

WORK TO WELLNESS



How to Build Resilience in Times of Stress: Wellness Wheel

CUPE BC 

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WORK TO WELLNESS

Work to Wellness Workshops

A project for organizations to improve their workplace by improving the mental health of their workforce through:

- Education
- Training
- Consultation
- Information
- Intervention
- Support



Ready to get started?

Find out how we can make your workplace healthier, safer, and more productive.

Our Workshops

- Mental Health
- Bullying & Harassment
- Self Care
- Substance Use in the Workplace
- Workplace Burnout

Workplace Mental Health Support

- Employee Return To Work
- Employer Needs Assessment, Program Development
- Psychological Safety Audit

worktowellness.com

For more information, please visit our website at www.worktowellness.com/workshops- or reach me at diana@worktowellness.com

The Presenter: A Biography

Diana Vissers, BA, MA (Disability Management), CVRP (Diplomate), RRP
Founder: Work to Wellness- Workplace Mental Health Expert

Diana has been solving workplace mental health problems for over 25 years in multiple industries. Her diverse experience spans public and private sectors, organizational and individual focus, and multiple stakeholders such as employers, unions, Worker Compensation Boards and private insurers. Diana achieved her Master of Arts degree in Disability Management with a special focus on workplace disability prevention and mental health. She developed many education and support tools such as the Covid-19 Psychological Support Toolkit for workers and employers created in partnership with the BC Municipal Safety Association and has been used by more than 30,000 workers in BC, and the first Workplace Wellness course in Canada for Simon Fraser University's Occupational Health and Safety Program. She also conducts research and support in the first responder community in British Columbia and provides in-kind services for the BC Professional Fire Fighters Association where she serves on the Mental Health Task Force.

“Adults learn best in environments characterized as safe and supportive “

Confidentiality Agreement

Our workshops are designed to encourage exploration of mental health and mental health issues in the workplace. We recognize however there are some of you for whom this topic/these topics will be very familiar while for others, they will be less so and perhaps even entirely unfamiliar.

It is our intention, as facilitators, to do our very best to create a safe and supportive environment to encourage and enable participants to engage freely ... to share their experiences, uncertainties, questions, and comments ... fostering increased confidence, enhanced competence, and expanded capacity with mental health in the workplace.

To create a safe and supportive environment for everyone, however, requires everyone, not just the facilitators, to foster it. Our experience suggests the following conditions and criteria are conducive to and even necessary for the emergence and maintenance of a safe and supportive environment.

We, the facilitators ask you to join us and ...

1. Recognize, appreciate, and acknowledge the uniqueness of each person's experience(s) of mental health.
2. When speaking of your experiences with mental health issues involving others, please do so without using identifying information. **Protect the privacy of others.**
3. When listening to other participants any and all sharing (including questions, comments, concerns etc.) is assumed to be confidential. It is expected that you will protect the privacy of your colleagues and **not repeat anything that was said in the session** by another participant without their explicit permission.
4. You are encouraged to share your own experience and learning from the workshop and any information provided by the facilitators (including stories, comments, etc.) unless explicitly instructed otherwise. Indeed, we hope you will share with others!
5. Have empathy for your colleagues and offer support where you believe it to be appropriate, appreciated, and beneficial. Do not hesitate to ask the facilitators for support – we are here to help you!
6. Seek support from your colleagues and/or the facilitator should your participation in the workshop create a need for support – because you are unsettled, afraid, unsure, curious, anxious ... if you feel you need help ... ASK! Ask the facilitators ... we are here to help you!

THANK YOU! We appreciate your commitment to confidentiality!

The Agenda

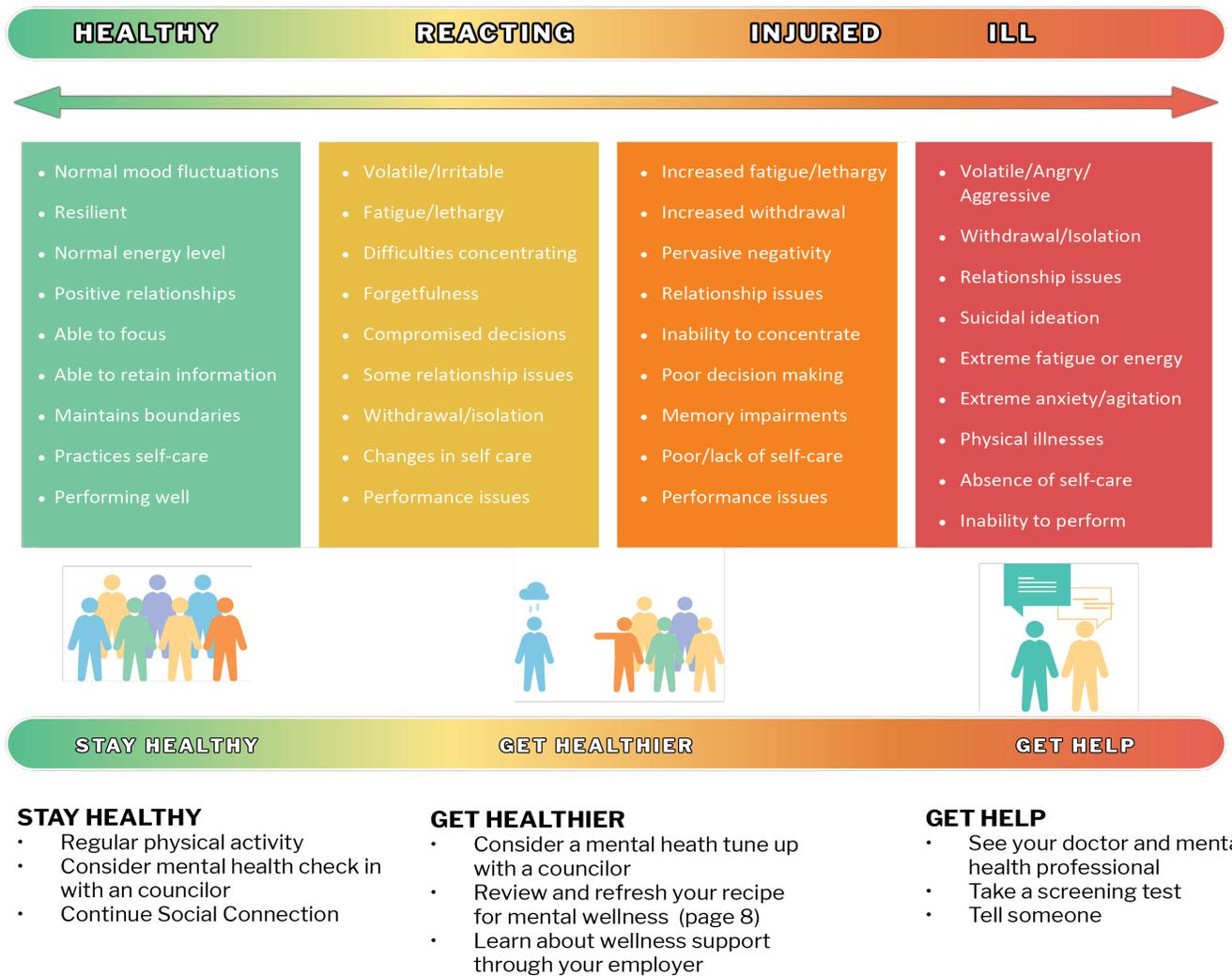
How to build resilience in times of stress

- ✓ What is burnout?
- ✓ What are our risks?
- ✓ Mental health continuum
- ✓ Continuum of stress
- ✓ Resilience building- the science
- ✓ Use the Wellness Wheel
- ✓ Resources

*“Open your minds my friends,
We all fear what we don't understand.”
Dan Brown*

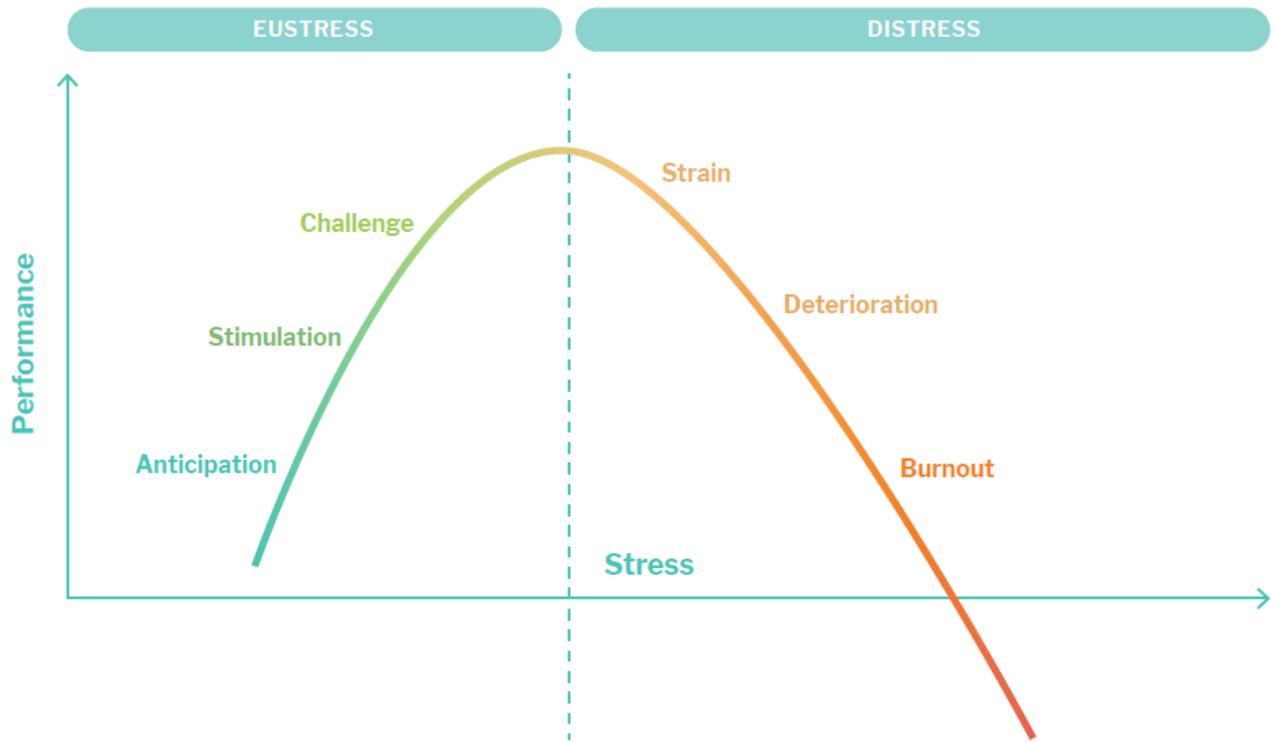
Mental Health at Work

Our mental health affects our thinking, mood, and behaviours. This image reflects the observable clues through which we can assess our mental health. Our mental health and wellness fluctuates constantly within a period of hours, days, or even weeks or months. There are actions we can take to help us move towards or stay in the green; it is helpful to learn what those are. By learning about possible signs and degrees of mental health, you may be able to support another person or recognize when you need to reach out for help.



the concept of the Mental Health Continuum is longstanding in research. The image is attributed to military based mental health training and has since been widely used. This version has been adapted from original images first appearing in 2011.

A CONTINUUM OF STRESS



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What do you recall about a time of stress driven performance?

Have you ever tipped over into distress? What caused that?

^{3 3} Image: Vissers, D. 2019. Concept attributed to/adapted from Dr. Dan Bilsker

Differences between stress and burnout:

<i>Stress</i>	<i>Burnout</i>
<i>Characterized by over engagement</i>	Characterized by disengagement
<i>Emotions are overreactive</i>	Emotions are blunted
<i>Produces urgency and hyperactivity</i>	Produces helplessness and hopelessness
<i>Loss of energy</i>	Loss of motivation, ideals, and hope
<i>Leads to anxiety disorders</i>	Leads to detachment and depression
<i>Primary damage is physical</i>	Primary damage is emotional
<i>May kill you prematurely</i>	May make life seem not worth living

Source: Stress and Burnout in Ministry

Stress: is a normal reaction the body has when changes occur. It can respond to these changes physically, mentally, or emotionally.

Cleveland Clinic

Burnout: is the loss of meaning in one's work, coupled with mental, emotional, or physical exhaustion as the result of long-term, unresolved stress.

Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:

- feelings of energy depletion or exhaustion;
- increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.

World Health Organization 2019

Notes:

Resilience: Psychological resilience is defined as an individual's ability to successfully adapt to life tasks in the face of social disadvantage or other highly adverse conditions. Adversity and stress can come in the shape of family or relationship problems, health problems, or workplace and financial worries, among others. (WHO)

Three Strategies to Build Resilience:



What are the ways to build resilience?

Resilience Factors – Centre for Stress, Resilience and Personal Growth (CSRPG)⁴

- Optimism and positive emotions
- Facing fears
- Personal moral compass
- Faith/spirituality
- Social support
- Resilient role models
- Physical wellbeing
- Cognitive fitness
- Cognitive and emotional flexibility
- Meaning and purpose

Which resilience factor resonates with you as important or particularly meaningful?

These 10 ways to build resilience are often addressed in counseling or self-help methods because they are effective targets for change. By improving in these 10 items, you can build your resilience and become better at managing stress and difficult situations.

*Resilience is knowing that
you are the only one that
has the power and the
responsibility to pick
yourself up*

Mary Holloway

Resilient thinking: a way of thinking that contributes to positive feelings and enables positive problem-solving approaches. You can learn how to increase your resilient thinking by practicing, and by learning to identify and change any negative thinking patterns.

⁴ Centre for Stress, Resilience and Personal Growth; Mount Sinai Hospital. Psychiatry Res. 202 Nov; 293: 113426

Build Resilience by Creating Your Recipe for Mental Wellness



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The Wellness Wheel is one way of understanding the balance of different areas of wellbeing in your life that you need to keep you well. Within each area of wellness, specific activities and experiences combine to generate either feelings of satisfaction which move you to the left on the mental health continuum, OR feelings of dissatisfaction which move you to the right on the mental health continuum. Each person has a unique formula or recipe to stay healthy. In times of stress, it is helpful to do more of those things that we know help us.

Notice that in this balanced wellness wheel, all the spokes have a similar length. The **spokes** represent the amount of satisfaction you have in that area of wellness. **What would happen to your wellness wheel if one spoke became shorter than the others?**

⁵ The concept of the Wellness Wheel is attributed to indigenous culture who promoted a holistic view of well-being in various levels of society and through various aspects of ourselves, and of the world. Concepts such as the Four Directions are acknowledged as the foundation for this Wellness Wheel depiction.

	STAYING HEALTHY		GETTING HEALTHIER		GETTING HELP	
ENVIRONMENTAL 	★ 5	★ 4	★ 3	★ 2	★ 1	/5
OCCUPATIONAL 	★	★	★	★	★	/5
SPIRITUAL 	★	★	★	★	★	/5
FINANCIAL 	★	★	★	★	★	/5
EMOTIONAL 	★	★	★	★	★	/5
INTELLECTUAL 	★	★	★	★	★	/5
PHYSICAL 	★	★	★	★	★	/5
SOCIAL 	★	★	★	★	★	/5

Step 1: Assess your personal score in each area of wellness. Assign a score from 1 to 5 that reflects how you are currently meeting your needs. For example, a score of 5 means that you are meeting all of your needs in that area; a score of 1 means you are not meeting your needs and recognize a gap in positive experiences.

Step 2: Place each score on the corresponding spoke of the wellness wheel on the previous page. Imagine what your wheel will look like if you shortened the spokes that have lower scores. Circle the areas of wellness that you most need to change (or want to change).

Step 3: Consider why a particular score may be lower; what is causing you to prioritize other things over that element in your life? What do you think is getting in the ways? What did you learn?

Step 4: Make a list of activities and steps you can take to improve this area of wellness.

What's the best way to build resilience?

Make connections. Good relationships with close family members, friends or others are important. Accepting help and support from those who care about you and will listen to you strengthens resilience. Some people find that being active in civic groups, faith-based organizations, or other local groups provides social support and can help with reclaiming hope. Assisting others in their time of need also can benefit the helper.

Avoid seeing crises as insurmountable problems. You can't change the fact that highly stressful events happen, but you can change how you interpret and respond to these events. Try looking beyond the present to how future circumstances may be a little better. Note any subtle ways in which you might already feel somewhat better as you deal with difficult situations.

Accept that change is a part of living. Certain goals may no longer be attainable as a result of adverse situations. Accepting circumstances that cannot be changed can help you focus on circumstances that you can alter.

Move toward your goals. Develop some realistic goals. Do something regularly — even if it seems like a small accomplishment — that enables you to move toward your goals. Instead of focusing on tasks that seem unachievable, ask yourself, "What's one thing I know I can accomplish today that helps me move in the direction I want to go?"

Take decisive actions. Act on adverse situations as much as you can. Take decisive actions, rather than detaching completely from problems and stresses and wishing they would just go away.

Look for opportunities for self-discovery. People often learn something about themselves and may find that they have grown in some respect as a result of their struggle with loss. Many people who have experienced tragedies and hardship have reported better relationships, greater sense of strength even while feeling vulnerable, increased sense of self-worth, a more developed spirituality and heightened appreciation for life.

Nurture a positive view of yourself. Developing confidence in your ability to solve problems and trusting your instincts helps build resilience.

Keep things in perspective. Even when facing very painful events, try to consider the stressful situation in a broader context and keep a long-term perspective. Avoid blowing the event out of proportion.

Maintain a hopeful outlook. An optimistic outlook enables you to expect that good things will happen in your life. Try visualizing what you want, rather than worrying about what you fear.

Take care of yourself. Pay attention to your own needs and feelings. Engage in activities that you enjoy and find relaxing. Exercise regularly. Taking care of yourself helps to keep your mind and body primed to deal with situations that require resilience. Review your wellness wheel and use it to plan more of what you may be missing.

The key is to identify ways that are likely to work well for you as part of your own personal strategy for fostering resilience.

Advice to Caregivers During Covid-19⁶

This advice is for those providing care and support to others. Caring for others who are supporting family members and loved ones is important and rewarding work. It can also be demanding, tiring and difficult, particularly when resources are insufficient. These tips have been adapted for you.

1. Accept that some things are out of your control

Control is at a premium right now, because we are surrounded by unknowns and what-ifs. The sooner we accept the things we cannot control, the more energy we will have for the things we can. As a caregiver, this might mean accepting that your routine with the person you care for isn't possible within the constraints of public health measures and finding a new, more flexible routine. It might also mean accepting that you don't know how long physical distancing measures will last and focusing on connecting by phone and reassuring those you work with that the separation is temporary.

2. Expect some changes from the people you support

The combination of stress and uncertainty from the pandemic may mean that current mental health problems will worsen or new ones will form. Escalating symptoms, when coupled with personal fear or anxiety, could make caregiving much more challenging in the months to come. If it does, remind yourself that any worsening of symptoms, as challenging as it may be, is natural in such trying circumstances, and that everyone in the chain of support is impacted by this.

3. Draw upon past resilience

Being a caregiver takes great resilience. Reflect on your journey thus far and remind yourself what you've overcome to get to this point. While COVID-19 has caused unprecedented global disruption, it's important to remember that, as a caregiver, this isn't the first time you've had to adjust your routine. In fact, you're probably more adaptable than most. Take comfort in the knowledge that you've proven your ability to withstand hardship.

4. Make time for self-care

Self-care is non-negotiable for caregivers. Although, like many, you may be inclined to put your own needs last, you need to take care of yourself before you can effectively support another person. Whether that means walking in nature, sleeping in, listening to music, or anything else to improve your well-being, self-care is integral to caring for someone else. Like the oxygen mask instructions on an airplane — you must secure your own supply before turning to help others.

⁶ Adapted from: [mentalhealthcommission.ca](https://www.mentalhealthcommission.ca)

Mental Health Resources:

Download your free toolkit to further enhance your learning from this workshop!

[Psychological Support Toolkit](#)

You may have access to mental health services/benefits through your employer sponsored plan. Check KORTX 101 Google Classroom “Employee Support”

For additional information please visit:

1. **Mental health screening tools:** <https://www.heretohelp.bc.ca/creening/online>
2. Anxiety Canada: Excellent tools to build an Anxiety Plan <https://www.anxietycanada.com>
3. National Institute of Health <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3156844/>
4. Mind Over Mood: CBT based self-help book: <https://www.mindovermood.com>
5. Antidepressant Skills Workbook – Self-Care Depression Program – Available for free download at <https://psychhealthandsafety.org/asw>
6. Antidepressant Skills at Work – Dealing with Mood Problems in the Workplace – Available for free download at <https://psychhealthandsafety.org/asaw/>

Mental health is health; talk to your doctor for resources to help you.

- Practical relaxation www.insighttimer.com