

# Resilience in CSSD: Why is this important?

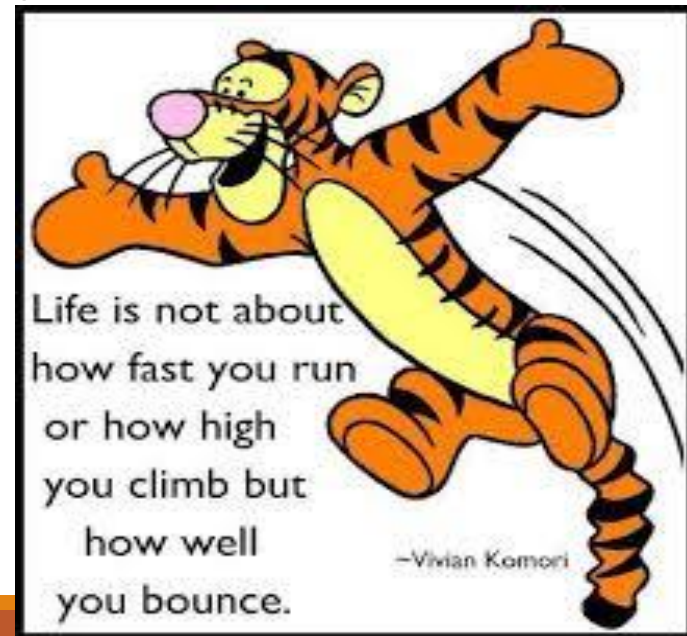
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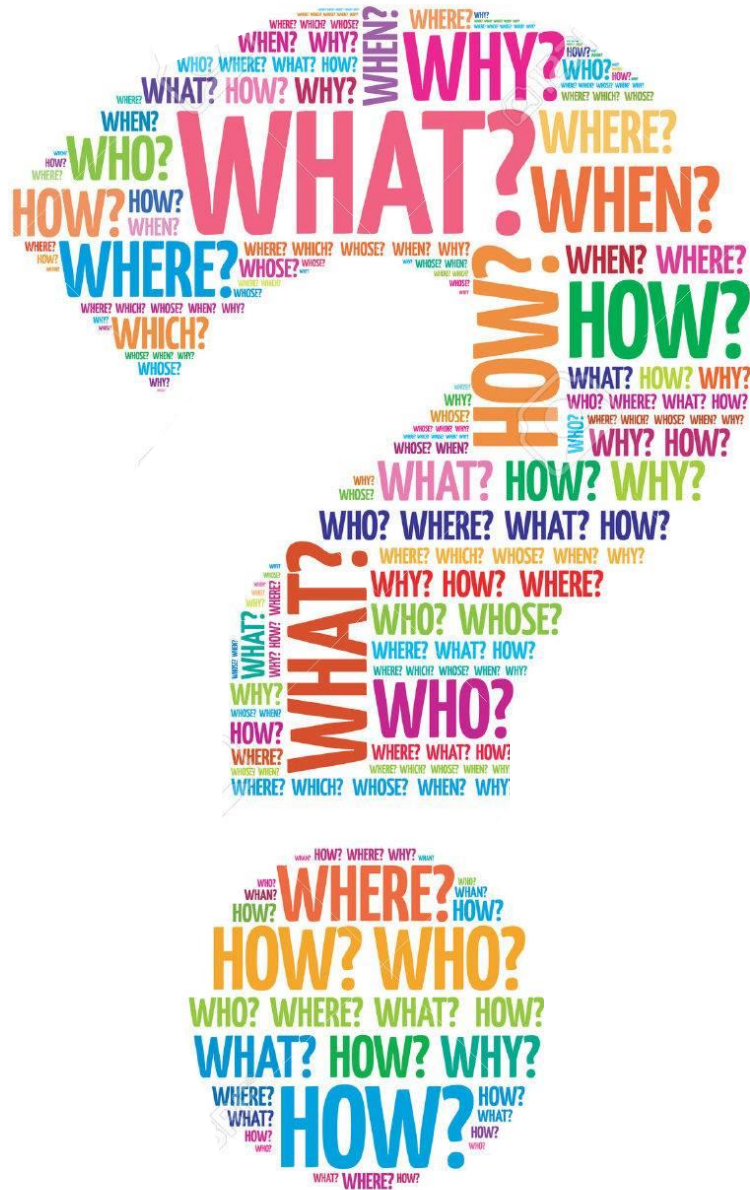
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# Objectives

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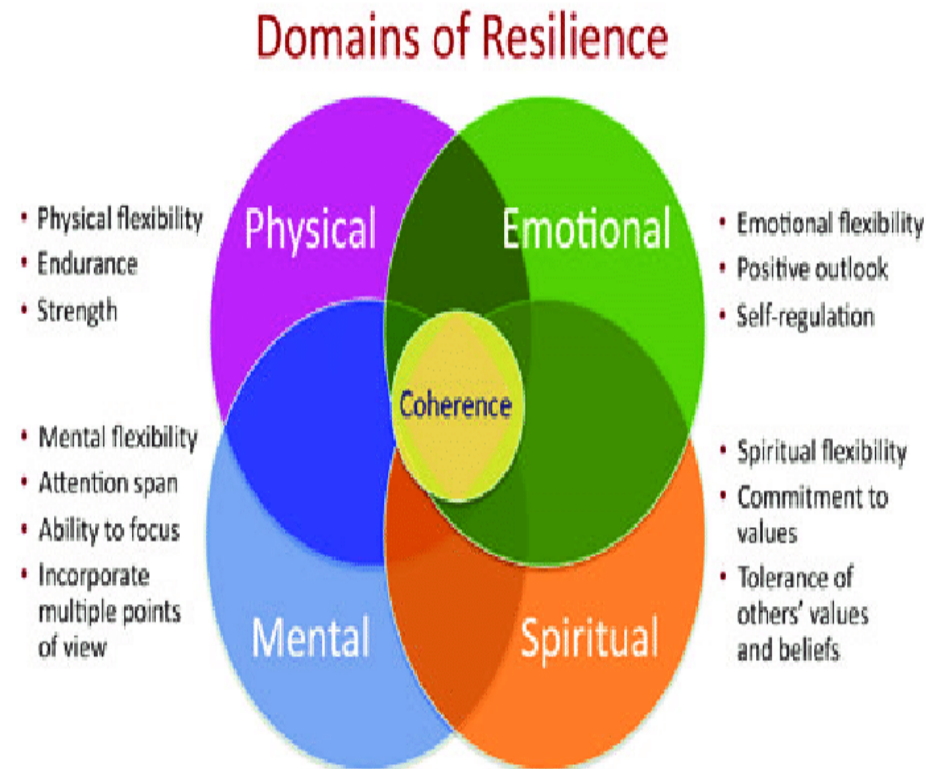
- To provide an overview of what resilience means
- To discuss the skills to build your resilience and the Link to Emotional Intelligence
- To review the meaning of resilience in the workplace
- To discuss the strategies for building resilience





# Introduction

- Psychology of ***mental strength***, ***common*** and do not only applies to the most inspiring, impressive, and awesome among us
- It has to do with your emotional strength
- the American Psychological Association (APA) help center's piece on resilience states, "research has shown that resilience is ***ordinary, not extraordinary.***"
- It requires emotional distress (learning from experience)



# Definition of the Resilient Person

According to the American Psychological Association (APA):

- “Resilience is defined as the process of adapting well in the face of trauma or tragedy, threats or other significant sources of stress (Southwick et al., 2014)”.
- Not a trait that people either have or do not have, life is about balance and how we approach it
- how to cope in spite of setbacks and barriers or "bouncing back" from difficult experiences
- It is a measure of how much you want something and how much you are willing, and able, to overcome obstacles to get it.

## **resilience:**

“an ability to recover from or adjust easily to misfortune or change.”

—Merriam-Webster Dictionary



# Why Is Resilience Important?





# Resilience is about making courageous leaps

## How do we break the cycle?

- ***understanding***: there's nothing wrong to be afraid, it's what you do when you're afraid that matters.
- We can look at fear in a different way: the fear that naturally comes with adversity is a signal that you're standing in front of an opportunity.
- You can think of the fear as a springboard on which to leap from adversity into a new opportunity (making a courageous leap).
- Resilience isn't about being fearless; it's about acknowledging the fear and taking courageous leaps, rather than getting trapped in paralysis.



# Make Courageous Leaps A Part Of Your Organization's Culture

## ***Courageous leaps come in many forms:***

- It might be the leap of seeing change and uncertainty as an opportunity.
- The courage to have a difficult conversation with a boss, co-worker or subordinate.
- The courageous leap of embracing opposition and criticism as a source of new ideas.
- It's up to leaders to create organizational cultures where this can happen.

## ***Leaders can do three things:***

1. let go of the misperception that resilience is about being tough or fearless
2. Be vigilant about the adversity, fear, paralysis cycle, help others break out of the cycle
3. Model the behavior by taking courageous leaps.

## **Connect**

Help create and increase safety in relationship with others

## **Sense-In**

Tune-in to positive sensations (used with every other resiliency tool)

## **Rapid Reset**

Quickly calm your nervous system when way out of balance, or help deescalate others when they are out of balance

## **Resource**

Sense-In to a positive memory or strength that helps you feel better

## **Re-Direct**

Move to attending to sensations in the body that are neutral or positive

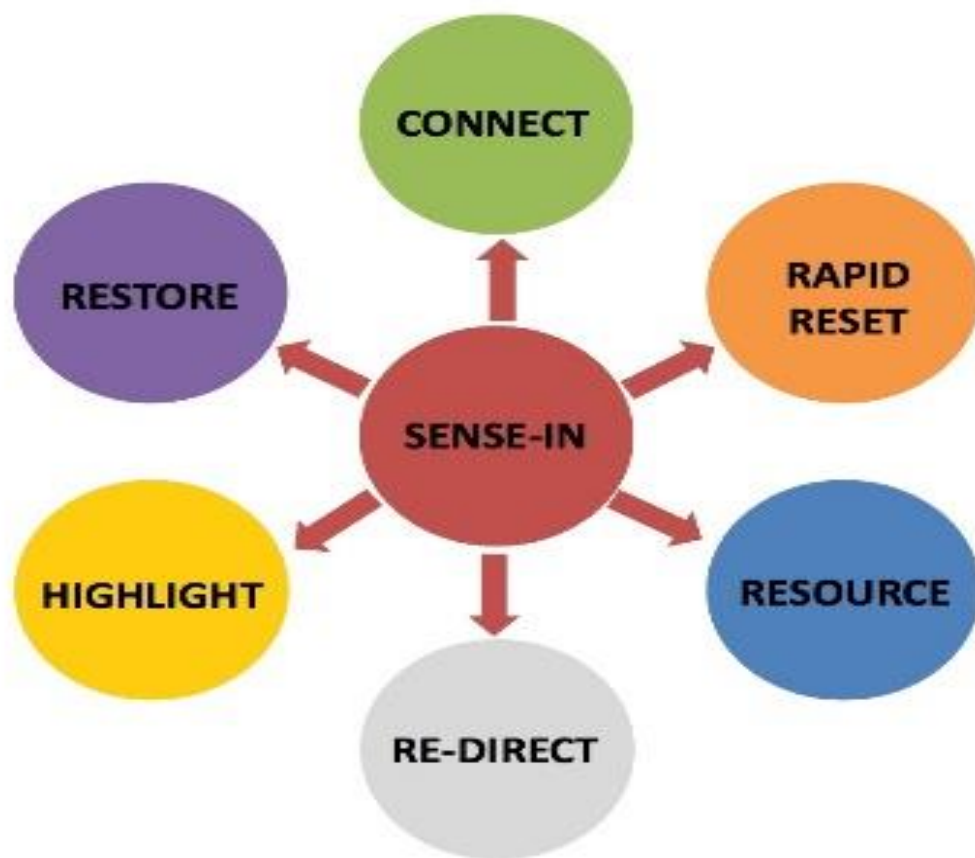
## **Highlight**

Sense-In to life-affirming helpers

## **Restore**

Return to self-compassion when there is shame

# The Resiliency Tools



Resources  
for  
Resilience™

# Emotional Intelligence



# EI Model

Emotion are produced in the **limbic system** which results in **experiencing things emotionally before reasoning kicks in.**

The **rational area** of the brain and the **limbic system** influences one another and **constant communication** are maintained between these two areas which is the **physical source** of **emotional intelligence.**

Goleman's model identifies **four domains** of emotional intelligence with 20 competencies:

1. Self-awareness : **knowing** and **recognising** one's **own feelings**
2. Self-management:the ability to respond **mindful, conscious, intentional and wise**
3. Social-awareness: **recognise and describe** the **variations** between **emotions** and the **ability to express one's own thoughts about situations**
4. Relationship management: managing relationships well will result in success and happiness

# 7 skills you can use in order to experience and build your own resilience

Developing skills of resilience help you face challenges and difficulties in life, feel and cope better

## 1. **Remain calm** – consciously aware living in the moment

- Know yourself “Who am I” ? If we know we will develop the confidence from the inner knowledge of knowing and builds confidence which plays an important role in coping with stress and recovering from difficult events

## 2. **Use your body as feedback**

- Your mind and body are one, if you strengthen and heal the body; the mind can become resilient (Unhealthy body/lifestyle impacts significantly on outcomes of resilience).

# 7 skills you can use in order to experience and build your own resilience

## 3. **Accept what is?** (Embrace change with optimism)

- Flexibility is an essential part of resilience. Being more adaptable, you'll be better equipped to respond when faced with a life crisis
- Resilient people utilize these events as an opportunity to branch out in new directions
- Highly resilient individuals are able to adapt and thrive during abrupt changes
- Positive thinking does not mean ignoring the problem in order to focus on positive outcomes. It means:

Understanding that setbacks are a part of life and that you have the skills and abilities to combat the challenges and obstacles you face

# 7 skills you can use in order to experience and build your own resilience

## **4. Build resilience requires a well nourished mind-body complex and a balance mind**

- This is especially needed because in a difficult situation, your mind will send a signal to your body to use its resources to protect itself
- A nourished body-mind complex does not perceive threats as often as someone who does not have the strength and stamina to withstand the tumultuous environment.

## **5. Build positive social relationships (Social network not social media)**

- It's important to distinguish between building a social relationship and social media accounts (Take time to cultivate a relationship with life and not a machine)
- Expressing your feelings with another human being is far superior than posting on your favorite social media channel
- In fact, social media will support the breakdown of human interaction and in turn, will decrease the minds resilience factor



# 7 skills you can use in order to experience and build your own resilience

**6. Find your purpose in life :** Set the intention will keep us in balance and on track when an obstacle or setback occurs (immunity to stress) (training our minds)

**7. Practice your skills** (Life is a practice, so enjoy the process)

- Resilience may take time to build, so don't get discouraged if you still struggle to cope with problematic events (varies from one person to the next)
- Everyone can learn to be resilient and it doesn't involve any specific set of behaviors or actions
- Focus on your strengths not your weaknesses and you will see overtime, they will override any weakness



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# Resilience and the work place

Defining characteristic of employees who deal well with the stresses and strains of the modern workplace:

- Deals better with the demands placed upon them
- Constantly changing priorities and a heavy workload  
some people thrive in the face of challenge at work (ahead), others panic and withdraw into themselves? (drown in turbulent waters)
- It is not intelligence or lots of experience that allows people to thrive in potentially hostile working environments but those with resilience who copes best with the challenges of constant organizational change, deadlines, argumentative meetings and competition from business rivals

# Resilience and the work place

- Some people seems to be born with more resilience than others but the good news is that those whose resilience is lower can learn how to boost their ability to cope when things gets tough thus it is not a characteristic gifted to some individuals and not others.
- Resilience is a person's capacity to respond to pressure and the demands of daily life and the ability to “bounce back”
- It includes concepts like: flexibility suppleness, durability, strength, speed of recovery
- Resilience is not a passive quality, but an active process.

# How to develop resilience at work

- The ability to cope well with pressure, adversity and uncertainty relies on developing behaviours, thoughts and actions
- Attitudes and skills that helps people to survive and thrive under stress are: commitment, control and challenge
- **Commitment:** staying involved with the people and events around you during tough times
- **Control:** instead of pulling out, rather keep trying to influence the outcomes in which you are involved
- **Challenge:** rather than to give up, try to discover how you can grow through the stress

# Ways to build resilience at work

- Cherish social support and relationships.
- Nurture a positive view of yourself in developing confidence (ability to solve problems/trusting your instincts)
- Treat problems as a learning process, using challenges as opportunities to acquire skills, building achievement and practice optimism. Keep a realistic perspective with realistic life goals
- Celebrate your successes (train the mind to look for success rather than dwelling on negativity and 'failure').
- Keeping a journal, prayer, and practicing mindfulness or meditation helps to connect with the self and restore a sense of purpose
- Avoid making a drama out of a crisis (part of life).
- identify ways that works well for you (personal strategy)

# Factors in Resilience

- The primary factor in resilience is having caring and supportive relationships within and outside the family
- Relationships that create love and trust, provide role models and offer encouragement and reassurance help booster a person's resilience.

***Several additional factors are associated with resilience, including:***

- The capacity to make realistic plans and take steps to carry them out.
- A positive view of yourself and confidence in your strengths and abilities.
- Skills in communication and problem solving.
- The capacity to manage strong feelings and impulses.





# Continuing on your journey



- Think of resilience as similar to taking a raft trip down the river.
- On a river, you may encounter rapids, turns, slow water and shallows. Changes you experience affect you differently along the way.
- It helps to have knowledge about the river and past experience in dealing with it. Your journey should be guided by a plan, a strategy that you consider likely to work well for you.
- Perseverance and trust in your ability to work your way around boulders and other obstacles are important
- You can gain courage and insight by successfully navigating your way through white water. Trusted companions who accompany you on the journey can be especially helpful for dealing with rapids, upstream currents and other difficult stretches of the river.
- You can climb out to rest alongside the river. But to get to the end of your journey, you need to get back in the raft and continue.

# Conclusion

- To summarize, if a person has awareness (both of the self and of the environment around them), they manage their feelings effectively, keep a handle on their thoughts, emotions, and behaviors, and understand that life has its inevitable ups and downs.
- Resilience is an important trait to have, you have the power to build your own resilience and build your competence and confidence in yourself.



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Thank You