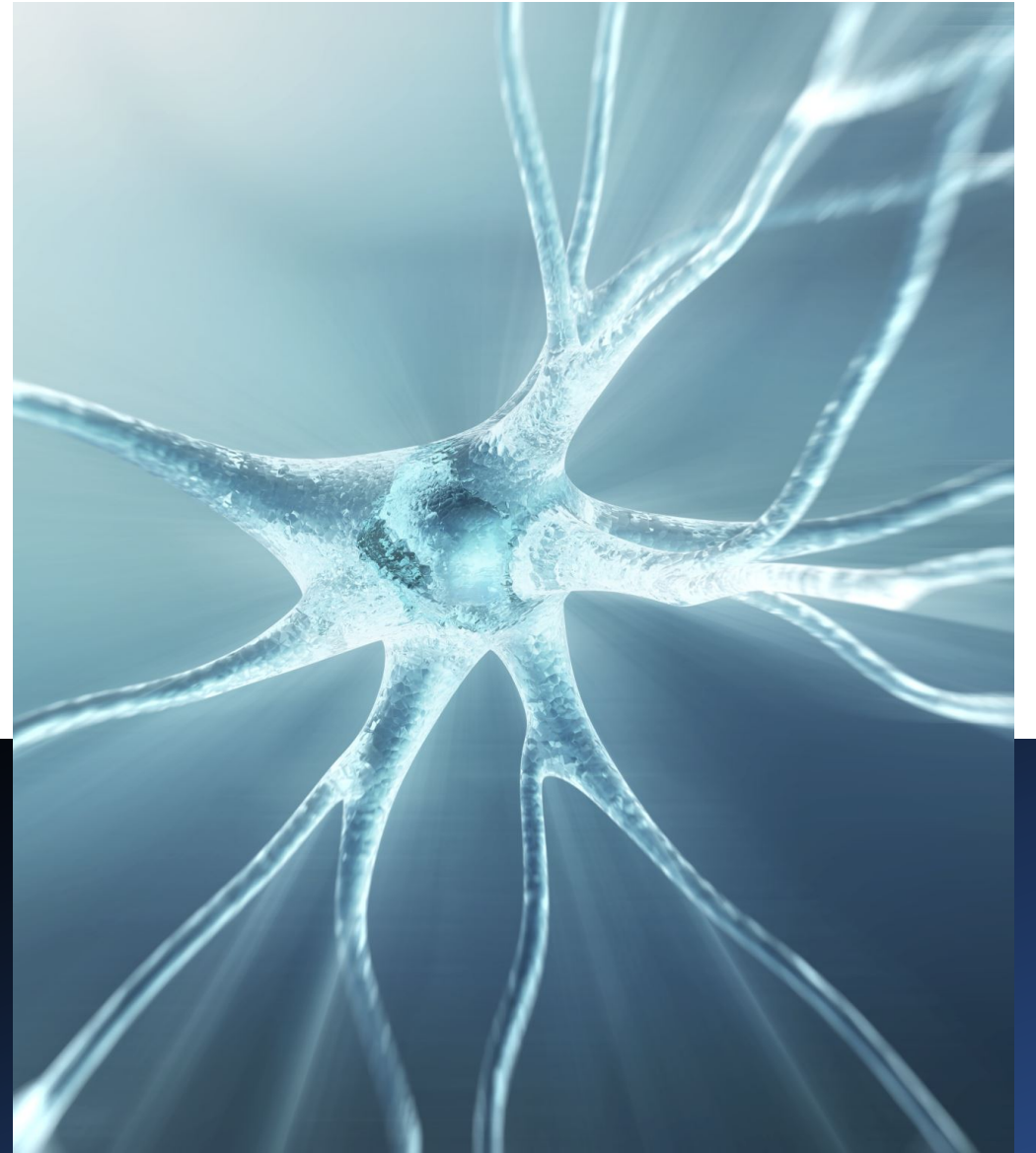


Cultivating Resilience:

Wellness for High-Performing
Organizations and Individuals

Mark Hamm, M.Ed., NCC, LPCC-S
ZL Collective Consulting, LLC.
Phoenix Preferred Care, Inc.



Cultivating Resiliency - Overview

Define

- Define Resilience and Wellness and discuss their role in high performance careers.

Discuss

- Discuss common issues and obstacles to Resilience.

Review

- Review Wellness strategies for cultivating Resilience Organizationally and Individually.

Our capacity
for handling
unexpected
stressors

Venmo

Sheriff's Deputy

Undercover

Suki

Suki – Living her best life

- Daughter to Vet: “Something is wrong with our puppy.”
- Vet: “Yeah, your dog is just high!”.



Our Resilience Cup

- Water = energy
- Cup = capacity
- Empty cup = no energy, high capacity
- Full cup = high energy, low capacity
- Half-full = balanced in energy and capacity





Resilience

- **“The world breaks everyone and afterwards many are strong at the broken places.”**
- The old man and the sea – Hemingway



What is Resilience?

Resilience is the:

- **1. Process***
- 2. Outcome

of successfully adapting to **difficult or challenging life** experiences.

- American Psychological Association

Wellness vs Health?



The purposeful pursuit of activities, choices and lifestyles that lead to a state of health. *The Global Wellness Institute*



Wellness is typically an individual pursuit—but it is significantly influenced by the **physical, social and cultural** environments in which we live.



Resilience and Wellness correlation

- The more well you are the more resilient strength you will have.

Resilient Strength (Wellness)



- 1. Flexibility
- 2. Adaptability
- 3. Connectivity
- 4. Perseverance

Resilience/Wellness = Org. Performance?

- 1. Stress Management
- 2. Mental Agility
- 3. Increased Engagement/Retention
- 4. Reduced Absenteeism
- 5. Positive Mindset
- 6. Productivity




Resilience/Wellness = Ind. Performance?

- Enables individuals to:
- 1. Maintain productivity, focus, and motivation
- 2. Bounce back from setbacks
- 3. Manage stress effectively
- 4. And achieve better **results** in their work or personal **life**



- 1. Dwell, become “stuck”
- 2. Feel victimized
- 3. Overwhelmed/Withdrawn
- 4. Turn to unhealthy coping mechanisms:
 - a. Substance use
 - b. Eating disorders
 - c. Risky behaviors



What does low
Resilience look
like?

What does High Resilience look like?



1. They exhibit integrity, generosity, humbleness and are authentic.



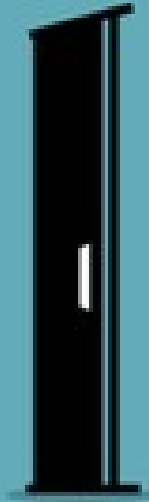
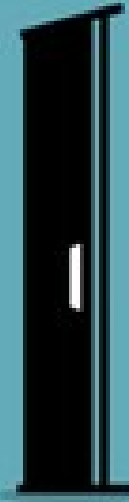
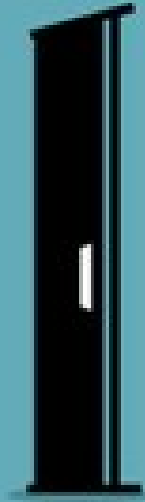
2. They are self-regulated, able to tolerate adversity, optimistic and have healthy habits.



3. They are curious, focused and flexible.



4. They are grateful, accepting of themselves and display a sense of purpose.



shutterstock.com · 1000813004

Barriers to Resiliency

- (1) An imbalance between work and personal life
- (2) Overexposure to stressful events (TRAUMA)
- (3) Insufficient time and space to process negative feelings
- (4) Humiliating experiences/Shame
- (5) Social isolation

How do we cultivate Resilience?

Book 1 – Education and Prevention*

Book 2 – Responding during a Crisis

Book 3 – Recovery and Return to “normal” functioning



Intentional, Purposeful, Practice

- “The fight is won or lost far away from the witnesses....in the gym, and out on the road, long before I dance under those lights.”
Muhammad Ali



Developing a Resiliency Plan

1. Prevention/Assessment– “Preloading resilience”

- Organizational – Training and Safety
- Individual – Self-Care and Training (Balance)

2. Crisis Response – “safety and stabilization”

- Organizational - Physical safety, Resource Identification, Debriefing
- Individual – Physical Safety, Self-Care

3. Facilitate Return to “normal” functioning

- Organizational – Safety, Engagement, Providing Professional resources
- Individual – Self-Care, Accessing Professional resources – Regulation and Cognitive Coping

Organizational Resilience: Weave into your organizational plan

- **Purpose:** shared vision of moral goals.
- **Safety:** protection against threat, danger, and exploitation. Consistency, structure and routine.
- **Fairness:** equitable rules governing reward and punishment, and the means of consistently enforcing them.
- **Humanity:** mutual care and concern.
- **Dignity:** treatment of all people as individuals regardless of their position.



Organizational Safety



Individual Resilience:

Nature vs Nurture

- 1. Some people **are** naturally more resilient.
- 2. But, everyone can improve their resilient **skillset** via purposeful practice.



Purposeful pursuit of Individual Resilience?

- 1. Finding Meaning
- 2. Social Engagement
- 3. Purposeful attention/focus
- 4. Growth (curious) Mindset
- 5. Self-Care



1. Finding Meaning

- **Research shows that cultivating a sense of meaning in your life can contribute more to positive mental health than pursuing happiness.**
- Find your “Why” – Simon Sinek
- Embrace change and keep a long-term perspective
- Explore spiritual or religious practices that fit your world view and values
- Strive to accept what you cannot change
- “Man is not bothered by events, rather his interpretation of them” Seneca

Finding your "why" provides:

- 1. A clear sense of purpose
- 2. Thus, it guides your decisions
- 3. Motivates you to act
- 4. Enhances overall fulfillment by aligning your actions with your core values and aspirations = compass



2. Social Engagement

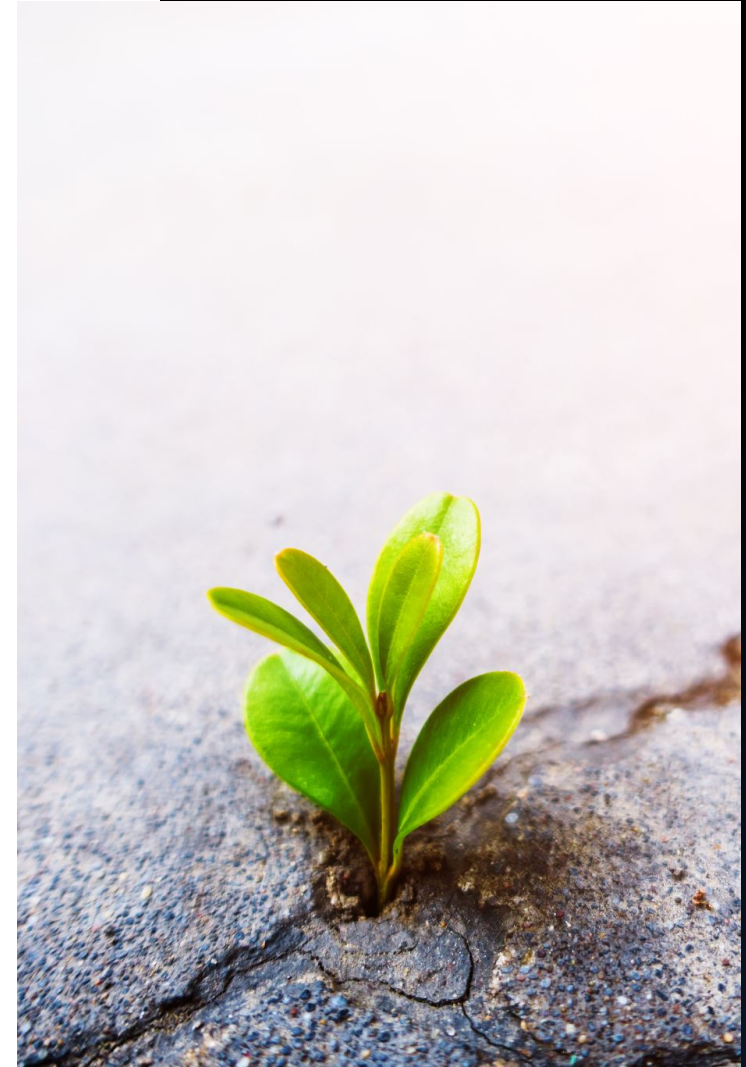
- A strong social network can provide support during challenging times, helping individuals cope with difficulties **better**.
- 1. **Unplug** – Face to Face provides the most benefit!
- 2. **Virtual** (FaceTime, Zoom, etc.) – is a distant second.
- 3. **Start conversations**
- 4. **Be an active listener**

3. Purposeful Attention/Focus = Being Present

- A benefit of undivided focus is the increased likelihood of achieving a flow state - Hungarian psychologist Mihály Csíkszentmihályi,
- Flow is synonymous with being **Present** which mitigates anxious/depressive symptoms:
 - Meditation
 - Visualization
 - **Deep breathing exercises**
 - Unplug -Avoid multi-tasking
 - Soft music or natural soundscapes (**sounds/songs with 60-100 beats per minute**)

4. Growth Mindset

- A “growth mindset” acknowledges that you can learn from challenges, and through these experiences can increase your intellect and abilities. (Carol Dweck)
- **Prioritize learning over approval, and the process over the result**
- **Applaud your effort, and not just your inherent skill**
- **Avoid comparing yourself to others**



5. Self-Care Strategies

Sleep	Sleep 6-8 hours per night
Eat	Eat well
Exercise or move	Exercise or move regularly
Set and maintain	Set and maintain appropriate boundaries
Connect	Connect with others socially
Live	Live below your means

“To Be” vs “To-Do”

1. Present

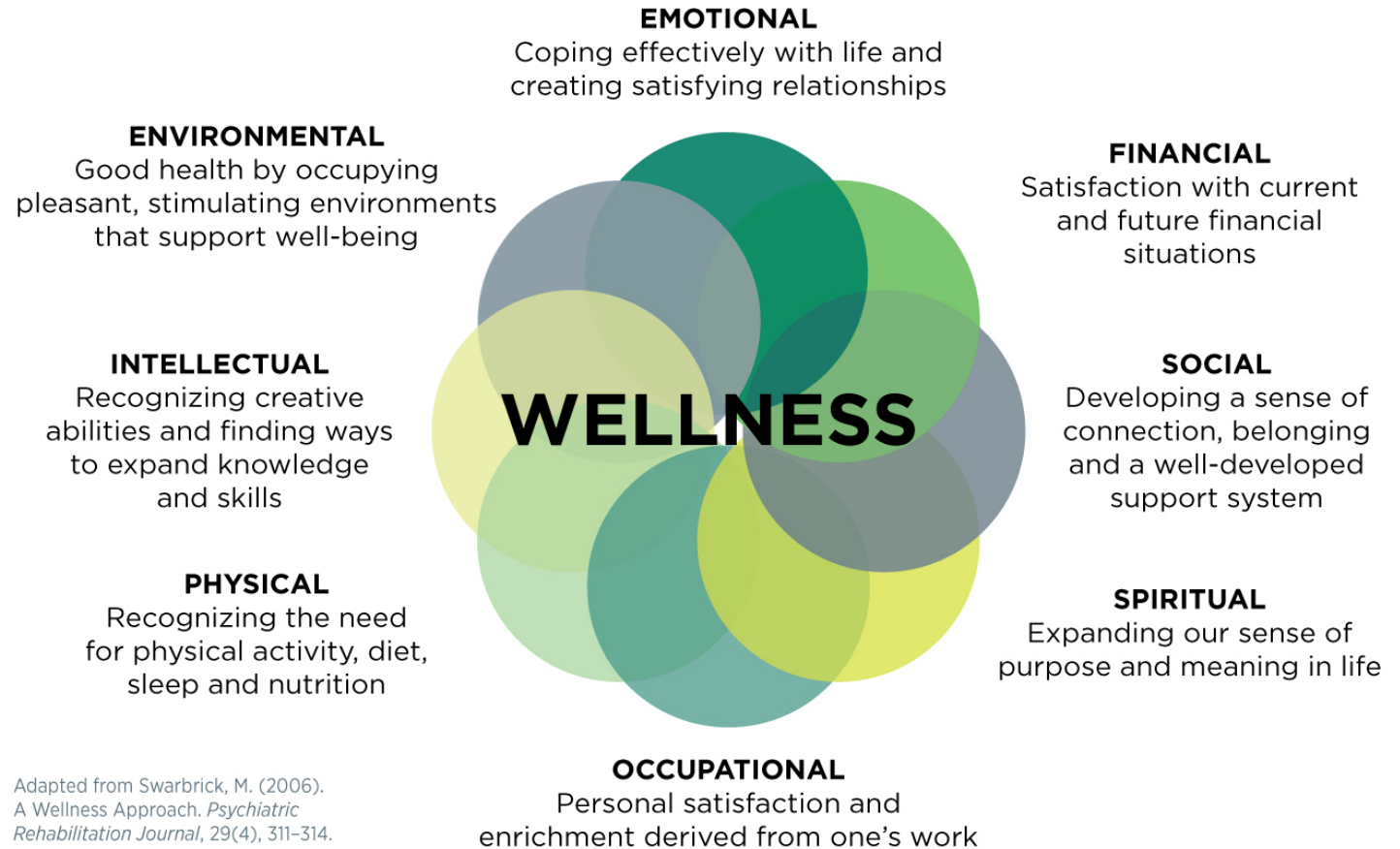
2. Honest

3. Kind

4. Patient

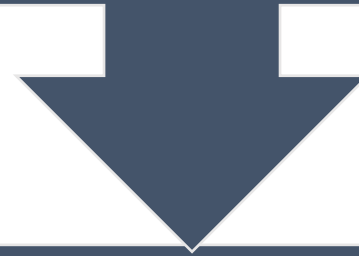
5. Encouraging

Assessing Resiliency and Wellness



Resilience continuum

Resilience theory tells us that resilience isn't a fixed trait (you can grow your capacity to practice resilience).



And it's not constant!
It ebbs and flows.

Summary

1. Resilience is the process of adapting successfully to life's challenges.

2. Resilience exists on a continuum, and we can identify where a person is by their behaviors.

3. Resilience can be cultivated organizationally and individually by practicing a specific set of skills.

Resources

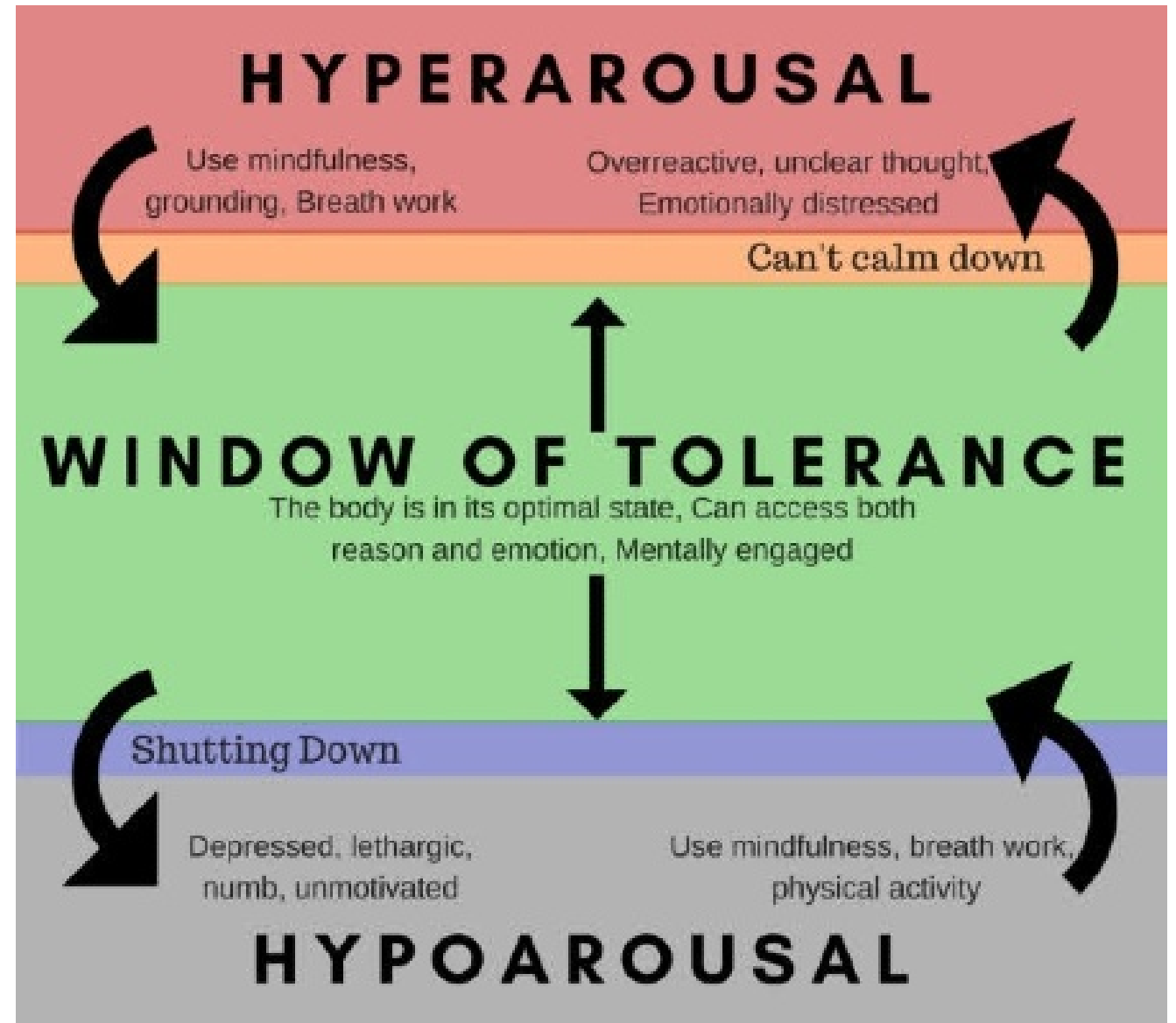
- <https://www.apa.org/topics/resilience>
- <https://www.everydayhealth.com/wellness/resilience/>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6824889/> - From burnout to wellbeing: a focus on resilience
- <https://www.mayoclinic.org/tests-procedures/resilience-training/in-depth/resilience/art-20046311>
- <https://health.cornell.edu/resources/health-topics/building-resilience>
- Resilience, Hard-won Wisdom For Living a Better Life, Eric Grietens

Individual Wellness Regulation vs Cognition

- Autonomic Nervous System
– Hulk
- Cognitive System – Dr.
Banner



Regulation of Emotion



Regulation strategies

1. **Hyper-aroused** – remove energy from the system.

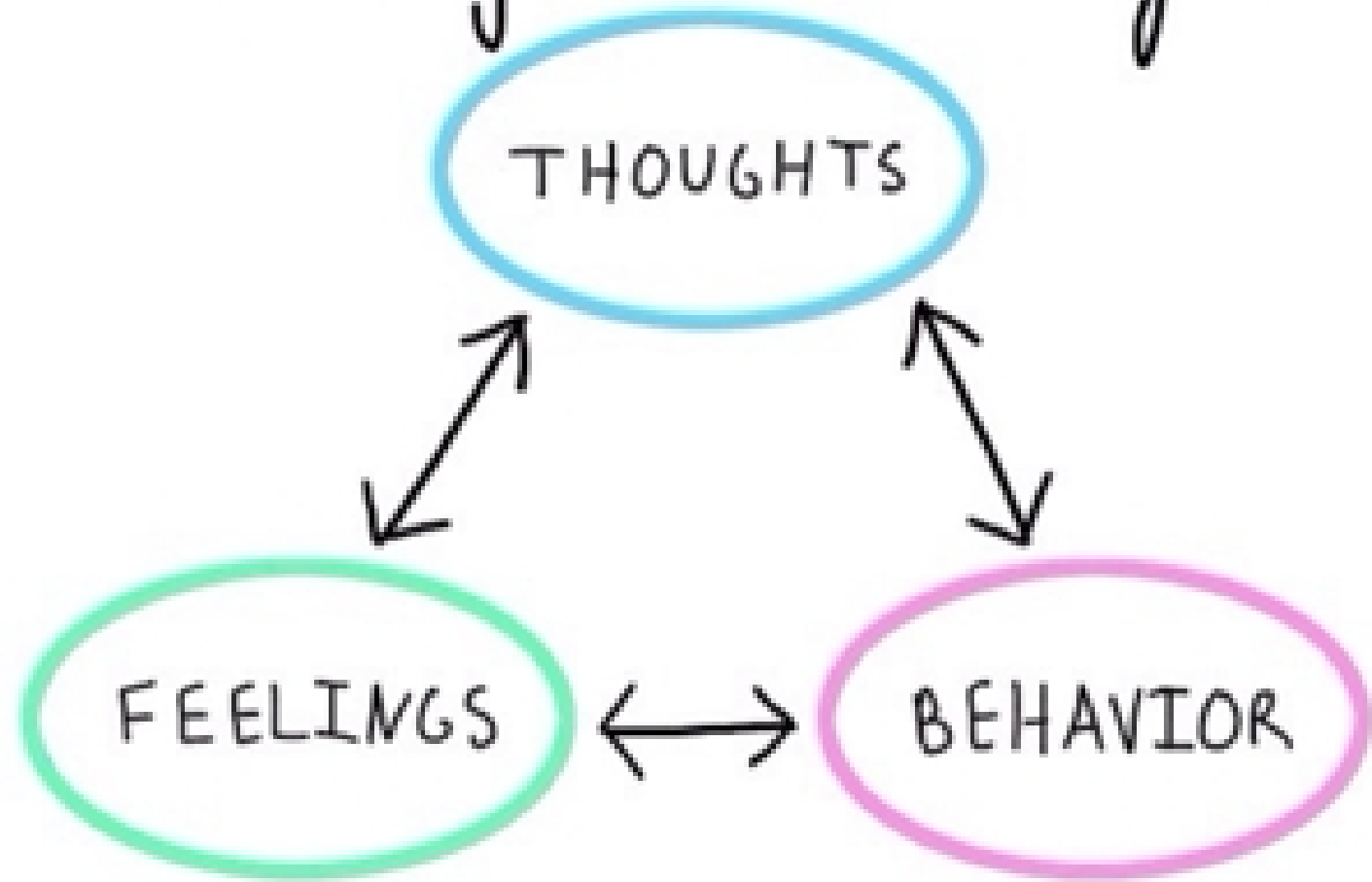
- Altering the environment is easier than altering the person!
- Breathing exercises focusing on breath out
- Walking slowly
- Cooling them down – air conditioning
- Co-regulation – mirror neurons and heart rate

2. **Hypo-aroused** – adding energy to the system

- Altering the environment!
- **Breathing focusing** on breath in
- Walking quickly
- Warming them up – heater or heated seats
- Giving them a specific physical task

Impact of our
thinking?

The Cognitive Triangle



Cognitive Strategies



The goal is to keep someone fully in the present state!



1. Physical interruption – Cold water (hands, face, emersion)



2. Physical interruption – Taste (sour works well).



3. Physical interruption – mindfulness – engaging 2-3 senses is better



4. Reframing – Is there a more adaptive view?



5. Alternate hypothesis testing – Acknowledge reality, but test