



# Building Resilience

Sandra Bee

Emergency Management Advisor

Hawke's Bay District Health Board

It doesn't matter how your day has gone .....

Always go home with your head held high

Plucked, pounded, overworked but still with dignity



**Attitude is everything**

Laugh long, laugh hard, laugh loud

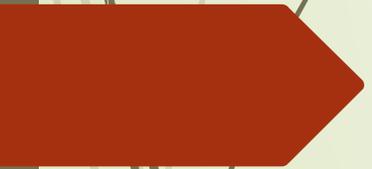


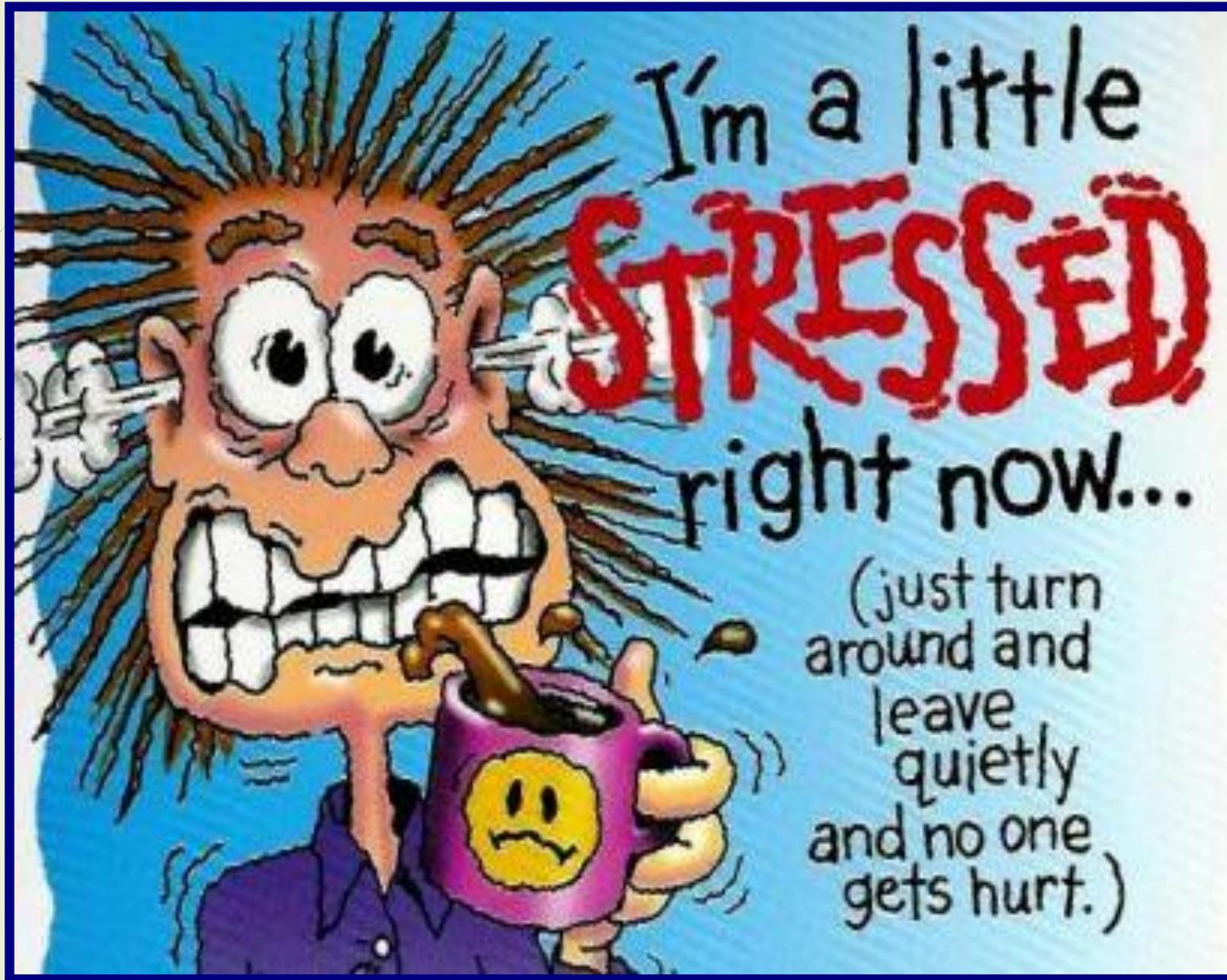
# What is Stress?

A response to:

Perceived or actual threat,  
challenge or change

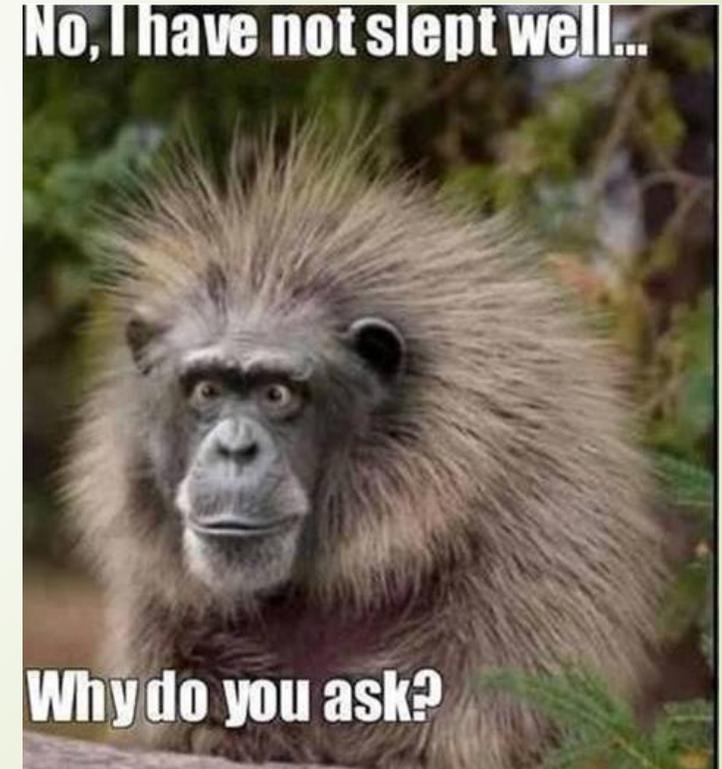
Demand on the person either  
physically & psychologically





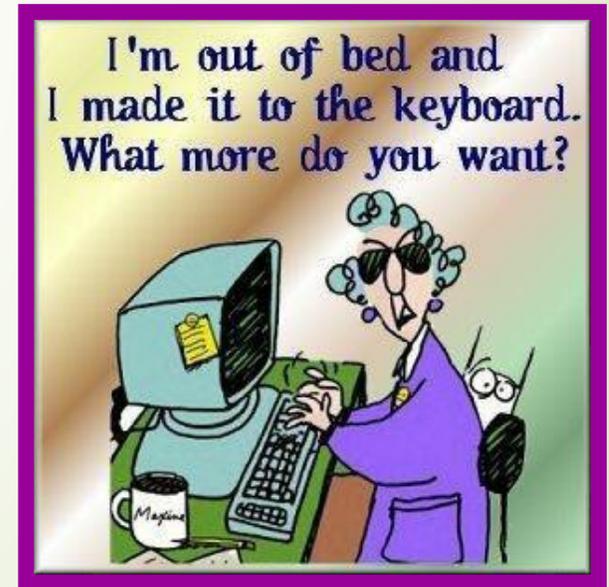
# Factors Determining Effect

- Age
- Experience
- Expectations
- Interpretations and perceptions
- Fatigue



# Hints to Help Yourself in Difficult Situations

- Respond, instead of reacting to situations (circumstances)
- Control the situation - if you can
- Improve it - if possible and realistic
- Wear it - is it really that important
- Get out - if nothing else is working





# How to maintain a healthy level of insanity

- ▶ At lunch time, sit in your parked car with sunglasses on and point a hair dyer at passing cars, see if they slow down
- ▶ Put your rubbish bin on your desk and label it “In”
- ▶ Develop an unnatural fear of staplers
- ▶ As often as possible, skip rather than walk
- ▶ Ask people what sex they are, laugh hysterically when they answer
- ▶ When the money comes out of the ATM, scream “I won, I won!”
- ▶ Call the psychic hotline and don’t say anything

# Definition of Resilience

The ability to *bounce back* (recover) when hit with unexpected demands *out of the blue*.

It also means being adaptable and flexible and taking risks, learning to live with uncertainty and solving problems creatively.

*Taking things in your stride*



# Can Resilience be Learned?

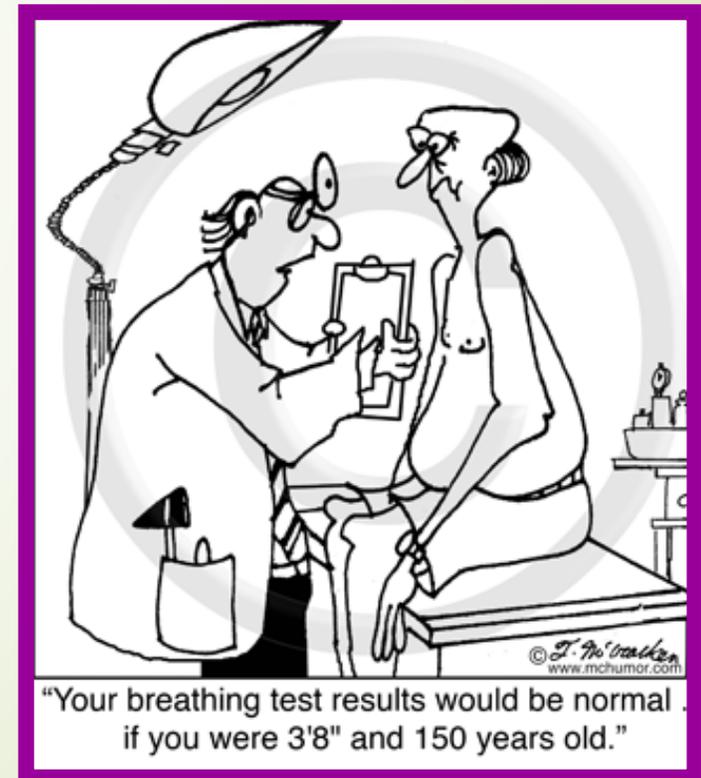
Depends on many things i.e. attitudes and general beliefs about the world, skills learnt and mastered to deal with life

BUT you can strengthen your resilience



# Resilient People

- View problems and challenges as opportunities
- Learn from their mistakes/failures
- Succeed despite their hardships
- Seek out new and challenging experiences
- Don't let anxiety and doubts overwhelm them
- Have a sense of humor and realistic optimism under stress
- Transform helplessness into power
- View themselves as a survivor not a victim

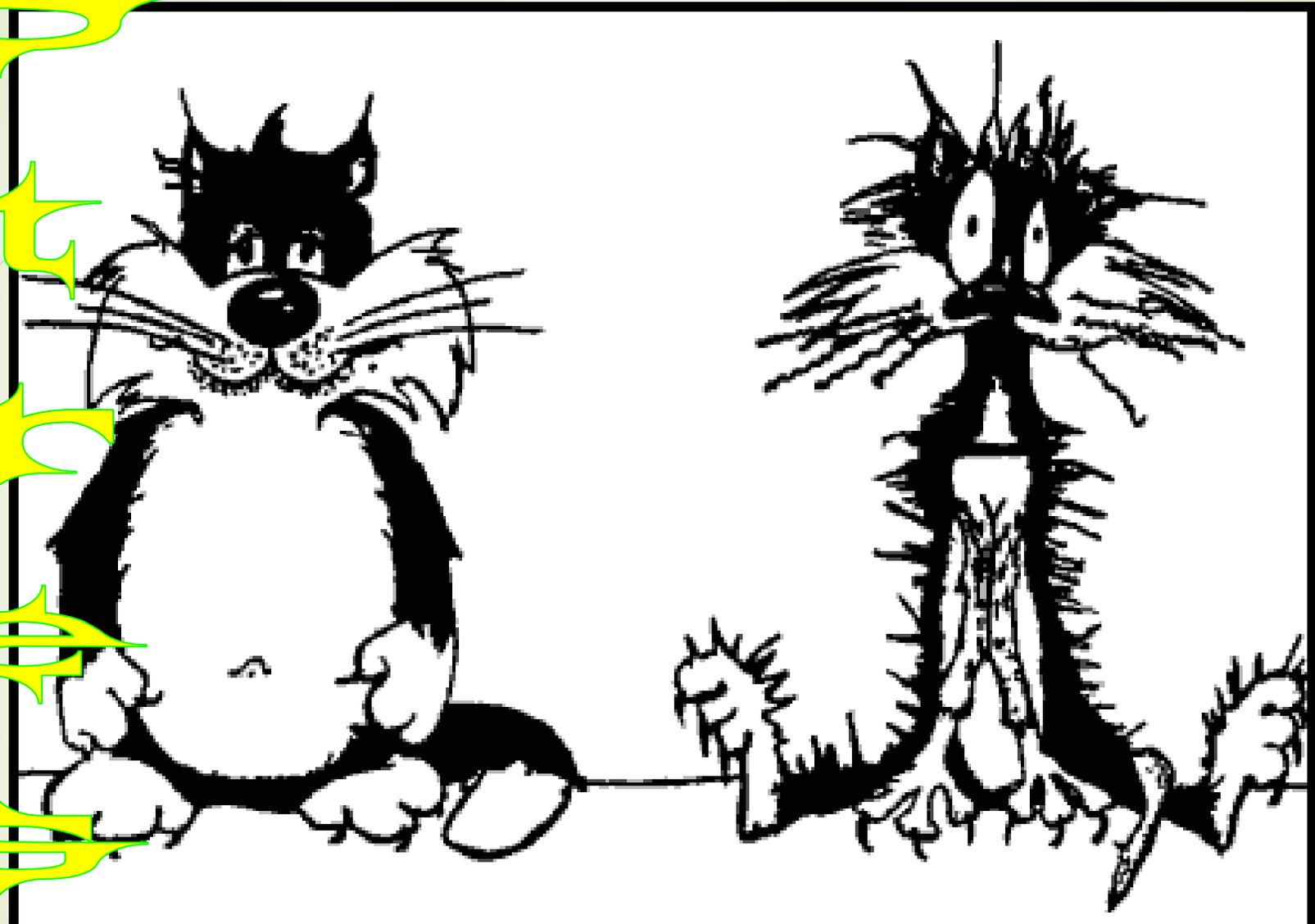
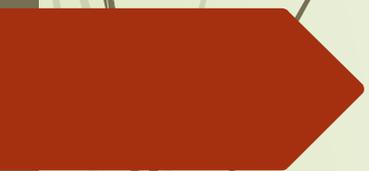




# Why do we need to be Resilient at Work

- ▶ Frequent restructuring of our work places
- ▶ Pressures to do more with less
- ▶ The need to satisfy multiple consumers in our jobs
- ▶ Increasing pressure to achieve higher levels of performance
- ▶ Work/life balance OUT of balance
- ▶ Changing job descriptions
- ▶ Loss of control over our work
- ▶ Uncertainty about the future

U  
r  
n  
e  
n  
e



**Before Work**

**After Work**



# Strengthen Resilience in Others

- Remind people what IS NOT changing
  - Increase communication about the coming changes or challenges
  - Listen to their anxieties and acknowledge their losses
  - Encourage a healthy work/life balance
  - Promote support services, such as counselling
  - Keep the team together
  - Break problems or challenges into bite-size pieces, and celebrate the little victories along the way
- 

# Defusing

Defusing is the term given to the process of talking it out - taking the fuse out of an emotional bomb (explosive situation).

Allows people the opportunity to ventilate their memories, stresses, losses, and methods of coping, in a safe and supportive atmosphere.

# Things that help

Talking

Go out of your way to keep up humour and creativity

Say 'No'... to taking on unreasonable demands, extra stressors

Keep a boundary between home and work life

Ask for help when you need it

# Things that help

Good sleep and eating routines

Schedule activities that make you happy

Avoid instant 'soothers' can become potentially long term problems

Focusing on something practical that can be done right now to manage the situation better



# Other Skills

Time management

Negotiation and conflict resolution skills

Managing perfectionist tendencies

Managing mood and negative thinking

Set realistic goals

# Debriefing

A structured group meeting, emphasising ventilation of feelings, discussion of reactions to the event, and education and information about the coping strategies.





# Goals of Debriefing

1. To lessen the impact of distressing critical incidents on the staff exposed to them
2. Accelerate recovery from those events before harmful stress reactions have a chance to damage the performance, careers, health and families of staff
3. To facilitate the return of staff to their normal functioning



# Debriefing is:

- Expression of feelings, thoughts, impressions, reactions
  - Clarify how others saw the event to get perspective
  - Decrease level of tension in individuals and a group
  - Increase coping skills by sharing
  - Promote acceptance of each person's reactions as "normal"
  - Build our understanding of stress and its effects on us
- 

# Have targets and goals



Keep calm when surprise comes



Always work in a team



Be brave and courageous

