Building Resilience from Stress

Interagency Committee of State Employed Women

Speaker:

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Department of Enterprise Services
The “Too Much/Many” Phenomenon

• Too many changes
• Too many unrealistic expectations
• Too much responsibility
• Too much information
• Too many money problems
• Too much technology
Spectrum of Stress

1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

Range:

• **Situational**: one event causing stress or distress

• **Cumulative**: a series of events impacting you

• **Traumatic**: any situation with magnified impact on you
RESILIENCE

• A Definition:
  The process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress.

Another Definition:
Bouncing Back from difficult experiences.
Characteristics of Resilience

- Optimism
- Altruism
- Having a moral compass
- Faith and/or spirituality
- Humor
- Having a role model
- Social support (network that is caring and supportive)
- Facing fear (leaving your comfort zone)
- Having a mission or meaning in life
- Training – Develop strengths and abilities
Ways to Develop Resilience

• Develop good communication skills
• Develop your problem solving skills
• Manage strong feelings and impulses
• Accept that change is a part of living
• Move toward your goals
• Take decisive actions
• Keep things in perspective
• Visualize what you want rather than what you fear
• Spend time with loved ones
• TAKE CARE OF YOURSELF!!
Lessons Learned from the Past

- Don’t be paralyzed by past mistakes!
- What do I think about when I am feeling (dis)stressed?
- Who do I reach out to for support?
- What have I learned about myself during difficult times?
- How does it feel to help someone in similar circumstances?
- What has helped make me feel more hopeful about the future?
Coping on the Job

- Bring a healthy “self” to work
- Use each other to problem-solve, make decisions, and reach common goals
- Act to defuse concerns, as they arise
- Practice effective communication skills
- Build and practice resilience
- Use available resources:
  - HR, Union, Leadership, EAP
Organizational Resilience

- Proactive employees
- Clear mission, goals, and values
- Encourages opportunities to influence change
- Clear communication
- Nonjudgmental
- Emphasizes learning
- Open Communication
- Supportive colleagues
- Clear responsibilities
- Ethical environment
- Sense of control
- Job security
- Supportive management
- Connectedness among departments
- Recognition
Resilience

- Resilience: the capacity to recover quickly from difficulties.

“Forces beyond your control can take away everything you possess except one thing – your freedom to choose how you will respond in any given situation.” - Viktor E Frankl (Man’s Search for Meaning)

What we tell ourselves does make a difference!
“Your” EAP

EAP help and resources with all sorts of life issues

- Emotional
- Family and relationships
- Stress
- Financial
- Substance abuse
- Legal
- Resources
- Managing Change
- Domestic violence
- Conflict with co-workers or supervisors
- Elder care
- Retirement
- Life Transitions
- And just questions and concerns!

Washington State Department of Enterprise Services
WA State EAP

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