From Surviving to Thriving: How Resilience Impacts Today’s Organizations

Sanctuary Network Days 2019
Today’s workshop

Trauma, Chronic Stress and Adversity are universal experiences. We are humans working with humans. The work we do is emotional labor. Resilience is critical to our ability to do our work.

• What is resilience and why is it important?
• What individual and organizational practices promote resilience?
• What is Self-Care and how does it support resilience?
What is Resilience?

In the context of exposure to significant adversity, resilience is both the capacity of individuals to navigate their way to the psychological, social, cultural, and physical resources that sustain their well-being, and their capacity individually and collectively to negotiate for these resources to be provided in culturally meaningful ways.

- Dr. Michael Unger
Discussion:
What does it mean for us in the work we do?
Trauma is Intrinsically connected to resilience.

Triangle of Well-Being/ Resilience

Mind

Brain

Relationships

Mind: Insight, awareness, intention, and focused attention
Relationship: Attachments impact our physical brain structure
Brain: The extended nervous system throughout our body
Resiliency is intrinsically connected to the work we do with our clients.

- Agendas are driven by the courts, system, grants, policies & laws, etc.

- We bring all of our issues with us wherever we go.

- WE Influence others based on where we are
General Factors
• ability to solve problems
• self-efficacy
• self-awareness
• positivity
• empathy for others
• goals & aspirations
• abstinence from alcohol and drugs
• a sense of humor

Community Factors
• Work opportunities
• exposure to violence
• meaningful rites of passage
• safety & security
• perceived social equity
• access to school and education

Relationship Factors
• Needs met
• social competence
• a positive mentor and role model
• meaningful relationships with others
• perceived social support
• acceptance

Work Culture
• affiliation with a religious org.
• tolerance for different ideologies and beliefs
• self-betterment
• having a life philosophy
• knowing where you come from and being part of a cultural tradition

What does this mean at work?
### General Factors

- ability to solve problems
- self-efficacy
- self-awareness
- a positivity
- empathy for others
- goals & aspirations
- abstinence from alcohol and drugs
- a sense of humor

### General Professional Factors

- **Opportunities** to solve problems and to make acceptable mistakes
- Giving and receiving positive feedback
- Opportunities for reflection – do not rush to give the answer
- Focusing on strengths and when things “go right”
- empathy for others – Give the benefit of the doubt
- Goals and aspirations are always part of the conversation
- Healthy habits
- **a sense of humor**
What does this mean at work?

**Community Factors**
- Work opportunities
- Exposure to violence
- Meaningful rites of passage
- Safety & security
- Perceived social equity
- Access to school and education

**Community Factors**
- Opportunities for advancement & growth
- Toxic work environments (bosses)
- Celebrating promotions, clients completion of program etc.
- Job Security, safe physical space
- Preferential treatment
- Training, conferences, tuition reimbursements etc.
What does this mean at work?

**Relationship Factors**
- Needs met
- Social competence
- A positive mentor and role model
- Meaningful relationships with others
- Perceived social support
- Acceptance

**Relationship Factors**
- Having the tools to do the job
- Social competence
- Supervisor a source of support and knowledge
- Positive team culture (ongoing team building and development)
- Perceived social support
- Welcoming everyone, showing interests, seeing differences as strengths
What does this mean at work?

**Cultural Factors**
- affiliation with a religious org.
- tolerance for different ideologies and beliefs
- self-betterment
- having a life philosophy
- knowing where you come from and being part of a cultural tradition

**Work Culture**
- Involvement with the organization outside of work role (committees, workgroups, initiatives etc.)
- Social Justice involvement from the organization
- Opportunities for growth beyond work role
- Having sense of belonging in your program or department
Discussion & Worksheet

In what ways does your organization support the development of resilience though these four factors?
Building Professional Resilience

Professional Resilience

- Engagement
- Control
- Positive relationships
- Meaning
- Achievement
How do we build Resiliency Factors before we get down to business?
The roles we play in helping people change:

- I won't do it
- I can't do it
- I want to do it
- How do I do it?
- I'll try to do it
- I can do it
- I will do it
- Yes, I did it!
Why Self-Care Matters
What is a Self-Care Plan?

• Methodical way of encouraging helpers to take their own psychological and physical health seriously
• Evaluating the multiple strategies for caring for ourselves that we are already using and that we want to develop further
• Looks at physical, psychological, social, and spiritual strategies
• Looks at strategies that are meant for personal life and in the workplace.
What will it look like in your organization when...

... people are committed to their own self-care?

... peers support one another’s self care?

... the organization supports workers’ self care?
Letter to Myself

• Complete the letter
• Find an “accountability partner” – exchange emails
• Write your work mailing address on the back of the letter
• Add the seal
Thank you for joining us today!

For more information, please contact us at:

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