

Resilience-building



Background - professional

- Organisational Coaching Psychologist
- HR – focused on wellness programmes
- MSc – Health Ergonomics: systems and effects of stressors on systems, particularly performance, the physical / mental/ emotional/ engagement with others
- Focus shifted – What can we control? Positive Psychology, Neuroscience
- Clients in leadership; Coach Supervisor
- EMCC International Assessor
- Work closely with partners and organisations globally to integrate coaching into their systems or have their programmes quality assured
- Focus on using coaching to build resilience



What is resilience?

- Bouncing back
- Resilience - the ways we cope with life's challenges –
- What tests our resilience? Big life-changing or daily personal and work stressors
- Tipping points different for everyone
- Keeping the battery charged = resilience-building



Possible big personal tipping points

1. Death of a family member
2. Chronic, potentially terminal illness
3. Divorce
4. A house move or country move
5. Marriage!



Smaller more common tipping points

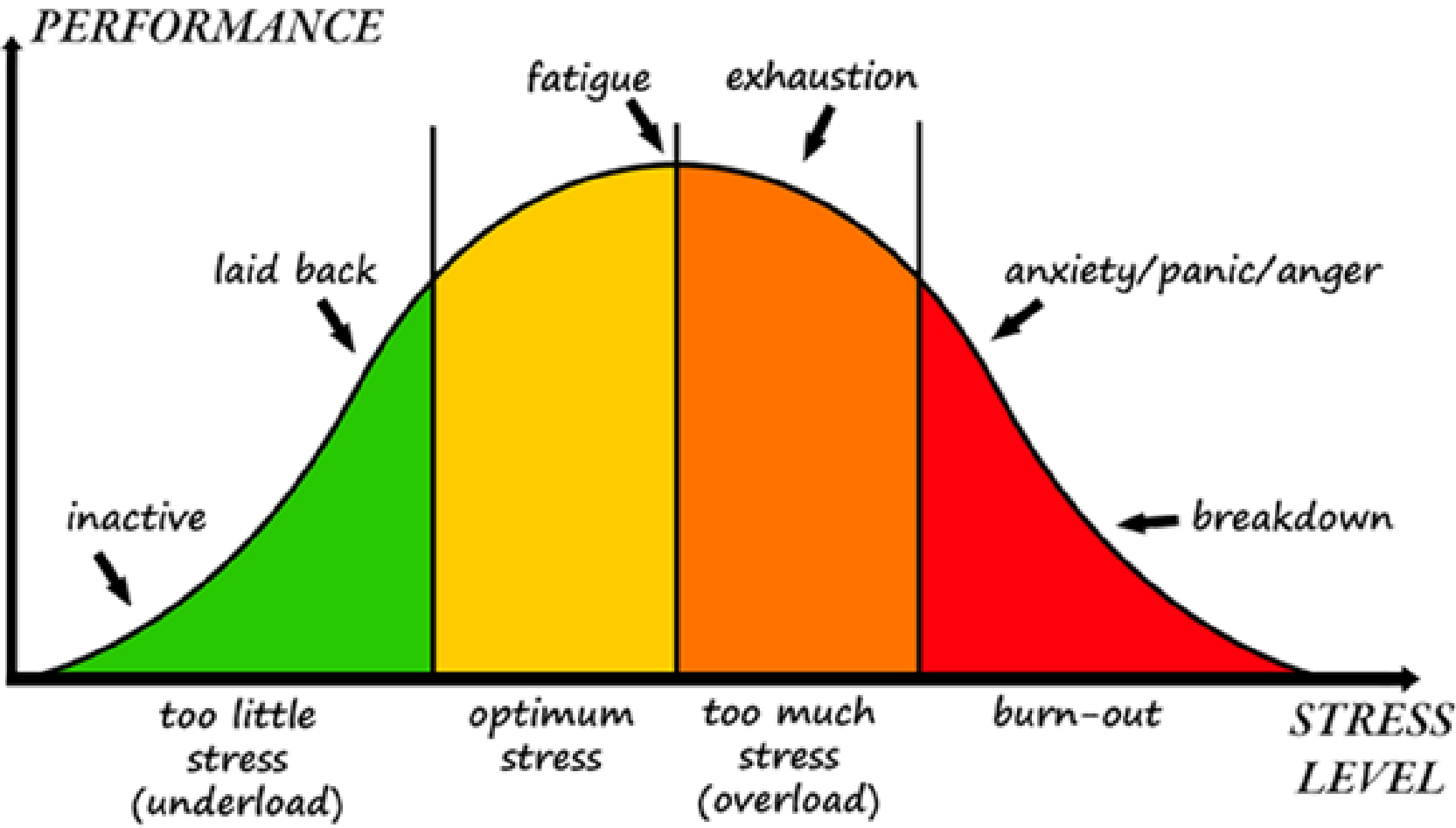
- Lack of time and multi-tasking (combining study with work demands)
- Information overload – (complex data analysis/application of sophisticated modelling techniques)
- Appropriate control
- Managing potential conflict
- Challenging engagement with others especially when it conflicts with your own personal values

	URGENT	Not urgent
IMPORTANT	Urgent and important	Important but not urgent
Not important	Urgent but not important	Not urgent and not important



Risk - stress overload

STRESS CURVE



Cost to the human system

Change in
behaviour

- Change in appetite / compulsive eating
- Impatience / carelessness/ irritability/ low tolerance
- Poor productivity / low energy
- Avoidance of situations / absenteeism
- Increased aggression
- Increased self-soothing substance use

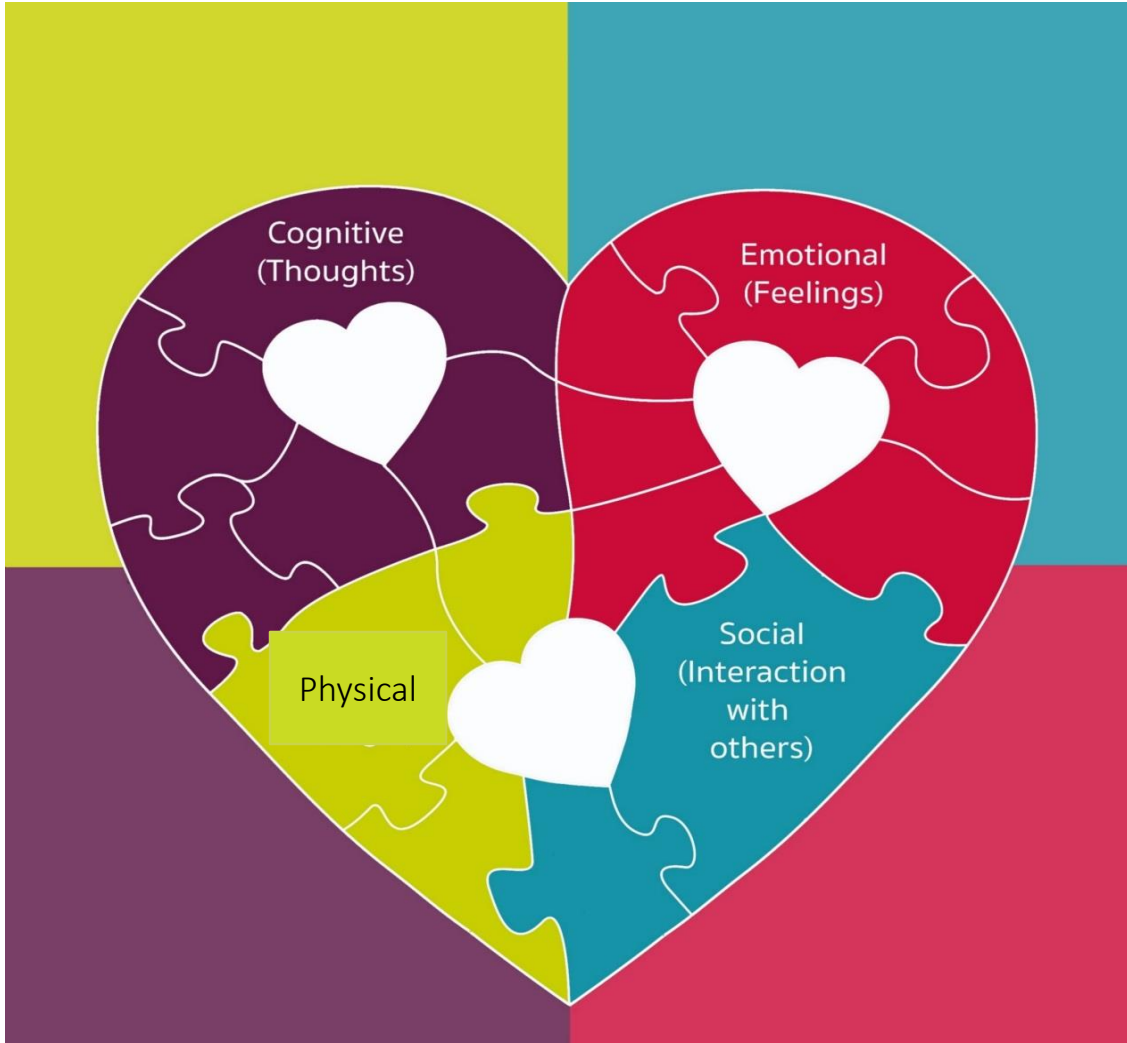


What gets you through? – 2 mins

- What are your stressors?
- What is the cost?
- What helps you cope?



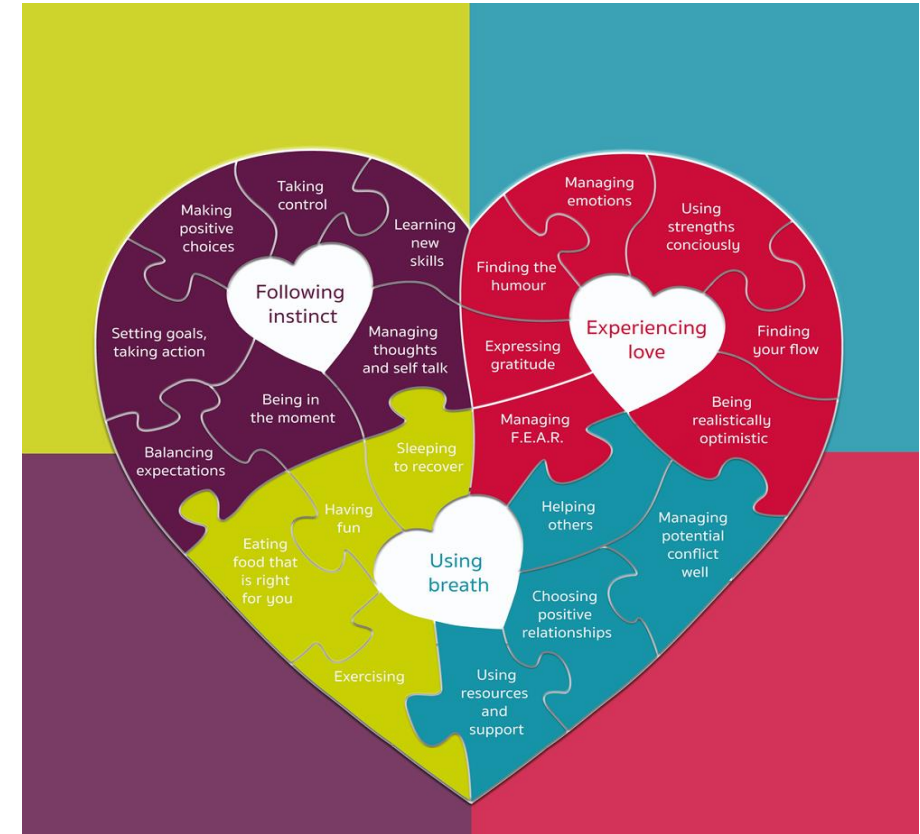
Resilience-building system



- Jess model of resilience looks at resilience-building from a human system perspective
- System elements inter-connected and impact on each other

25 opportunities to build resilience

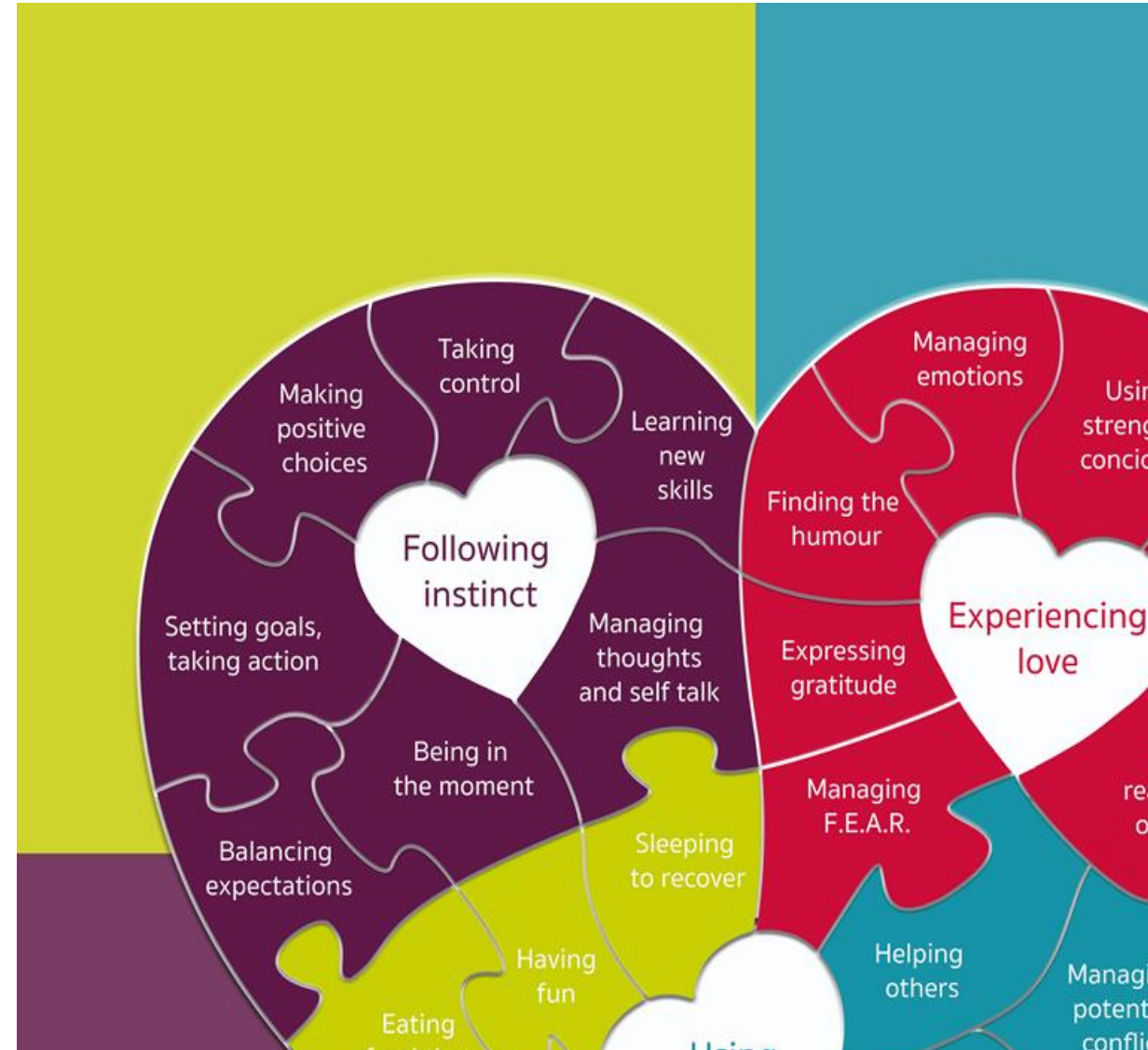
- In the 5 domains, there are 25 opportunities to build resilience
- Domain you function largely in –largest possibility of draining your resilience
- Take back control using the relevant resilience-builder in the domain where your level of resilience is being drained.



Key resilience-builders in the cognitive domain

- Being in the moment - Focus
- Managing thoughts and self-talk
- Balancing/ managing expectations
- Taking control

The antithesis of all of these results in a neurochemical reaction that impacts physical, mental, emotional & social health



Being in the moment

- Neuroscience merging with ancient practice
- **Breathe and focus**
- What is taking up my focus? Is it where it needs to be?
- Where are my thoughts right now?
- Are they relevant to my current situation, task or topic?



Balancing / managing expectations



- Managing expectations - an important component in happiness, physical and social wellbeing, and mental performance and problem-solving.
- (Met v unmet expectations) = Dopamine versus cortisol

- How do you manage your own and other people's expectations?
- Ask questions like 'What does that outcome/timeframe look like for you?'
- What support do we need?
- What else do we need to do?



Managing thoughts and self-talk

- **Managing thoughts and self-talk** – brain has plasticity which means it can recreate and regenerate.
- Ask yourself: what do my thoughts and self-talk sound like? Are they relevant or distracting?
- What is taking up my head space?
- Am I thinking appropriately? Is this what I should be thinking about right now?
- Am I worrying about something that I can't do anything about right now?



Taking control

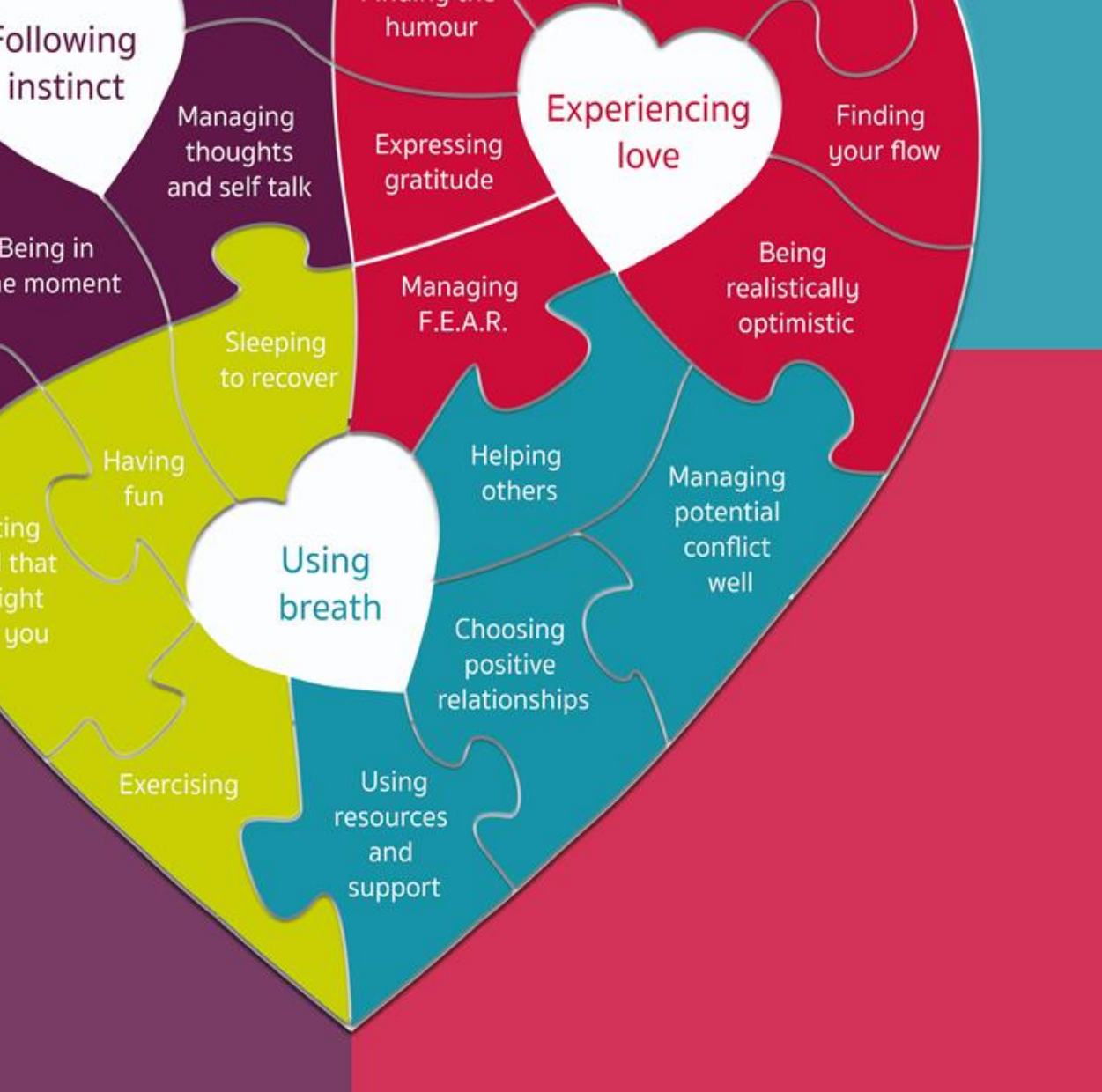


- Stress response when we feel out of control
- Ongoing = continual cortisol release

Taking control



- C = What can I control?
- I = What can I influence?
- A = What do I just have to accept?



Social domain

- Helping others
- Managing potential conflict well
- Choosing positive relationships
- Using resources and support

Helping others



- Raises levels of wellbeing / dopamine/serotonin
- Key resilience-builder
- Recognise opportunities

Choosing positive relationships



- We don't and can't always choose the people we engage with
- Compassion
- Withdrawal
- Managing self

Using resources and support



- We all need support
- Biggest factor in recovery
- Identify where resources are
- Ask how you can use resources differently

Managing potential conflict well



- Identify dominant conflict management style – does it work for you?
- Identify your triggers
- Clarify yours and the other party's needs and goals
- Understand your own and others perspective

Taking control



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Questions

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Individual and Team Resilience-building

