and anywhere

Build your Resilience Muscles

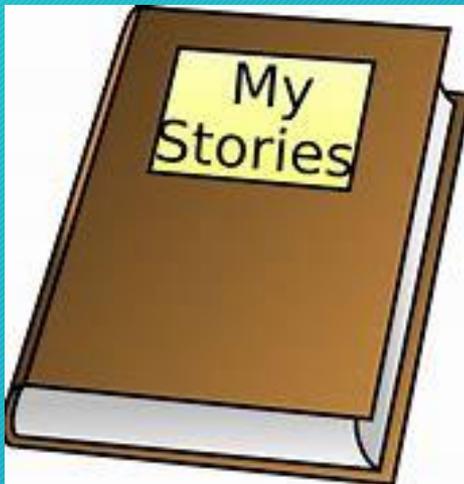
Cultivate

1. Positivity
2. Confidence
3. Priorities
4. Creativity
5. Connection
6. Structure
7. Experimenting



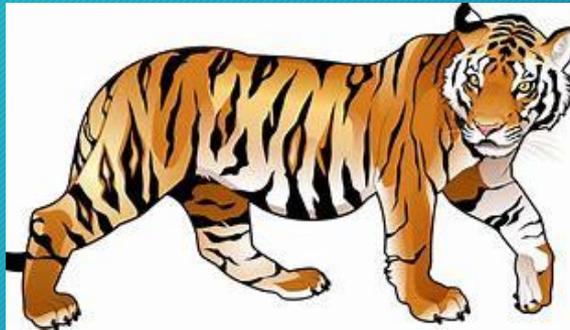
1. Strengthen Positivity

- Change the stories you tell yourself
- Pay attention to the positive
- Find bright spots



Choose what you pay attention to

- We are hardwired by to pay attention to threats
- A natural negativity bias in the brain



- Our attention to tigers is dialed up
- Amygdala hijack - fight, flight, freeze
- Creates a cycle of sensitization to the negative
- ... And sometimes the tigers are harmless



Why Negative wins our attention



Sticks like Velcro



Sticks like Teflon



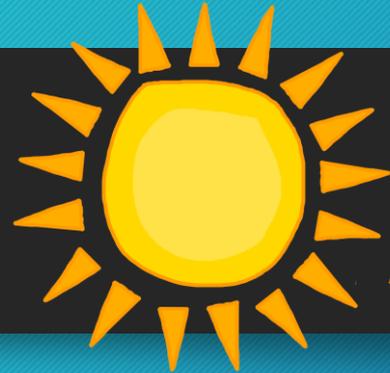
Take Charge of your own Mind

“In your mind there is always something you can do.”

“When we are no longer able to change a situation, we are challenged to change ourselves.”

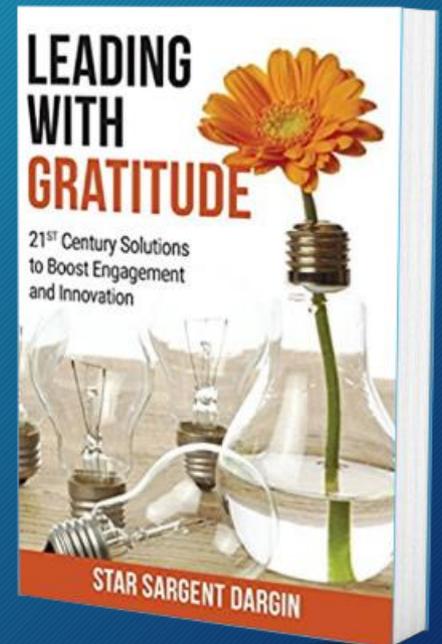
— Viktor E. Frankl, Man's Search for Meaning

Find Bright Spots



- Recognize the good in any moment
- Notice, accept, absorb positive experiences (practice)
- Martin Seligman's work
 - Identify 3 good things each day
 - Study showed:
 - Increased gratitude
 - Increased happiness
 - Decreased depression

RESOURCE



2. Strengthen Confidence

- Accurately evaluate your own strengths and weaknesses
- See setbacks as an opportunity to learn and grow
- Take ownership of your own contributions, decide to act or not to



3. Strengthen Priorities

- Practice simplicity
- Practice saying no (or not now)
- Set goals

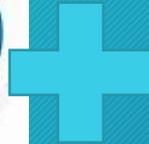


Allows
you to say
YES to
other
things



4. Strengthen Creativity

- Think “yes/and...”
- Let ideas flow
- Resist judgement



5. Strengthen Connection

- Invest in developing strong relationships
- Initiate communication
- Ask for help



6. Strengthen Structure

- Find systems that work for you
- Plan your time
- Create good habits (of doing and thinking)



Ask yourself again and again, “Is what I am doing harming me or helping me?”
Lucy Hone: “Puts us back in the driver’s seat. Gives us some control over our decision making.”

7. Strengthen Experimenting

- Be curious (about what is outside your current experience)
- Take small steps
- Reflect on your past experience



Resilience Reflection

1. What resilience strengthening practice caught your attention?
2. How will you apply it, for benefit at work... (either for yourself or for those who report to you)?

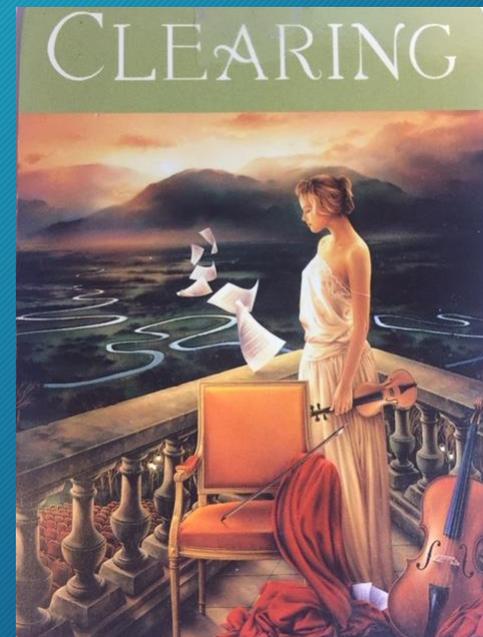


Cultivate:

1. Positivity
2. Confidence
3. Priorities
4. Creativity
5. Connection
6. Structure
7. Experimenting

Find Your Own Structure

- Mantras, Affirmations
- Structures, Reminders
- Practices





Take
Care!



Thank
you!