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Professional Resilience and Wellbeing

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Workshop Notes

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Resilience and Wellbeing

Professional and Personal Wellbeing

What would you like to improve about your professional and/or personal wellbeing?

What is Resilience?

Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats, or even significant sources of stress -- such as family and relationship problems, serious health problems, or workplace and financial stressors. It means "bouncing back" from difficult experiences.

Being resilient does not mean that a person doesn't experience difficulty or distress. Emotional pain and sadness are common in people who have suffered major adversity or trauma in their lives. In fact, the road to resilience is likely to involve considerable emotional distress.

Resilience is not a trait that people either have or do not have. It involves behaviours, thoughts, and actions that can be learned and developed in anyone.

American Psychological Society

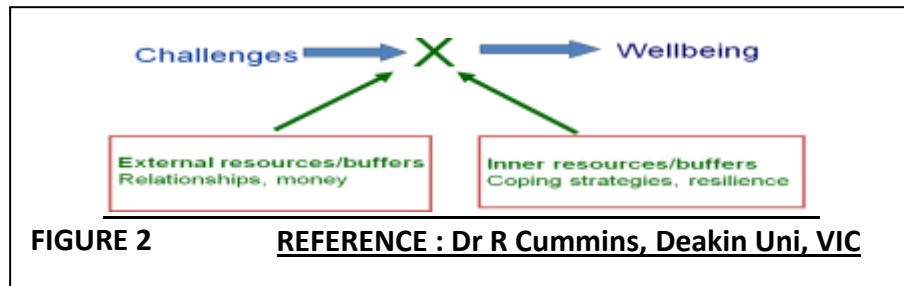
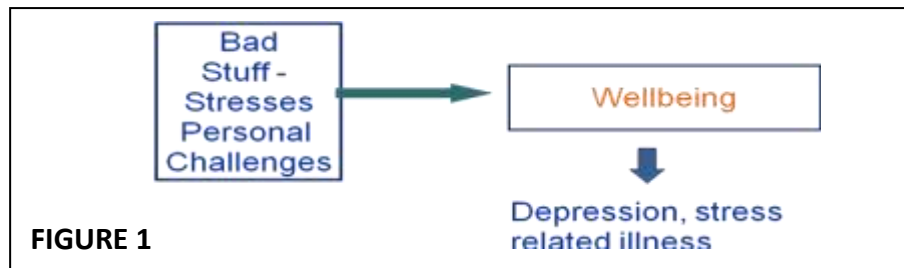
What is Subjective Wellbeing?

Research by Prof Robert Cummins, Australian Centre for Quality of Life, Deakin Uni, Victoria He has collaborated with researchers globally to develop concept of Subjective Wellbeing and to identify factors that protect our subjective wellbeing from diminishing.

Subjective Wellbeing includes:

- * Your health
- * Your personal relationships
- * How safe you feel
- * Your standard of living
- * What you are achieving in life
- * Feeling part of the community
- * Your future security

Impact of life challenges on wellbeing if we have no protective factors



Personal Challenges to Resilience and Wellbeing

Ideal Leadership

How do you lead yourself?

How similar or different is your self leadership from your ideal leadership?

What impact does poor self leadership have on professional or personal your wellbeing?

- Reduced access to energy and passion
- More tuned into what others think and want
- Lack of trust in ourselves and our own intuition
- Reduced creativity and risk taking
- Emotionally, physically, mentally & spiritually depleted
- Leading to an increased risk of burnout

Social Conditioning

- Focusing on what is wrong with you as the way to improve your self
- Don't notice what is great about you
- Don't seek attention
- Be invisible (especially if you are a woman)
- Don't stand out from the crowd (that way no-one else feels bad)
- Don't be Selfish
- Focus on being 'Good'
- Always say YES to others - Fitting in with others is better than being true to self
- Better to be self critical than self loving
- You are not complete, without.....
-

What conditioning and / or myths might be a challenge to my resilience and wellbeing?

How does my inner critic impact on my self leadership?
My work performance? My relationships with colleagues?

What is the balance between your inner critic and inner cheer squad?
If your inner critic is too loud, how can you reduce its volume and increase the volume
on your inner cheer squad, to find the ideal balance you would create for someone you
care for?

Frameworks & Strategies for Professional Resilience

Emotional Intelligence

Skill 1: emotional self-awareness

The skill of perceiving and understanding one's own emotions

Skill 2: emotional expression

The skill of effectively expressing one's own emotions

Skill 3: emotional awareness of others

The skill of perceiving and understanding others' emotions

Skill 4: emotional reasoning

The skill of utilising emotional information (from yourself and others) in reasoning, planning and decision-making

Skill 5: emotional self-management

The skill of effectively managing your own emotions

Skill 6: emotional management of others

The skill of building relationships that are emotionally containing and supportive and assist in positively influencing the moods and emotions of others

Skill 7: emotional self-control

The skill of effectively managing one's own strong emotions, so that behaviour continues to be in alignment with one's values

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What areas of EI are my strengths?

What areas of EI could I strengthen?

Positive Psychology

Over the past 60 years, the fields of psychiatry and psychology have focussed on **what's wrong with** people, and on how to make people less miserable. This has been invaluable in assisting people with mental illness, but not necessarily helpful in enhancing happiness. More recently, the positive psychology movement has emerged, developing models to assist people to transform their lives through building happiness, resilience and optimism.

Some of the areas they have investigated and researched include:

- * Positive & Appreciative Mindset – 3 blessings
- * Where you pay attention
- * 3 life pursuits
- * Signature Strengths

According to **Martin Seligman**, happiness and life satisfaction equals the pursuit of pleasure, plus enjoying an engaged life plus experiencing a personally meaningful life.

Seligman recommends that we enhance our happiness and life satisfaction through focussing on and experiencing

- the pleasant life
- the engaged life
- the meaningful life

The **pleasant life** is about the experience of positive emotions. Laughter, smiling, spending time enjoying pleasurable activities and having fun are examples of the experience of the pleasant life. So knowing what you really enjoy and ensuring that you regularly engage in these activities builds this.

The **engaged life** is about participating in life activities that totally absorb our attention. This has **been described as 'flow' or being in the zone**. This can include **participating in activities like sport**, meditation, art, music, gardening or anything else which allows you to lose your usual sense of time and space. Seligman recommends that this state of flow can also be achieved through engaging in activities that utilize our unique strengths. To support this notion, Seligman has created the VIA Signature Strengths Survey, which is freely available at the authentic happiness website.

The third aspect of life that Seligman recommends we invest in is pursuing a **meaningful life**; actively contributing to something that is bigger than ourselves. Like a pleasurable life and an engaged life, meaning will be a unique experience for each of us. Feeling energized, animated or satisfied at a deep level are good indicators of when we have meaningful experiences.

It seems that our minds are often programmed to find out what's wrong with us and with our lives. Changing this default setting to find out what is right with us seems to be one of the keys to finding happiness.

A simple prescription to be more oriented towards happiness...

Every night for the next week, before you go to sleep, write down 3 things that went well today, why they went well and what you did to contribute to them.

Be careful... it could be addictive.

References Martin Seligman: Authentic Happiness, Learned Optimism, The Optimistic Child
Resources www.authentichappiness.com

Signature Strengths Survey – Values in Action Signature Strengths www.authentichappiness.com

Stress Management

Flight, Fright or Flight Responses are our instinctive response that are genetically imprinted in us to ensure our survival. The challenge in today's day and age is that we respond to changes and stressors as if they are lions chasing us in the bush. We need to find better ways of coping with stress.

Common Responses to stress

- Flight – alcohol, drugs, escapism, avoidance, run away or leave challenging situations
- Fright – overwhelmed, anxiety, panic, frozen, immobilised,
- Fight – aggressive, angry, rage, fighting, road rage,

Stress occurs when there is an imbalance between

Role Demands

Demands of roles at and outside of work

How would you rate the size of your current demands?

Worker's Resources

Skills, life force energy, ability, time and external resources

How would you rate the size of your current capacity?

Energy management

How do you replenish your energy at each level?

Body Heart Mind Soul

Reference List

Professional Burnout and Compassion Fatigue

The Truth About Burnout: How Organizations Cause Personal Stress and What To Do About It. Christina Maslach & Michael Leiter 1997, Jossey-Bass Publishers

The Resilient Practitioner Thomas M. Skovholt, Allyn & Bacon USA 2001

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Treating Compassion Fatigue C R. Figley, [ed], Brunner-Routledge. Great Britain, 2002

Resilience and Subjective Well-being

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<http://acqol.deakin.edu.au/index.htm>

Self Leadership and the Critical Voice

**Master Your Inner Critic, Release Your Inner Wisdom Greene, Melanie 2008

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*Embracing Your Inner Critic H& S Stone Harper 1993

*When Perfect Isn't Good Enough M. Anthony & R P. Swinson, New Harbinger 1998

Ending The Struggle Against Yourself S Taubman, J P. Tarcher/Putnam, USA, 1994

The Worrywart's Companion Dr. Beverly Potter, Wildcat Canyon Press, California, 1997

How to Stop Worrying and Start Living Dale Carnegie, Vermillion, London, 1984

The Dark Side of the Light Chasers Debbie Ford Riverhead Trade Paperbacks, June, 1999

Impostor syndrome – www.impostorsyndrome.com

Inner Critic Movie You Can Heal Your Life DVD – Louise Hay

High Intelligence and Emotional Characteristics of Gifted People

Dr Linda Silverman – International expert on Giftedness www.gifteddevelopment.com

Lesley Sword Australian expert on Giftedness <http://giftedservices.com.au/index.html>

Developmental potential of the gifted. *Gifted Child Quarterly*, 28, 80-88. Piechowski, M. M. & Colangelo, N. (1984).

Living With Intensity: Understanding the Sensitivity, Excitability and Emotional Development of Gifted Children, Adolescents and Adults. Daniels, S., & Piechowski, M. M. (2009).

Emotional Intelligence and People Skills

Working With Emotional Intelligence. Goleman, Daniel. London: Bloomsbury 1998

Managing People is like Herding Cats Bennis, Warren. London: Kogan Page, 1998

Dealing With People You Can't Stand Dr. R Brinkman & Dr R Kirschner, McGraw Hill, USA 1994

Emotional Intelligence Works S.Michael Kravitz & Susan D. Schubert, Crisp Pub USA, 2000

Genos Emotional Intelligence www.genos.com.au

EI Consortium www.eiconsortium.org

Positive Psychology

*Authentic Happiness – Martin E. P. Seligman Random House 2002

www.authentichappiness.com – signature strengths survey www.viastrengths.org

The How of Happiness, Sonja Lyubomirsky Penguin Press 2007

The Happiness Handbook, Dr Tim Sharp Finch Publishing 2007

The Happiness Hypothesis, Jonathan Haidt Arrow Books 2006

Choosing Happiness, Stephanie Dowrick, Allen & Unwin 2005

www.happier.com – self tests, assessments, tips for happier living

The Art of Happiness, Dalai Lama & Howard C Cutler, Hodder & Stoughton, 1998

A Life Worth Living: Contributions to Positive Psychology by Mihaly Csikszentmihalyi

Self Leadership & Contemporary Leadership

Multifactor Leadership Questionnaire <http://www.mindgarden.com/products/mlq.htm>

Being, Mindfulness and Spirituality

The Mindful Brain, Siegel Daniel, Norton 2007

The Miracle of Mindfulness: A Manual on Meditation, Hanh, Thich Nhat Beacon Press, 1996

Full Catastrophe Living: Using the Wisdom of Your Body and Mind to Face Stress, Pain and Illness, Jon Kabat-Zinn <http://www.mindfulnesscds.com/index.html>

Acceptance and Commitment Therapy <http://www.actmindfully.com.au/>

Richard Harmer – www.developfullcircle.com

A New Earth, Tolle, Eckhart

The Seat of the Soul, Gary Zukav

SQ – Spiritual Intelligence - The Ultimate Intelligence, D Zohar & I Marshall

Healing The Soul in the Age of the Brain, E Frattaroli

The Heart of the Soul, G Zukav & L Francis

Stress Management

Bill O’Hanlon’s A Lazy Man’s Guide to Success ebook www.billohanlon.com/LazyMan/files/a-lazy-man0027s-guide-ebook-2009.pdf

Brainsync www.brainsync.com Free 7 minute meditation Sleep, relaxation, stress management mp3 downloads

Heartmath www.heartmath.org and www.heartmath.com

emWave PC Stress Relief System helps transform stress & anxiety into vibrant energy. This technology guides you on how to achieve higher energy levels, less stress and optimal health.

It’s an **easy**-to-use software and hardware program which collects pulse data through a sensor that plugs into your computer.

emWave Personal Stress Reliever is a mobile stress relief system (no computer necessary) that is effective and entertaining and helps you balance emotions, mind and body.

<http://www.just-a-minute.org/> Just a minute – peace pulse – Download a program to your computer that chimes every hour to remind you to take a few deep breaths and 21 **free** one minute meditation downloads

Energy Management

The Power of Full Engagement, Loehr, J. & Schwartz, T. Allen & Unwin 2003

*The Emotional Energy Factor M Kirshenbaum Penguin 2003

365 Ways To Do Less, Have More, And Feel Good P Allardice, Allen & Unwin, Aust 2001

The 7 Habits of Highly Effective People Stephen R. Covey, The Business Library, Aust 1989

Boundaries Where You End and I Begin A Katherine, Parkside Pub USA 1991

Where To Draw The Line Anna Katherine

Assessments

Heartmath Stress and Wellbeing Survey (Free)

<http://www.heartmath.com/about-us/trackers-survey.html>

Compassion Satisfaction and Fatigue and Burnout Self Test (Free)

<http://www.isu.edu/~bhstamm/tests/satfat.htm>

http://www.isu.edu/~bhstamm/documents/proqol/ProQOL_Manual_Oct05.pdf

http://www.isu.edu/~bhstamm/documents/proqol/ProQOL_vIV_English_Oct05.pdf

Signature Strengths Survey - VIA Signature Strengths Questionnaire (Free)

<http://www.authentic happiness.sas.upenn.edu/Default.aspx>

Genos Emotional Intelligence Self Assessment approx \$140 Multi-rater (360) Assessment \$340

www.genos.com.au

Burnout Self-tests, list of refs www.friedsocialworker.com/selfassessment.htm

Other Resources

Final Video -

Despondex Video www.theonion.com/content/video/fda_approves_depressant_drug_for

Brahma Kumaris Retreat – Wonderful weekend retreat – by voluntary donation

<http://www.bkwsu.org/au/retreats/retreat-locations/Frankston%20South/> for Victoria -

See their website for retreats and centres in your own state

This reference list is designed as a starting point – it is by no means exhaustive.

Disclaimer: no responsibility is taken for all views expressed in each book.

APPENDIX 1 - EXTREME SELF CARE

In our increasingly complex world, we rely on our deep energy reserves to accomplish the all of the demands of modern life. To ensure our energy levels are well maintained, it helps to nourish each level of our being; by these levels, I mean the heart, the mind, the body and the soul. This structure is designed to assist in boosting that deeper level of energy, and ensure that we have more than adequate levels to .

Commence developing a list of activities/moments that make you feel good, energised and replenished, at the:

- Physical / body level
- Cognitive / mind / intellectual level
- Emotional / heart level
- Spiritual / soul level

It is best if these activities / moments are mostly free and only rely on yourself.

Incorporate one activity / moment to nourish each level of your being on a daily basis. Examples include:

Physical/body level: Walking, exercise, yoga, relaxation, deep breathing, hug, climb a tree, swing on a swing, gardening, dance, massage, reflexology, manicure, enjoy sunrise, create something, project wood, metal, fabric, wool, food, go to an exercise class, swim, walk with a friend

Cognitive / mind / intellectual level: Break at work, movie, [switch off the mobile, email, phone], unplug for a time, visit a bookshop, library, be in the present, set boundaries, offload in a letter what's wearing you down, do something good for someone else [practice an act of kindness] reading, crosswords, positive self talk, affirmations, daydream, speak kindly to yourself, challenge your mind, read an article

Emotional / heart level: Bath, enjoy your photos, mementoes, hire an uplifting video, funny video, reconnect with a friend or yourself, massage, switch off TV, smell the roses, give to others what you want for yourself, [belonging], poetry, read stories like chicken soup for the soul, create a collection of inspirational stories, join a laughter club, learn a new skill,

Spiritual / soul level: Being in nature, meditating, enjoy soul expressions – art, music, dance, sing, create a serenity slogan breathe, let go, make a sacred space at home where you can connect quietly with yourself each day, affirmations, connect with a higher purpose, contribute to something meaningful, create

It is really important to provide a good physical foundation to life through: Good sleep, good hydration, sensible, healthy food intake, lots of emphasis on vegetables, fruit and healthy fats, low fat protein and low GI carbohydrates and minimal reliance on stimulants like caffeine, sugar, alcohol or drugs.

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