

MARCH 24, 2022

Resilience
Training Workshop

Lyda Hill
Institute for
Human Resilience



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Please introduce yourself in the chat!

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Our Workshop Today

Logistics:

- Keep yourself on mute unless asking questions or participating in group discussions
- Breaks
- Polls
- Breakout Rooms
- Ask questions – Interact – Have Fun!

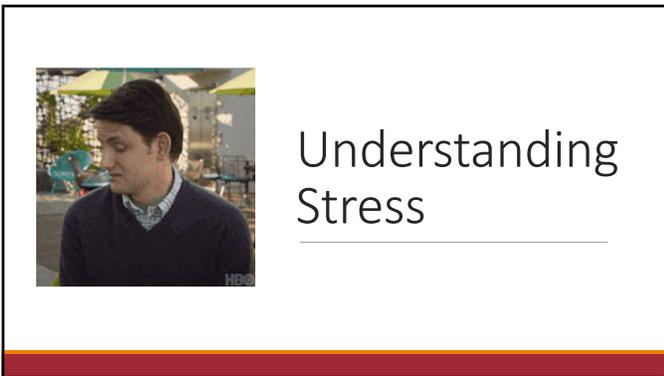
Objectives:

- Gain knowledge on stress, trauma, and Post-Traumatic Stress Disorder
- Learn about the Stress Injury Continuum and how to utilize the Continuum for self and others
- Develop skills around preventing and coping with secondary traumatic stress and burnout
- Learn how to foster resilience in self and others
- Practice helpful communication skills
- Create a personal self-care plan*

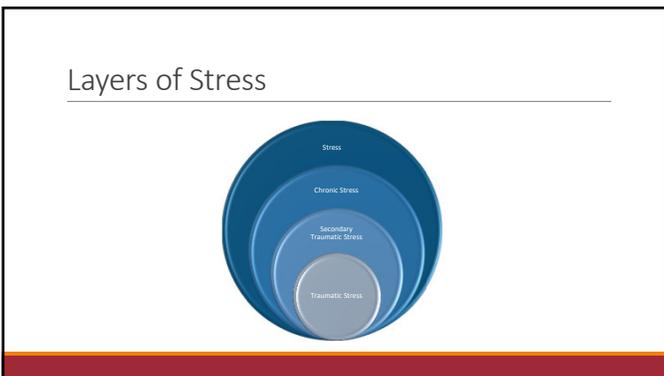
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Stress

Mind and body's reaction to an unusual demand such as a threat or challenge

Stress is defined as an interaction between environmental conditions and the person where perceived demands exceed perceived capability for managing those demands

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Walking in a forest...

What do you?

- Fight
- Fly
- Freeze

PBS NATURE

Poll

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Trying to Survive

Senses become more alert

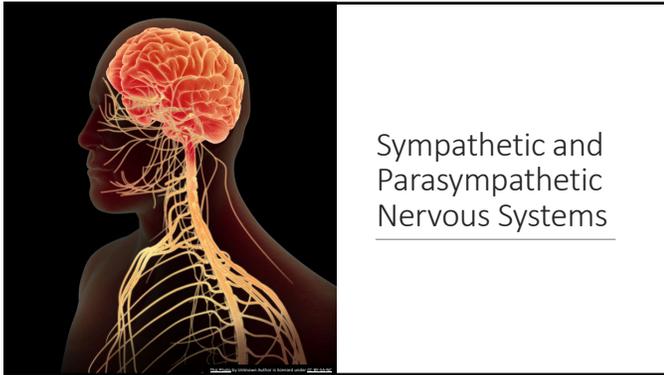
Muscles tighten and tense for action

Heart and breathing rate increase so that more blood is provided for vital organs and diverted away from the digestive tract and skin

Clotting agents, stored fat, and sugar supplies enter the bloodstream

Normal processes of the digestive tract are shut down

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Secondary Traumatic Stress



Emotional duress that results when an individual hears about the firsthand trauma experiences of another.

- Change in world view
- Excessive worry or fear about something bad happening
- Easily startled, or "on guard" all of the time
- Physical signs of stress (e.g. racing heart)
- Nightmares or recurrent thoughts about the traumatic situation
- The feeling that others' trauma is yours

Two potential consequences

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Compassion Fatigue

Occurs when directly working with victims of trauma and can be felt physically, emotionally, and psychologically

Physical:	Physical exhaustion Headaches Weight loss or gain Difficulty sleeping
Emotional:	Having disturbing images from cases intrude into thoughts and dreams Becoming emotionally detached and numb in professional and personal life Withdrawing socially and becoming emotionally disconnected from others Becoming pessimistic, cynical, irritable, and prone to anger
Psychological:	Perceiving the resources and support available for work as chronically outweighed by the demands Having client/work demands regularly encroach on personal time Viewing the world as inherently dangerous, and becoming increasingly vigilant about personal and family safety Becoming demoralized and questioning one's professional competence and effectiveness Secretive self-medication/addiction (alcohol, drugs, work, sex, food, gambling, etc.) Becoming less productive and effective professionally and personally Distancing, numbing, detachment, cutting clients off, staying busy, or avoiding listening to client's story of traumatic experiences Difficulty in maintaining professional boundaries with the client, such as overextending self

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Burnout

Burnout refers to the exhaustion and apathy that one may feel when dealing with prolonged workplace stress.

Stress and burnout are similar and can be related but are not the same thing.

- Stress is usually temporary or situational, while burnout likely will not ease until you take active steps to resolve it.

Burnout is not a sign of "weak" individuals, but rather a very common and impactful experience.

- Due to our high demand culture, burnout can feel 'normal'



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Burnout

<p>Burnout can stem from :</p> <ul style="list-style-type: none">PerfectionismTaking on too many responsibilitiesAn inability to say NoResponsibility for others' wellbeingHigh job performance demandCompetitionCorporate culture		<p>Warning signs of burnout include:</p> <ul style="list-style-type: none">Declining motivationReduced productivityIncreasing cynicismSocial withdrawalLack of attention to detailPhysical complaints<ul style="list-style-type: none">• Headaches• Fatigue/Exhaustion• Body aches and pains
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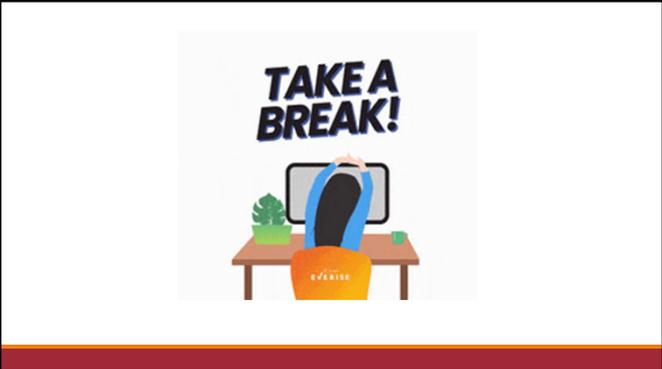
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Let's Talk!

Groups of 5: What has compassion fatigue or burnout felt like to you?
Have you been able to cope? What support have you received?

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TAKE A BREAK!

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Traumatic Stress



1. Directly experiencing an event
2. Witnessing an event in person
3. Learning an event occurred to a close family member or friend
4. Repeated exposure to aversive details of a traumatic event

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Some stressful events are considered traumatic in intensity

Typically, events that threaten the life, health, or safety of an individual, either directly or indirectly.



Distress and symptoms following exposure to such an extreme event may be more severe or persistent than general stress reactions.

Traumatic Stress

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Traumatic Stress and "Critical Incidences"

Events that threaten the life, health, or safety of an individual, either directly or indirectly.

- Natural and human-caused disasters
- Physical and sexual assaults
- War
- Child abuse
- Life-threatening illness
- Traumatic loss

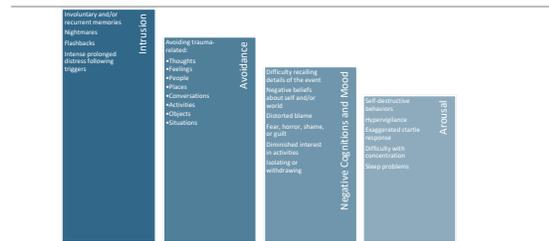
Distress and symptoms following exposure to such an extreme event may be more severe or persistent than general stress reactions.

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Post-Traumatic Stress Disorder (PTSD)

A disorder that can occur following a traumatic (severe, life-threatening) stressor characterized by intrusive re-experiencing of the traumatic event, hyperarousal, avoidance of reminders of the traumatic event, and other symptoms that can significantly impair psychosocial functioning.

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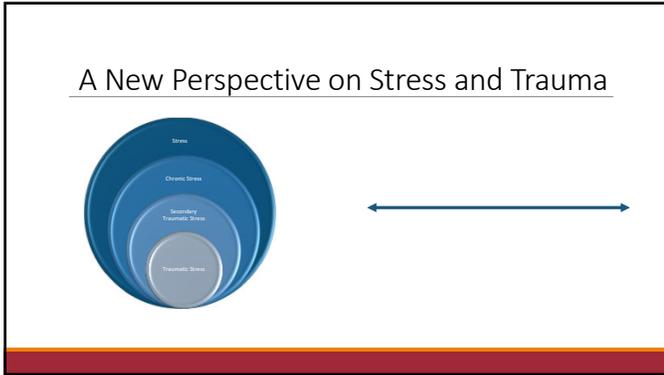
30 Days

PTSD is not diagnosed until 30 days after an event. This is because many stress reactions after trauma are *normal*. These symptoms become concerning when they do not dissipate on their own or with support after 30 days.

In some individuals, PTSD symptoms do not emerge until weeks, months, and even years after the event

There are over 600,000 ways to present with PTSD

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A Different Way to Look at Stress

Stress can also be viewed as an injury and the resulting injury or trauma, or the result of a buildup of chronic stress, can be viewed on a continuum.

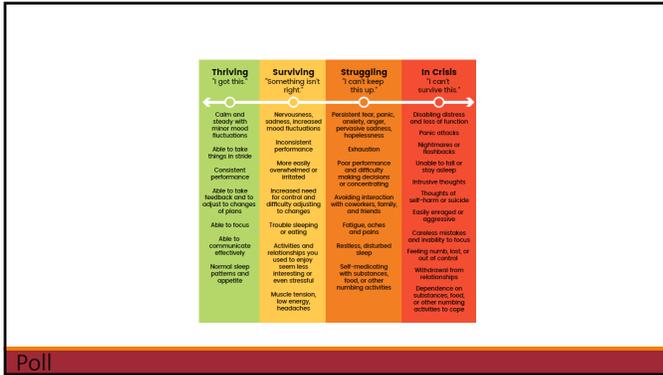
Stress Injury

- Occurs on a continuum, with PTSD one of many presentations
- Early and late changing vital signs
- Physical injuries
- Can be supported when they are recognized
- Are dynamic, can move in other direction
- Are more likely to occur in states of stress
 - Occupational exposure

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HEALTHY	REACTING	INJURED	ILL
<ul style="list-style-type: none"> Normal mood fluctuations Calm & takes things in stride Good sense of humour Performing well In control mentally Normal sleep patterns Few sleep difficulties Physically well Good energy level Physically and socially active No or limited alcohol use/ gambling 	<ul style="list-style-type: none"> Irritable / impatient Nervous Sadness / overwhelmed Displaced sarcasm Procrastination Forgetfulness Trouble sleeping Intrusive thoughts Nightmares Muscle tension / headaches Low energy Decreased activity/socialising Regular but controlled alcohol use / gambling 	<ul style="list-style-type: none"> Anger Anxiety Pervasively sad / hopeless Negative attitude Poor performance / workaholic Poor concentration / decisions Restless disturbed sleep Recurrent images / nightmares Increased aches and pains Increased fatigue Avoidance Withdrawal Increased alcohol use / gambling is hard to control 	<ul style="list-style-type: none"> Angry outbursts / aggression Excessive anxiety / panic attacks Depressed / suicidal thoughts Over insubordination Can't perform duties, control behaviour or concentrate Can't fall asleep or stay asleep Sleeping too much or too little Physical illnesses Constant fatigue Not going out or answering phone Alcohol or gambling addiction Other addictions

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Poll

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Why does the Continuum Matter?

- Reduce stigma of trauma and stress reactions
- Normalize reactions
- Early and late changing vital signs/symptoms
- Can be supported when they are recognized
- Increase self-efficacy and resilience

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Group Reflection

Does the stress injury Continuum change the way you see or understand stress and trauma?
How might you use this model in your role?

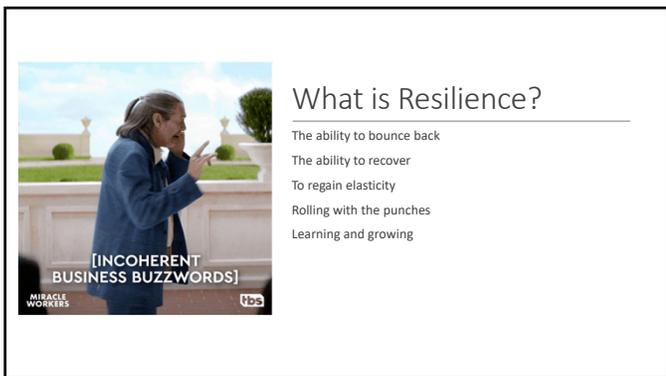
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Developing Resiliency

The experience of adversity alone does not create resilience. It is the experience of successful coping that is important.

- Effective utilization of resources
- Flexible coping
- Active management of personal distress
- The ability to seek opportunities to help others



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Self-Efficacy

Self-efficacy is an individual's belief in their innate ability to achieve goals. Self-efficacy centers around an individual's belief in his or her efforts and accomplishments and gives the individual a sense of control over his or her actions.

- MASTERY EXPERIENCE
- VICARIOUS LEARNING
- SOCIAL PERSUASION
- PSYCHOLOGICAL STATE

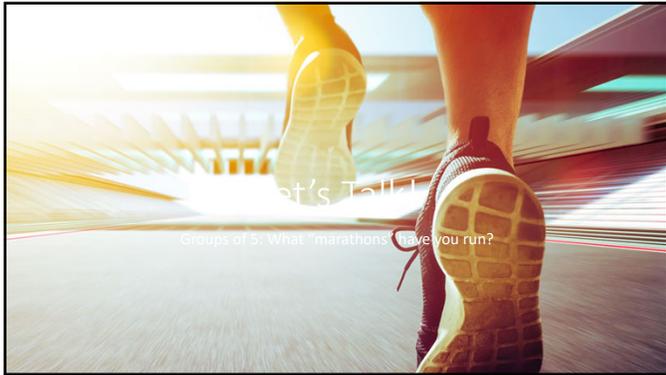
- Plays a large role in resilience and coping styles
- Help an individual estimate their capacity
- Help regulate emotional states

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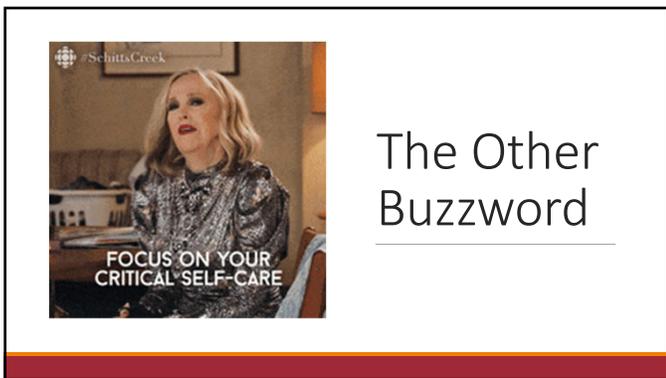


Running a Marathon

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WAIT, WHAT?

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Don't Let Self-Care be Stressful!



Self-care is simply choosing your own personal needs in times of stress.
Coping is simply an activity that distracts or soothes in the moment.

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I'VE HAD A VERY LONG, HARD DAY.

SO BE REALISTIC

Self-care can be...

- Taking an entire day off work
- Taking a vacation
- Indulging in a spa day or fancy dinner

Self-care can ALSO be...

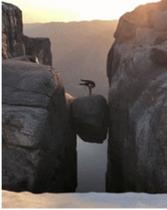
- Taking lunch away from your desk
- Taking a daily walk outside
- Taking a bubble bath or eating a really good cookie

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Be flexible in your coping skills

What worked two years ago may be different than what worked last year which may be different from what works now

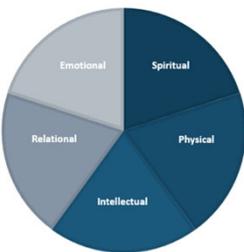
Focus on different areas of coping



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Facets of Wellness

Wellness is more than emotional and physical fitness. You can discuss wellness without ever discussing feelings.

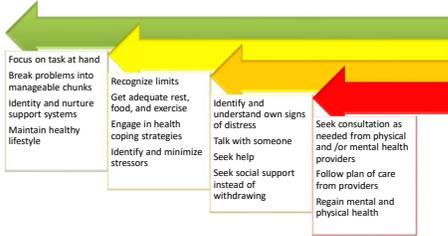


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Thriving "I got this"	Surviving "Something isn't right"	Struggling "I can't keep this up"	In Crisis "I can't survive this"
Calm and steady with minor mood fluctuations	Nervousness, anxiety, increased mood fluctuations	Persistent fear, panic, quality change, pervasive sadness, helplessness	Debilitating distress and loss of function
Consistent performance	Inconsistent performance	Exhaustion	Panic attacks
More easily overwhelmed or irritated	Poor performance and difficulty making decisions or communicating	Thoughts of self-harm or suicide	Aggravation or fearfulness
Increased need for control and difficulty adjusting to changes	Avoiding interaction with coworkers, family, and friends	Thoughts of self-harm or suicide	Thoughts of self-harm or suicide
Ability to take feedback and adjust to changes of plans	Difficulty sleeping or eating	Thoughts of self-harm or suicide	Thoughts of self-harm or suicide
Ability to focus	Fatigue, irritability, and other	Thoughts of self-harm or suicide	Thoughts of self-harm or suicide
Ability to communicate effectively	Reckless, disturbed sleep	Thoughts of self-harm or suicide	Thoughts of self-harm or suicide
Healthy sleep patterns and appetite	Self-medicating with substances, food, or other numbing activities	Thoughts of self-harm or suicide	Thoughts of self-harm or suicide
	Muscle tension, low energy, headaches	Thoughts of self-harm or suicide	Thoughts of self-harm or suicide

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Go Back to (Or Stay In!) Green



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Coping with Burnout

You can use the Stress Injury Continuum to evaluate where you are.



- Seek supportive social connections and limit negative ones
- Connect with a cause that feels meaningful for you
- Reframe the way you look at work
- Balance work with hobbies and self-care
- Make self-care a priority
- Take a break from technology
- Nourish your creative side
- Schedule breaks into your day

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Group Reflection

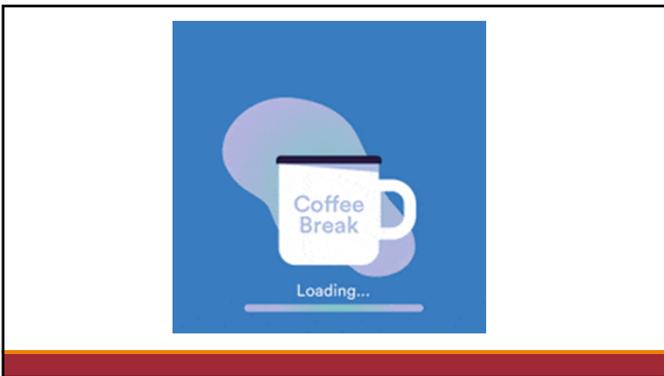
How do you cope with stress in your role? What behaviors are you modeling for others?



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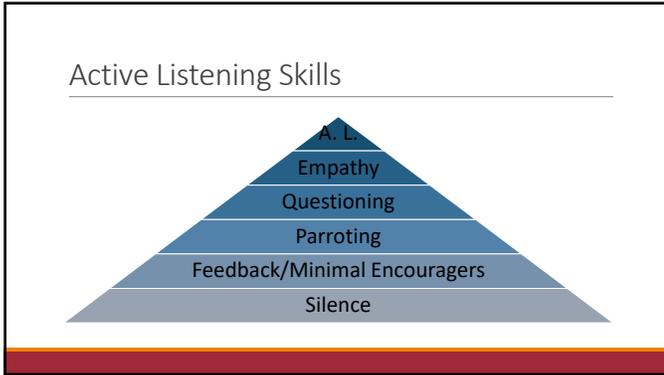
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Empathy and Validation

Empathy is the skill of understanding another person's feelings or point of view and the ability to communicate that understanding.
Empathy helps a person to feel heard, understood and validated.

Validation often goes hand-in-hand with empathy and in fact goes a step beyond empathy. Validation involves acknowledging the experience without judgement.
When you validate someone, you are verbally communicating your understanding of their unique experience and accepting their point of view.

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Empathy can be powerful!

Empathy can:

- Communicate a shared understanding without having to use a lot of words
- Move the conversation towards help or support
- Deepen relationships and promote helping behaviors
- Instill compassion and understanding in times of stress.
- Improve professional interactions with clients and partners.

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But too much empathy can hurt.

Too much empathy can cause strain on the individual expressing it

Because empathy instills a shared experience, constant empathy for others can make us feel drained , exhausted, and even stressed

Ultimately, constant empathy can lead to burnout and can reverse our ability to feel empathetic towards others.

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Validation

When you validate someone, you are verbally communicating your understanding of their unique experience and accepting their point of view.

You can validate and accept a situation without approving of the situation.

Listening without judgement provides a safe space for someone to express their emotions and can lead to a better discussion of support and change, versus forcing the issue without validating the experience.

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Its not about the nail



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The Wall

Sometimes helpful conversations are instead met with a wall of confrontation, denial, or resistance

- Validation
- Stages of change (you cannot force change)
- Reflection and mirroring
- Modeling

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Let's Practice!

Groups of 2: Practice breaking down "the wall"

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Personal Self Care Plan



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Stress style

Imagine yourself in a stressful situation. When you are feeling anxious, what do you typically experience? Check all the numbers that apply.

1. My heart beats faster
2. I find it difficult to concentrate because of distracting thoughts
3. I worry too much about things that don't really matter
4. I feel jittery
5. I get diarrhea
6. I imagine terrifying scenes
7. I can't keep anxious-provoking pictures and images out of my mind
8. My stomach gets tense
9. I pace up and down nervously
10. I am bothered by unimportant thoughts running through my mind
11. I become immobilized
12. I feel I am losing out on things because I can't make decisions fast enough
13. I perspire
14. I can't stop thinking worrisome thoughts

Give yourself a "Mind" point if you checked any of the following: 2, 3, 6, 7, 10, 12, and 14.
Give yourself a "Body" point if you checked any of the following: 1, 4, 5, 8, 9, 11, and 13.

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Body

If stress registers mainly in your body, you will need a remedy that will break up the physical tension pattern. This may be a vigorous body workout, or a slow-paced (even lazy) muscle relaxer.

- Aerobics
- Progressive relaxation
- Swimming
- Biking
- Rowing
- Running
- Walking
- Yoga
- Massage
- Soaking in a hot tub
- Deep breathing
- Golf

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Mind

If you experience stress as an invasion of worrisome thoughts, the most direct intervention is anything that will engage your mind completely and redirect it:

- Meditation
- Exercise
- Reading
- Crosswords, puzzles
- TV, movies
- Games (chess, cards)
- Knitting, sewing
- Carpentry, handicrafts
- Any absorbing hobby
- Creative imagery

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Mind/Body

If you experience a mixed type, you may try a physical activity that also demands mental rigor:

- Competitive sports
- Tai Chi
- Tae Kwan Do
- Any combination of mind and body activity

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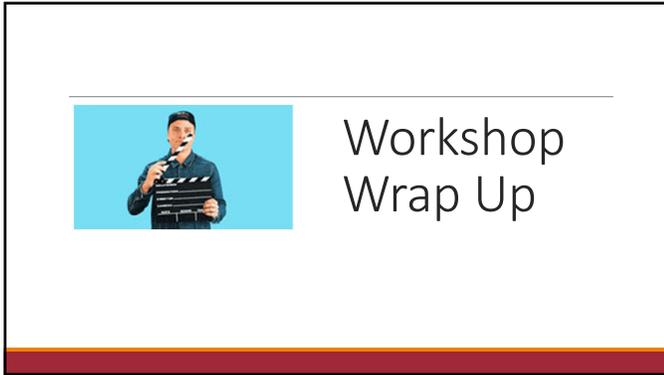
Making Green Choices

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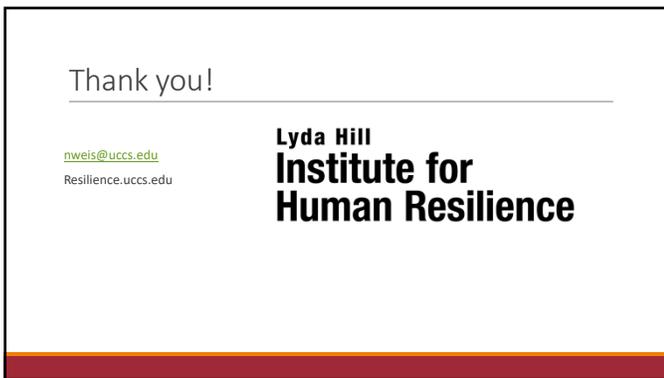
What are you walking away with today?

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A slide titled "Workshop Wrap Up" featuring a small image of a man with a microphone on the left and the text "Workshop Wrap Up" on the right. The slide has a white background with a thin horizontal line above the text and a dark red footer bar at the bottom.

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A slide titled "Thank you!" with contact information for the Lyda Hill Institute for Human Resilience. The text includes "nwels@uccs.edu", "Resilience.uccs.edu", and the full name of the institute. The slide has a white background with a thin horizontal line above the text and a dark red footer bar at the bottom.

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