

# Building Resiliency Through Wellbeing Management: A Discussion

**For Member Populations**



Discussion:  
What do you do when the gravity of life pulls you  
into a space that you'd rather not be?

**Making the connection to  
wellbeing and resiliency**

# Cultural Competency and Trauma-Informed Care

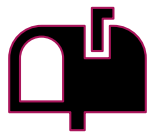
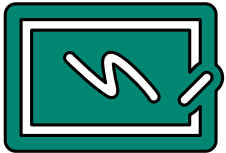
"Mercy Care believes that we ensure the provision of high-quality services by fostering collaboration, respect for differences, preferences, language and other cultural needs within the communities we serve.

We believe that culturally and linguistically-responsive programs that promote building on people's strengths and values while reducing the effects of traumatic and other adverse experiences achieve positive health outcomes and create welcoming environments."

**How does this relate to our discussion today?**

**ALL THE TIME is the right time for cultural and trauma humility.**

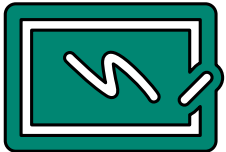
**You're Invited!**



# Invitation

Special invitation to **untether yourself** from what might bind you to other responsibilities for the next few minutes, so that you can be mindfully present, open to **learning/contributing/exploring**, and enjoy the moments ahead.

What are we going to think/talk about today?



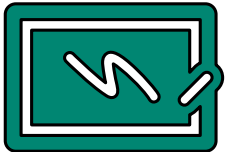
# Topics

- Definitions
- Causes
- Impact
- Remedies
  - Mike's
  - Practical
  - Yours
- Resources



Please join me in this discussion

How do you describe  
or define **resilience**?



# Definitions

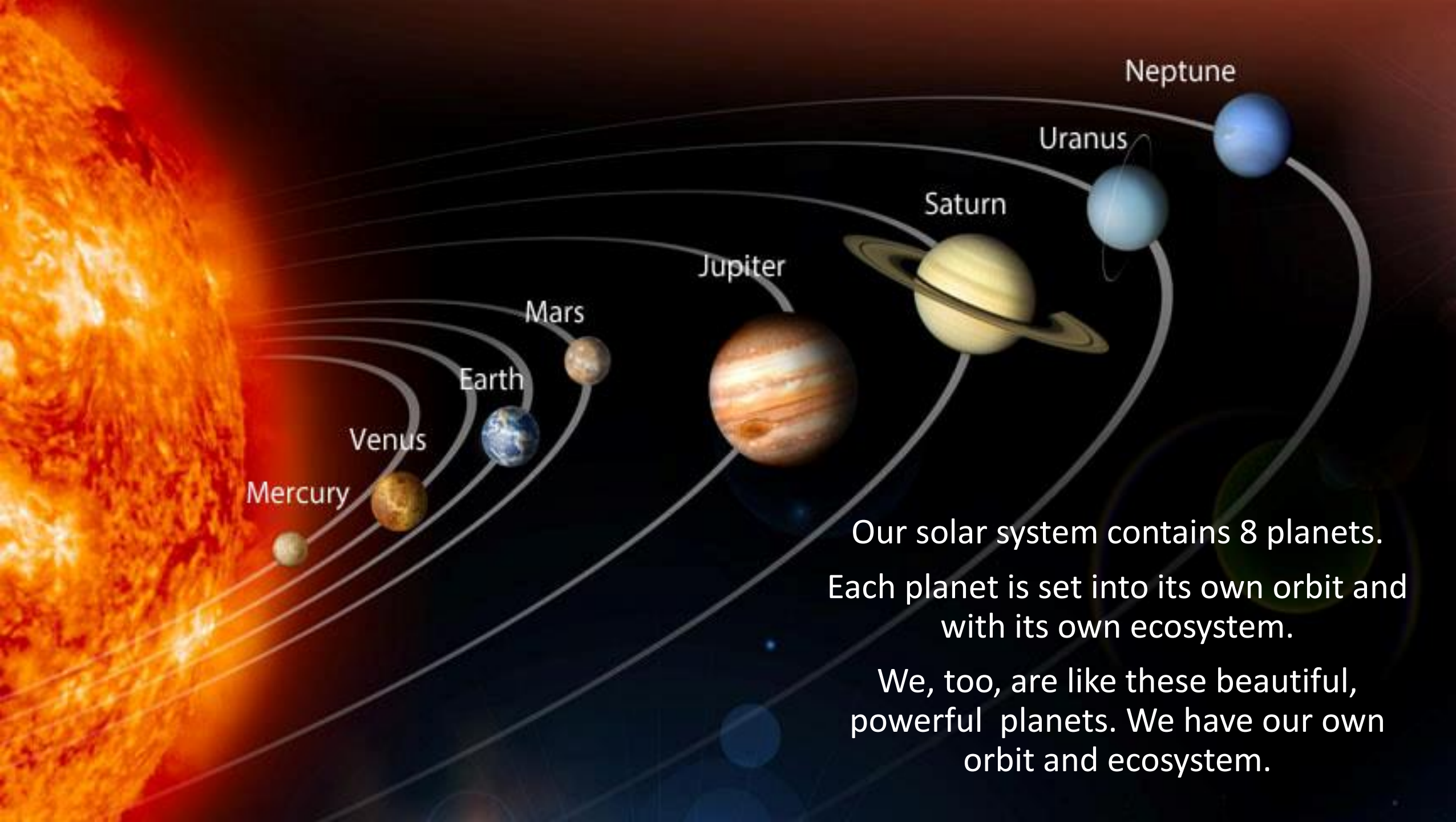


## Resilience

“Resilience is the process and outcome of **successfully adapting** to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands.”

We all have a natural state (physically, mentally, spiritually, wellbeingly) in which we reside. The gravity of life pulls us away from that natural state and into an orbit in which we may not be our best self.

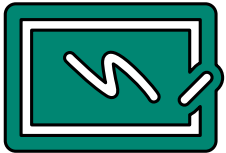
Resiliency is the function of returning to our life’s natural orbit.



Our solar system contains 8 planets.  
Each planet is set into its own orbit and  
with its own ecosystem.

We, too, are like these beautiful,  
powerful planets. We have our own  
orbit and ecosystem.

How do you describe  
or define **Wellbeing**?



# Definitions

## Wellbeing



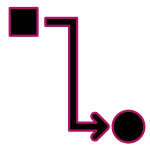
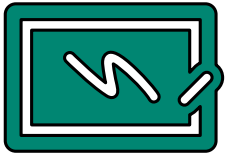
“The active pursuit of activities, choices and lifestyles that lead to a state of **holistic health.**”

Wellbeing is when I feel not half, but whole.





Let's connect  
**Wellbeing** and  
**Resilience.**



# Making the Connection

## Wellbeing

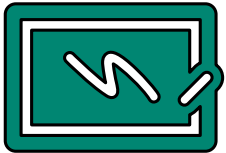
My natural orbit, when what I am doing makes me feel whole.

## Resilience

What I do to return myself to my natural orbit.

When we get out of sync with our orbit, it's our responsibility to recognize it and address it.

Potential **disruptions**  
that throw us out of  
orbit?



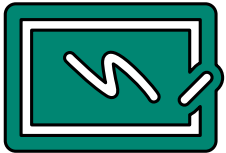
# Disruptions

## What's most likely to disrupt our orbit?

- Constant requirement to be “on” (relentless)
  - Family, Friends, Work, School
- Emotional demands
- Conflicting demands (help a loved one or attend to our needs?)
- Lack of access to housing or food or healthcare
- Sudden/unexpected change
- Lack of safety
- Acute (sudden) health issue
- Chronic (long term) health issue
- Disappointments
- Work assignments/overload
- Deadlines
- Lack of resources (or the wrong ones)
- Loss of autonomy
- Inconsistent sense of connections



What are the  
**personal** impacts?

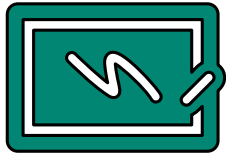


## Personal Impact ✓

- Depression and anxiety
- PTSD (constant exposure to trauma)
- Changes in appetite/weight
- Changes in sleep
- Poor energy/concentration
- Overwhelm
- Feeling of loss of control
- Feelings of alone
- Fatigue, including physical, mental and spiritual
- Diminished health
- Interpersonal relationship issues
- Lack of self-esteem
- Losing a sense of self
- Inability to “show up” for ourselves or others
- “Sunday sadness” (sense of doom)

Etc.

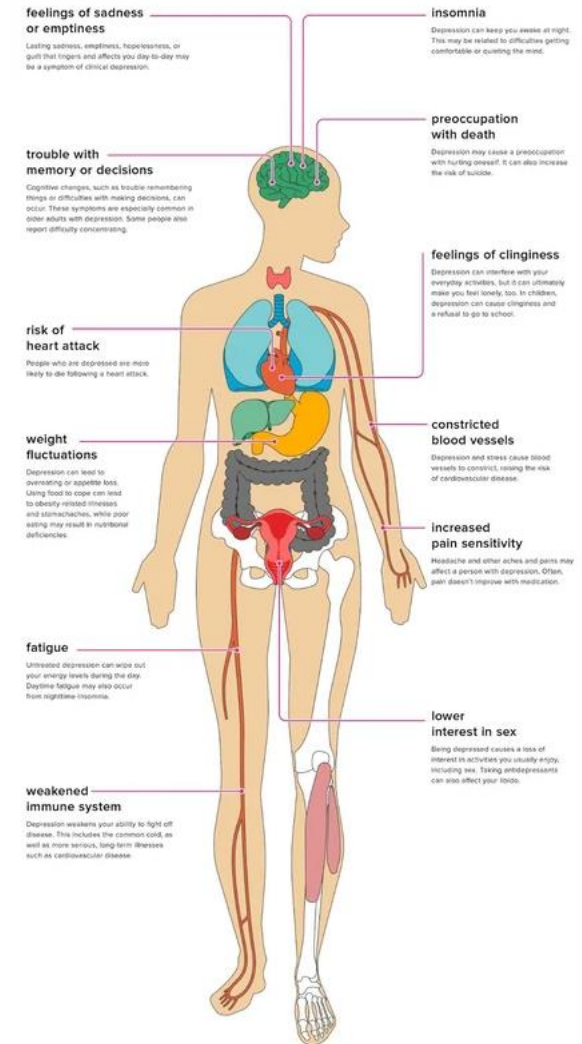
## What are the health impacts?



# Health Impact ✓

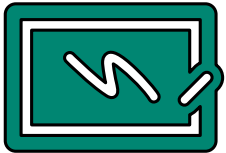
The impact of a lack of wellbeing is systemic:

- Feelings of sadness or emptiness
- Insomnia, headache
- Memory, concentration, decision making
- Preoccupation with death
- Risk of heart attack
- Feelings of clinginess
- Appetite/weight fluctuation (gut health)
- Constricted blood vessels
- Fatigue
- Increased pain sensitivity
- Weakened immune system
- Lower interest in personal contacts and sex



Source: [Healthline.com](https://www.healthline.com)

Why do we not  
manage impact?

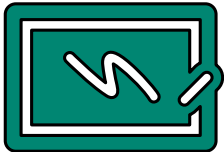


## Why Don't We?

- May feel that we don't have permission to address our needs.
- We don't want to "rock the boat" or be concerned we may be seen as "weak."
- Useless...all in the same boat.
- Afraid acknowledging our needs might make things worse.
- Concerned it is not "adulting" to admit to struggling.
- Our personal culture doesn't support the notion of "self."
  - Cultures of collective as opposed to self
  - Woman's job to do everything
  - Man-up
  - Saving-face
  - Do, don't Ask



How can we remedy  
and **manage** our  
wellbeing and  
resilience?

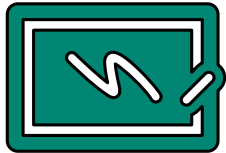


# Mike's Remedies

## Accept and Acknowledge

- Pema Chodron, Buddhist teacher, author, nun and mother
- Impermanence of life
  - Not permanent, perfect, personal
    - Otherwise, we may nurture our own pain/grief
  - Welcome what life brings
    - Life isn't happening "to" you
- When life delivers something to me, try to:
  - Live in the truth of the moment/crisis
  - Face it, Honor it, Deal with it
  - Find the benefit or blessing?
    - Ask, "What's the blessing that brought this 'curse' to me?"

How can we remedy and **manage** our wellbeing and resilience?

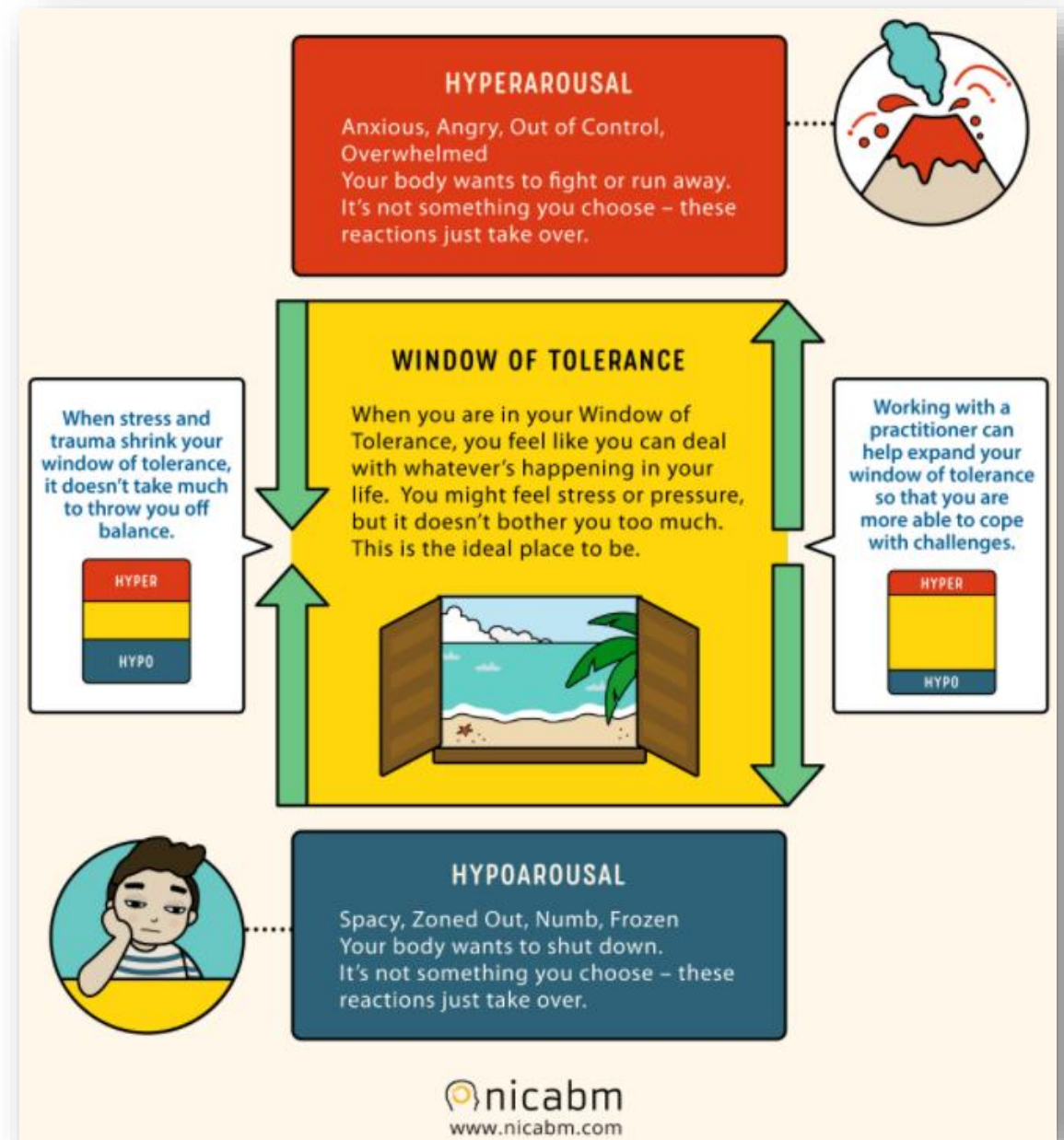


## Open our Window:

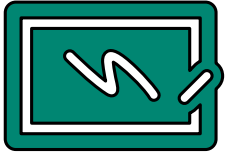
### Window of Tolerance Model

Expand your window by practicing:

- Awareness
- Patience
- Curiosity
- Mindfulness
- Acceptance



Consider a **Wellbeing Plan**.



# Mike's Remedies

Consider Wellness ✓

- Build a Wellbeing Plan
- Whole-person wellness
- Ahead of when needed
- National Wellness Institute:
  - Six Dimensions of Wellness
    1. **Emotional**
    2. **Occupational**
    3. **Physical**
    4. **Social**
    5. **Intellectual**
    6. **Spiritual**
- Consider not just what, but why (motivation) and when
- Incorporate an accountability measure





# DEVELOPING STRONG PEOPLE



## OCCUPATIONAL

Find a career that you are passionate about

- Personal interests and values align

**Personal Growth & Development**

- Build new skills
- Look for opportunity to grow

**Financial security**

- Make a comfortable living for you and your family
- Do not build debt, pay off bills
- Financial investments for long term security

Find a  
Mentor

## EMOTIONAL

Being able to understand and accept your feelings and someone else's

- Anger
- Happy
- Sad
- Frustrated
- Excited, etc.

**Build trust, respect others**

Understand that being optimistic is better than being pessimistic

- Glass is half full
- Don't play devil's advocate, but be aware that many things can happen

Pause  
before  
responding

## PHYSICAL

Consume a healthy diet and align the correct nutrition

- Lean Protein
- Fruits & Vegetables
- Whole Grains
- Healthy Fats

**Be physically active**

- Play Sports
- Weight Training
- Running / Walking
- Yoga / Meditation

**Abstain from substance abuse**

- Limit consumption of alcohol
- Refrain from use of tobacco and non-prescription drugs

**Get enough sleep and allow your body to heal from sickness & injury.**

Join an  
activity  
group/team

Meditation/  
Breathing

## SPIRITUAL

Understand your values and beliefs

- Mindfulness
- Rites of Passage
- Religion
- Seek a higher spiritual connection
- Center yourself (Body, Mind, Spirit)

**Be tolerant of other world views and beliefs**

- Religions
- Beliefs
- Spiritual practices

Learn  
something  
new

## INTELLECTUAL

Challenge yourself to think outside your comfort zone

- Look for opportunity in educational challenges
- Try new things
- Diversify your world around you

**Know your trigger points**

- Identify potential problems
- Work to solve and not dismiss problems
- Strive towards overall wellness

## SOCIAL

Be a positive contributing factor in your community and the environment around you

- Volunteer
- Philanthropist
- Support others

**Build sustainable & meaningful relationships**

- Be in a positive relationship with a life partner
- Strengthen your family and friends around you
- Grow a positive personal network

Volunteer,  
Join a  
MeetUp

# My Individual Wellness Plan: *To sustain my wellbeing*



- I will implement one action in at least one dimension by \_\_\_\_/\_\_\_\_/\_\_\_\_.
- I will share my Individual Wellness Plan with \_\_\_\_\_, who will support, encourage and help hold me accountable.
- My wellness motivation is: \_\_\_\_\_.
- Signature/Date: \_\_\_\_\_

## Occupational/Educational:

## Physical:

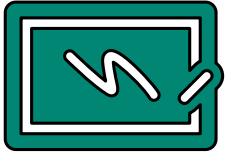
## Social:

## Intellectual:

## Spiritual:

## Emotional/Mental:

Consider a **Resiliency Plan**.



# Resiliency Plan

## Consider Resiliency

- Build a Resiliency Plan
  1. “When I am standing resilient, I am”:
    - Feeling
    - Thinking
    - Saying
    - Dwelling
    - Connecting
    - Enjoying
  2. What are you doing/engaged in that brings about those sensations?

# My Resiliency Plan: *To foster my personal resiliency*

- I will share my Resiliency Plan with \_\_\_\_\_, who will support, encourage and help hold me accountable.
- My motivation is: \_\_\_\_\_.
- Signature/Date: \_\_\_\_\_

To encourage feelings of \_\_\_\_\_, I will: \_\_\_\_\_

To support thinking about \_\_\_\_\_, I will: \_\_\_\_\_

I will be mindful to talk about: \_\_\_\_\_

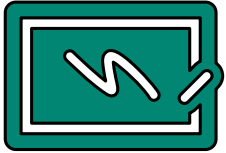
I will spend time at this/these locations/environments: \_\_\_\_\_

To foster a sense of connection, I will visit with: \_\_\_\_\_

To sense (healthy) enjoyment, I will: \_\_\_\_\_



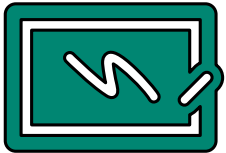
How can we remedy  
and **manage** our  
wellbeing and  
resilience?



# Practical Remedies

- Understand what you feel is normal
- Own your experience (know the **risks and rewards** of your profession), which may include creating a resiliency or self-care plan
- Focus on the rewards of your work/abilities
- Find the “blessing” in your “curse”
- Identify someone to talk **and connect** with
- **Prioritize** regularly eating properly, sleep, exercise and stretch
- **Prioritize** regularly taking time off, and unplug/untether (**before you “need” to**)
- Cultivate outside interests (find your “**third place**”)
- HALT (Hurt, Angry, Lonely, Tired)
- Zones/Spaces: Relax, safety, comfort (Danish Hygge)
- Butterfly Hug/Breathing Techniques
- Counseling (Reprocessing, EMDR, etc.)
- Identify and manage triggers of images, cognition, emotions and sensations

How can we remedy  
and **manage** our  
wellbeing and  
resilience?



# Technique

## Butterfly Hug



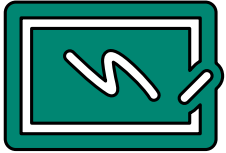
Lucinda Artigas, 1998

**Helpful when:** Stressed, burned out, fatigued to recenter yourself to your self.

- Sit comfortably
- Eyes can be open or closed (if closed, consider safe/soothing imagery)
- Take a deep breath, hold for a few seconds, then slowly exhale
- Repeat mindful breathing throughout
- Cross arms at sternum, shoulders or elbows (discrete option is to use top of legs/thigh)
- Continue breathing
- Gently tap from left to right (may also slightly increase tapping pressure)
- Continue until you feel comfort or at ease

**Why it works:** Produces bilateral stimulation as well as sensations of warmth, security and safety that might help ground you to the present.

How can we remedy  
and **manage** our  
wellbeing and  
resilience?



# Remedies

What do **YOU** do?



Proprietary and Confidential



“Our best work is done when we lead with both our brain and our heart. Our brain to take care of the tasks to which we attend, and our heart to attend to our self.”

Mike Tripp, Learning Consultant, Quasi Philosopher





“Self-care doesn’t necessarily mean jogging.”

Sandra Oh, Actress



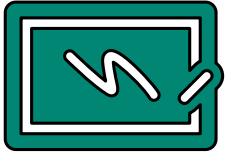
Thank you for attending

# Building Resiliency Through Wellbeing Management: A Discussion

**For Member Populations**



What are some resources to help long term?



# Today's Resources

## Pema Chodron Books

- *Welcoming the Unwelcome*: Learning to accept the world, just as it is.
- *When Things Fall Apart*: Living an effective life when it seems to be falling apart.
- *Practicing Peace in Times of War*: Effectively dealing with vulnerability and helplessness.
- *Smile at Fear*: Looking beyond fear and finding bravery, trust and joy.
- **Website**: The Pema Chodron Foundation
  - <https://pemachodronfoundation.org/about/pema-chodron/>

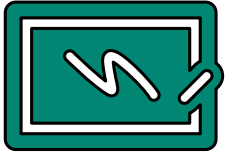
## Global Wellness Institute

- <https://globalwellnessinstitute.org/>

## Healthline

- <https://www.healthline.com/health/depression/effects-on-body>

What are some resources to help long term?



# Today's Resources

## AMA Steps Forward website (14 articles)

- <https://edhub.ama-assn.org/steps-forward/pages/professional-well-being>

## American Institute of Stress

- <https://www.stress.org/>

## World Health Organization (Burn Out ICD 11)

- <https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

## National Institute of Health (Burnout Article)

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6367114/>

## National Association of Social Workers (Code of Conduct)

- [https://www.socialworkers.org/LinkClick.aspx?fileticket=UyXb\\_VQ35QA%3d&portalid=](https://www.socialworkers.org/LinkClick.aspx?fileticket=UyXb_VQ35QA%3d&portalid=)

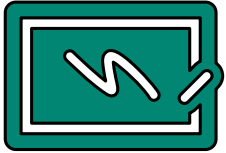
## Society for the Advancement of Psychotherapy (Supervisor Role)

- <https://societyforpsychotherapy.org/safety-in-clinical-supervision/>

## National Wellness Institute (Six Dimensions of Wellness)

- <https://nationalwellness.org/resources/six-dimensions-of-wellness/>

What are some resources to help long term?



# Additional Resources

## Arizona Trauma Institute

- [www.aztrauma.org](http://www.aztrauma.org)

## Compassion Fatigue Awareness Project

- <https://compassionfatigue.org/index.html>

## Find Help Phoenix

- [www.findhelpphx.com](http://www.findhelpphx.com)

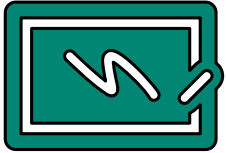
## Help Guide (Burnout Prevention and Treatment)

- <https://www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm>

## The Wellness Society (Tools to Understanding Your Mental Wellbeing)

- <https://thewellnesssociety.org/>

What are some resources to help long term?



# Additional Resources



## Personal Caregivers:

### Arizona Caregiver Alliance

- <https://azcaregiver.org/>

### National Alliance for Caregiving

- <https://www.caregiving.org/>

### Family Caregiver Alliance

- <https://www.caregiver.org/>