

# Resilience Workshop

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Developing people

for health and

healthcare

# Disclaimer



# Objectives

- Understanding resilience and how to develop it?
- Understanding Emotional Intelligence

# How resilient are you?

For each question score yourself between 1 to 5, where 1=strong disagree and 5 = strongly agree. Be honest

	Score
1. In a difficult spot, I turn at once to what can be done to put things right.	
2. I influence where I can, rather than worrying about what I can't influence.	
3. I don't take criticism personally.	
4. I generally manage to keep things in perspective.	
5. I am calm in a crisis.	
6. I'm good at finding solutions to problems.	
7. I wouldn't describe myself as an anxious person.	
8. I don't tend to avoid conflict.	
9. I try to control events rather than being a victim of circumstances.	
10. I trust my intuition.	
11. I manage my stress levels well.	
12. I feel confident and secure in my position.	
<b>TOTAL</b>	



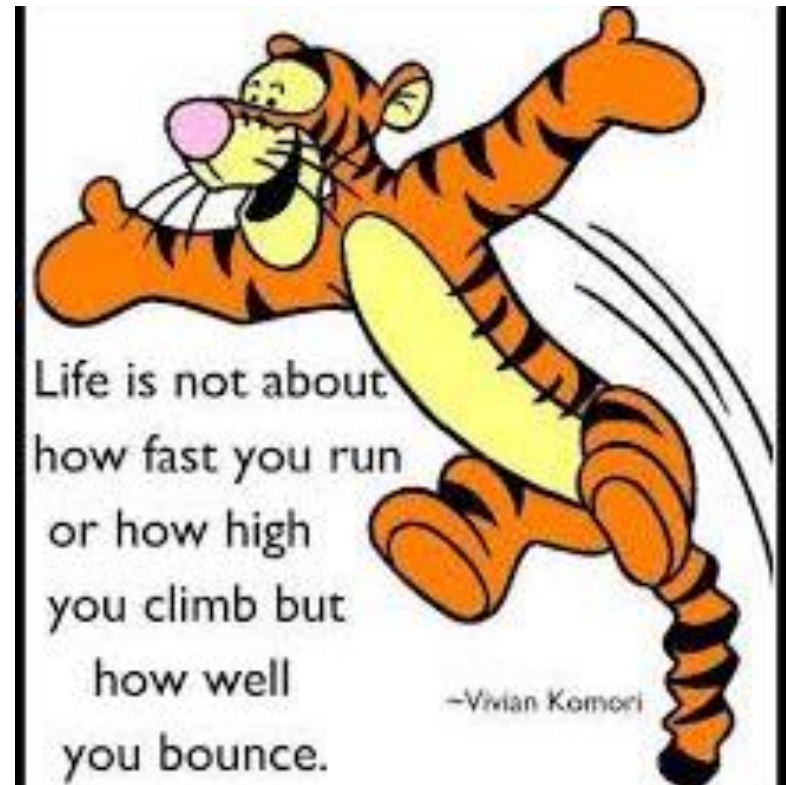
*Health Education England*

# Resilience

- What is resilience?
- How do we cultivate it?
- How do we teach it?
- What enables some people to manage well regardless of struggles?
- How do some fail and then manage to grow and be stronger?

# What is resilience

- The ability to bounce back from setbacks
- To grow and be enthused by change and challenge
- The ability to connect and care for others in authentic relationships
- The ability to reflect on situations with self-awareness



# What is resilient

- *Resilience is “the process of, capacity for, or outcome of successful adaptation despite challenging or threatening circumstances” (Masten, Best & Garmezy, 1990)*
- *Resilience is 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. It mean’s “bouncing back” from difficult experiences.*



# Why develop resilience

**One thing that is certain is that adversity is inevitable.**

*Every generation has had its own unique challenges; the demands, anxieties, and pressures faced by young people today present an exceptional challenge to psychological well being.*

*When bad things happen, there is something we can control – our response. Individuals can either crumble or “fall up” by using their “painful experience as a chisel to free their authentic self, to become the person they’re meant to be” (Steinberg, 2015).*

# Why is resilience so important

It helps to

- Improve personal performance, health and well being
- Improve energy levels, cognitive functions
- Communication skills
- Allows you to be present & enhance situational awareness
- Helps to break the cycle of negative thoughts & enhance psychological wellbeing
- It enables you to create a balance in life.

# Exercise

- What is your current stress?

# Stress and Anxiety

## Stress

Stress is a demand placed on your brain or physical body.

*People feel stressed when multiple competing demands are placed on them.*

*The feeling of being stressed can be triggered by an event that makes you feel frustrated or nervous.*

## Anxiety

*Anxiety can be a reaction to stress and is a feeling of fear, worry or unease. It can also occur if individuals are unable to identify stressors.*

# Why now?

News

## High workload is putting doctors' professionalism at risk, says GMC

BMJ 2017 ; 356 doi: <https://doi.org/10.1136/bmj.j459> (Published 26 January 2017)

Cite this as: *BMJ* 2017;356:j459

- Article
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Doctors' professionalism is being put at risk by the current pressures on the health service, the chair of the General Medical Council has warned, and he urges doctors to speak out over patient safety concerns.

In his annual message to UK doctors, Terence Stephenson said that doctors were being forced to make difficult decisions about care and losing out on training opportunities because of the pressures on the health service.

"The GMC has no role in the funding or delivery of healthcare, but we have voiced our concern about the current situation," Stephenson said. "Such circumstances place the professionalism of doctors at risk, forcing you to make difficult decisions about care and squeezing the already constrained time you have for training and development."

Stephenson said that the GMC would act where it found that doctors' training was being undermined by pressures on services. "The standards we set for doctors' education, training, and support must be met—in good times and bad—and we will engage with employers who do not meet them," he said. "We expect those responsible for

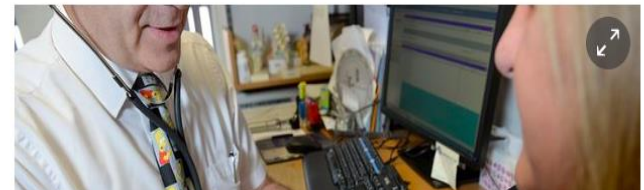
GPs  
The Observer

## GPs get £20m scheme to help them cope with stress

Counselling and treatment for mental health issues to be offered, in the hope of boosting UK retention in the profession

Denis Campbell Health policy editor

Sunday 29 January 2017 20:59 GMT



# Medical Professionalism

- Medical professionalism signifies a set of values, behaviours and relationships that underpins the trust the public has in doctors



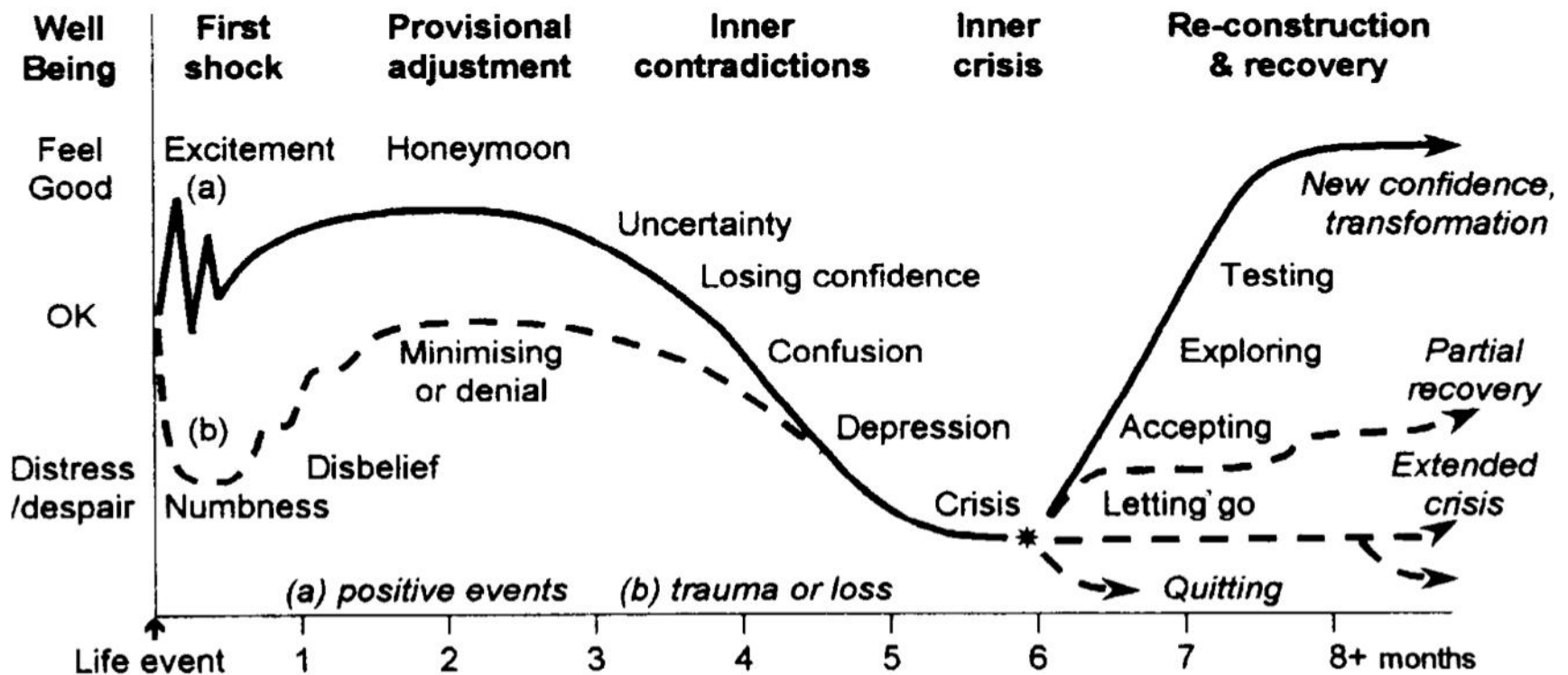


# Why now?

Guardian newspaper headline 15 August 2016

*“I’m a new junior doctor and I already hate my job” “I’m scared, I’m already exhausted. I’m not sure I want to be a doctor anymore and I’ve only just begun”*

# Transition cycle- Williams 1999



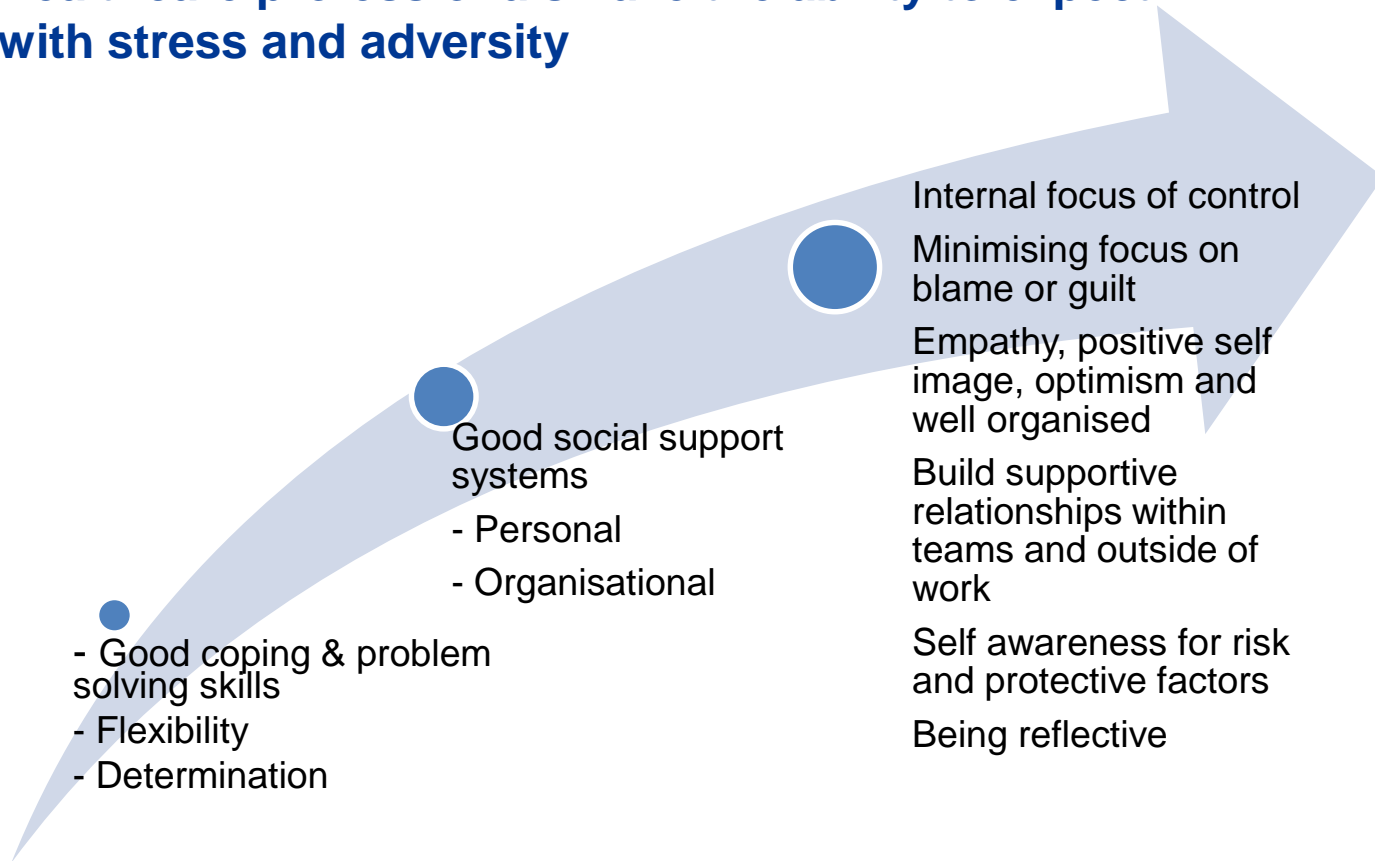


# Why do doctors experience burnout

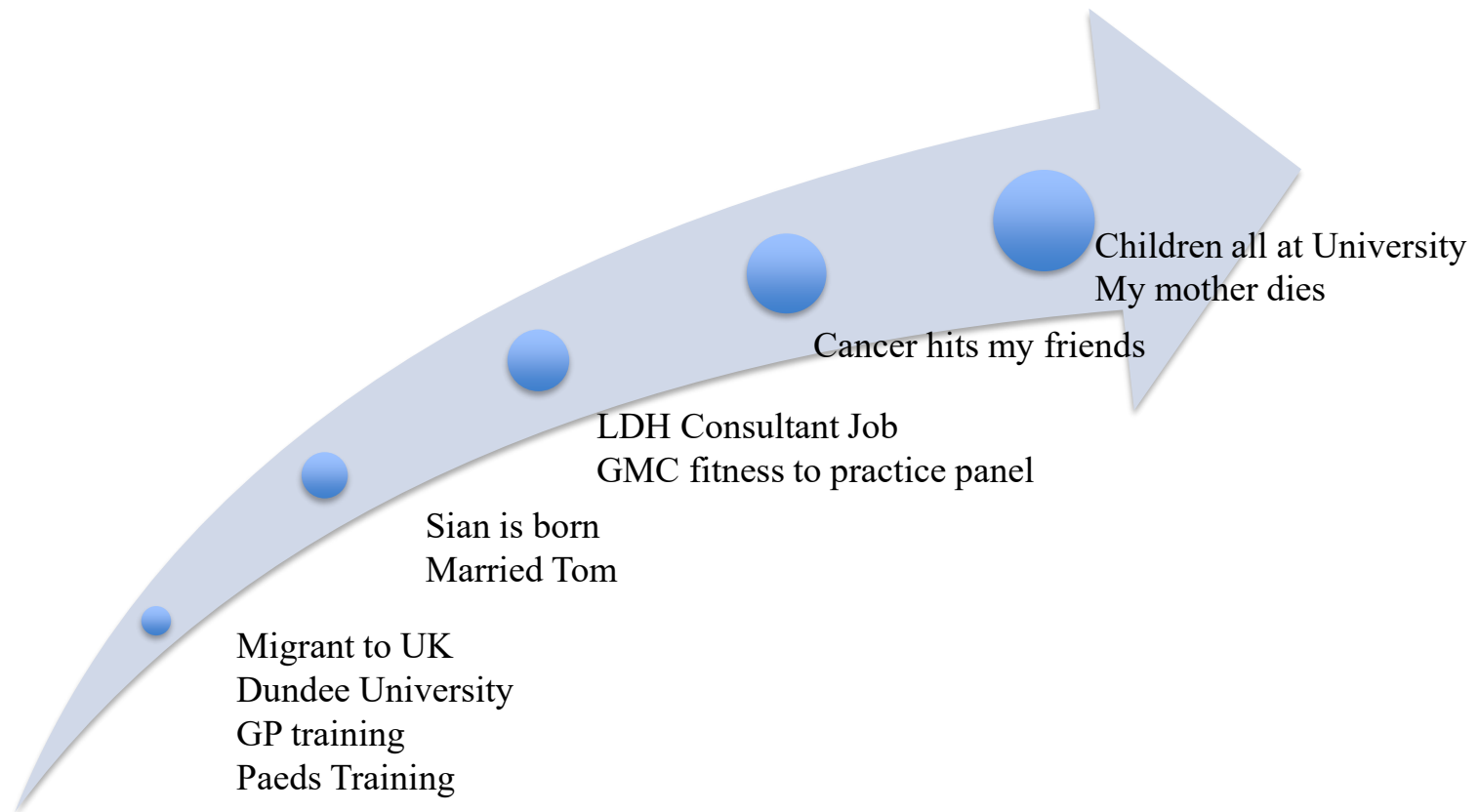


**Resilience is a process of adapting to adversity that can be developed and learned to minimise psychological and physical risk**

**Resilient healthcare professionals have the ability to expect and deal with stress and adversity**



# My journey to resilience



# Exercise

- Briefly outline your journey to resilience

# What supports the development of resilience

Psychological Resilience develops with

- Self awareness
- Social support and connection
- Belief in their own character and ability
- Able to stay in control and evaluate a situation
- Cope with adversity and manage the fall out
- Prepared to work in a team and compromise when needed

# Developing resilience

## Challenge

See difficulties as a challenge. Look at failures & mistakes as opportunities to learn, grow and develop. They don't doubt their self worth they have an inner confidence.

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## Commitment

They set goals that are achievable aspirations. They enjoy work and the challenge. Commitment is not restricted to work, can be relationship, family, religion or other beliefs.

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## Personal Control

Focus on situations they can control and don't ruminate on events or situations out of their control. This way they put their effort where they have the most impact. Those who worry about uncontrollable events can often feel lost, helpless and have poor self worth.

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CHARACTER	HOW TO CULTIVATE
Optimism	Strongly related to resilience. They control their reactions, adapt coping strategies and seek support.
Role Models	Find a mentor who you trust and who is resilient
Flexible	Accept that fear is normal and can be used in a positive way as a guide.
Active coping skills	Create positive statements about yourself, set core values, develop trust and integrity. Have a go to place in your head – use Mindfulness
Supportive social network	Emotional strength from close meaningful relationships
Physical fitness	‘Feel good’ about your well being and enhance brain health
Sense of humour	Can be used to narrow gaps between individuals. A good characteristic of busy, high performing teams
Altruisms	Helping others, using your knowledge experience to help those around you cope with a stressful or difficult situation

## What would helps





# Neuroplasticity

## Definition

- Ability for the brain to change continuously throughout an individual's life
- The aim of neuroplasticity is to redevelop the neural network .
- Research in the latter half of the 20<sup>th</sup> century showed that many parts of the brain can be altered ('plastic') even through adulthood.

# Neuroplasticity

## Applications

The adult brain is not entirely “hard wired” with fixed neuronal circuits.

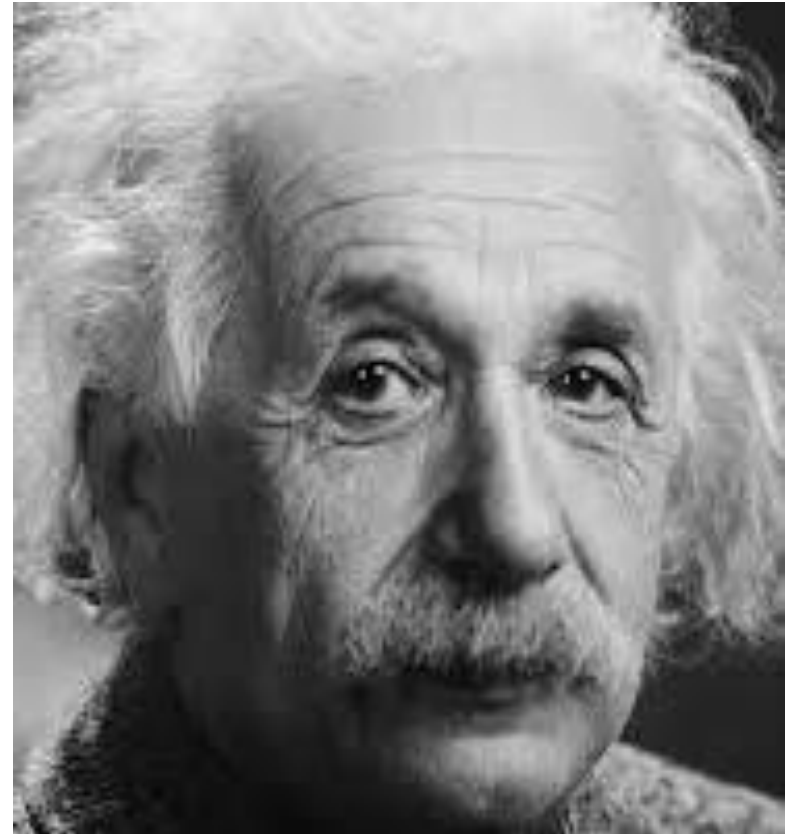
This is useful following an injury but also in response in training

# Emotional Intelligence

## What is emotional intelligence?

"Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth."

- Mayer & Salovey, 1997

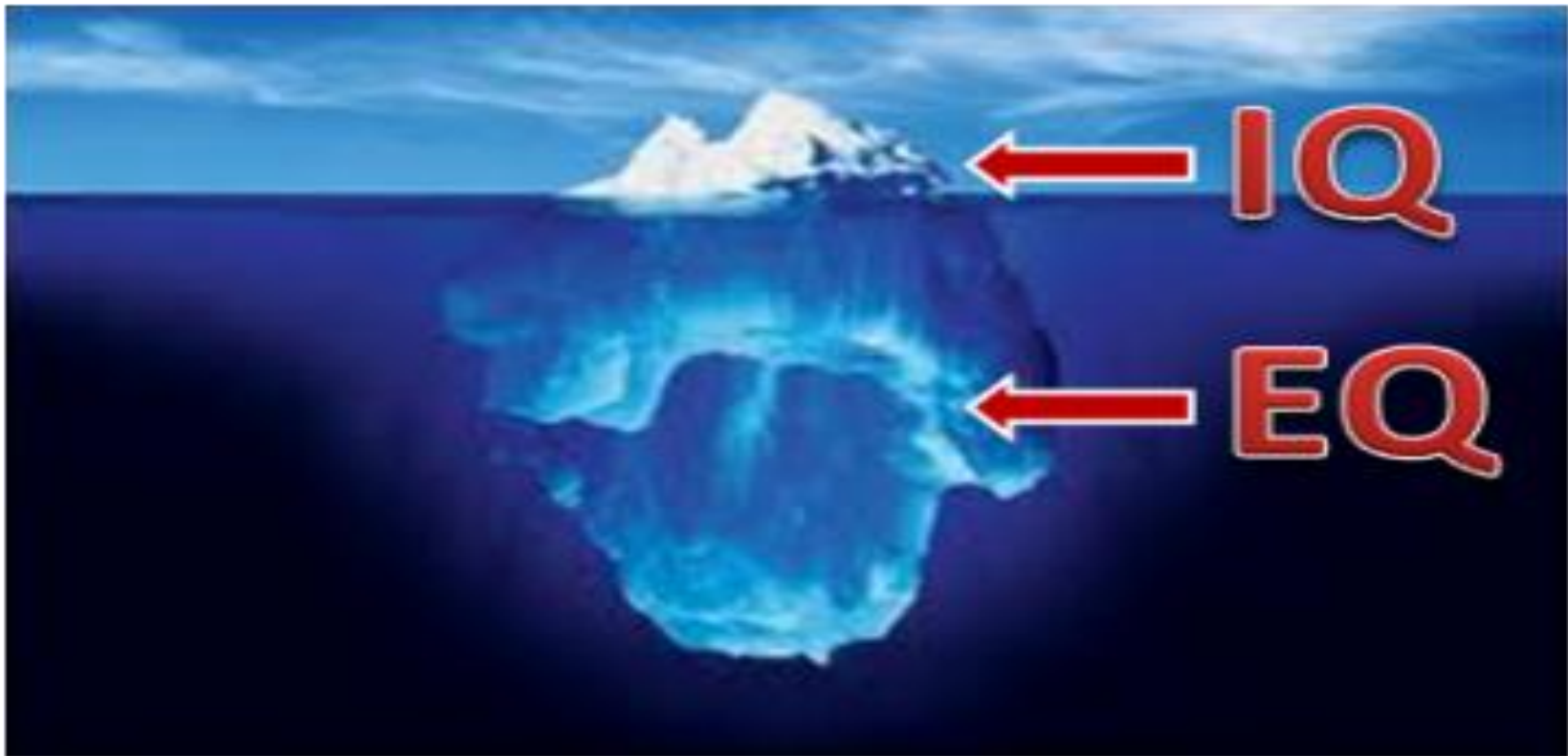


# Emotional Intelligence

Emotional Intelligence has only been around since the 1980's.

- Understanding emotional intelligence can help you better understand your feelings and behaviour, and in turn better understand other people's feelings and behaviour.
- An emotional intelligent person has a successful ability in handling the many different personalities of the world.

# Emotional intelligence



# Emotional Intelligence

- Emotion is a wide range of observable behaviours, expressed feelings, and changes in the state of mind and body.
- Feelings, emotions, our likes, and dislikes, give our individual lives meaning and cause us to be happy or unhappy, satisfied or dissatisfied.
- Intelligence is the ability to acquire and apply knowledge and skills.
- Emotional Intelligence is the ability to deal with other people successfully.
- By understanding one's own feelings they can understand and evaluate others

## Components of Emotional Intelligence



# Essential times to manage EI

- Giving and receiving feedback
- Meeting tight deadlines
- Dealing with challenging relationships
- Not having adequate resources
- Dealing with managing change
- Dealing with setbacks and failure



## To summarise

- Think of resilience as similar to taking a raft down a river
- You may encounter rapids, turns, slow water and shallows.
- In traveling the river, it helps to have knowledge about it and past experience of similar situations.
- In your head you have prepared a plan that will guide you, a strategy that you consider likely to work well for you.
- You need perseverance and trust in your ability to work your way around boulders and other obstacles.

## To summarise (cont..)

- Your courage grows as you learn and reflect on how you are doing by successfully navigating your way through white water.
- Friends that you trust having them on the journey can be helpful for dealing with difficult stretches of the river.
- You can climb out to rest alongside the river. But to get to the end of your journey, you need to get back in the raft!!

# Exercise

- What is your one take home learning from today?

# Suggested reading

- GRIT: The Power of Passion and Perseverance – Angela Duckworth
- Inside-Out: The Practice of Resilience - Sven Hansen
- The Resilience Factor: 7 keys to finding your inner strength and overcoming life's hurdles – Karen Reivich and Andrew Shatte
- Option B: Facing adversity, building resilience and finding joy - Sheryl Sandberg and Adam Grant
- Rising Strong – Brene Brown
- Learned Optimism: How to change your mind and your life – Martin Seligman