Building resilience thru a covid lens

# Slide 1

## Building resilience thru a covid lens

# Slide 2

## Before we start

# Slide 3

## How Resilient Are You?

# Slide 4

## I believe in my ability to achieve my goals

Not at all like me 1 2 3 4 5 Very much like me

Write down your answer

# Slide 5

## I struggle to stay motivated

Not at all like me 1 2 3 4 5 Very much like me

Write down your answer

# Slide 6

* Mental Health First Aid Australia Accredited Instructor
* Certified Resilience Coach hellodriven.com Accredited
* Certified High Adversity Resilience Coach hellodriven.com
* Certificate IV Mental Health
* Motivational Maps Licences Practitioner
* Resilience at Work Accredited User
* Associate Member Business Continuity Insitute
* R2R Rhythm2Recovery

# Slide 7

## What we will cover

* Why is this stuff so important
* Definition of Resilience
* Resilient Culture Principles
* Benefits
* Challenges of work in high stress environments
* What to look out for
* How to lead for resilience
* Strategies

# Slide 8

## World’s Negative Experience Index Rises to New High

Gallup World Poll

|  |  |
| --- | --- |
| **Year** | **Negative Experience Index** |
| 2006 | 24 |
| 2007 | 23 |
| 2008 | 24 |
| 2009 | 24 |
| 2010 | 24 |
| 2011 | 24 |
| 2012 | 26 |
| 2013 | 27 |
| 2014 | 25 |
| 2015 | 28 |
| 2016 | 28 |
| 2017 | 30 |
| 2018 | 30 |
| 2019 | 31 |
| 2020 | 32 |

# Slide 9

* 65% of Leaders saw a decline in mental health during COVID
* 73% Leaders agree that more investment is needed in proactive mental health programs.
* Resilience training for Australia’s 13 million employed people can save $6.4 billion each year ($2,005 per person annually).

# Slide 10

## 85%+ Resilience score is protective

# Slide 11

Resilience

# Slide 12

Principles

**Support** - We are always there for each other and we talk about the things that are difficult

**Open** - We understand our work is tough and we are open about it

**Learn** - We invest in constantly learning about how to handle the challenges we face

**Advance** - We are always growing and advancing towards our goals – always becoming better together

# Slide 13

Benefits

* Reducing mental health risks such as burnout, depression, anxiety, PTSD, and suicidal ideation
* Increasing worker engagement and job satisfaction
* Increasing effectiveness on the job through reduced mistakes, stronger teamwork, better mental clarity and accuracy
* Improving co-worker relationships, building stronger work teams, as well as stronger relationships at home
* And much more…

# Slide 14

## 3 Main areas of challenges

1. Operational
2. Organisational
3. Relationships

# Slide 15

## 1. Operational

* What we usually think of with this type of work
* High pressure to manage crises
* Trauma and death – see, handle, treat, or prevent
* At risk of injury and death
* Interact with grieving family – deliver bad news

# Slide 16

## 2. Organisational

Things that wear down resilience capacity

* Stigma about asking for help
* Lots of paperwork
* Rigid procedures
* Difficult or limited training regimes
* Lack of resources
* Shift work
* Extreme time pressures
* Issues with other staff
* Conflicting agendas

# Slide 17

## Organisational stress creates Vulnerability to operational stress

# Slide 18

## 3. Relationships

The effects on families can be tough and isolating

* Disengaging from family due to job stress
* Not wanting to share difficult parts of the job
* Long hours leaving too little time with family
* Difficulty to maintain relationships or friendships (especially with people outside the field)

# Slide 19

## What to watch for

Behavioural warning signs to watch for in workers and peers

* Always dealing with things on their own
* Becoming disengaged socially, or with people at work
* Always putting up a strong façade, even having faced a major challenge or traumatic situation
* Frequent complaining, becoming easily frustrated
* Becoming cynical, having a generally negative outlook

# Slide 20

## Group Discussion

Think about your team… Which signs have you noticed in your team?

5 minutes

# Slide 21

## Leading Resilience

# Slide 22

## 4 Needs of Followers

1. Sense of Trust
2. Compassion
3. Stability
4. Hope

# Slide 23

## Your Role

Incorrect: You are not the team psychologist

Correct: You support resilience development

# Slide 24

## Supporting Resilience

* Encourage people
* Know about resources available
* Learn with them

# Slide 25

## Investment and Returns

**No effort** = Loss of engagement

Hands-off launch e.g., Send an email = Low engagement

**Get personal** Share personal stories & learnings. = More engagement

**Team talks** Talk to team about resilience. Group chats about experiences & insights from training. = Higher engagement

**Sustained leadership** Regular team chats & experience sharing. Group challenges to complete trainings and learn together. Share stories & content regularly. = Sustained high engagement

# Slide 26

## Lead by Example

# Slide 27

## Leading by Example

* Show you are using tools
* Talk about what you learn
* Talk about which parts you enjoy
* Talk about where it’s helped
* Reduce stigma

Share personal stories

# Slide 28

## Getting the Team Involved

* Team chats about resilience
* Talk about any training and progress
* Team sharing experiences
* Group challenges
* Team actions

# Slide 29

Strategies

* Mental Health First Aid for all staff
* Peer Networks
* Mentor Programs
* Regular supervision
* Pastoral care – particularly after incidents (including near misses)

# Slide 30

## Group Discussion

What are some ways you can use to get your team involved in resilience development initiatives?

5 minutes

# Slide 31

## How Resilient Are You?

# Slide 32

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Blank | Blank | **Statement 1 - Achieve Goals** | **Statement 1 - Achieve Goals** | **Statement 1 - Achieve Goals** | **Statement 1 - Achieve Goals** | **Statement 1****- Achieve Goals** |
| Blank | Blank | 1 | 2 | 3 | 4 | 5 |
| **Statement 2 - Motivation** | 1 | 50 | 62 | 75 | 88 | 100 |
| **Statement 2 - Motivation** | 2 | 37 | 50 | 62 | 75 | 88 |
| **Statement 2 - Motivation** | 3 | 25 | 37 | 50 | 62 | 75 |
| **Statement 2 - Motivation** | 4 | 13 | 25 | 37 | 50 | 62 |
| **Statement 2 - Motivation** | 5 | 0 | 13 | 25 | 37 | 50 |

**88-100** Looks like you are doing well! Now just keep it up!

**62-75** Close to the benchmark but still room to improve!

**50** Hey not so bad but a few things to work on!

**25-37** Looks like there are some things to work on!

**0-13** Looks like there are a lot of things to work on!

# Slide 33

## Time for questions

# Slide 34

## Key take away

# Slide 35

## Available Services

* Mental Health First Aid Training
* Resilience Assessments
* Resilience Training
* Motivational Mapping
* Psychosocial (Mental Health) Recovery Coaching
* Rhythm 2 Resilience Drumming workshops

# Slide 36

## Want to Know More?

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