

Welcome

- We will be starting soon
- There is no sound until we begin
- Please keep your phone and computer on mute to support a pleasant experience for all
- Use the Chat for questions

Crisis Response Training

Providing Support for Health Care Staff in Crisis Situations

Topic: Personal Resilience



Today's Facilitators
Office of Quality and Safety, Care Experience



Neekee West
Training + Development
Representative



Ian Rios
Administrator Funded Project



The Office of Quality and Safety, Care Experience

We focus our staff on providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors.



Personal Resilience

Embracing Proactive and Reactive Care for
Yourself and Others



Locating our Emotions



Defining Resilience

Psychologists define **resilience** as “the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems, or workplace and financial stressors.”¹

In this COVID-19 climate, when asked - “**How are you?**”

It is often tempting to respond with - “**Doing fine,**” or, “**Hangin’ in there,**” or, “**It’s better than before, so I’m good,**” or, “**Compared to others, I have nothing to complain about.**”

But while these statements try to perform **resilience**, they are frequently our way of burying emotional adversity.

Understanding Resilience

What Resilience IS

- Acknowledging sources of stress, anxiety, and trauma
- Flexibility
- Adaptation in the face of adversity
- Profound personal growth
- An active learning/growth mindset around behaviors, thoughts, and actions
- Something anyone can build

What Resilience ISN'T

- That if you are resilient you won't/don't experience difficulty or distress
- Inflexibility
- A trait that you either have or don't have
- A static fixed mindset
- Something ONLY for the extraordinary

Identifying the Challenge

We Have Been Conditioned to Believe that
Resilience Is About Burying Adversity



COVID-19 is Eroding Our Ability to be Resilient in Healthy Ways

- **As we are forced to respond to fast moving constant change, and we haven't had time to catch up to our emotions.**
- **We feel as though we need to be strong at work or we'll be letting the rest of our team/unit down.**
- **We may be becoming insular and inauthentic about our feelings. We keep telling ourselves we'll deal with it "later, when we have time," but, "later" never comes.**
- **"There is no crying in Health Care" has started to become an internalized norm.**



Unpleasant Feelings

What We Mistakenly Think We Need to Avoid
Feeling in Order to Be Resilient



What are the Feelings That We Bury?

Our 8 Unpleasant Feelings

- Sadness
- Shame
- Helplessness
- Anger
- Embarrassment
- Disappointment
- Frustration
- Vulnerability

Dr. Joan Rosenberg's¹ (2019) research posits that - what we often describe as “**bad feelings**” are actually just “**unpleasant feelings.**”

Managing unpleasant feelings is a key component in having:

- Confidence in your security
- Resilience in adversity
- Authenticity in your engagement with the world

What Happens When We Feel an Unpleasant Feeling?





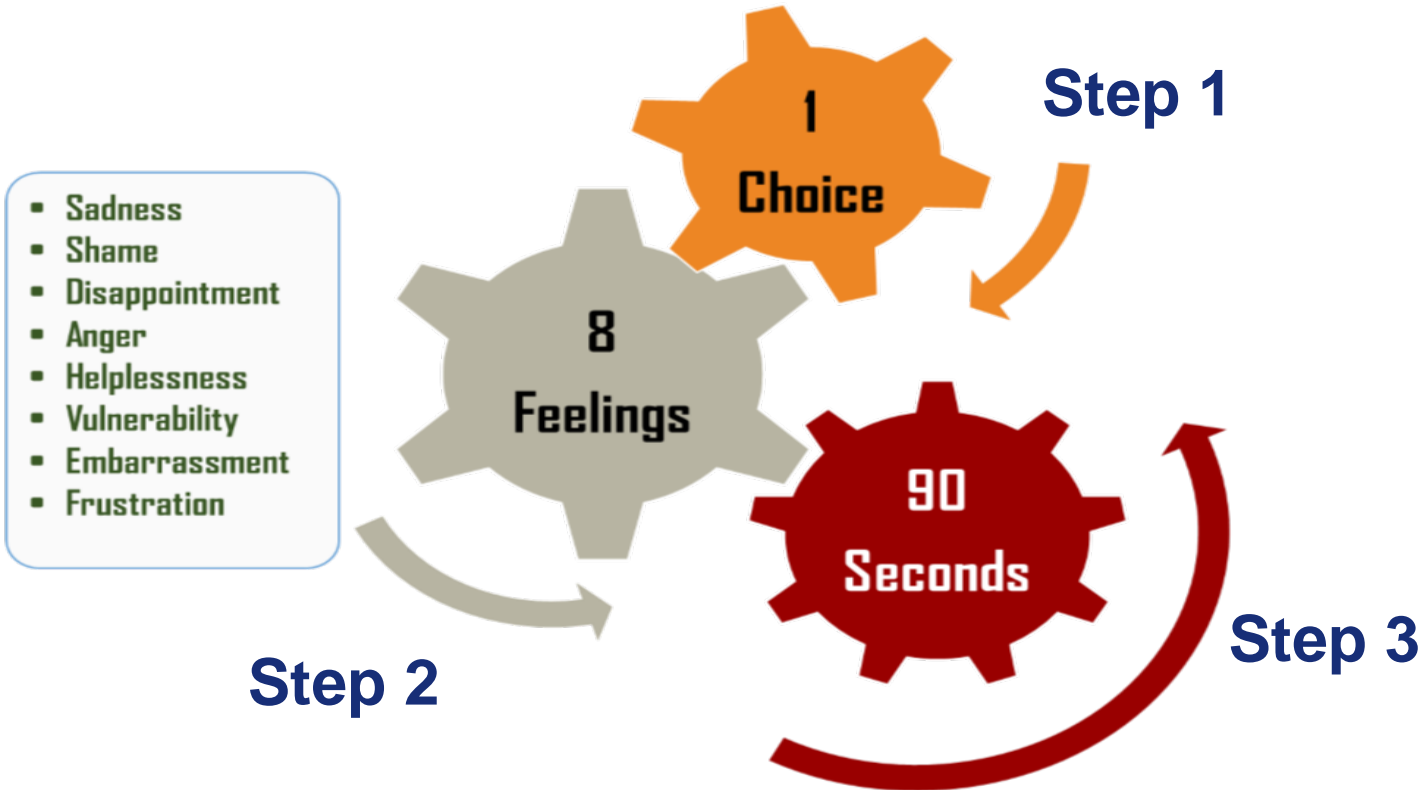
<https://www.youtube.com/watch?v=EKy19WzkPxE&t=637s>

What Makes Us Avoid Unpleasant Feelings?

And How We Can Build Resiliency Through Intrapersonal Engagement



The Rosenberg Reset²



Three Steps - 90 Seconds

Step 1 – You make the decision to allow yourself to fully feel your feelings, thoughts, and bodily sensations. *Choose awareness, not avoidance, as your approach to life.*

Step 2 – In any given situation, you experience and move through whichever of the 8 unpleasant feelings that have surfaced: **sadness, shame, helplessness, anger, embarrassment, disappointment, frustration, and vulnerability.**

Step 3 – You experience and move through these unpleasant feelings by riding one or more 90-second waves of bodily sensations. These bodily sensations help you access and begin to understand what you are feeling emotionally; feelings are generally known at a physical level before you are consciously aware of them.

As much as it can seem at times that difficult feelings just linger and won't go away, the truth is that feelings are temporary. Emotions provide vital information. Your body and brain are communicating this information so you can take action, most often to protect yourself or engage with others.

The Emotional Wave is Part of the Journey Towards Resilience

- But these bursts of emotional/physiological information are temporary in nature.
- Physiologically, our bodies cannot maintain arousal states for very long. Making your way through feelings—especially uncomfortable ones—mainly involves tolerating the bodily sensations until the body re-regulates.
- The body prefers to be at homeostasis, its typical state, and will try to get back to baseline as soon as possible. That's when you'll know the wave is complete for the moment.

When you complete riding the unpleasant **emotional wave** is when the real self-discovery and self-exploration can begin. These are the key ingredients to building **Resilience** and alleviating stress and trauma. Sometimes it's a long process and that's okay. It can be grounding to remember that the physiological side of the **emotional wave** is only **90 seconds**.

Reflection

Which **Unpleasant Feeling** Do You
Retreat From The Most Often?



***Resilience:** is the process of being able to adapt and show emotional flexibility in the face of adversity, tragedy, or high levels of stress*



Resilience-Building Strategies

- Avoid seeing crises as insurmountable problems
- Accept that change is part of living
- Make connections
- Take decisive actions

Look beyond what is happening in the present to visualize what may be better in the future

Accepting circumstances that cannot be changed can help you focus on circumstances that you can change

Accepting help from those who care about you and will listen to you strengthens resilience

Act on adverse situations rather than detaching completely from problems/stresses as opposed to wishing they would just go away

Resilience is Giving Pause.....

STOP	LOOK	LISTEN	DO
Pause	Identify the traumatic experience(s)	Heart-Set feelings matter; your feelings matter	Pay attention symptoms what are they saying to you
Assess	What is the crisis aftermath looking like? Appraise your emotions	Listen to your body it gives cues as visible changes will be evident	Process and evaluate those changes; positive or negative impact on your life
Unload	Pick up a pen and paper unload your thoughts and feelings; see your thoughts in print	Listen to other's experiences. Know that your story is unique to you however you're not alone	Meditate, listen to calming music; do activities that bring you peace and joy; a relaxed state
Selfcare	Take ownership be proactive with your emotional and mental health	Connect with others share and support	make yourself accessible and approachable
Execute	Safe and protected Environment	Listen to the trained professional	Practice Emotional/Self Regulation



Establish Rational Thinking

Rational thinking is a strategy to challenge your thoughts and feelings towards stressful situations. Ask yourself, are my thoughts and feelings reasonable?

Questions to Ask Yourself

Interpretive Habits Am I allowing myself to think negatively? Is this stressor something that I *need* to do? What would happen if I did not perform this task? Can I find a better solution that works for everyone? Have I given myself the credit I deserve?



Questions to Ask Yourself

Feelings of Inadequacy or Performance Anxiety?

- Do you have training or education to reasonably perform well?
- Do you have the experience and resources you need?
- Have you planned, rehearsed, practice appropriately? Have you done similar things well before?

Problems Outside of Your Control

- Have you conducted appropriate contingency planning?
- Have you managed and assessed the likely risks appropriately?
- If so, are you prepared to handle potential problems?

Resilience is Daily Habit Work (DHW)

The processes below requires practice because you are **creating a new habit**

Check your mental thoughts regularly: Periodically throughout the day, take the time to evaluate what you are thinking. Find ways to put a positive spin on thoughts that are negative.

Let yourself laugh/smile: Laughing is a great way to keep stress levels low. Allow yourself to laugh/smile a few times per day. Seek humor in everyday events.

Surround yourself with positive-thinking people: Distance yourself from (or limit the time spent with) people who cause you stress. Rather, be around positive and supportive people that will provide you with helpful advice and feedback.



High Emotion

Low Emotion

Reactive (non-productive)

- You observe a patient not adhering to the use of PPE equipment; you confront the patient with combative behavior yelling instructions for the patient to follow guidelines
- You are irritable and on edge because you feel overworked and overwhelmed as the world around you seem to be chaotic; you're feeling discouraged and you are losing sleep

Proactive (productive)

- **Rational thinking** it is a given that you will come across patients not adhering to the rules; plan ahead knowing this is out of your control, contingency planning; plan as to how to respond respectfully and hold yourself accountable to self regulate ahead of time
- **Interpretive Habits** be intentional and purposeful surround yourself with positive people and practice giving yourself to gratitude especially before bed think about all the good things you're grateful for



Building Resilience in the Workplace

Shared Responsibility - ICARE Core Values

- **Integrity:** Trust
- **Compassion:** Empathetic
- **Accountability:** Mindfulness
- **Respect:** Celebrating diversity
- **Excellence:** Working and doing what's best for the entire System



Evidence of Resilient Behaviors



Questions?



Neekee West

Training & Development
Representative

westn@nychhc.org



Ian Rios

Administrator
Funded Project

riosi1@nychhc.org



Next Trainings

Short-Term Stress Relief Strategies You Can Do Anywhere

- Tuesday, June 9th, from 11 AM - 12 PM
- Thursday, June 11th, from 1 - 2 PM



APA Definition of Resilience

<https://www.apa.org/topics/resilience>

Joan Rosenberg

<https://www.theenergyblueprint.com/dr-joan-rosenberg/>

