



— the —
RESILIENCY
solution

Building Resiliency in Healthcare

**Workbook Guide For Online
Resiliency Training Course for
Healthcare Workers**





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THE RESILIENCY SOLUTION

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for Healthcare Workers

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Note from the Author

For almost two decades now, I have sought to make systemic change in the world. This journey lead me to focus on helping those that help others the most, you. This aim of this course is as a pebble to create ripples of healing. My hope is that something within these teachings will strike a chord within you, to keep yourself resilient, to teach others to be resilient, and most of all, to continue on your own path of healing others. The systemic nature of this work can serve to make us all more Resilient.

Be Resilient,

A handwritten signature in blue ink, appearing to read 'Patrick Jeffs'. The signature is fluid and cursive, with a large loop at the end.

Dr. Patrick Jeffs



How to Make Best Use of this Course

This course was designed with a few thoughts in mind:

1. Everyone is different. Everyone has come to this course for different reasons. Everyone has had different life experiences to view this course through. And everyone learns differently. It was our attempt to build this course with all these things in mind.

2. We present information in different ways intentionally and hope you find the way that you best connect to this material. Don't think you have to do every part to become more resilient.

3. Expect the following general layout:

- Intro to that topic
- Primary takeaways
- Short activity to for a primer on that resiliency topic
- New learning (online version includes videos)
- Expanded activity or practice for that topic
- Tips on how to be most successful or areas to look out for
- Deeper dive: If that topic is something you'd like more work on, you can return to the topic with expanded reading or learning.
- Topical quote. Important to end each lesson with some words of wisdom.

4. Lastly, share what you're learning. The more those in your life are also practicing being more resilient everyday, the easier these changes will happen.

Watch the video: Look Forward to Starting



Session 1

Introducing Resiliency in Healthcare

Getting Started

Focus on being present.

List top three reasons you chose a career in healthcare:

1. _____
2. _____
3. _____

Watch the video: *Introduction to Resiliency*

Building our resiliency in healthcare settings helps hold meaning to your work, the reasons



Learn more about each Pillar by reviewing the PDF in the online course.

Resiliency: The ability to bounce back from negative emotional experiences by flexible adaptation to the changing demands of stressful experiences.

Or we think about it in these two ways:

- In the moment ability to bounce back
- Building capacity over time

List 5 words that represent Resiliency in your life and work.

List your top 3 strategies that you currently employ that helps you maintain your Resilience at work:

1. _____
2. _____
3. _____

Looking at the PDF located in the course site, next to each strategy above write which of the 6 Pillars each of these could fall under. Note that one strategy could incorporate multiple aspects of resiliency.

Things that Grow and Steal Your Resilience

A *primary goal of this course* is to practice the skills learned in specific scenarios within your work. Additionally, we cannot be our most Resilient self in isolation. In order to best achieve these goals, we need to select moments to practice this in.

Pick 1-2 moments in each of the following categories to utilize the new principles you'll learn in this course:

Personally: _____

For yourself at work: _____

For your team or yourself in a team: _____

With patients: _____

Watch the video: Ability to be Present

By merely identifying these moments, you will naturally get curious on how to better approach them. Please keep these in mind and use them as a lens to listen and work through the exercises presented in this course.

Lastly, lets make a list of times throughout your workday when you are the most and least present (or distracted) and note how to work towards improving this by.

Most present:

1. _____
2. _____
3. _____

Most distracted:

1. _____
2. _____
3. _____

How to be more present this moment:

1. _____
2. _____
3. _____





Session 2

Finding Yourself

Getting Started

One of the best ways to know how we are feeling at any given moment, is to know what our baseline is. For this reason, I recommend starting each day quietly, checking in with yourself. Similarly practices have existed for thousands of years in many cultures and faith traditions. There are a number of helpful mindfulness apps on the market (many of them for free) which can help build these muscles. We've recommended some in the appendix, "Resiliency Resource Guide".

Self-awareness is the ability to identify your own thoughts, emotions, behaviors, and physiology. Increasing your self-awareness is the first essential step in building resiliency. Most importantly, the goal is to develop a better understanding of what your needs are in any given moment.

Watch the video: Priming for Self-Awareness

The reason self-awareness is an essential skill is that we need to know what our own needs are each day and how to meet those needs before we're able to sufficiently help others.

Write out 2 two ways that you can check-in with yourself before starting your work day. I recommend 1 at home and 1 once you get to work but before starting.

Time for me at home:

Time for me at work (before I really start):

Next, note a few times throughout the day that you habitually distract yourself (or turn to technology) that you'd like to shift. Next to each of these, make note of one of these three options to focus your attention instead:

a) outwardly _____

b) inwardly _____

c) in relationship with others _____

Watch the video: Noticing Your Self

Lastly, pick 1-2 times during each workday to pause for 30-60 seconds and make note of your:

How's my body? (Physical Self): _____

How's my mood? (Emotional Self): _____

How are my thoughts? (Thinking Self): _____

We can expand these moments to additional parts of our workday but it is important to make a plan to start.

Additionally, our next session is on self-regulation which focuses on how to better manage these moments once we realize a change is needed. The good news is that even when we notice a need, our bodies often start to implement a solution immediately.

For example, if we notice that we're holding our breath, our body will automatically take the breath that it is craving. This is why mere self-awareness is such a critical skill





Session 3

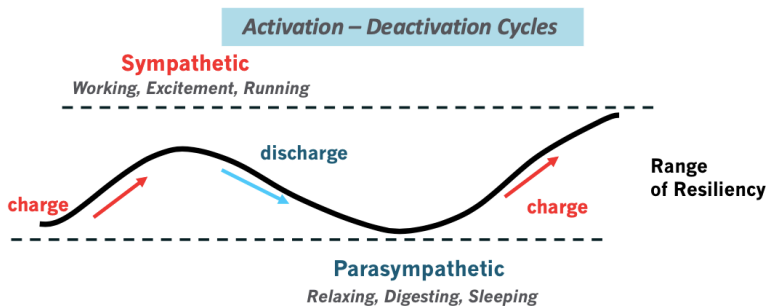
Time to Regulate

Getting Started

You are in constant cycles of activating and settling throughout every day. You need to learn how to utilize this natural balancing act to keep within your range of resiliency. This primes the rebound of resiliency.

Self-regulation is being able to change your thoughts, emotions, behaviors, and physiology. Self-regulation helps you understand in what ways and how to transition yourself. Developing a strong autonomic nervous system is the most crucial element to this.

The Regulatory Process of the Autonomic Nervous System (Sympathetic and Parasympathetic)



Watch the video: *Understanding Your Stress Response*

List 3 moments throughout your workday that you can feel yourself starting to get stressed. How can you connect yourself to your breath in these moments?

Times I often start to get overwhelmed...

I can remind myself to breath by...

1. _____
2. _____
3. _____

1. _____
2. _____
3. _____

Connecting to how we are breathing (mainly through our nose) in any given moment serves as a natural limiter of action in our life. This is also a primary way to engage our parasympathetic nervous system in stressful situations. Once you connect with your breath, try to train yourself to expand your awareness of your whole body from there.

Identify 3 moments throughout your workday that you are meant to pause or take a break but instead add more activation to your day. A common example is checking social media or email at a stop light. What are a few workday versions of this and what can you replace these moments with.

Watch the video: Take a Better 30-Second Break

Moments I am meant to pause/take a break:

1. _____

2. _____

3. _____

What I can focus on instead:

- _____
- _____
- _____
- _____

A significant amount of our feelings around being burnt out and feeling overwhelmed can begin to subside if these actions are taken seriously. It will clearly take time to show the benefits but these are systems-based changes that can also last a lifetime.





Session 4

We All Need Someone Sometimes

Getting Started

Connection is the competency of having strong relationships, supporting others, and having positive and effective communication skills. By having Connection, you can easily communicate with people and you know how to help people feel better and support them. Building trust is the moment essential component to building connection with others.

The downside with an increase in self-awareness is that we then have to do something about it. The good news is that we can then change it.

Watch the video: Understanding Connection

Think about 2-3 people that don't make you feel like your best self at work. Then make a brief plan on how you might grow this relationship in a positive way. Maybe even utilize some of the skills you previously learned in this course.

Name	Plan to grow this relationship
1. _____	_____ _____
2. _____	_____ _____
3. _____	_____ _____

We previously talked about one aspect of self-regulation is the ability to down-shift our energy cycles at any given moment. This can be an essential part of building connection with peers or patients. By accomplishing this, you can significantly increase the positive outcomes of these interactions.

Watch the video: *Priming for Connection*

Take a moment now to write out ways in which you can better down-shift with your peers and patients.

Down-shifting (self-regulation) with peers:

Down-shifting (self-regulation) with patients:

Trust Building Words

The patient-provider relationship is a special one. Research highlights that when this is a healthy relationship, patients and providers alike can note significant positive outcomes.

Make a list of 10 attributes that would increase the likelihood of a patient to trust a provider.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____





Session 5

Expecting Good Things

Getting Started

Optimism is the ability to accurately describe when good and bad things happen. Additionally, a primary skill to be developed is how we feel when good things are happening to us (such as a compliment, the sun on our face, or the taste of healthy food).

Watch the video: *Understanding Optimism*

Practice writing out 3 Good Things from the last 24 hours. Make sure to be specifics. For example, instead of just writing out "family", a more specific version would be, "playing Go Fish with my kids."

3 Good Things

1. _____
2. _____
3. _____

As you review Dr. Martin Seligman's Explanatory Style below, make note of one area that you do well with and one area that you may need to practice shifting.

EXPLANATORY STYLE

How do we make sense of life when "good" or "bad" things happen?

PESSIMISTIC THINKING STYLE

PERMANENT
THIS WILL LAST FOREVER

PERVASIVE
THIS IS GOING TO UNDERMINE EVERYTHING

PERSONAL
IT'S ME, IT'S ALL MY FAULT

UNCONTROLLABLE
THERE'S NOTHING I CAN DO ABOUT IT

OPTIMISTIC THINKING STYLE

TEMPORARY
THIS WILL PASS

LOCAL
RELATES TO JUST ONE SITUATION

NOT PERSONAL
THIS IS NOT ENTIRELY MY FAULT

CONTROLLABLE
THERE'S SOMETHING I CAN DO ABOUT IT

Building Optimism for Yourself

One of the best ways to keep our optimism bolstered throughout our work day is to have a set of cues or actions to regularly remind us of good things. Additionally, there is value in making these things we know and understand more present in our lives by writing them down. After writing these out, make a plan on how you can set up reminders or an accountability structure to ensure you stick with these.

Make of list of options that can give you a positive boost throughout your work day. Add what about each options lifts you up.

1. _____ 2. _____
3. _____ 4. _____

Similarly, make a list of options that can give you a positive boost while not at work. Add what about each options lifts you up.

1. _____ 2. _____
3. _____ 4. _____

Building Optimism with Your Patients

Starting an interaction with a patient on a positive note has numerous benefits including increasing their ability to be present, increasing their understanding of the conversation, and reducing potential conflict that may arise due to fear or tension surrounding their treatment. As we have noted, while this might not always be easily accomplished, it's always worth trying. Make a list of actions you can take or scripting you can use to start each patient interaction in a positive way::

1. _____ 2. _____
3. _____ 4. _____

Ending the visit on a positive note can equally have positive benefits. Make a list of ways that you can end the patient interaction focused on something positive:

1. _____ 2. _____
3. _____ 4. _____





Appendix

Resilience Resource List

Resilience Resource List Video Recommendations

1. Resilience: The Biology of Stress and the Science of Hope (ACE's study)
<https://kpfjfilms.co/resilience/>
2. A Better 30 Second Break
https://www.youtube.com/watch?v=gmW_3-Kd7yU&t=38s
3. The Myth of Multitasking
<https://www.youtube.com/watch?v=yr8W8ejX6To>
4. Positivity Opens Our Minds
<https://www.youtube.com/watch?v=Z7dFDHzV36g>
5. Vulnerability
<https://www.youtube.com/watch?v=iCvmsMzIF7o&t=11s>

Book Recommendations

1. *"Why Zebras Don't Get Ulcers."* Dr. Robert M. Sapolsky
2. *"The Headspace Guide to Meditation & Mindfulness."* Andy Puddicombe
3. *"Finding Flow."* Mihaly Csikszentmihalyi
4. *"Thinking, Fast and Slow."* Daniel Kahneman
5. *"Learned Optimism: How to Change Your Mind and Your Life."* Martin P. Seligman

App Recommendations



Stop, Think, Breathe



Calm



InnerBalance by HeartMath



Headspace

HEADSPACE



Noticing Your Physical Self

Our bodies and internal physical world hold a wealth of untapped information. This is one of the most important takeaways from this course. It's also often the most uncomfortable for many. Developing the ability to scan our body and internal experience is essential for deepening your resiliency.

1. Finding a quite, safe space.
2. Look around for 30-60 beginning to just be present. Paying attention to details but not getting fixated on any one thing too long
3. Start to pay attention what you notice in your body.

TIP: Think in opposites, help understand and this then helps change things.

List of sensations

Warm vs. Cool

Tight vs. Loose

Dull vs. Sharp

Dry vs. Moist

Full vs. Empty

Heavy vs. Light

Shaky vs. Still

Strong vs. Weak

Here's some other options

Achy

Blocked

Bloated

Clammy

Congested

Cozy

Crampy

Energized

Fluid

Hard

Jittery

Open

Pressure

Quiet

Smooth

Throbbing

Twitchy

Wobbly



Noticing Your Emotional Self

First, let's get rid of the assumption that we are only feeling one emotion at a time. It's important to sit with ourselves to better uncover the variety, sometimes conflicting, emotions we can be experiencing in any given moment. By starting the day reviewing our emotions, we can better understand what our needs and capacity for that day might be.

This is best done in combination after reviewing sensations but at least taking the same starting steps. In the first few days of this, you may want to make a separate time for this.

1. Finding a quiet, safe space.
2. Look around for 30-60 beginning to just be present. Paying attention to details but not getting fixated on any one thing too long
3. Start to pay attention to what emotions you notice in your body.

Here's a list of emotions

Content	Thankful	Afraid	Angry	Ashamed
Encouraged	Caring	Defeated	Anxious	Defensive
Excited	Connected	Disappointed	Bored	Frustrated
Hopeful	Grounded	Exhausted	Confused	Impatient
Proud	Kind	Lonely	Guarded	Judgmental
Relieved	Loving	Overwhelmed	Uneasy	Pessimistic
Calm	Relaxed	Tired	Suspicious	Resentful

