



Building Resilience and Coping with Change

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Before we get started:

Today's discussions may raise sensitive issues.

- Please be respectful and supportive to others
- Feel free to take a break / take time out of the room: just let the person next to you know if you are OK.



Overview

- What is “Resilience”
- The difference between stress and distress
- How stress impacts people
- Responses to change
- Developing practical strategies for developing resilience



Building Resilience

Resilience is.....



the **ability to adapt**
well in the face of
adversity, threats and
significant sources of
stress

Resilience

The American Psychological Association reports the following facts about Resilience:

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

Key Resilience Characteristics



Building Your Resilience

Physical Health & Wellbeing Checklist



Business / Career

Finance

Health

Family & Friends

Relationships

Personal & Spiritual Growth

Fun & Recreation

Physical Environment

Resilience

The number one road block to resilience:

Its not
genetics

Its not
childhood
experiences

Its not lack of
opportunity

It is **OUR** cognitive or
thinking style

Resilience

We:

- actively process information
- simplify the information
- organise the information

But what happens when adversity strikes?

We use mental shortcuts when we are distressed sometimes they help us make sense of the situation, sometimes they can lead us astray

So what happens when we get **Stressed?**



Identifying Responses to Stress

Stress is the physical, psychological & behavioural response to situations, people or events when the **perceived** demands of a situation outweigh our **perceived** coping ability”

Symptoms of Stress



- Physical
- Psychological
- Behavioural

Recognising Warning Signs



Physical

Pupils dilated

**Tension
Headaches**

**Neck, Back and
Shoulder Pain**

**Grinding
Jaws**

**“Butterflies” in
the Stomach**

**Shallow
Breathing**

**Diarrhoea /
Constipation**

**Ulcers, chest pains,
high blood
pressure**

**Excessive
sweating**

Muscle Tension

Itches / Rashes

Psychological

Depression

**Low
Confidence**

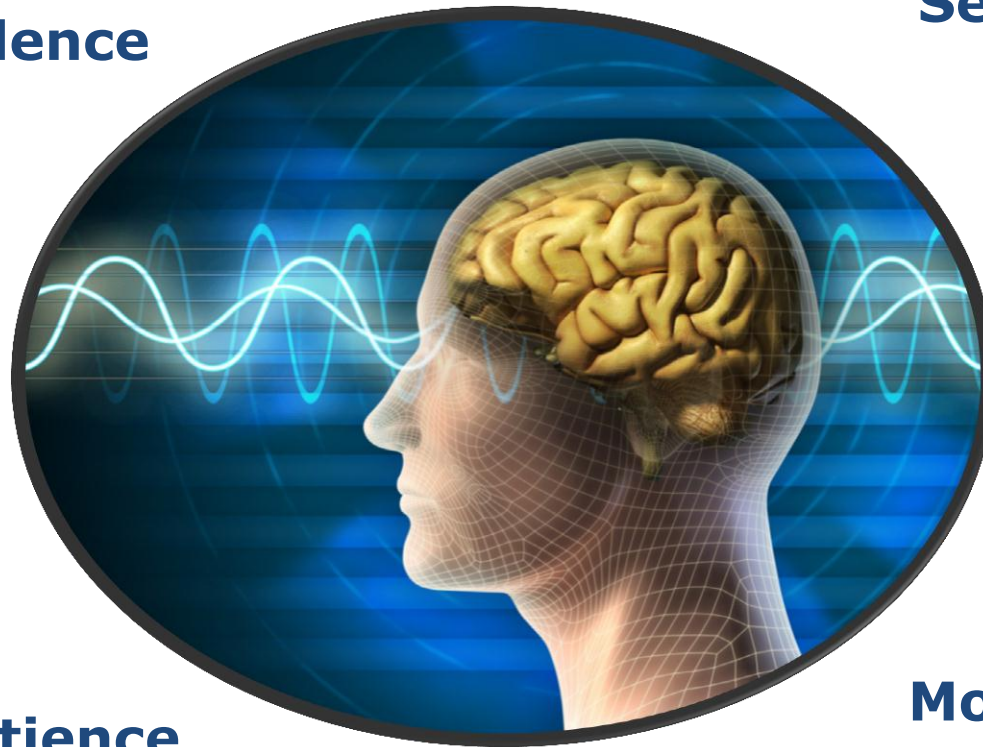
Self Blame

Tension

Anger

**Memory
Lapses**

**Worry /
Anxiety**



Impatience

Moodiness

**Poor
Concentration**

Behavioural

**Social
Withdrawal**

Aggression

**Increased use
of Alcohol/
Drugs**

Passivity

**Poor Time
Management**

**Poor and
Irregular Eating
Habits**



Insomnia

Responses to Stress

Destructive

- Impulsive behaviours / aggression
- Relationship issues
- Stop feeling / or over sensitive
- Poor Work Attitude / performance
- Excessive Use of Alcohol, Drugs, Caffeine



Although they restricted themselves to one drink at lunch time, Howard and Tom still found they were not at their most productive in the afternoons

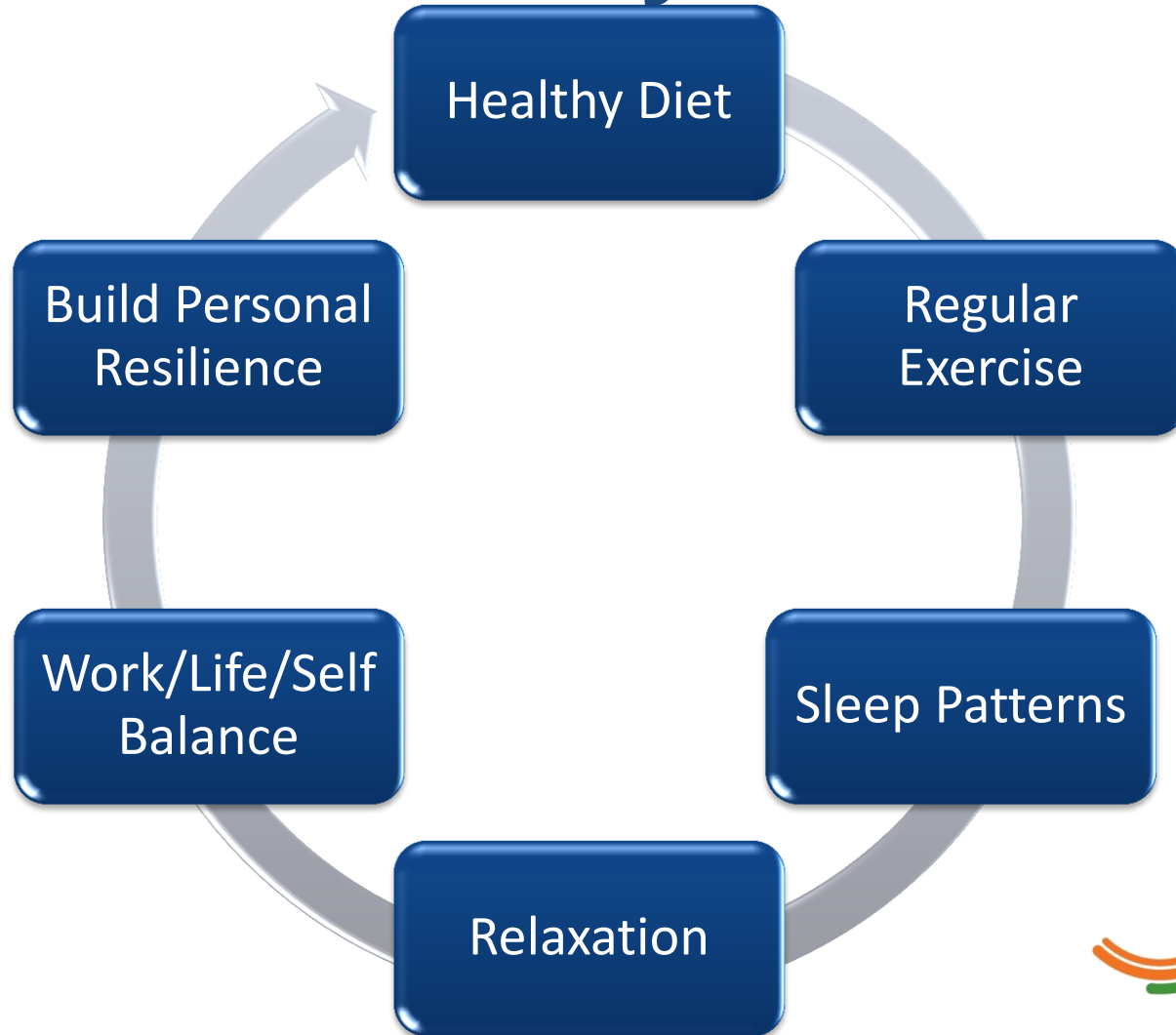
Responses to Stress

Constructive

- Consider your work-life balance
- Self –talk
- Self Management
- Goal setting
- Problem solving

Managing Stress

Personal Lifestyle Actions





Building Emotional Intelligence



What is Emotional Intelligence?

“Emotional Intelligence is a form of social intelligence that allows us to monitor and shape our emotions and those of others”.

(Wood et al 2004)

The ability to:

- **Recognise** emotions
- **Understand** emotions
- **Regulate** emotions
- **Use** emotions (Mayer and Salovey 1990)

An Emotionally Intelligent Person...

- **Knows Oneself (Self Awareness)**
 - Recognises how their feelings affect themselves and others
 - Has a deep understanding of their own strengths, weaknesses, needs and drives
- **Manages Feelings / Impulses (Self Management)**
 - Controls bad moods and emotional impulses
 - Chooses words carefully and avoids hasty judgements
 - Creates an environment of trust and fairness

An Emotionally Intelligent Person...

- **Understands Social Dynamics (Social awareness)**
 - Knows how people are feeling
 - Appreciates different people's points of view
 - Understands how organisations work
- **Advanced Socially (Relationship Management)**
 - Helps people improve
 - Is a leader: provides clear direction and creates a motivating climate for others
 - Is an excellent persuader
 - Brings conflict into the open

Self Management

- **Adaptability** describes someone who doesn't allow feelings about change to become the source of emotional and performance roadblocks
- You may need to consider why change might be causing a negative emotional response in you

Ask yourself –does change cause me to have a negative reaction?



Change

Let's take a closer look at.....

- Why do we perceive change as stressful?
- What are the reasons why people respond to change differently?
- Why do some people manage change better than others?



The Phases of Change



Phase 1: Denial

Consider the thoughts, emotions and behaviours we might experience in this phase.....

- “How good were things in the past”
- “They don’t really mean it”
- Numbness and withdrawal



Phase 2: Resistance

Consider the thoughts, emotions and behaviours we might experience during this phase.....

- Anger, Loss, hurt
- Blaming others
- Complaining
- Getting sick
- Doubting your ability



Phase 3: Exploration

Consider the thoughts, emotions and behaviours we might experience during this phase.....

- “What is going to happen to me?”
- Seeing possibilities
- Chaos
- Indecisiveness
- Unfocused work
- Exploring alternatives



Phase 4: Commitment

Consider the thoughts, emotions and behaviours we might experience during this phase.....

- “Where am I headed”
- Focus
- Teamwork
- Vision
- Cooperation
- Balance



How you can manage your Personal Experience

- What can **you** do to deal with change?
- What are the **barriers you experience** with a specific change
- How do you **manage your thoughts?**
- Appropriate goal setting

Personal Transactional Model of Change



Putting it all together

Strategies to Build Resilience

1. Remember, our resilience comes from our **ability to manage ourselves and our emotions.**
2. **Self Management is a key component**
3. Understanding what **we can and can't control**
4. Understanding where we gain our **internal power** from



The Personal Power Grid

	CAN CONTROL	CAN'T CONTROL
ACTION	Mastery Empowerment	Ceaseless Striving Frustration
NO ACTION	Giving Up Frustration	Letting Go Relief

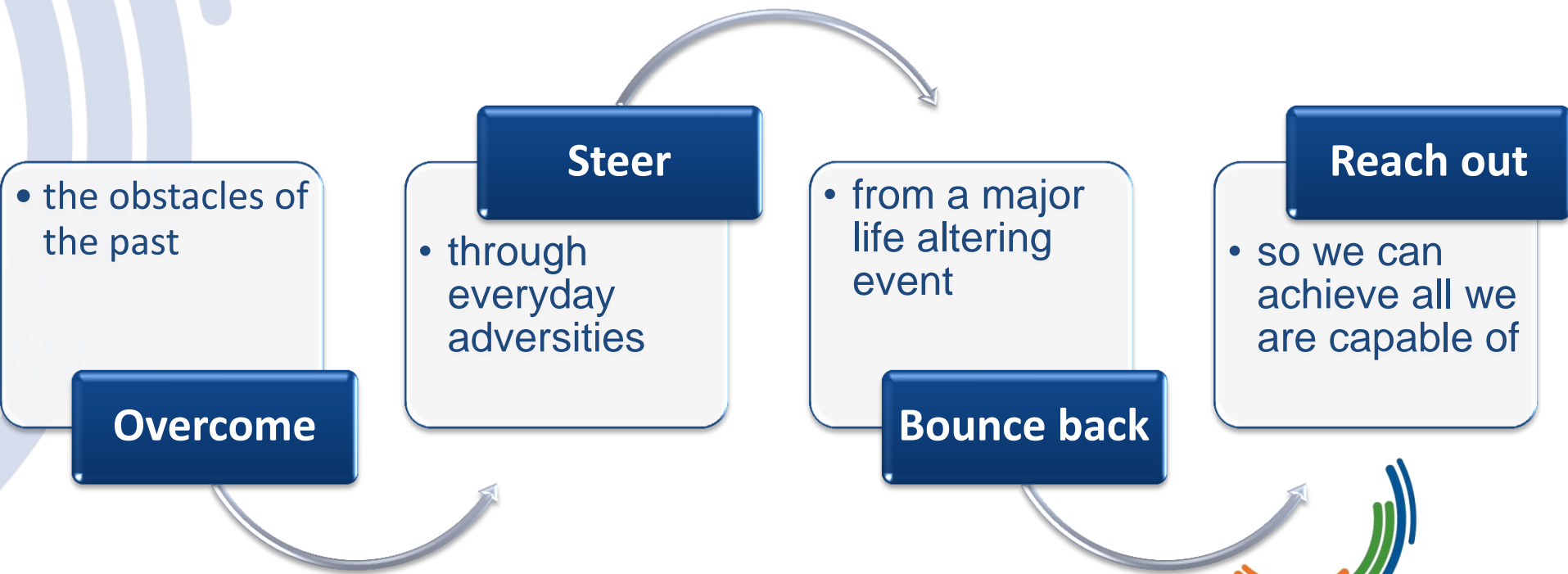
Where Do We Gain Our Control From?

Where is your “locus of control”



Resilience

Consider the 4 fundamental reasons to improve your resilience:





Practical Tips

- Consider your **own** self-assessment
- Encourage exchange of **skills** and **resilience** techniques
- Think **preventative** & develop strategies for **early intervention**

Questions



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