

What does being resilient mean?

- It doesn't mean we're unaffected by stress or adversity but rather the capacity to recover.
- It depends on the interplay between the challenges we face and the resources we have to deal with them.



YOU WOULDN'T LET THIS HAPPEN TO YOUR PHONE.
DON'T LET IT HAPPEN TO YOU EITHER.
SELF-CARE IS A PRIORITY
NOT A LUXURY.

What helps us be resilient at work?

As an individual:

- *Our identity as workers* – having an active and positive role
- *Being able to distance ourselves* – having a professional not only personal involvement
- *Expectation and readiness* - preparation and training
- *Sense of competence* - knowing what our job is and feeling able to do it effectively
- *Social support* – from colleagues and family / friends
- *Feeling valued* – by the organisation
- *Feeling able to talk* about things and having the opportunity to do so
- *Knowing ourselves* well enough to spot if things aren't OK and being willing to seek help

As a team:

- Shared sense of purpose
- Clarity of role
- Confidence in colleagues
- Adequate resources
- Looking out for each other
- Acceptance and tolerance of different coping styles
- Open communication
- Knowing each other
- Mutual respect and trust
- Humour

What threatens our resilience?

- When things go wrong or we feel mistakes are made
- When we feel helpless
- When we are unhappy with the decision-making of others
- When we are isolated or unsupported
- When normal coping is not possible
- When you can't detach
- When there's overlap with our personal life
- Incidents involving children
- When we can't talk about it
- When we are exhausted

The goal is to maintain or restore resilience

- How do we usually cope with caring for people who are very sick or dying? Sense of purpose / duty of care Doing best they can
- What do they usually do to look after themselves? What can they still do?
- Self care isn't selfish – necessary to be able to keep caring
- How can we restore / create the things that are usually protective?
- Who's in our support network?
- Normalising signs of stress & suggesting positive coping skills
- Celebrate successes
- Pay attention to kindness
- Build solidarity and pride

How's your psychological 1st aid kit?

- Is there anything missing?
- Does anything need replenished?

