

Resiliency in Worksite Settings



A Wellness Strategy Focused on “Bounce Back”

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How do you define
resiliency?





Thriving in Today's World

- In today's environment, continuous, overlapping change has become a way of life
- The speed of change is accelerating
- The complexity of change is expanding
- The gaps between changes are evaporating

How do your employees respond to change? How do they respond to setbacks or rough times, that might not feel fair?



Resiliency?

Refers to the ability to:

- Cope well with high levels of ongoing disruptive change
- Sustain good health and energy when under constant pressure
- Bounce back easily from setbacks
- Overcome adversities
- Change a new way of working and living when an old way is no longer possible
- Coping, sustaining, bouncing back, and changing without acting in dysfunctional or harmful ways



Earth's oldest living inhabitant "Methuselah" has reached the age of 4,768 years.

People with Resiliency Skills have a Significant Advantage

- During economic hard times resilient individuals give their families a better chance to pull through and bounce back
- Resiliency is crucial when there are added challenges of physical injury or disease
- A resilient person is best at making difficult situations work well
- Resilient people are less likely to become ill during difficult times
- Corporations with resilient employees have an advantage over their less resilient competitors





Optimism and Hope

Which word best describes resiliency?

- Optimistic people motivate us to accomplish a great deal more than we otherwise might
- Optimism is the belief that I will “win”
- “Hope is a verb with its sleeve rolled up”
- Hope suggests whatever the odds, I will do my best, to see it through



“I have nothing to offer, but blood, toil, tears and sweat”...

Resilient Individuals

Facing down reality...

- Optimism has its place in turning things around
- Optimism can give us a sense of possibility
- But, far more important is a sense of reality
- In “facing down” reality we prepare ourselves to act in ways that allow us to endure and survive hardships (resilience)



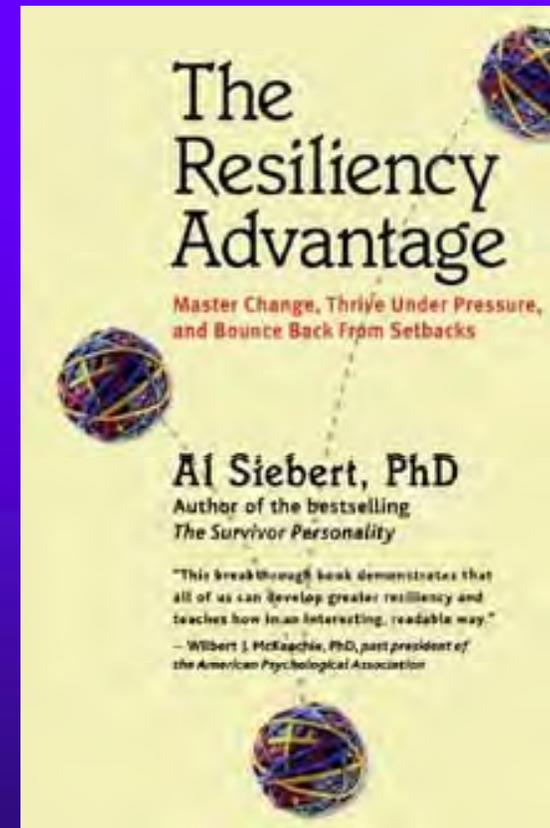
Admiral Jim Stockdale



Vietnam prisoner of war for eight years...

Resiliency can be Learned!

- Optimize health and well-being
- Develop good problem solving skills
- Develop strong inner gatekeepers
- Develop high-level resiliency skills through unleashing the school of life
- Develop the power of positive expectations



Program Mix - Resiliency

Program Lines

←—————→
Change – Energy – Sleep – Attitude – Nutrition – Physical Activity – Self Care – Life Goals – Support - Relaxation

Program Intensities

Awareness

Behavioral Change

Environmental Support



Proposal, Plan & Time-Line Process



Proposal

- Is this a new program?
- What is the major purpose?
- What is the need for this program?
- What are the potential benefits of this program?
- What are the 2 – 4 program goals?
- What are the program basics (description, target, marketing, delivery, evaluation)

Time Line

- Program preparation
- Program implementation
- Program maintenance
- Program celebration, evaluation, and follow-up

Plan

- Budgeted dollar amount
- Description of the program
- Program rules and requirements
- Registration/orientation process
- Participant goal setting
- Participant barrier discovery process
- Skill building components
- Educational components
- Social support systems
- Environmental support systems
- Tracking systems
- Support materials
- Necessary forms
- Incentives and celebration process



Designing a Resiliency Program

- Optimize health and well-being
- Develop good problem solving skills
- Develop strong inner gatekeepers
- Develop high-level resiliency skills through unleashing the school of life
- Develop the power of positive expectations

Optimize Health and Well-being

Strive for Five Monthly Programming

Join your Wellness team and practice **5** habits to improve your overall health

striveforfive

Eat. Drink. Think. Move. Maintain.

- 1 Eat **5** cups of fruits and vegetables a day
- 2 Drink zero calorie beverages
- 3 Think positive thoughts
- 4 Move every day
- 5 Maintain your health and well-being

Watch for a Strive for Five Wellness event every month in 2009.

For more information, visit the Strive for Five page on the HR site under Worklife & Wellness.



Feb	HRA Kickoff & Go Red
Mar	National Nutritional Month
April	Cancer Prevention Fair
May	Challenge Day
June	Women's Health / Cancer Risk
July	Men's Health / Cancer Risk
Aug	Back to School Back to Health
Sept	CHO – Know Your Numbers
Oct	Back Safety – Back Health
Nov	Great American Smoke Out
Dec	Maintain Don't Gain

Optimize Health and Well-being



Awareness	Behavior Change	Environmental Support

Develop Good Problem Solving Skills

Three Types of Intelligence

- Analytical intelligence – logic, reason and abstract thinking
- Creative intelligence – inventing unusual solutions in new and unfamiliar circumstances
- Practical intelligence – “street smart” individuals are able to use analytical and creative intelligence, but applying it to real life



Develop Problem Solving Skills

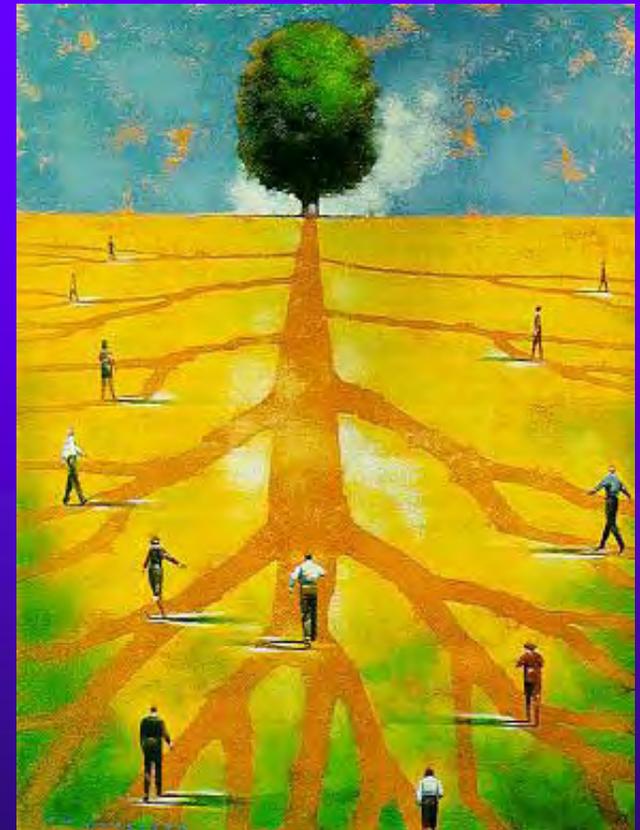


Awareness	Behavior Change	Environmental Support

Develop Strong Inner Gatekeepers

Three essential strengths function like gatekeepers that control our access to resiliency abilities!

- Self-confidence – action predictor, reputation with yourself
- Self-esteem – your emotional opinion about yourself, how much you learn after things go wrong
- Self-concept – who you think you are, idea about yourself, where is it rooted? Title, income, car? External anchors?



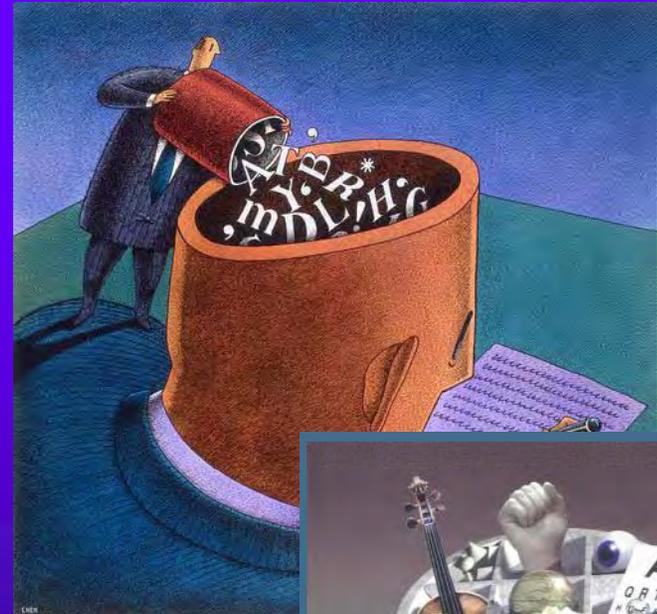


Strong Inner Gatekeepers

Awareness	Behavior Change	Environmental Support

Develop Resiliency Through Unleashing the School of Life

- Resilient people learn through: scheduled / controlled teaching by teachers; imitating effective people; self-motivated / self-managed learning
- Curiosity, open-brainedness, is essential to resiliency
- Open-brainedness does not distort new information with preexisting assumptions or beliefs
- Active curiosity lets you orient yourself to new developments



Individuals Can Learn: Through the School of Life

- Step One – After an important experience, replay it in your mind to be clear what happen
- Step Two – Describe the experience, tell a friend, write about it, be an observer of yourself and others
- Step Three – Ask yourself, “what can I learn from this? What might I do differently?”
- Step Four – Imagine talking or acting in an effective way the next time
- Step Five – Mentally rehearse this better more effective way, and in your imagination, enjoy handling the situation really well the next time



Learn Through the School of Life



Awareness	Behavior Change	Environmental Support

Develop Your Power of Positive Expectations

- Humans have attitudes!
- Optimism and pessimism both tend to be self-fulfilling prophecies – your brain spots little events and opportunities that lead to that outcome
- Having hope won't necessarily beat the odds – hope gives chance / opportunity
- Being hopeful or optimistic is less important than understanding that there is a connection between what you expect and do



Attitude is a decision....

Rainbow Remedies

- Stop, look, listen, and learn prepares us for renewal and growth
- Praise and thanksgiving are powerful treatments to ease fear and anxiety
- Accentuate the positive brings sunshine back into our lives
- Power of choice is an empowering remedy that can make the difference between surviving, thriving or withering and dieing
- Forgiveness is a potent formula to heal loss and painful relationships
- Helping others help themselves lets us reach out to others
- Support systems keep us afloat when it seems impossible to stand alone

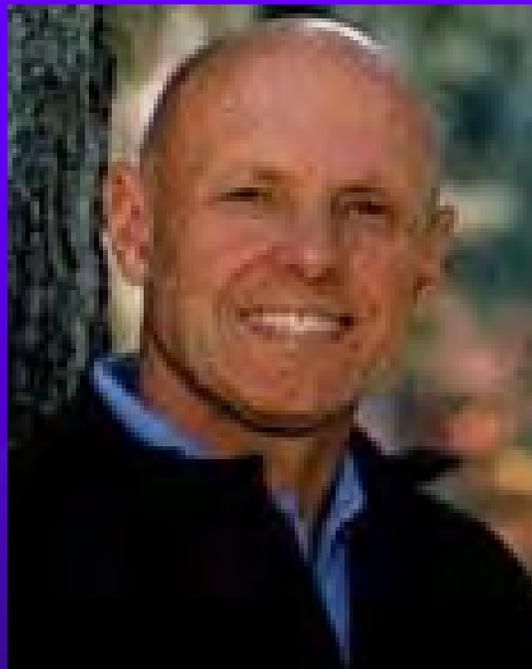


Power of Positive Expectations

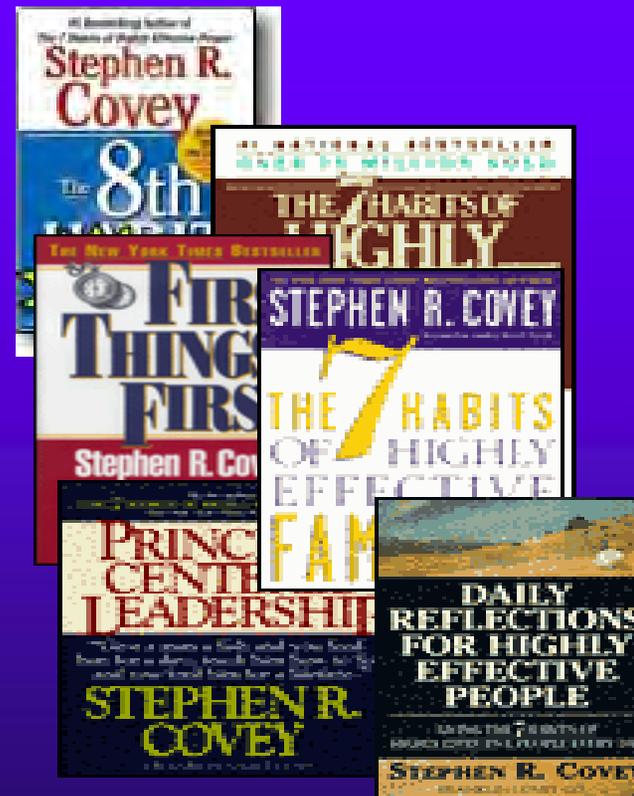


Awareness	Behavior Change	Environmental Support

Next Resilience Step?



Stephen R. Covey



How Do You Approach Life...

Inside out
approach?

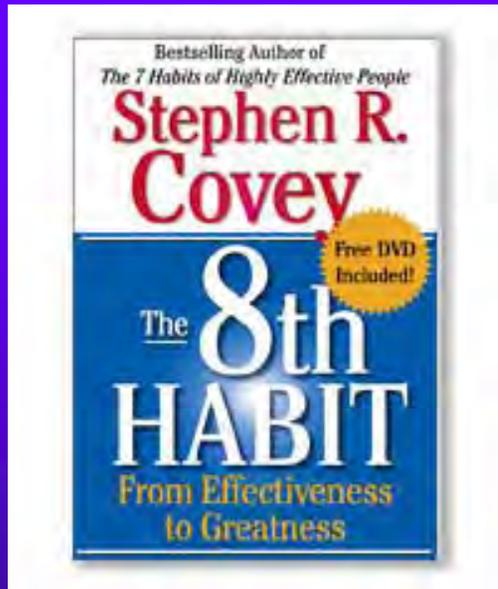
Outside in
approach?



Francesco Clemente

Italian Abstract Painter

Covey's 8 habits...

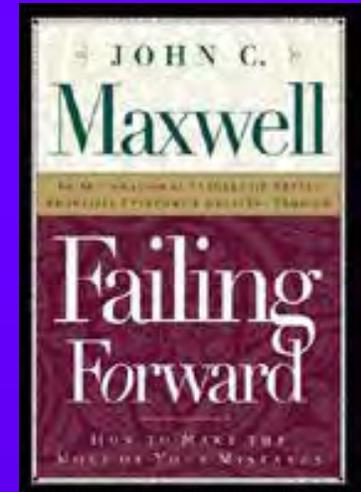


- Be proactive
- Begin with an end in mind
- Put first things first
- Think win-win
- Seek first to understand, then to be understood
- Synergize
- Sharpen the saw
- Find your voice and inspire others to find theirs

Failing Forward

...is core to growing our resilience

- Take responsibility
- Learn from each mistake
- Know that change, challenge, & failure is part of the process
- Maintain a positive attitude
- Challenge outdated assumptions
- Take new risks
- Recognize, understand, “believe” when things don’t work
- Persevere



Programming Planning Make it Count!

Engage employees in a
wellness partnership

Sustain behavior change
through appropriate program
design / delivery



Individuals / Teams / Organization

Design / deliver programs that facilitate
employee Accountability for better health
& wellness practices



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