

Developing people
for health and
healthcare

Resilience

Chris Morris

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Aims

- Understand stress and burn out
- Explore your own resilience
- Reducing risk
- Spotting the signs
 - In you
 - In others

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Thinking

“Things are neither good nor bad, but thinking makes them so”
(Shakespeare, Hamlet)

“My life has been full of terrible misfortunes most of which have never happened”
(Michel de Montaigne)

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Reflection

“What doesn’t kill you makes you stronger”
(Fredrick Nietzsche)

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Resilience

- “The ability to respond effectively to pressures, recover back from setbacks and find the strength to overcome adversity”
- “The ability to withstand or recovery quickly from difficult conditions”
- More than just coping with stress - thriving

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Resilience

- Thoughts
- Behaviours
- Actions
- Can be learned

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Behaviours

- Support networks
- Reflection
- Assertiveness
- Avoid procrastination
- Develop goals
- Time management
- Work – life balance

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Actions

- Alcohol
- Caffeine
- Exercise
- Nutrition
- Smoking
- Relaxation

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Stress

- “Stress occurs when pressure exceeds your perceived ability to cope” (Palmer and Cooper, 2007)
- “The adverse reaction people have to excessive pressures or other types of demand placed on them” (Health and Safety Executive)

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Yerkes-Dodson Law (1908)

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Causes of Stress

- Work
- Relationships
- Health
- Housing issues
- Financial issues
- Bereavement
- Carer issues etc.

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Stress and Doctors

- Excessive workload
- Dealing with suffering and constant demands
- Dealing with uncertainty
- Dealing with own mistakes or fear of them
- Lack of professional support
- Externally imposed change
- Boredom
- Reluctance to seek help

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The ABC Model Ellis

A – Activating event or situation
 B – Beliefs about the event
 C – Consequences

emotional: anxiety or anger
 behavioural: aggression or avoidance
 physiological: palpitations or shaking

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Unhelpful thinking patterns

- All or nothing thinking
- Labelling
- Overgeneralisation
- Catastrophising
- Disqualifying the positive or focusing on the negative
- Magnification or minimisation
- Thoughts and feelings equalling reality
- Using should, must or ought statements
- Use of dramatic language
- Personalisation
- Mind reading or predicting the worst

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Perfectionism

High standards and conscientiousness
 Self criticism
 Chronic doubt and guilt
 Exaggerated sense of responsibility
 High demands of others and difficulty delegating
 Procrastination
 Frustration with inefficiencies

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Burnout

Maslach's triad of burnout

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Amygdala **Hippocampus**

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SCARF Model (Rock, 2008)

Status relative importance to others
Certainty being able to predict the future
Autonomy sense of control over events
Relatedness sense of safety with others – friend or foe
Fairness perception of fair exchanges between people

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Social experience triggers survival response
SCARF Model

Threat ← → **Reward**

- Status - relative importance to others
- Certainty - being able to predict the future
- Autonomy - sense of control over events
- Relatedness - sense of safety with others – friend or foe
- Fairness - perception of fair exchanges between people

Rock 2008

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Survival Response Activated

Threat ← → **Reward**

Learning unlikely Learning possible

- Status
- Certainty
- Autonomy
- Relatedness
- Fairness

Outcome 3 at ARCP
Remedial process unclear
No choices
Poor relationship with supervisor
No chance to comment on complaints

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Activating Reward Response

Threat ← → **Reward**

Learning unlikely Learning possible

- Status
- Certainty
- Autonomy
- Relatedness
- Fairness

Reduce failure by early recognition
Clear transparent remedial process
Provide trainee with real choices
Supportive teacher/learner relationship
Fair investigation, assessments and processes

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Maslow's Hierarchy of Needs (1943)

- self-actualization**
morality, creativity, spontaneity, acceptance, experience purpose, meaning and inner potential
- self-esteem**
confidence, achievement, respect of others, the need to be a unique individual
- love and belonging**
friendship, family, intimacy, sense of connection
- safety and security**
health, employment, property, family and social stability
- physiological needs**
breathing, food, water, shelter, clothing, sleep

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Self-Actualisation: traits

- Embrace reality and facts rather than denying truth
- Spontaneity
- "Focus on problems outside themselves."
- "Can accept their own human nature in the stoic style, with all its shortcomings"
 - Similarly acceptant of others
 - Generally lack prejudice.

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Self-Actualisation: qualities

- Independence
- Creative
- Tendency to form 'profound relationships'
- 'Philosophical' sense of humour
- Tendency to resist outside pressures
- General transcendence of the environment rather than 'coping' with it

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Insight

“To A Louse” Robert Burns

O wad some Power the giftie gie us
To see ourselfs as ithers see us!
It wad frae monie a blunder free us,

O would some Power the gift to give us
To see ourselves as others see us!
It would from many a blunder free us,

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Insight

Difference between self and external assessments

?Remediation depends on insight

(Hays et al 2002)

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Myers Briggs

Exaggerated response
ISTJ

“In the Grip”
ENFP

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Resilience Self Assessment

<http://www.robertsoncooper.com/iresilience/>

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Resilience

- Adaptability
- Social Support
- Purposefulness
- Confidence

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Role of PDs

- Listening ear
- External view
- Promote resilience
- Recognise stress and help identify causes
- Develop action plan
- Signpost to other resources
- Recognise sick doctors

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Seven Rules to Happiness

1. Be a leaf
2. Be a listener
3. Have a passion
4. Embrace change
5. Live in the moment
6. Be positive
7. Smile

(Giles Brandreth)

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- Age 7 he and his family were forced out of their home and he had to start working to help support his parents.
- Age 9 his mother died. As a child, he was kicked in the head by a horse, and once he nearly drowned.
- He suffered malaria (twice), syphilis and smallpox.
- Age 21 he failed in business.
- Age 23, he ran for the state legislature, lost his job, and was turned down for law school. He borrowed money to start a business;
- Age 24 bankrupt
- Age 26 both his fiancée and his only sister died - took to his bed for six months;
- Age 28 he was defeated as speaker of the state legislature;
- Age 33 he ran for the US House of Representatives and lost.
- Age 39 he ran for the US House of Representatives and lost, again;
- Age 45 he ran for the US Senate, and lost.;
- Age 47 he tried for his party's vice presidential nomination, and lost;
- Age 49 he ran for the US Senate and lost, again.

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Abraham Lincoln, Age 54; Gettysburg, afternoon of 19 November 1863

"Four score and seven years ago our fathers brought forth on this continent a new nation, conceived in liberty, and dedicated to the proposition that all men are created equal.

"Now we are engaged in a great civil war, testing whether that nation, or any nation so conceived and so dedicated, can long endure. We are met on a great battlefield of that war. We have come to dedicate a portion of that field, as a final resting place for those who here gave their lives that that nation might live. It is altogether fitting and proper that we should do this.

"But, in a larger sense, we cannot dedicate, we cannot consecrate, we cannot hallow this ground. The brave men, living and dead, who struggled here, have consecrated it, far above our poor power to add or detract. The world will little note, nor long remember what we say here, but it can never forget what they did here. It is for us the living, rather, to be dedicated here to the unfinished work which they who fought here have thus far so nobly advanced. It is rather for us to be here dedicated to the great task remaining before us—that from these honoured dead we take increased devotion to that cause for which they gave the last full measure of devotion—that we here highly resolve that these dead shall not have died in vain—that this nation, under God, shall have a new birth of freedom—and that government of the people, by the people, for the people, shall not perish from the earth."

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Confidence

"A state of certainty..."

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Confidence

Stress	Kelly McGonigal
Self-confidence	Amy Cuddy

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Stress

Is it bad for you?

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Stress

30,000 Adults USA for 8 years

43% increased risk of dying...

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Stress

How you think about stress matters = Joy

Oxytocin = Cuddle hormone

Caring = Resilience

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Self-Confidence

- ?Self belief
- Don't dwell on negative consequences
- Focus on situation
- Enjoyment
- More likely to succeed

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Body Language

- Non-verbal influence on others
- Non-verbal influence on ourselves

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Can Our Mind Change our Body?

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Powerful People

- Confident
- Assertive
- Optimistic
- Abstract thinking
- Risk taking

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Presence

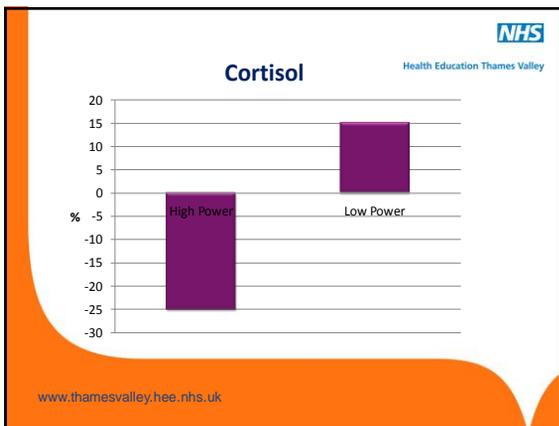
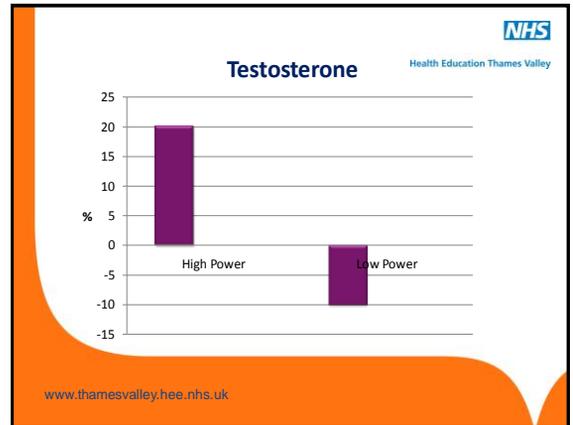
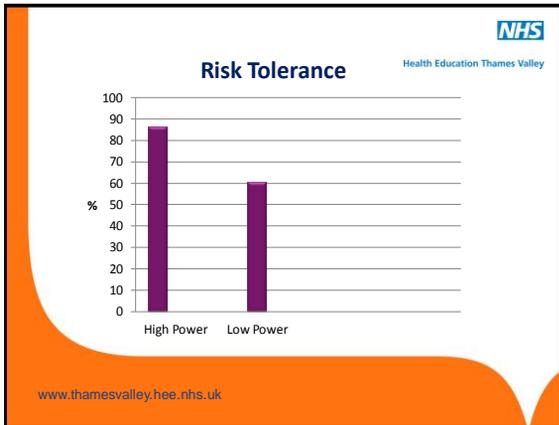
- Confidence
- Passion
- Enthusiasm
- Comfort
- Genuine

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Can Your Body Change Your Mind?

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Body Language can determine how we think and feel about ourselves

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Fake it til you make it

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Fake it til you become it

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Two Minutes

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