Understanding resilience: session 1

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Building Resilience in People and Teams with Jess Pryce-Jones
Welcome to the Programme!

• We are delighted to be working in collaboration with Jess to bring you what we believe will be an exciting and valuable resource for you and your team.

• We ask that you stay committed to the programme and make the changes which will serve you at organizational, team and individual level.

• For programme information please go out our website Building Resilient people & Teams Programme
What does it take to work in the hospice sector?
How it will work!

• Series of webinars over 12 months
• Work with the group and in the room
• Follow up top evidence-based practice tip
• Join whatsapp group
• Start some reflective practice
Scene setting for this webinar
This session: setting the scene

• How resilience shows up
• Where it fits/it’s impact at work
• How we define it
• How it works (theoretically)
Off-line

Brainstorm:

1. What adds to our resilience
2. What subtracts from it
3. How do you experience resilience in others?
4. What are resilience or burnout indicators?

10 min
The Performance-Happiness Model

Achieving your potential

- Pride
- Trust
- Contribution
- Confidence
- Conviction
- Commitment
- Culture
- Recognition

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What is resilience?

Capacity to withstand **knocks** and bounce back/forward in a **psychologically healthy** manner.
Resilience: input, output or trait?

- “Capacity to move forward in the face of difficulty” (Bonnano 2004).
- “Positive adaptation in any kind of dynamic system that comes under challenge or threat.” (Masten and Obradovic, 2008).
- “The phenomenon that some individuals have relatively good outcomes despite suffering risk experiences that would be expected to bring about serious sequelae” (Rutter, 2007).
- “An outcome of successful adaption to adversity” (Zautra, Hall and Murray, 2010).
- “Capacity to withstand knocks and ability to bounce back/forward in a psychologically healthy manner.” (Pryce-Jones 2015).
What we know about resilience: good news! And...

- Some stress is good
- Some people are harder than others
- Much more resilient than we know
- Doing difficult things exercises resilience
- Not damaged by experiencing bad stuff
- It’s domain and people specific
People who are resilient have some shared characteristics

- Female!
- Socially responsible
- Good communicators
- Capable of self-reflection
- Flexible
- Determined
- Good social/family relations
- Peer support

(Joseph & Linley, 2006; Luthar & Ciccetti, 2000; Werner & Smith 1992; Coster & Schwebel, 1997, Smit, 2016)
Casita model: Vanistendael

- Attic: Other experiences to be discovered
- First floor: Self esteem, Skills Competencies, Constructive Humour
  - Capacity to discover sense, meaning and coherence
- Ground Floor: Networks of informal relations (Family, friends...)
  - Fundamental acceptance of person (not behaviour)
- Basement: Basic physical health
Leaving work at work: psychological detachment can improve performance

Unfulfilled goals occupy brain space (Zeigarnik effect, 1927) until completed. Your mind keeps working to alleviate ‘goal tension’

So...

1. Creating a plan frees attention up especially if you have high job involvement (Smit 2016)

2. Planning a partner activity at the weekend helps (Halin et al 2012)

3. OMG: it’s a goal to detach from a goal!
In summary, what does it take?

1. Understanding resilience
2. Managing your whole self
3. Peer coaching
4. Harnessing energy
5. Using your strengths intentionally
6. Thinking about control
7. Recognising team resilience indicators
8. Generating a positive mind-set
9. Understanding emotional labour and proactive coping
10. Recognising others