

Coaching for Resilience to Foster Wellness in Faculty and Students

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Resiliency



*When you bend with the wind but
don't break in the storm.*

OBJECTIVES

- 1- Define **resiliency**
- 2- Describe the **five resiliency assets**
- 3- Define other behaviors that can contribute to **work-life balance**



RESILIENCY

- Resiliency
 - The ability to persist in the face of adversity
 - The ability to recover from/adjust easily to misfortune or change
- **Workplace Resiliency:** The ability to adapt to and bounce back from the stress of the clinical environment.
- Resiliency comes from a combination of positive attributes *we develop* through our upbringing, education, social & cultural connections, & other life experiences.

THE 5 ASSETS OF RESILIENCY

- **C**ompetence
- **R**elationships
- **E**mootional Intelligence
- **O**ptimism
- **C**oping Skills



Think of the challenges you have faced in your life & reflect on how you responded to situations.

THE 5 ASSETS OF RESILIENCY

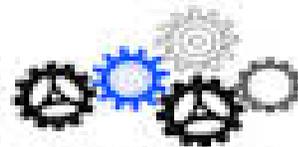
- **Competence:** the knowledge and skills that enable us to solve problems and get things done
- **Relationships:** the people who give us social and emotional support and practical help
- **Emotional Intelligence:** the ability to understand and work with our own feelings and those of others
- **Optimism:** the realistic, experience-based positive attitude and thinking pattern that helps us deal with challenges and disappointments with a sense of hope
- **Coping Skills:** the tools we use to reduce stress and deal with difficult situations.

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KNOWLEDGE



SKILLS



PERFORMANCE

COMPETENCE



EXPERIENCE



LEADERSHIP



POTENTIAL

COMPETENCE

- Sometimes we feel like ***we can make things happen*** in our lives.
 - Other times, it seems like ***things happen to us*** and are beyond our control.
 - Most people's lives are a mix of the two.
- Resilient people feel a greater sense of control in their lives



WORKPLACE COMPETENCE

- Workplace competence helps us feel comfortable in our jobs & equips us to deal with workplace demands
- Workplace competence comes from a combination of
 - **Knowledge**: Our general education & abilities
 - **Confidence**: The feeling that we have the specific knowledge & skills for the job we are asked to do



WORKPLACE COMPETENCE

5 WAYS TO BUILD WORKPLACE COMPETENCE:

1. Ask for training when you need it
2. Don't be afraid to ask questions
3. Take advantage of outside training opportunities
4. Get involved
5. Talk to people who know more than you do

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RELATIONSHIPS

- Relationships with family, friends and colleagues are arguably the most important resiliency assets = “social capital”
- People with lots of “social capital” are more successful, productive & happy
- In the workplace, positive relationships with supervisors and co-workers make our jobs easier



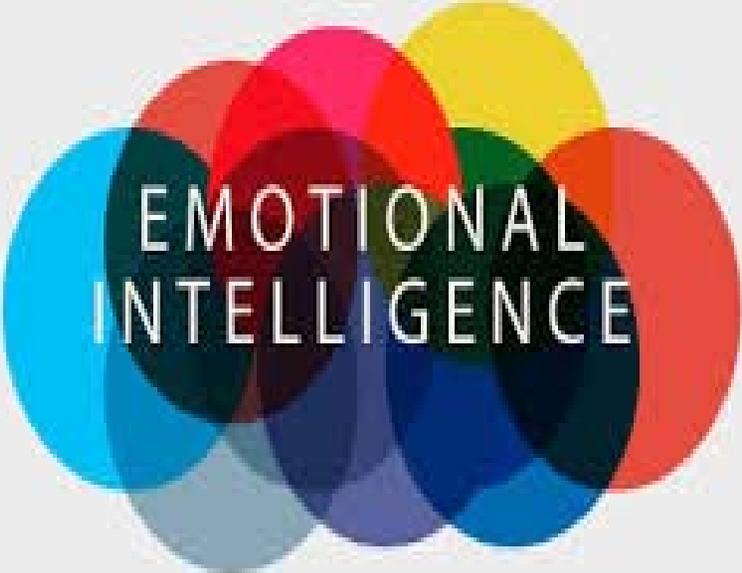
RELATIONSHIP ASSETS

5 WAYS TO BUILD RELATIONSHIP ASSETS:

1. Treat people well.
2. Practice good listening skills.
3. Think of conflict as a normal part of human relationships rather than a sign of failure or crisis.
4. Don't criticize co-workers in front of others, but be sure to praise them publicly.
5. Spend as much time as you can with people who inspire you & help you feel resilient.

THE 5 ASSETS OF RESILIENCY

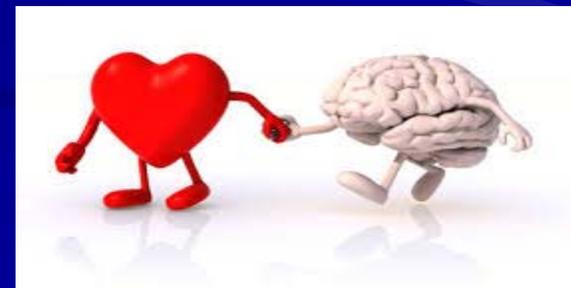
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EMOTIONAL
INTELLIGENCE

EMOTIONAL INTELLIGENCE

- Emotional intelligence – the ability to understand & manage emotions in ourselves and others
- This includes:
 - Understanding & relating to other people's feelings
 - Non-verbal communication skills
 - Understanding how our emotions affect others
 - The ability to use positive emotions to motivate ourselves & inspire others
 - The ability to manage & control our own feelings



EMOTIONAL INTELLIGENCE

- No one can control all feelings perfectly, but we all need some emotional control
- When people are frequently overwhelmed by emotion
 - It affects their judgment & ability to make decisions
 - They find it more difficult to get along with others & recover when they are upset
- Emotional Intelligence is **very important** in the workplace (especially when tired)!

EMOTIONAL INTELLIGENCE ASSETS

- The ability to
 - calm oneself
 - talk about feelings
 - take a step back & look at a situation objectively
 - see another person's point of view
- Sense of humor
- Being able to allow ourselves to enjoy good feelings
- Ability to distract oneself from bad feelings



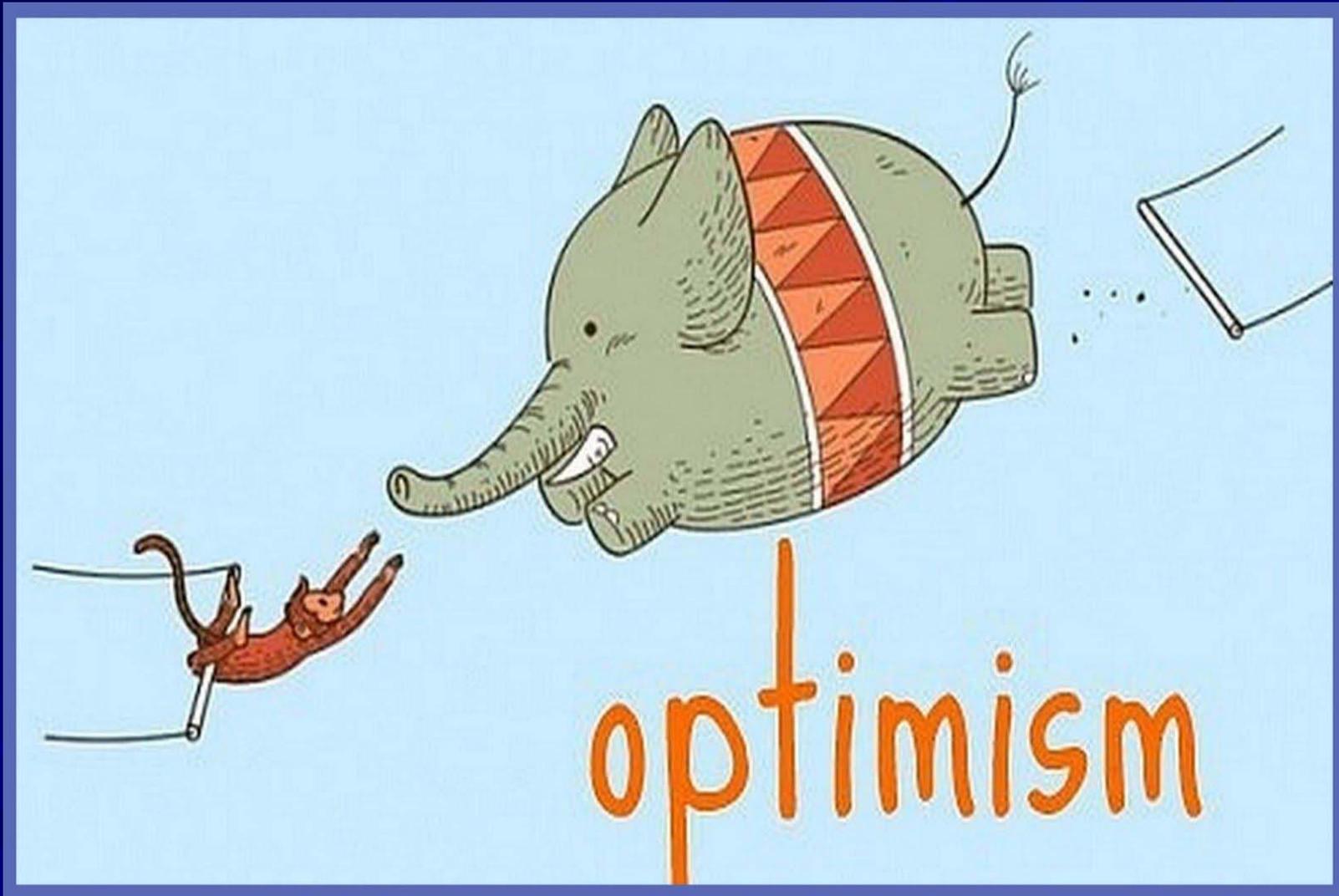
EMOTIONAL INTELLIGENCE ASSETS

5 WAYS TO BUILD EMOTIONAL INTELLIGENCE ASSETS:

1. Be aware of your emotions & how they affect you.
2. Empathize. Pay attention to the feelings of others and ask questions.
3. Be mindful of how you express strong feelings.
4. When you're feeling bad, keep reminding yourself you won't feel this way forever.
5. Invest in your emotional well-being by making time for social networks & activities that energize you & add to your enjoyment of life.

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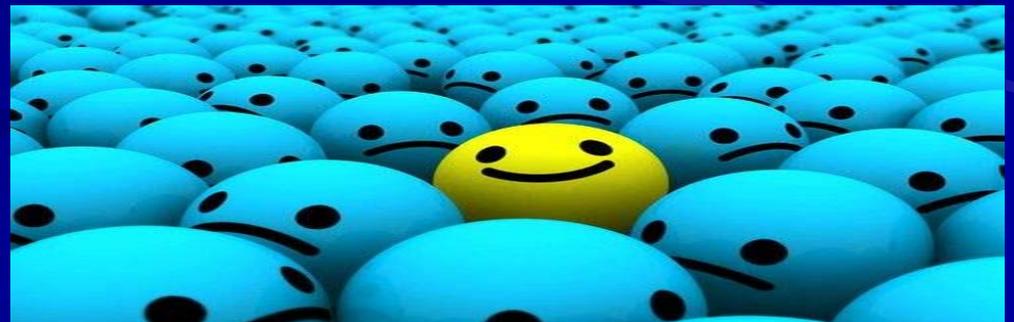


WHO HERE IS AN OPTIMIST?

Who is not?

OPTIMISM

- Optimistic people are **happier and more productive** than pessimists
- Optimism is not simply the blind belief that things will turn out well
- In the workplace, optimism is especially important when we experience the challenges & failures that are a normal part of work experience
- Optimistic people are less likely to develop “learned helplessness”



OPTIMISM ASSETS

5 WAYS TO BUILD OPTIMISM ASSETS:

1. Coach yourself to see bad situations as temporary setbacks rather than permanent disasters
2. Don't catastrophize or exaggerate the negative impacts of bad situations
3. Learn to challenge your negative thoughts & beliefs
4. Negative ideas help to keep bad feelings in place
5. Look for the positive in negative situations

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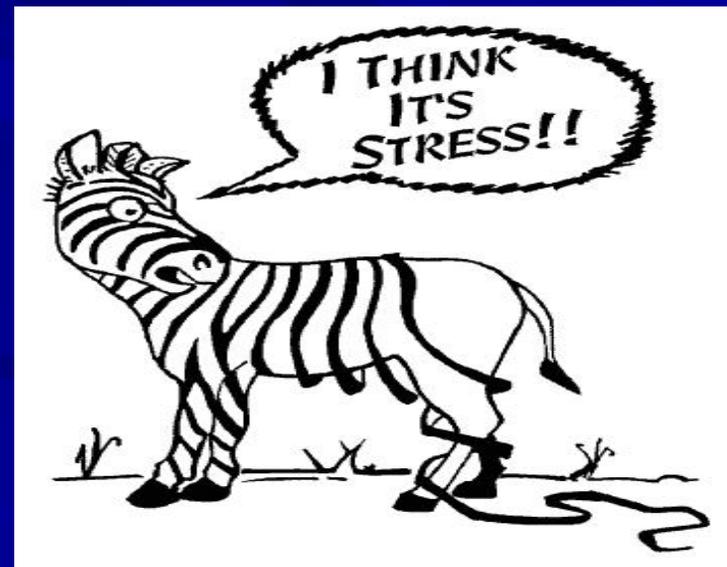
**KEEP
CALM
AND USE
COPING
SKILLS**

COPING SKILLS

- Coping skills are the strategies we use to reduce stress & get through the difficult situations that cannot be avoided
- These skills are essential in the workplace because, in spite of our best planning & efforts, everyone experiences stressful situations & setbacks
- Some methods of coping, such as heavy drinking, drug use, or bad-mouthing people, can be harmful or destructive

COPING SKILLS ASSETS

- Favorite activities, hobbies & interests that help distract you from your problems
- Friends who will listen to you
- Social networks that help you feel good about yourself
- Problem-solving & planning ability
- Healthy lifestyle
- Taking time to enjoy yourself!



POSITIVE COPING STRATEGIES

- Writing down your thoughts and then setting a time to think about them later
- Developing ways to refocus your attention away from negative and harmful thoughts and situations
- Clearing your mind through deep breathing, meditation, visualization or other relaxation techniques that you find helpful



COPING SKILLS ASSETS

5 WAYS TO BUILD COPING SKILLS ASSETS:

1. Keep a mental list of the things that help you cope with difficult situations
2. Remember that, even if you can't eliminate a problem, feeling a little bit better is a whole lot better than not feeling better at all
3. Stay connected to people who can help you cope
4. **Make time for down time**
5. Learn to break problems down into parts so you can identify the aspects that you have some control over

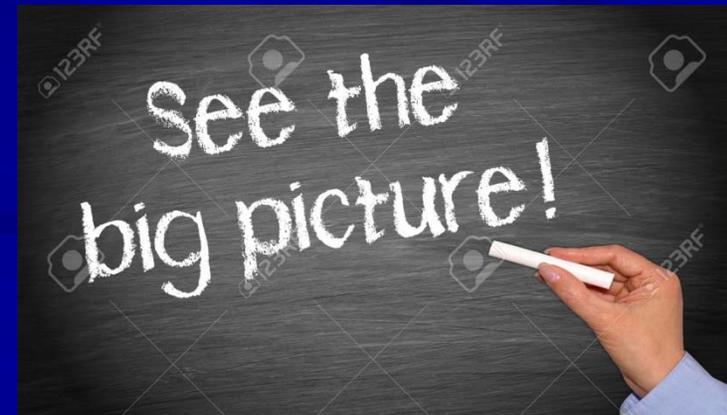
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ACTION PLANS TO MANAGE PHYSICIAN STRESS

- Take a deep breath & get organized
- Think about your practice from a different perspective
- Think about the big picture
- Find support & guidance in outside groups
- Find meaning outside of work
-**Dont forget to have fun!**



FINAL THOUGHTS

- Avoid seeing crises as insurmountable problems.
- Accept that change is a part of living.
- Move toward your goals.
- Take decisive actions.
- Keep things in perspective.



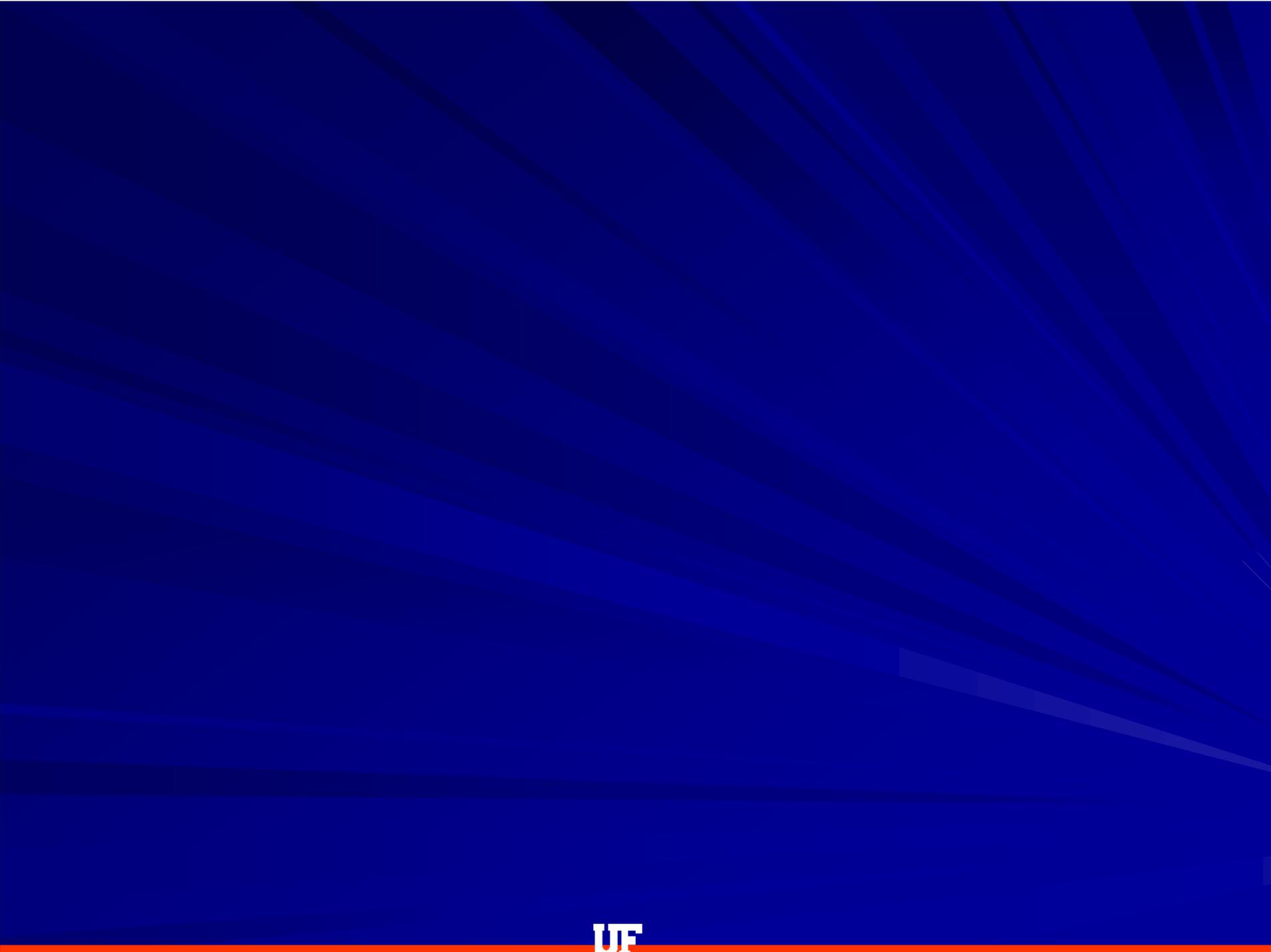
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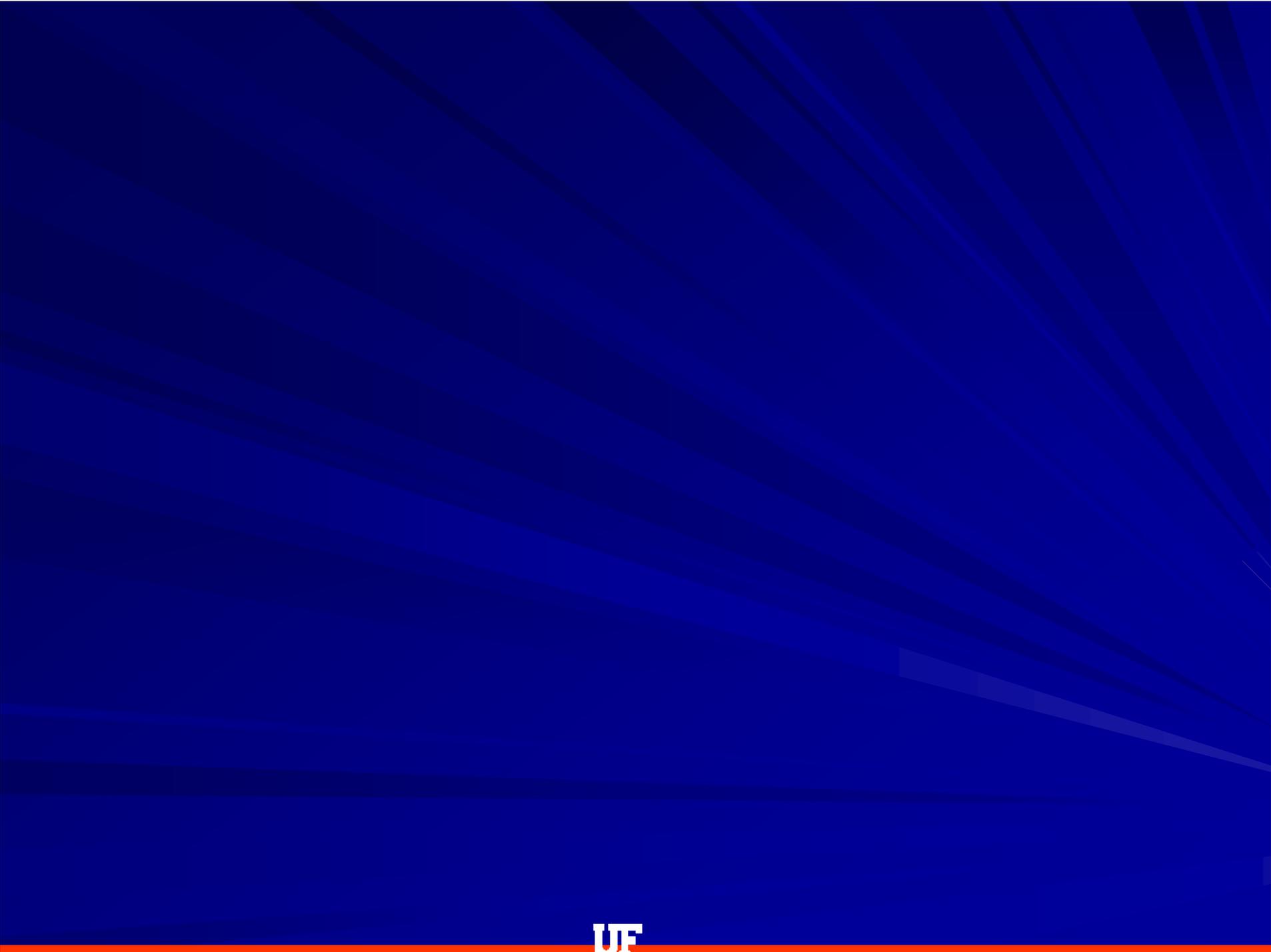
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QUESTIONS??



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