

Hello. My name is Jeannie Kuehler and I am your presenter today. I've been a trainer for almost 5 years. I'm also a mental health clinician and have worked in different case manager roles. One role I've held a long time and is a passion of mine, is critical incident response. I worked with hundreds of people who have experienced stressful and traumatic events. Like workplace shootings, hurricanes, suicides, and site closings. I've had the privilege of sitting with people on what they described as the worst day of their life. One of the great things about the critical incident services is the follow-up additional privilege of being a part of the recovery. In seeing the amazing power of resiliency played out over and over. So I am excited to be here today and present to you on the topic of resiliency, life is so full of many twists and turns and none of us are immune. Sometimes they threatened to overwhelm us. Today, we will talk in depth about the topic of resiliency, what it is, why it is so important and how we can grow it in ourselves. We will learn about psychological first aid, we will also touch on some hot topics impacting so many of us today and with getting started on your own personal resiliency plan. If you haven't already, download and print the handout or have a blank piece of paper ready to write. We will be focused on the last two pages which is your resilient plan worksheet. Let's start things off with a poll question. What does resilience mean to you? Type it in the text box. You guys are good. Weather the storm well. I like that one. Absolutely. According to the American Psychological Association, resilience is the process of adapting well facing diversity, trauma, tragedy, threats or significant sources of stress. It does mean bouncing back from difficult experiences. But to be clear, being resilient doesn't mean that a person doesn't experience difficulty or distress. Emotional pain and sadness are common in people who have suffered major adversity, loss in life. It is normal to experience those things. If you have ever gone through something like that, you know this to be true. So what makes resilience so important? Let's start with a little bit about its history. It is a newer area of research starting in the 1970s, a long-term study of children as they grew up in difficult situations of poverty, stress issues, trauma, and then mental illness. Many grew up displaying destructive behaviors as you might expect given their upbringing. Yet a significant number did not show these maladaptive traits. This group of children and their families were deemed to be resilient. And they were studied more closely at the beginning process of identifying those traits that do contribute to resiliency. And over time, researchers have been able to identify those core traits and characteristics that contribute to resiliency and most importantly, they learned resilience is not a trait people either have or don't have, it involves behaviors, thoughts and actions that can be learned. Developed in anyone and this is so very important because this means any of us all of us, to grow our resilience. Think about heroes, or people in your life you looked up to or you overcame. That you deemed impossible or extraordinary. What were some of those positive traits or characteristics that you saw in your heroes, or even in yourself? Just type in the text box. Optimism, absolutely, empathy, humor, humor is so important. The ability to discuss tough matters directly, I really like that one. Never giving up. Here are the characteristics of a resilient person. We will go through these and then a bit later, we will talk about them in more detail as we talk about how to grow your resilience as part of your personal resilience plan. The first one is self-aware. Resilient people are aware of situations. In order to manage feelings it's important to understand what is causing them and why. By remaining aware resilient people can better maintain control of the situation and creatively keep themselves in the moment. Be flexible to change. Another characteristic of resilience is understanding and accepting that life is full of challenges. While we can't avoid many of these circumstances, we can remain open, flexible and willing to adapt to changes when they come our way. Internal control, resilient people also tend to have what psychologists call an internal focus of control meaning they believe their actions will affect outcomes. Of course not everything is actually in our control, but it is

important to feel like we have the power to make choices to impact our situation. Our ability to cope, and our future. If you have ever felt helpless or hopeless, you know how very out-of-control and powerless that feels. I think we can all agree having good problem-solving skills can be very beneficial in all areas of our lives. When in danger, or under significant stress, it is not uncommon to have tunnel vision. On the other hand, resilient people can call me and rationally look at the problem, and envision a successful solution. I think we can all reflect on time send stress when our tunnel vision prevented us from effective problem-solving. In this next one, strong social connections, whenever we are going to a very stressful or difficult time, having supportive people in our life is essential. Being able to talk about your situation, gaining perspective, solutions, it is also helpful in the healing process. Just being able to express your feelings in a comforting and supportive environment. Resilient people have these strong social connections, and friends, families, coworkers, community, support groups, you get the idea. And is a survivor. Is it uncommon to think a victim of circumstances during tough situations. Instead of looking for ways to resolve or even improve the situation, we talked earlier about an internal focus of control this is an external focus of control. Having viewing factors outside of ourselves dictate our circumstances or future. During these times, resilient people see themselves as survivors, while the situation may not be avoidable, it can still stay focused on what they control for a more positive outcome. Finally, ask for help when needed. Being resourceful, being of good problem solver these are all part important parts of resilience but it's also essential to seek help when needed. During your crisis for example, people benefit from help's, psychologists, counselors or other specially trained people. To help them cope and get through the difficult situation. Let's talk more about seeking help during a crisis. Specifically psychological first aid, when we first start with this poll question. What is psychological first aid? It is a multiple-choice question. I will read all of the responses to you. Is it a way to stabilize after traumatic or very stressful event? Helps reduce acute stress after a traumatic or very stressful event. Facilitates access to supportive care after traumatic or very stressful event. Should be administered by trained interventionists. All of the above. No verb. Vote. Most of you picked up on that that that is all of the above. So much like medical first aid, is providing immediately following injury or medical crisis, psychological first aid involves interventional strategies used following a very traumatic or stressful event. The point of medical and psychological first aid is to provide immediate symptom relief and ideally prevent larger problems and complications down the road. For psychological first aid, it is providing things like emotional support, coping skills, and connections to social support and trained professionals. Often these links to trained professionals can lead to extended intervention and support to those who need it. And the key point here which also ties into resilience is the importance of speaking and accepting help during crisis in very stressful situations. Being open and willing to seek and accept the help. We will touch on a few hot topics. Starting with suicide and homicide. Let's just start with this true false question. I have been personally touched by suicide, homicide or both. It looks like about 60+ percent responded. That is not surprising. Unfortunately. Deaths by suicide and gun homicides have been on the rise, suicide is the 10th leading cause of death in the US and mostly in creased significantly between the ages of 10 and 54. Suicide increased by 33% over an 18 year period recently studied and gun homicides increased by 31% over a recent two-year period of study. The prevalence is so much greater when you consider these statistics do not include attempts and [Indiscernible] especially around suicide. Whether you're experiencing these things directly, or indirectly, it's important to stress the, we all have the responsibility to act. Part of our ability to act is knowing potential signs and symptoms. Let's look at those signs and symptoms of suicide. Talking about doing it, expressing feelings of hopelessness, being a burden to others, feeling trapped, or in emotional pain. Other behaviors you

might see especially related to a painful loss or change are increased use of substances, researching ways to do it, withdrawal from people or activities, increased or decreased in sleep so sleep changes, visiting or calling to say goodbye or giving the appearance of saying goodbye. Giving away possessions, or behavioral aggression, not previously seen. People who are considering suicide may also display one or more mood issues like depression. Previously down and now fair mood has improved significantly. Often it isn't just one sign, but several. We do know most people who commit suicide show advanced signs and that's what we call invitations. The important thing is if you have concerns about the person, don't be afraid to talk to them. Don't be afraid to ask a question. Are you thinking about suicide? Are you thinking about killing yourself? And this is the best way to ask that question. Straightforward and without an agenda. As opposed to something like you are not thinking about Seward, suicide are you, when you ask that way you do not mean to necessarily but you're giving the message to the person that you don't really want them to say yes. So in your handout, there's a number to the national suicide prevention lifeline two which provides 24 hours a day three confidential supports so you are not alone. If you're thinking about suicide. Or if you are with someone who answered yes to the question, and you can also call your EAP, we are here 24 hours a day. We are trained to help. Let's look at signs of domestic and workplace homicide. A person contemplating violence may make actual homicidal or suicidal threats, they may also be excessively using substances, displaying increased patterns of arguments, violence or discord at work or home. They may stop their target or they may have an impending or recent relationship breakup or job loss. They may show one or more of these mood issues like depression, paranoia, extreme jealousy, or anger. Rejection, resentment, or humiliation. No one expects you to be the expert in predicting another person's behavior. But if you become concerned about yourself, or what you are seeing or hearing from another, speak up, talk to a trusted friend, a coworker or supervisor. Finally, if you have been touched by suicidal or homicidal tragedy, and you are struggling to cope and make sense of it all, now is the time to reach out for help. Here I want to mention your handout has educational and help resources including information about your EAP, and we will talk more about your EAP as we conclude today. The final hot topic we will touch on is the opioid epidemic. A serious national crisis impacting so many of us today. Let me ask you, Ray sure hand if you have been personally touched by opioid addiction. Raise your hand. Not surprisingly, I am seeing tons of raised hands. Let's talk about this in more detail. Let's talk about what caused the opioid epidemic. Increased prescribing of opioid medications led to widespread misuse of both prescription and nonprescription opioids. Before it was clear that these medications were highly addictive, highly addictive, so from a prevention standpoint, how do we avoid addiction? You educate yourself, whenever you or someone close to you as prescribed pain medication, ask your doctor and the pharmacist about the risk for addiction, or overdose. More than 130 people die by opioid overdose each day in the US. Experts recommend only use prescription opioid pain medication when absolutely necessary, like in instances of acute pain after surgery, or bone fracture, and for the shortest period of time possible. Three days or less experts recommend only as directed by your doctor. Experts also say if you're living with chronic pain, opioids are not likely to be a safe and effective long-term treatment option. In that case, you want to talk to your doctor about other options. Help prevent addiction in your family and community by safeguarding opioid medication while you're using them. Disposing of unused opioids properly. To get more information about how to do this, you can contact your local police, waste management company, or the drug enforcement agency or the DEA for information about local medication takeback programs. And the most important step you can take to prevent opioid addiction is to recognize that no one is safe, no one is immune and we all play a role in tackling the grip these drugs currently hold on our loved ones

and our communities. Let's look at some of the warning signs. If you are using more medication than is prescribed, that can be very dangerous and lead to overdose. Using your medication after your doctor has advised you to stop. Having cravings so sometimes strong and overwhelming desires to take the drug. Using the medication in a way that is not prescribed. Taking more than is prescribed to get relief and that's also called tolerance. Having signs of withdrawal with stopping the medication. Your handout has a short opioid addiction self-assessment along with additional resources for accessing help. This is another one of those life situations so important to make a plan to take action today, because it can mean the difference between life and death. Beyond taking decisive action and seeking help for yourself or others, during these more acute crisis situations, there are steps we can all be taking each day to build our own personal resilience and that's what we will spend the remainder of the time focusing on. This is the information that you will use to start creating your personal resilience plan which again is the last two pages of your handout if you want to keep that handy. Keep in mind this is going to take some time, to get the plan that feels right and works for you. For now we will jot down some ideas and we will start with number one on your resilience plan. Be prepared, we will stick, skip around so number one is what are my biggest challenges and stresses right now? You may have been thinking about some of those as we've been talking, right down 123 that are your biggest stresses that are challenges right now. Developing resilience is a personal journey. We don't all react the same to traumatic and stressful life events. Approached to building resilience that works for you may not work for someone else. Everyone will use strategies that works best for them. We need to make room for that and withhold judgment when others around us are making decisions that we don't necessarily understand or we don't necessarily agree with. Let's start with this first one. As we've been talking about, accepting help and support from those who care about you and will listen strengthens resilience. The active in civic or other local support groups can be very beneficial. Doing something for others can be great therapy in her our own recovery. You want to establish and maintain their social and supportive connections. It may take some time to find the right fit for you, but the key is really to stay at it, and resist any urges to isolate or give up. Number six on your resilience plan asks who are my social supports? Who can I talk to, who can I ask for support or help? Take a moment and write down your closest supports. This can be a professional like your doctor, or your EAP. This next one, avoid seeing crisis is impossible to overcome. We don't control when highly stressful events happen but what we can do is change how we view and we respond to those events. We talked earlier about resilient people being able to problem solve even during a crisis. As well as you themselves as a survivor, not a victim. During stressful times, envision and try meditating, meditating on overcoming the problem a successful solution, positive future, and if this resonates to you, encourage you to set a time each day meditating on and visualizing these positive outcomes. Developing confidence in your ability to solve problems and trusting your instincts helps build resilience. Number two on your resilience plan asks what are my biggest worries or barriers with my challenges and stressors? Maybe a bit thinking about that. It could be internal, what are your worries or external barriers? Write those down. In this next one, accepting that change is part of living. Work to be more flexible and accepting of change and unexpected events. Resisting and avoiding change wastes precious time, energy and it is exhausting. The sooner you can move toward acceptance, you are better able to access problem-solving capabilities and free up energy to tackle it. Think about the amount of energy we can spend resisting changes. Number three, on your resilience plan asks what, why is it important to me to take action towards my biggest challenges and stressors at this time? Why is it important to me? To take actions toward my biggest challenges and stressors at this time? Take some time and think about that. Write down what comes to mind as you reflect on that question. Nurture a

positive view of yourself and hope for your future. I want to share couple of quotes, a wise coworker of mine helps maintain her positivity and hope for her future, they are also on the last page of your handout. The first one, when life seems like it is falling apart, it may be falling into place. I cannot know what the future will bring, my best hope is as likely as my worst fear. I have no reason to give more weight to my negative assumption. I cannot know what the future will bring. My best hope is as likely as my worst fear. I have no reason to give more weight to my negative assumption. An optimistic outlook allows you to keep things in perspective and accept, expect good things will happen in your life and recognize them when they do. The idea is to focus on the positive and what you can control, instead of your worries, fears, negative thoughts, and people are circumstances that you cannot control. Use helpful self talk, not destructive self talk. Helpful, like I can do this. I am strong, I am capable, I am resilience. Every day even though the smallest of improvements can be noticed. Regularly journaling, reviewing journal entries can help you with recognizing progress. If you have a hard time recognizing when you are doing well or improving, try journaling. And celebrate good days. Even just positive moments. So number nine on your resilience plan that's where you will note your improvements and progress as you go along. Number seven on your, number five on your resilience plan, gives you space to list those positive affirmations. Positive things you will say to yourself, or a personal mantra, think about that, if you don't have one think about what is my personal mantra? This might seem silly to some, but honestly, positivity breeds positivity. Negativity breeds negativity. What we say to ourselves and others matters. Number eight on your plan gives you space to start writing your positive view of yourself, future, so as you meditate that and you visualize, you come in a positive way, will want to start writing that down, start generating that image. This may take a little bit more time. This next one taking care of yourself. This is critical to maintaining emotional wellness and helps keep your mind and body primed to deal with situations that require resilience. Too often we do neglect our personal needs especially during stressful times. Thinking we don't have time, or putting others in front of us, so common. Yet this is the critical time to pay attention to your own needs and feelings. Engage in activities that you enjoy, that enrich you, and you find relaxing and helps you destress. Think of it like preventative medicine. For the body, and for the mind. So number seven on your resilience plan gives you space to write down what you will do to regularly care for yourself and maintain your health and wellness. It could be something you're already doing, or something you are willing to start doing. I have also pulled up this question, if you would like to share some of the things that you do to care for yourself, so we can get ideas from each other, and I will read some of these. There are tons in here about sleep. The body needs on average about eight hours of sleep. Play with my cat. While, massage, hobbies, going for a run, biking, activity, physical activity so great for de-stressing and releasing feel-good hormones. I see a lot in here about exercise, watching TV, time with the family. Earlier someone said something about humor. Watching funny videos and reading funny stories or cartoons, do something that makes you laugh. Read and write, there is a lot of really good ones. Healthy eating for sure. What we put into our bodies has an impact on our mood, how we are feeling, health. Someone has yoga. Good stuff. In this next one looking for opportunities for self discovery. We often learn something about ourselves and we finally have grown in some way from our struggle or some loss. Many who have experienced tragedies and hardship report better relationships, greater inner strength, increased self-worth, deeper spirituality, appreciation for the important things in life. It can be very helpful in our recovery, and our healing to acknowledge those positive gains. We are not taking anything away from that struggle or loss. Finally, setting small goals and taking action. Do something regularly that enables you to move toward your goals, even if it is a small thing. Ask yourself, what is one thing I know I can accomplish today that helps

me move in that direction that I want to go? This does include acting on some of those very overwhelming situations in our lives. As much as you can, take decisive actions and resist urges to detach or avoid. Number four on your resilience plan asks what actions will I take to tackle my challenges and stressors and build my resilience? There may be things you been thinking about as we been talking. Things you want to do, start writing those down. It could be actions towards what you wrote down for question number one, it could be actions towards building your resilience about some of these things we've been talking about. Be specific as possible. No action is too small. Well done everyone. You have a great start to your resilience plan. Pat yourselves on the back. I know if you look at your resilience plan, you may see blank spots or areas that you know are growth opportunities for you. That is perfectly okay. That is what this is about, it is a self reflection activity, to help you see where you are, and where you want to go. Maybe you need a to work on strengthening your supports, or in your response to change, or your positivity, or being able to take action in the face of significant stress, whatever it is, at a minimum, you have a greater grasp on your growth opportunities toward your resilience plan. That's progress. As we said earlier, resilience is ordinary, we can all have it, we can all word it and we can all acquire it. I encourage you to take some more time with his even still today, no we didn't have tons of time, put some more thought into this and work on it further, but remember it is a process, working your plan and you will rework it and maybe we'll get through a stressful time and you put it aside, later you pull it out again. Consider this as one of the many tools you can use to help you navigate the twists and turns of your life journey. I also mentioned some of you took that quiz from the link in the Q and a pod to gauge her current level of resilience. The link to the quizzes also in the resource section of your handout. If you didn't get a chance to take the quiz, I encourage everybody to do that and write down your results. Make it a point to make an appointment on your calendar and take it in a three month period, use us as a tool to monitor your progress toward becoming the resilient person you want to be. As we conclude and before I turn it back over to Melanie to talk about the EAP, and take questions, want to share this quote I ran across while preparing today's materials. It struck me as an important message with today's topic. Be kind. Everyone you meet is fighting a battle that you know nothing about. As we travel through life's journey, we are going through something. Sometimes that something is the hardest thing we have ever been through. As we encounter one another, walking on the streets, passing in the halls, driving on the road, remain kind. Smile, hold the door, carry a package, give up a seat, ignore a perceived slight or rudeness on the road. Offer to help. You really never know how much even the smallest of gestures or acts of kindness and compassion can impact another. I will turn it back over to you Melanie.

>> Thank you so much. I want to say what a great example of you are with resiliency with everything we had going on at the beginning and all of you listening, I know Jeannie well, she has been touched by some of the traumatic stuff that we talked about today did she truly is a real life picture of resiliency. Thank you for sharing. I want to point out that Kerry gave a new quote to us and I think it is just so appropriate. She said life isn't what happens to you, but what you do with what happens to you. Thank you for sharing that. I do want to say if you want more information on this topic or other help and wellness topics, please feel free to reach out to your EAP. That is what we are here for. Everyone is going through daily juggle of all these things we are trying to do, all the commitments that we have, there are times along the way that we will run into some troubles and have traumatic events happen. That's where we are here to help you so please call us. If you don't know what our toll-free number is reach out to HR and they can provide that to you. If you do not know what your website is, reach out to HR and they will give you the information. We are available 24 hours a day, seven days a week, completely

confidential. No cost to you and it is available to your dependence in the household. Jeannie, we might have time for one question.

>> Let's see. We have one here, do you have any tips for anyone who is challenged with a decades old wound that won't heal? Like a death of a loved one. I think that's really tough, I have a close family member who lost a loved one, and I know it is something she lives with every day. And she has gotten in a lot of ways better, but she is never going to be 100%. I think sometimes we have to adjust our view of that person and that situation. Sometimes we will be forever changed by a loss. That loss was so much a part of us. That doesn't mean that we cannot move forward, and we can't experience happiness, joy and success. What is most important is that person, and how that person views their life, and how that person moves forward. We don't have to agree all the time, outside looking in of the choices that person is making, because really that person is a close person of you and you want them to be okay. If you don't feel like that person is okay, then that's the time to talk to them from a supportive caring place. And also resources and support for most in important. Give them an ear and listen to them. I hope that helps.

>> I do want to let you know our closing poll is pulled up. Please rate your overall satisfaction and click on the radio button next to your response. I want to thank everyone for attending today. This does and the webinar. Have a wonderful rest of your day.

>> [Event concluded]