



# Resilience – how to adapt and thrive in the face of a gale

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# Dr Terri Hunter

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Phd in Organisational Psychology

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PGC in Neuroscience of Leadership

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PGC in brain based Executive Coaching

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Individual effectiveness

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Brain optimisation

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Psychometrics for development

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Leadership and team development

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Organisational Change & Culture development

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# What we will do today

## UnCertainty, Stress & Resilience

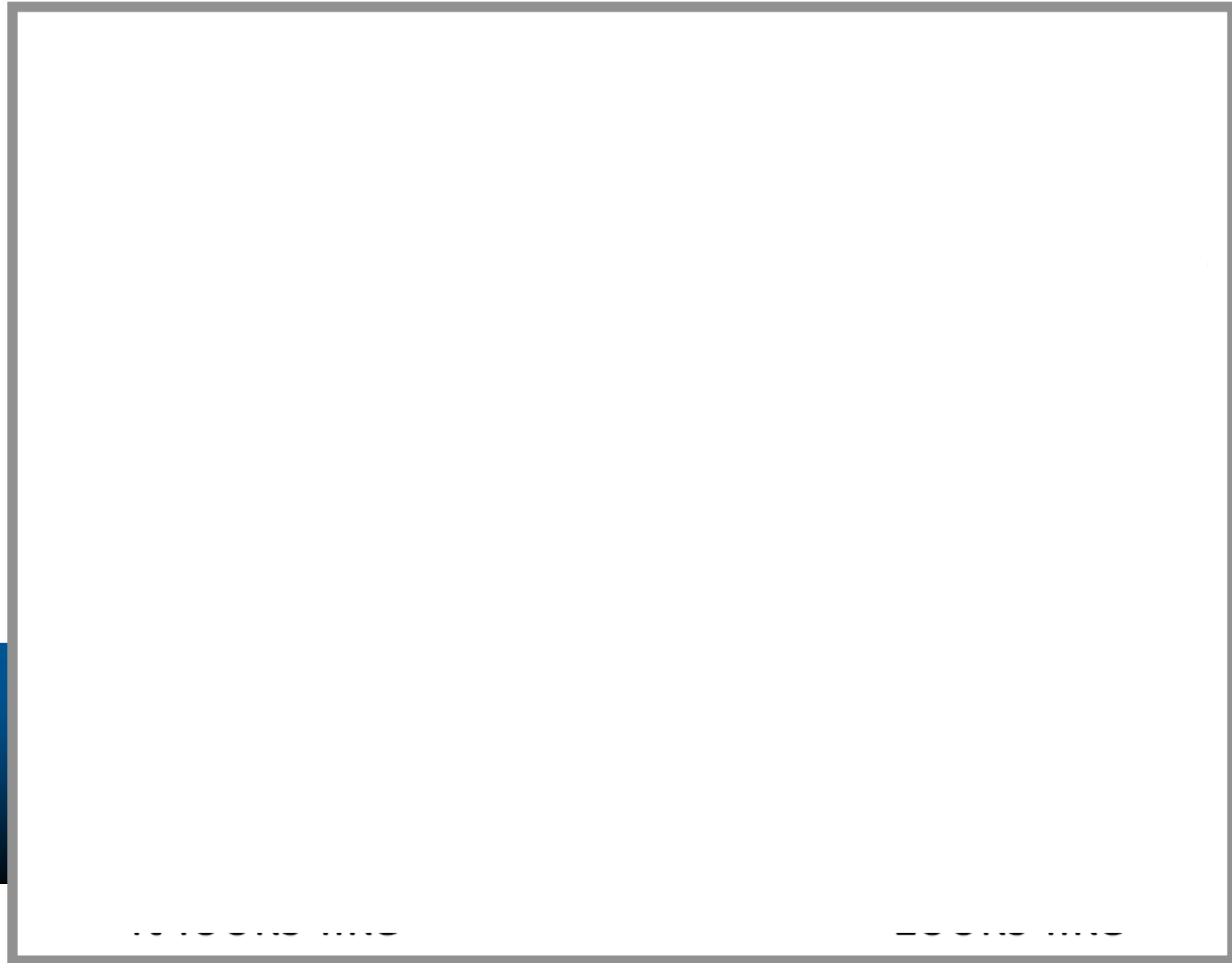
- brain theory to stimulate our thinking
- more slides than I will talk to - reference points for you
- concepts and how do these interact

## Tips & Techniques to build the Resilience “Muscle”

- tips that people find helpful in coping
- exercises for you to work through yourself
- act as your own coach

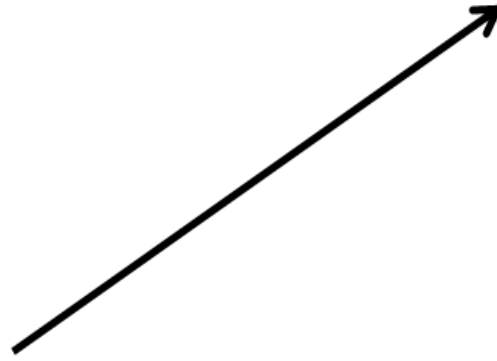


**What does  
success  
look like to  
you?**



People  
think it  
looks like

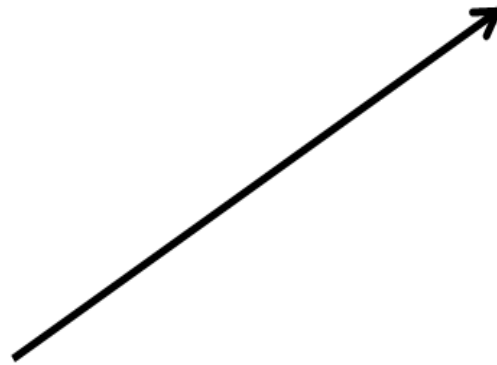
## Success



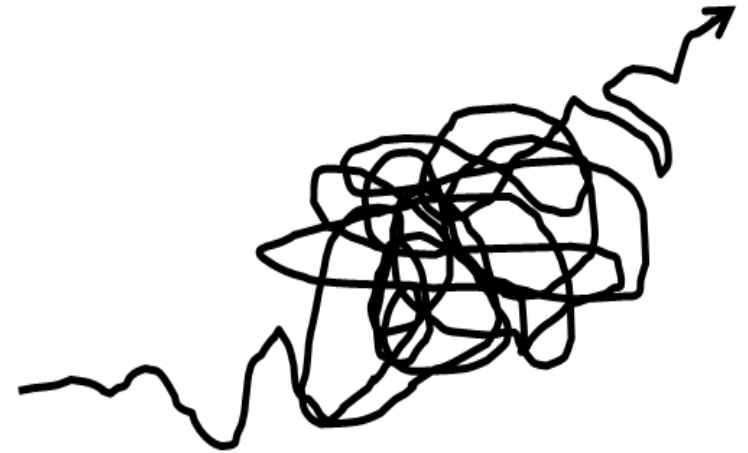
- Straight path
- Plan, goals, work hard, achieve ?

# How it is actually achieved

Success



Success



- Very messy and uncertain!
- Plan, succeed, fail, learn, adapt, work hard, repeat achieve ?

I could not believe that I  
could actually  
understand what I was  
reading. Using the  
incredible power of the  
human mind according to  
research at Cambridge  
University, it doesn't  
matter in what order the  
letters in a word are, the  
only important thing is  
that the first and last  
letter be in the right place



**Brain hates Uncertainty**

# Brain looks for Certainty

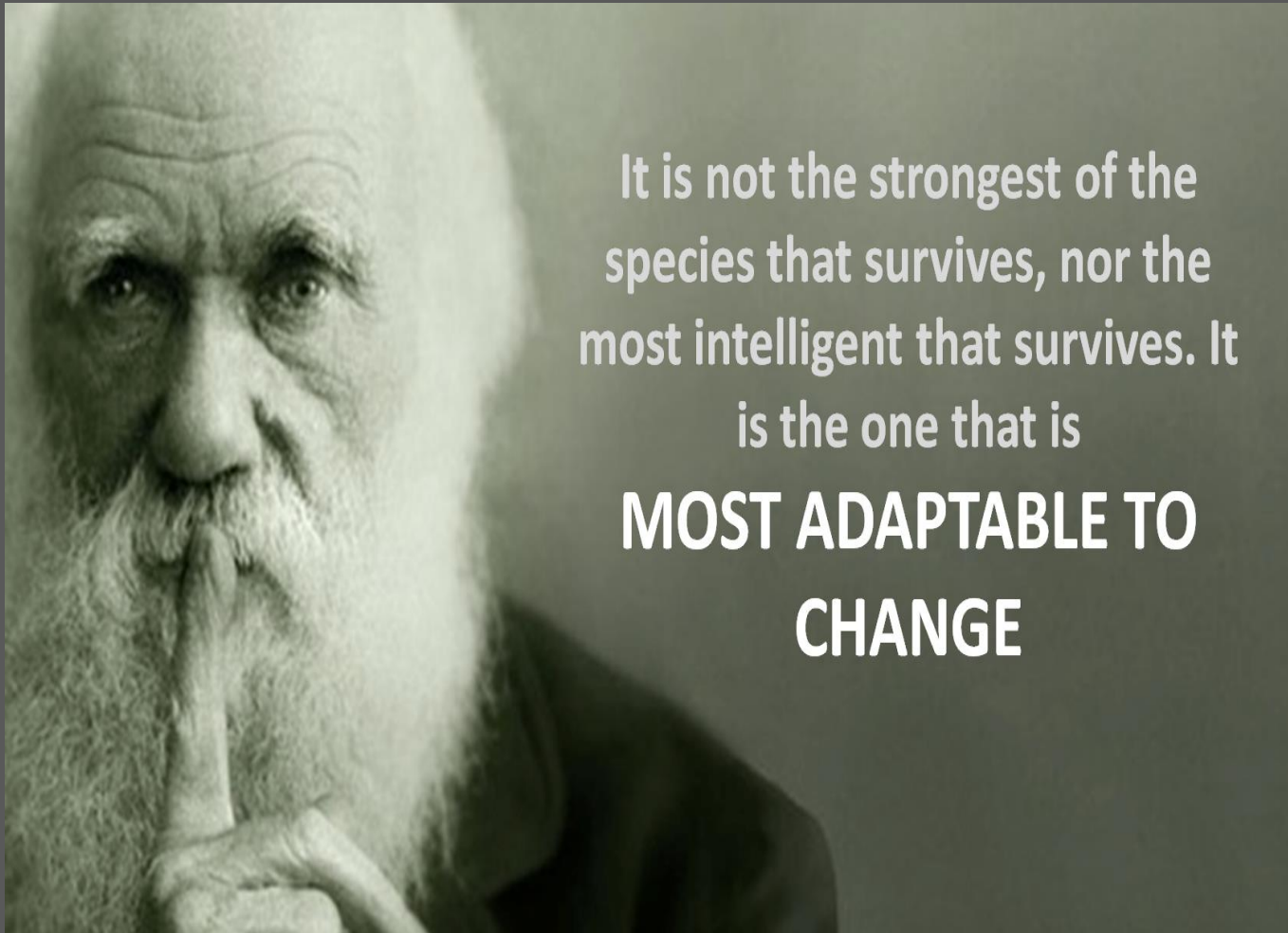


Novelty and  
ambiguity  
activate threat  
centre

Change  
activates alarm  
system (even  
good change)

Information  
(Certainty)  
activates reward  
centre





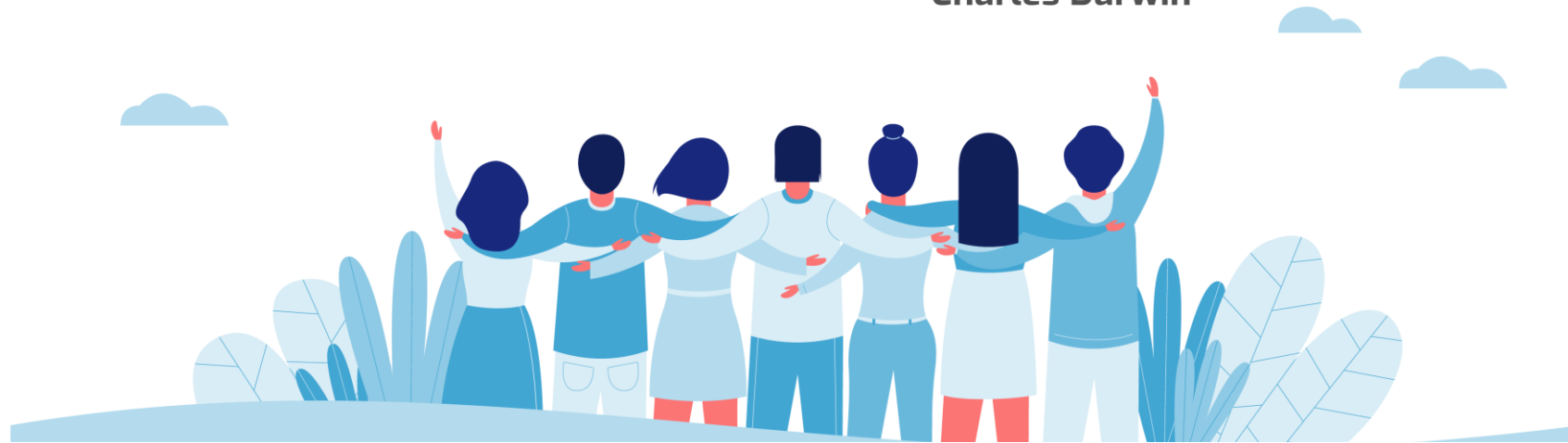
It is not the strongest of the  
species that survives, nor the  
most intelligent that survives. It  
is the one that is  
**MOST ADAPTABLE TO  
CHANGE**

Why do  
we need  
to be  
**Resilient?**

# Collaboration & Cooperation keeps us going

*“It is the long history of humankind (and animal kind, too) that those who learned to collaborate and improvise most effectively have prevailed.”*

- Charles Darwin



**What we need to survive (and thrive) is each other**

# What is our definition Resilience ?

## Self Awareness

Aware what is going on in for you -  
your mind / brain, your body, you  
environment

## Thinking (Mindset)

Interpreting the situations in a  
useful way  
Internal beliefs about your ability  
to cope /adapt to situations

## Support

Knowing when / who  
to go to for help  
Key relationships

## Mental & Physical Fitness

Able to cope with challenges  
without getting ill



## Where's your Resilience? 1-10?

1. Self Awareness
2. Thinking / Mindset
3. Mental / Physical Health
4. Support

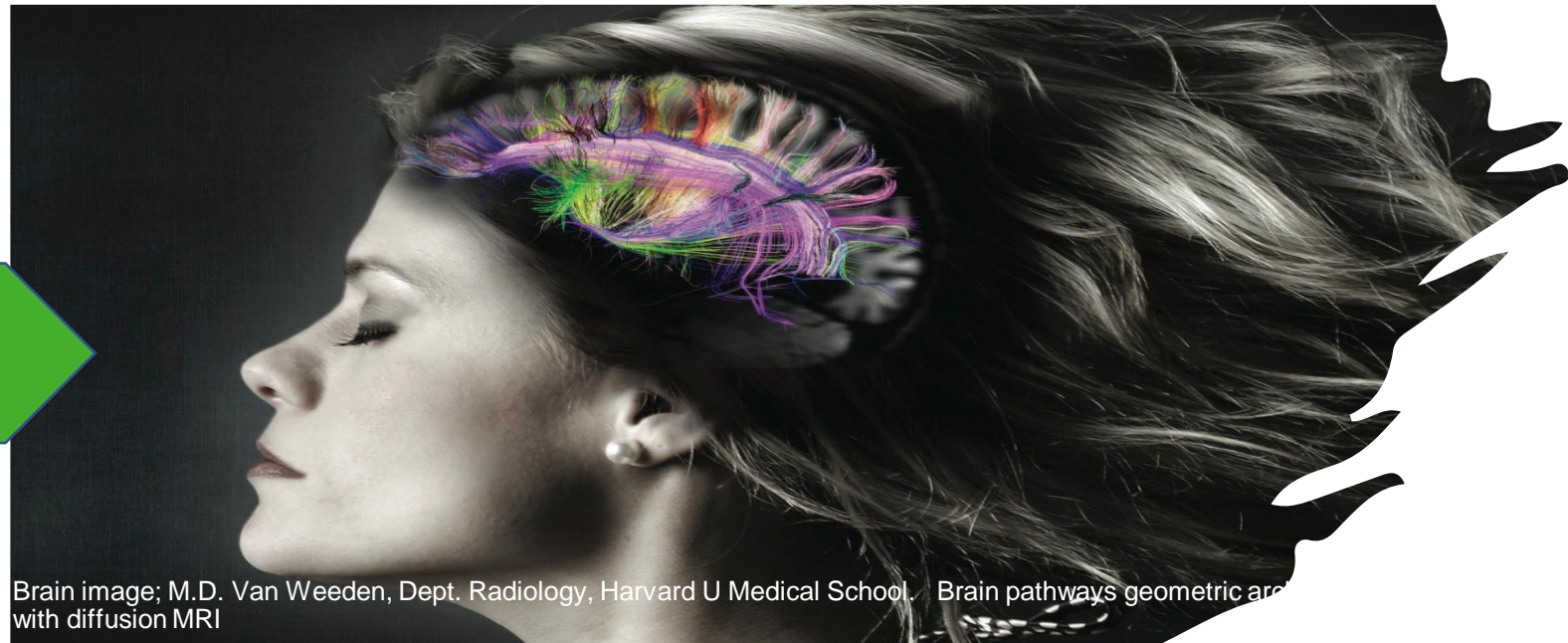
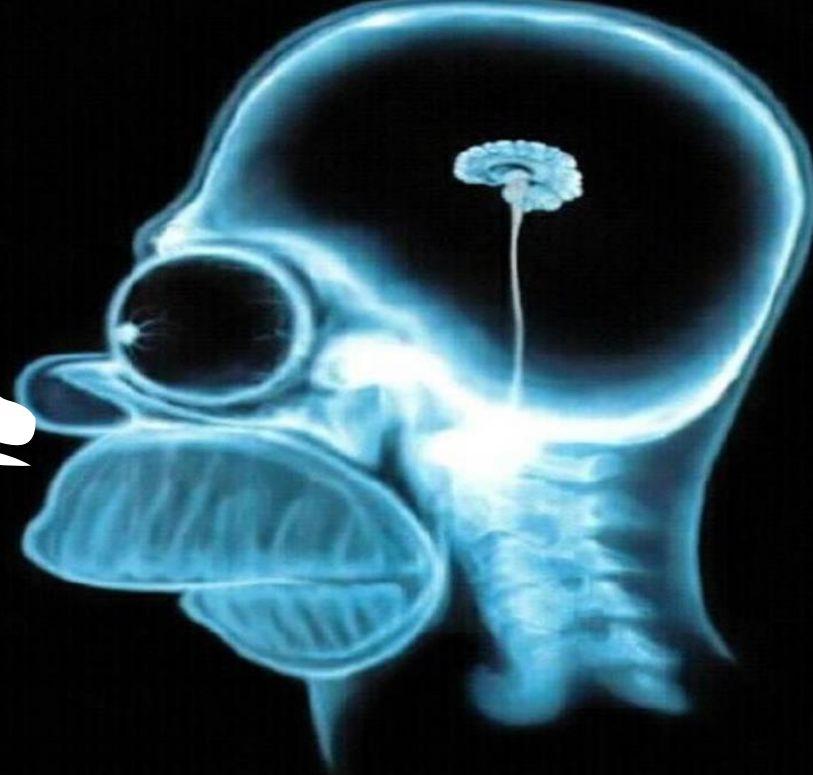
Which area(s) do you need to focus on?

# 1. Self -Awareness

Uncertainty = Threat State

Brain operates  
in 2 modes

Certainty = Reward State



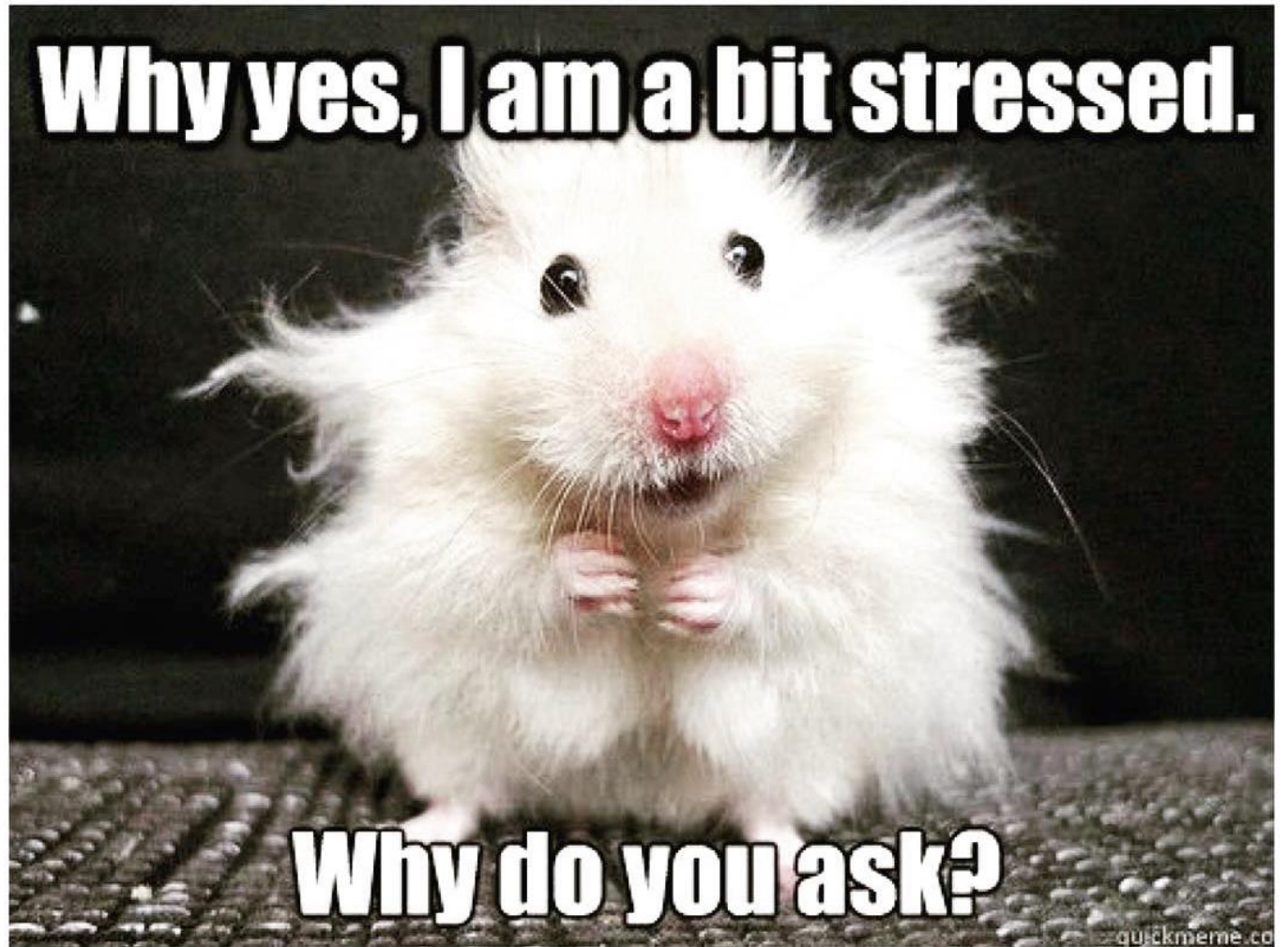
Brain image; M.D. Van Weeden, Dept. Radiology, Harvard U Medical School. Brain pathways geometric arc with diffusion MRI

## We have a view of what stress is and what it looks like

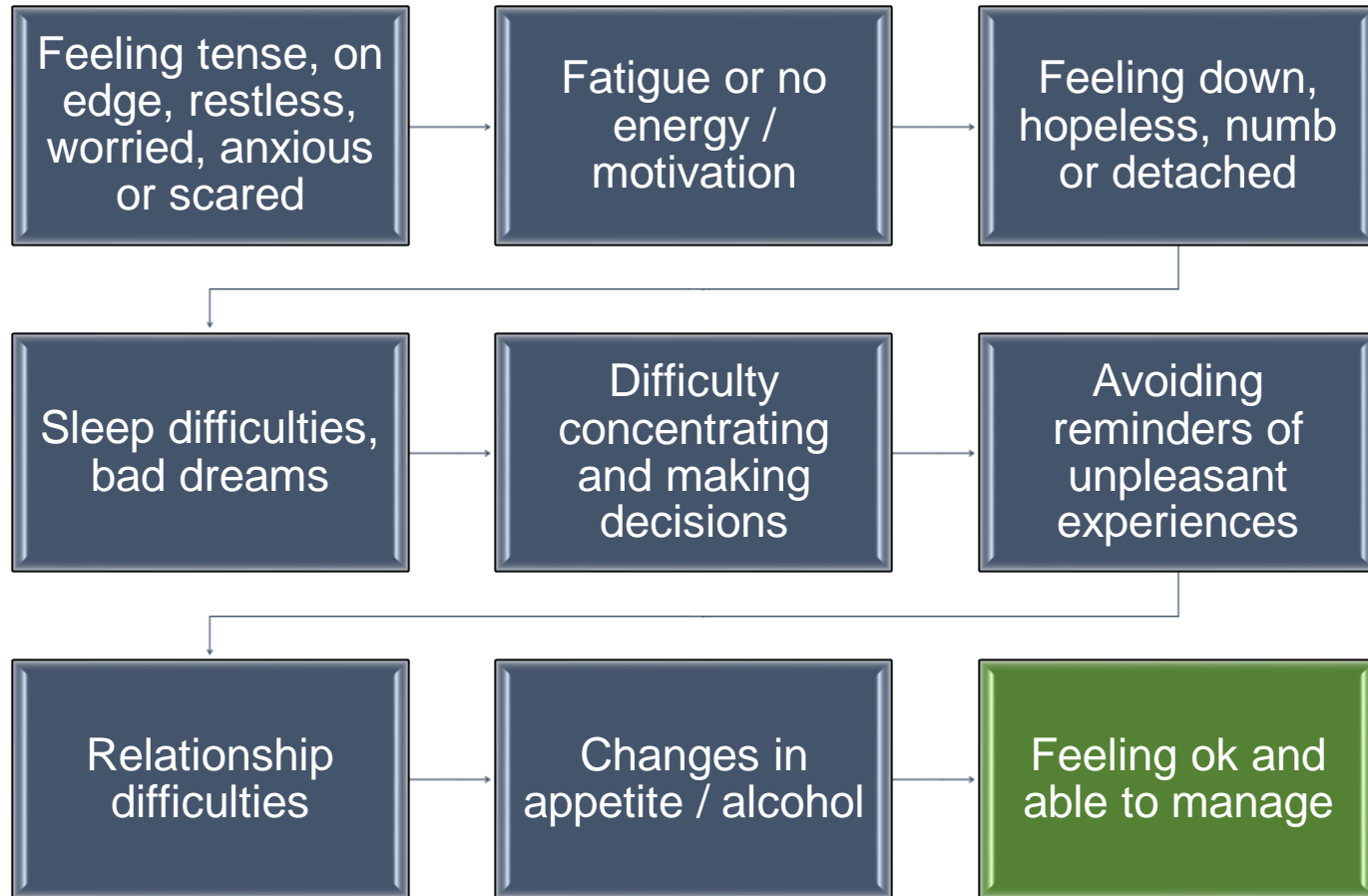
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- Yes - same processes in the brain and body
- BUT different presentation for everyone
- Different ways of responding

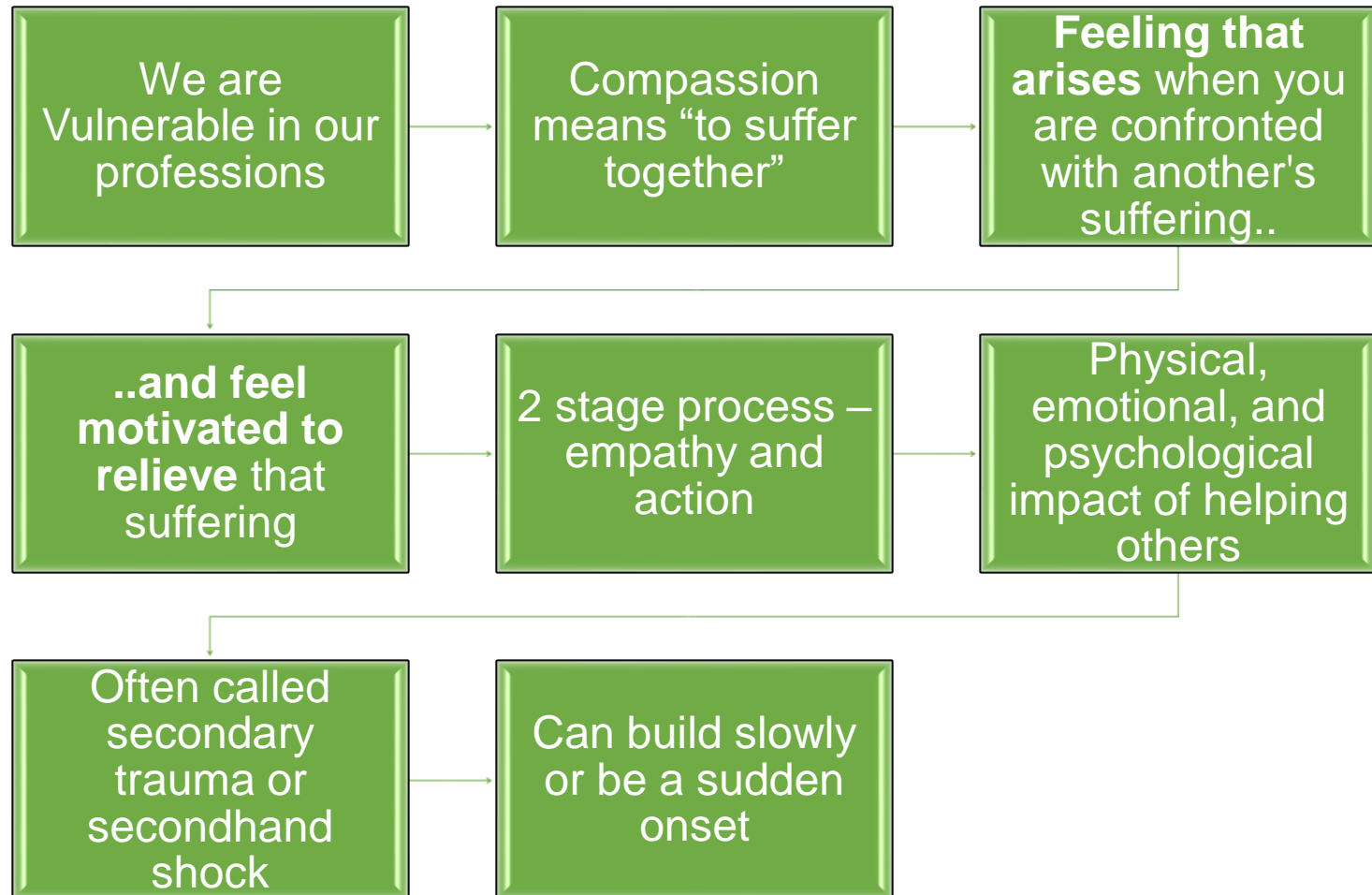
ENDING A 14 HOUR WORK DAY LIKE THIS...



# Typical Responses to Stress

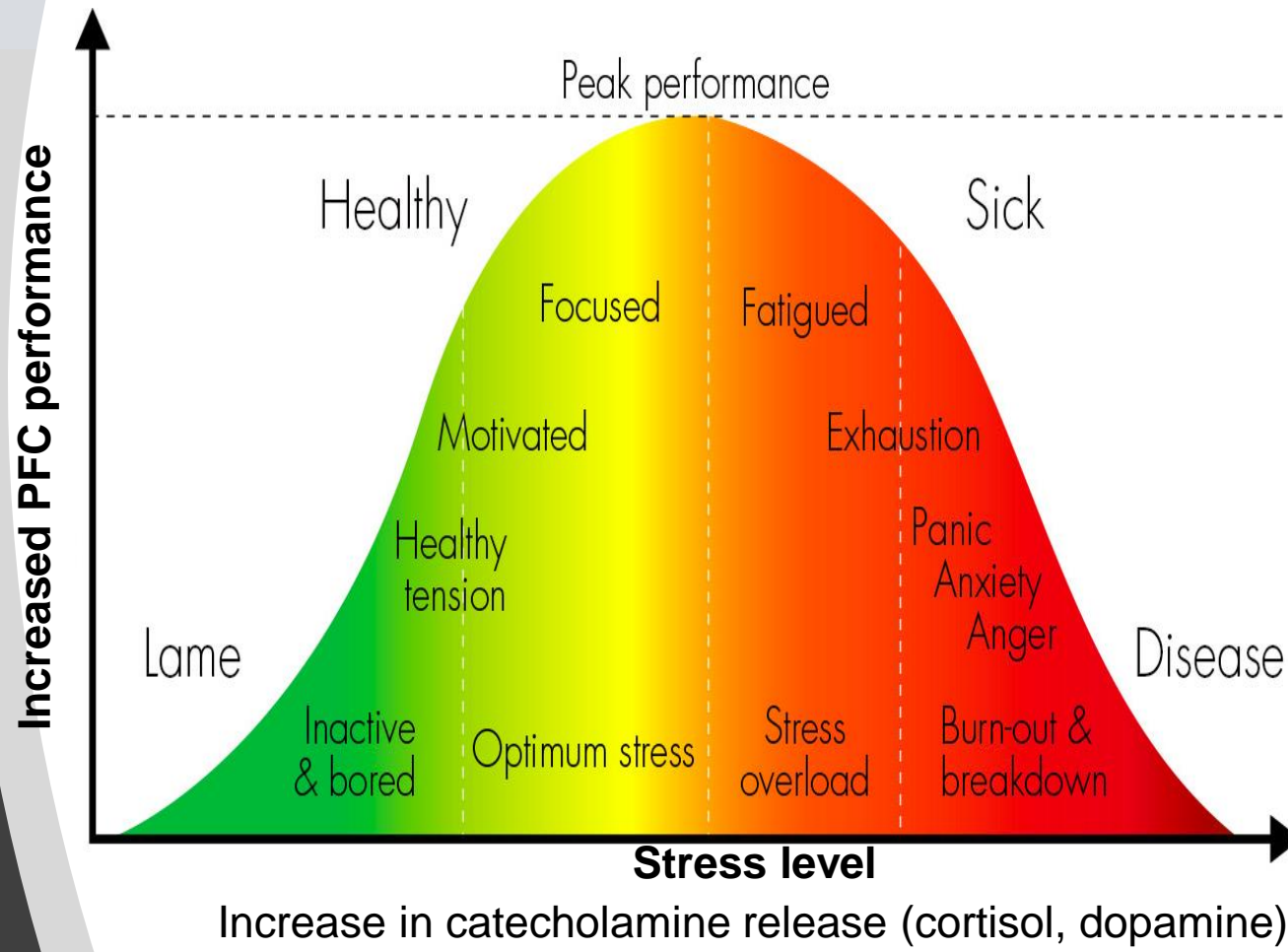
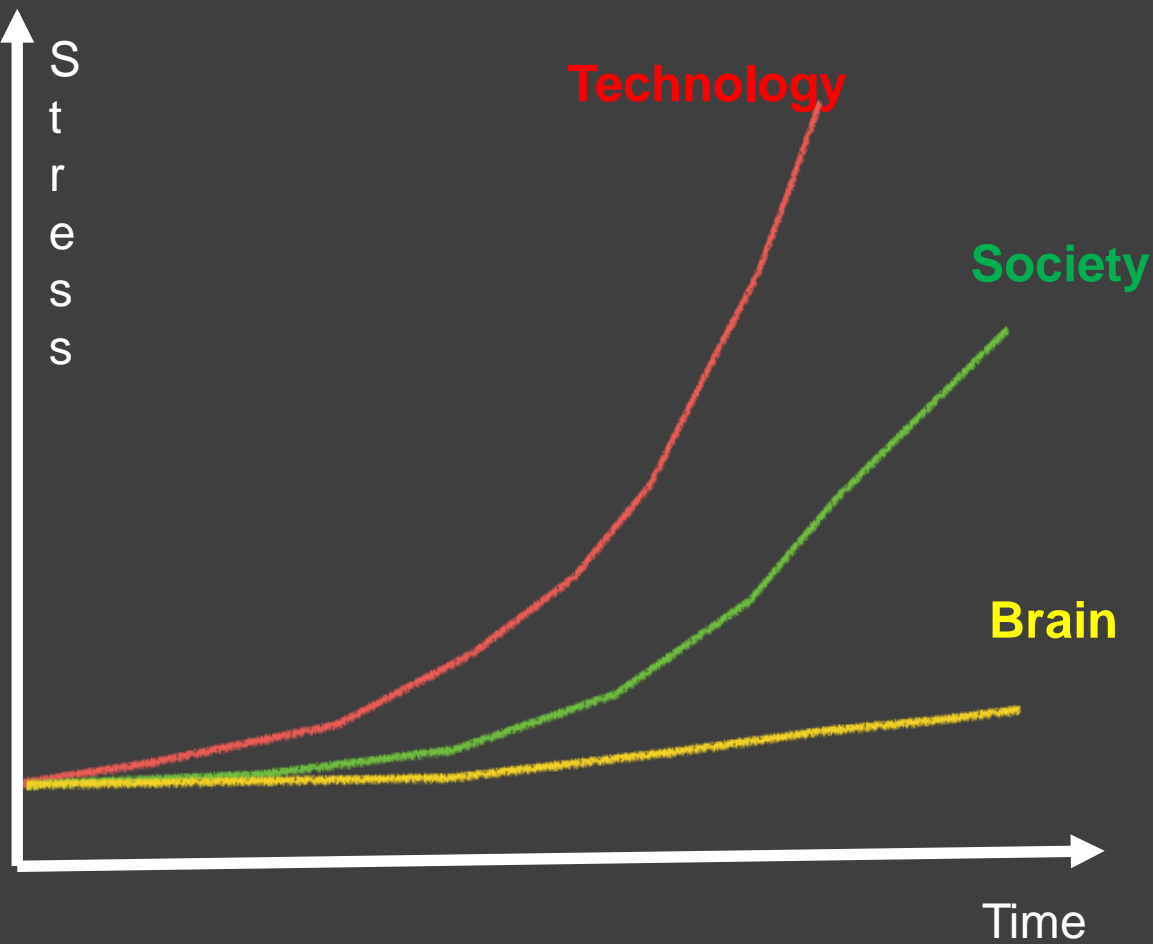


# Compassion & its Fatigue





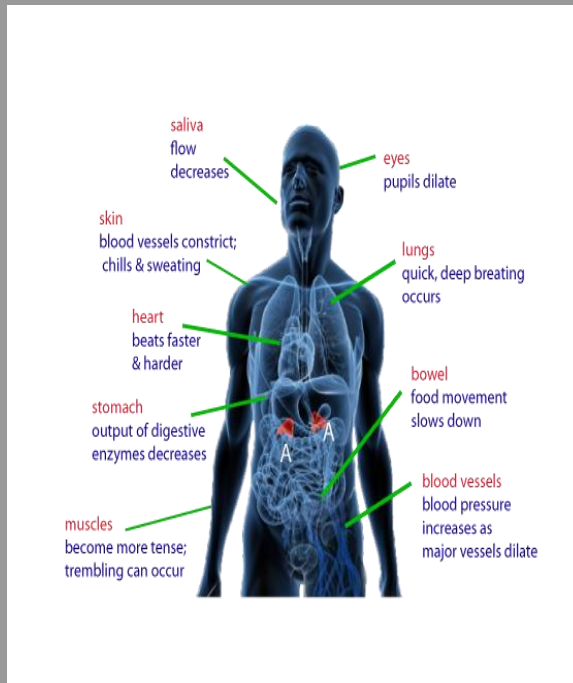
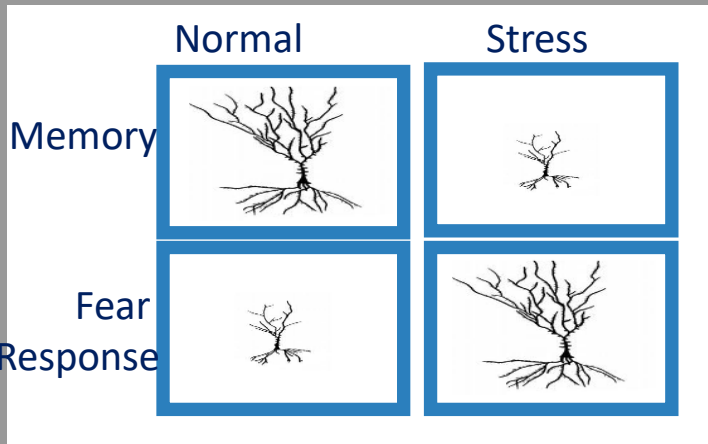
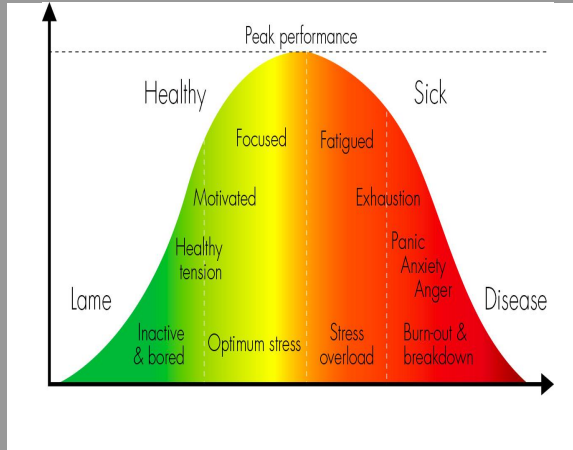
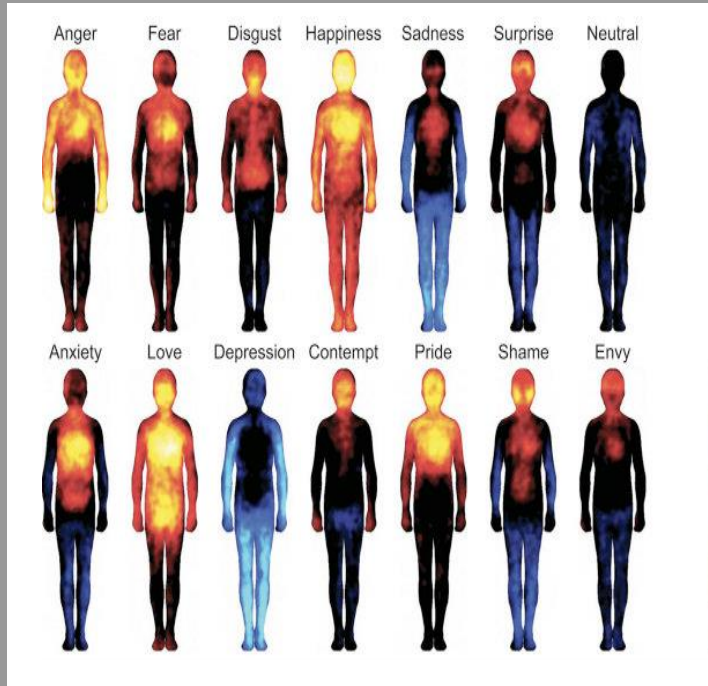
# We are under increasing stress...



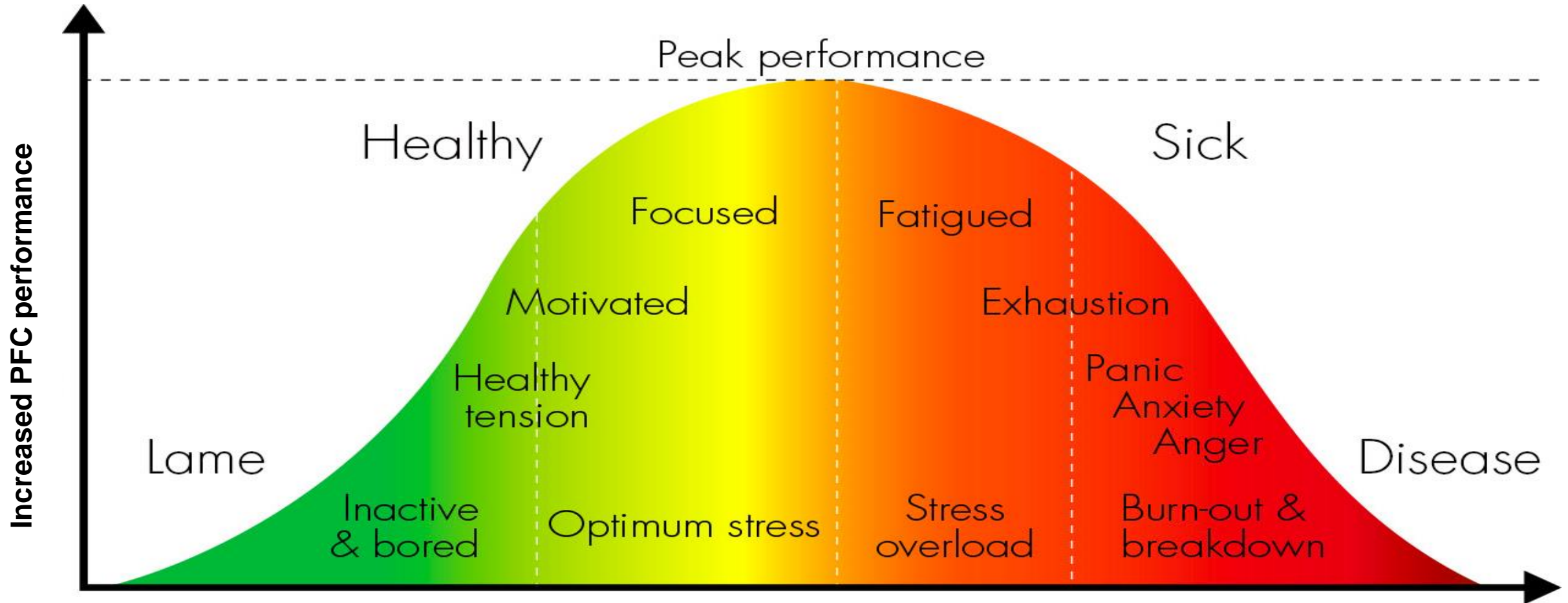
**...but not all stress is bad**

# ...but bad stress affects brain and body

- Hippocampus (memory) physically shrinks
- Amygdala grows and connects
- Parasympathetic system shuts down
- Physical sensations in different parts body



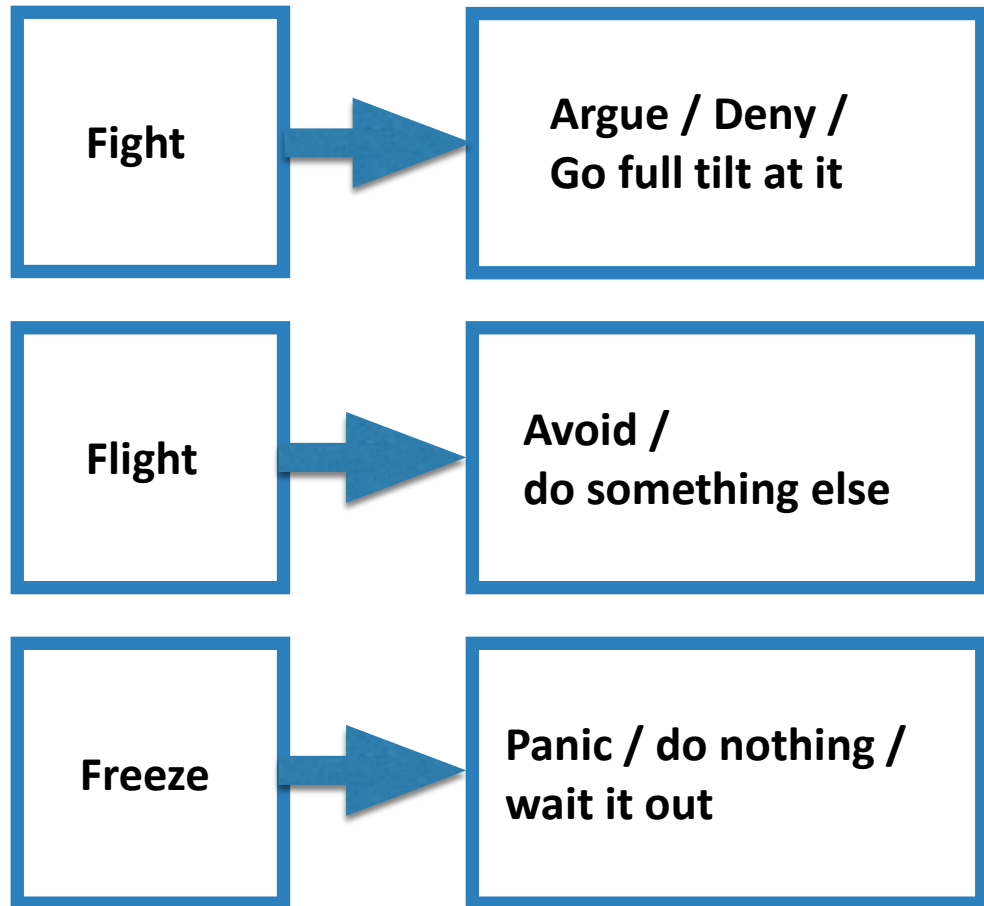
# Plot activities / people on YOUR curve



**Stress level**

Increase in catecholamine release (cortisol, dopamine)

# 3 ways we respond in the brain – which is yours?



		What can I do differently?
Fight		
Flight	✓	
Freeze		

## 2. Recognising Mindset and how to use it wisely



I can learn anything I want to.  
When I'm frustrated, I persevere.  
I want to challenge myself.  
When I fail, I learn.  
Tell me I try hard.  
If you succeed, I'm inspired.  
My effort and attitude determine everything.



I'm either good at it, or I'm not.  
When I'm frustrated, I give up.  
I don't like to be challenged.  
When I fail, I'm no good.  
Tell me I'm smart.  
If you succeed, I feel threatened.  
My abilities determine everything.

# What mindsets believe?

Tick what applies to you ? Different situations?

<b>Growth</b>	<b>Belief in</b>	<b>Fixed</b>
Intelligence can be developed	<b>IQ</b>	Intelligence is static
Leads to a desire to learn	<b>LEARNING</b>	Leads to desire to look smart
Embrace challenges	<b>CHALLENGES</b>	Avoid challenges
Persist in the face of setbacks	<b>OBSTACLES</b>	Give up easily
See effort is the path to mastery	<b>EFFORT</b>	See effort as fruitless or worthless
Learn from criticism	<b>CRITICISM</b>	Ignore useful negative feedback
Find lessons and inspiration in the success of others	<b>SUCCESS OF OTHERS</b>	Threatened by success of others
Reach higher levels of achievement	<b>ACHIEVEMENT</b>	Plateau early and achieve less than full potential
Greater sense of free will	<b>AFFECT CHANGE</b>	Confirms view that world is deterministic

# Key differences and assumptions



### 3. Mental / Physical Health



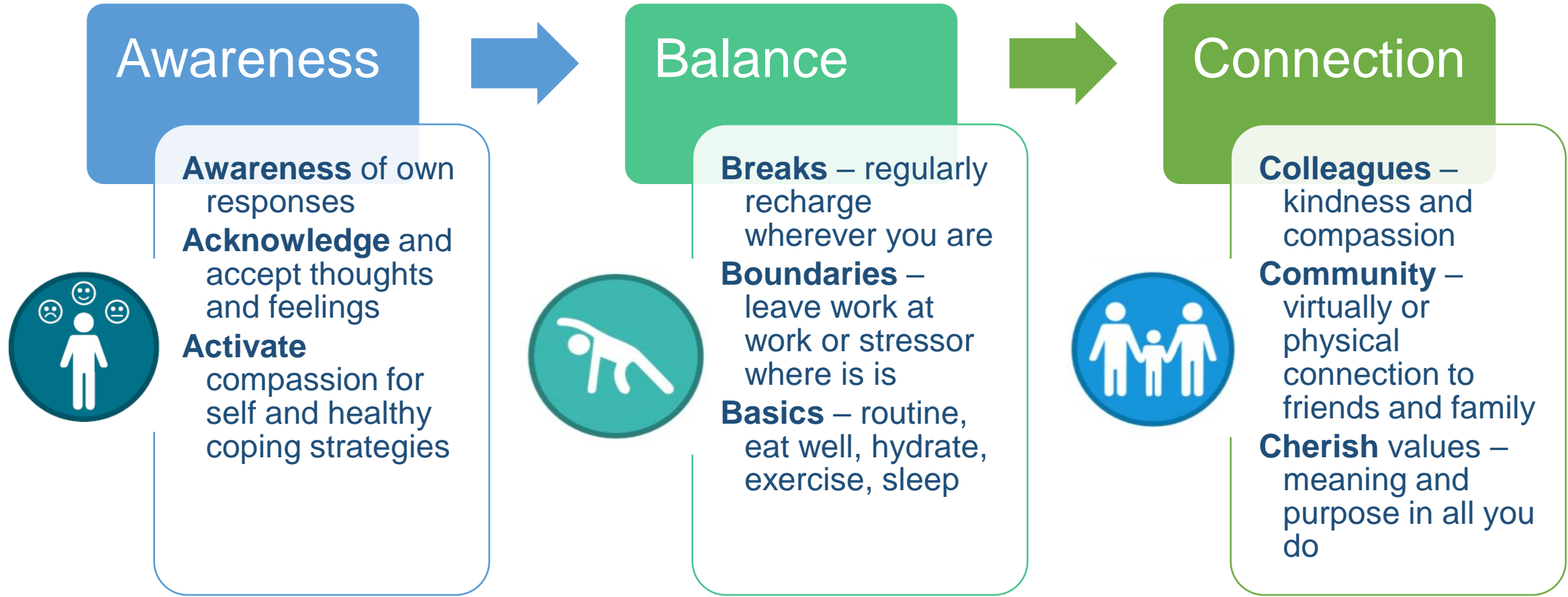
- Keep hydrated - sip constantly
- Eat regularly and good food
- Exercise to suit your abilities
- Get into 'nature' - walk around anywhere green/trees
- Even a weekend doing this can reset

Get the basics –  
Food, Water,  
Oxygen, Sunlight

ABC of  
Self Care



# A B C of Self Care



## 4. Get help when needed



Listening Ear – peers/colleagues who are experiencing the same

Support options from work – chaplaincy, coaching, Psychology service

Trusted friends or family

Know when to Reach Out






# Tips and Tools to help you navigate the gale

# Ways of coping

Helpful	Unhelpful
Rest & Relaxation	Watching distressing news
Nutrition	Over or under eating / eating the wrong things
Exercise & Sleep	Giving up simple pleasures
Finding Humour	Getting angry or frustrated
Practice Gratitude and Tolerance	Looking for someone / something to blame
Focus on one thing at a time	Get into nature - greenery
Talk to or meet friends and family	Withdraw from social interactions
Going home checklist	Alcohol or other substances
Reconnect to joy in hobbies	Risky behaviours e.g. gambling shopping
Do things to increase sense of control	Ruminating or going over things again and again

# Map your risks – RAG

At risk warning	Type of wellbeing		
	Physical wellbeing Examples:	Psychological Wellbeing Examples:	Social Wellbeing Examples:
 <p><b>Red</b> Stop, take action</p>	<ul style="list-style-type: none"> <li>+ Disrupted / no sleep</li> <li>+ Exhausted or lethargic</li> <li>+ Drinking alcohol / abusing substances to cope</li> <li>+ No physical or leisure activity</li> </ul>	<ul style="list-style-type: none"> <li>+ Feeling unable to cope or afraid nearly all the time</li> <li>+ Becoming angry at work and at home</li> <li>+ Totally absorbed in thoughts about difficult or terrifying work events</li> </ul>	<ul style="list-style-type: none"> <li>+ Isolated from or avoiding connections with colleagues</li> <li>+ Cut off from family and friends</li> <li>+ Avoiding and/or dreading any social activity, social isolation</li> </ul>
 <p><b>Amber</b> Possible risk: time to do something</p>	<ul style="list-style-type: none"> <li>+ More tired / weak than normal</li> <li>+ Reducing activities that bring sense of enjoyment / meaning</li> <li>+ Infrequent or unhealthy eating and drinking</li> </ul>	<ul style="list-style-type: none"> <li>+ Feeling angry or anxious, low or sad at work much of the time</li> <li>+ Difficult to focus: At the edge of your personal "stretch" zone</li> <li>+ Can't stop thinking about difficult events from the work shift</li> </ul>	<ul style="list-style-type: none"> <li>+ Limited sense of connection with work colleagues / team</li> <li>+ Reduced social contact</li> <li>+ Withdrawing mentally from loved ones</li> </ul>
 <p><b>Green</b> None</p>	<ul style="list-style-type: none"> <li>+ Physically fit and strong, exercising as normal</li> <li>+ Sleeping well, rested</li> <li>+ Eating and drinking as normal</li> </ul>	<ul style="list-style-type: none"> <li>+ Enjoying leisure activities</li> <li>+ Feeling mentally well, focussed</li> <li>+ Being interested and curious about the world</li> </ul>	<ul style="list-style-type: none"> <li>+ Feeling connected to colleagues, regular opportunity for check ins</li> <li>+ Regular meaningful restorative contact with loved ones</li> </ul>

# Preserve your wellbeing

## DURING WORK

### Physical wellbeing - Doing

- + Permission from self and others to take breaks in a safe environment
- + Eat and drink well
- + Pace yourself



### Psychological wellbeing - Thinking and Feeling

- + Focus attention on what you can control
- + Notice and limit repeatedly thinking about challenging events
- + Understand normal responses to stress
- + Notice your own stress response, acknowledge it is OK and normal to feel stress
- + Take mental 'breathing space' breaks when physical ones may be impossible

### Social wellbeing - Connecting

- + Opportunities for regular check in with colleagues
- + Work with a buddy where possible
- + Maintain a connection with outside support in breaks

## LEAVING WORK

### Physical wellbeing - Doing

- + Do a physical 'check in' - "Am I OK?"
- + What steps do I need to take to be OK?
- + Who can I speak to / what do I need?

### Psychological wellbeing - Thinking and Feeling

- + Take a moment to say to yourself "Today's shift is over. I have done what I can"
- + Reflect on your day and acknowledge your feelings. What went well?
- + Intentionally switch your attention to home, restore, recharge, replenish and rest

### Social wellbeing - Connecting

- + Connect and share with colleagues
- + Check on your colleagues before you leave. Are they OK?



## AT HOME

### Physical wellbeing - Doing

- + **Balance** - try to plan activities that you know help you relax and that provide light to the shade of the day's work
- + Prioritise rest, exercise and eating
- + Plan a wind-down routine to sleep

### Psychological wellbeing - Thinking and Feeling

- + **Awareness** - notice the day's impact on your Body, Emotions, Relationships and Activity
- + Plan a wind-down routine to mentally and physically disconnect from work
- + Take time to consciously switch off mentally from work



### Social wellbeing - Connecting

- + **Connection** - create and sustain mental and physical connections to people and activities that are important
- + Connect also to your values - why is this work important to you and your community?

# “Spell Your Name” Self Care

**A** – Ask your self what you need

**B** – Breathe deeply & slowly

**C** – Compliment yourself

**D** – draw a feeling or thought

**E** - Establish a health boundary

**F** – Feel 1 positive feeling

**G** – Guided mediation for 5 mins

**H** - Hug someone or something

**I** - Incorporate a positive “I” statement

**J** – Journal your thought / feeling

**K** – Keep in touch with 1 friend

**L** – Listen to 1 song

**M** – Mindfulness for 5 mins

**N** – Name 3 positive things

**O** - Organise 1 thing that bothers you

**P** – Problem solve 1 thing

**Q** – Question 1 of your thoughts or feelings

**R** – Rest for 5 minutes

**S** – Stretch for 3 minutes

**T** – Think of someone or something you love

**U** – Use a podcast to learn 1 thing

**V** – Visualise 1 positive moment in your life

**W** – Write a list of 5 things you are proud of

**X** – Xcite yourself about dinner

**Y**- Yoga for 10 mins

**Z** – Zero in on 1 coping skill



**Questions ?**