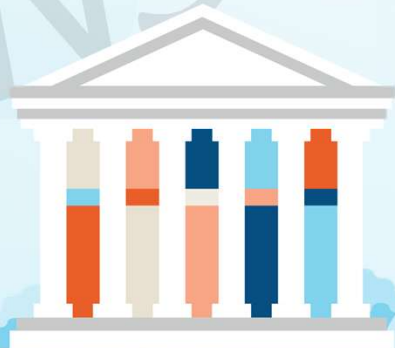
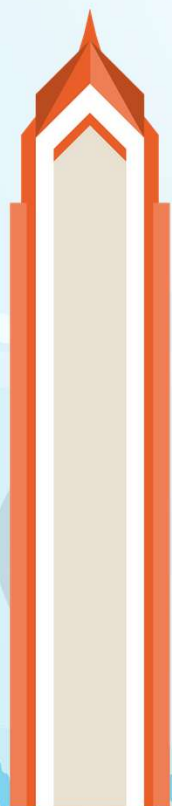


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for Mental Wellbeing



Leading with Resilience During Turbulence

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Qualities of Resilient Leaders

- ✓ Problems are opportunities
- ✓ Overcome difficulties
- ✓ Learn from mistakes
- ✓ Attitude – strengths-based vs deficit-based – I can't. *I can.*
- Aware of the victim mentality trap and covert blaming – “*They...*”
- Find/return to their power and strength when they forget they have it

**So We Know What to
Do...**

What the heck happens??



STRESS



- Natural response - physical, mental, emotional that causes tension and/or restriction
- Response to any demand placed on you (internal/external)
- Activating, stimulating and increases your level of alertness
- “Life on life’s terms”

Impact

- Motivator and energizer
- Feel sharp, excited, ready
- Balanced



DISTRESS



- Difficulty concentrating, forgetting, excessive self-criticism, pre-occupation with thoughts/ tasks
- Feeling angry, or overwhelmed and immobilized
- Self-defeating processes – Rumination, worries, uncomfortable physical symptoms and emotional discomfort
- Moody, worried, scared, irritable, depressed, reduced self-esteem, pessimistic, helpless, withdrawn, easily embarrassed
- Out of control, doing things I don’t want to do or later regret

10 Signs of Compassion Fatigue/Burnout/Exhaustion

#	Item	Not at all (0)	Several days (1)	More than half the days (2)	Nearly every day (3)
1	Feeling emotionally exhausted or drained by your work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	You or others notice becoming more irritable, impatient, or frustrated with clients, coworkers, or family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Losing interest or satisfaction in your work Feeling like you can't make a difference or that your work doesn't matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Difficulty concentrating or feeling mentally foggy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Feeling detached or numb when hearing others' trauma or pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Using food, drugs, alcohol including over the counter meds like NyQuil, Advil in a way to manage mood/emotions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Increased physical complaints (e.g., headaches, fatigue, stomach issues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Withdrawing from coworkers, friends, or usual supports Poor self-care/positive activities drop off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Sleeping and dreaming troubles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Frequent negative rumination or conversations about your work or your life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Denial And Shame "Healthcare Stoicism"



Scoring (Optional):

0-9: Low signs of burnout/compassion fatigue - consider adding in some wellness tools

10-19: Mild - consider upping the dose of your wellness tools x2

20-29: Moderate - consider talking to someone else about column 3 checked boxes

30+: High — it's a good time to consider seeking supervision, support, or a wellness plan

Awareness Key

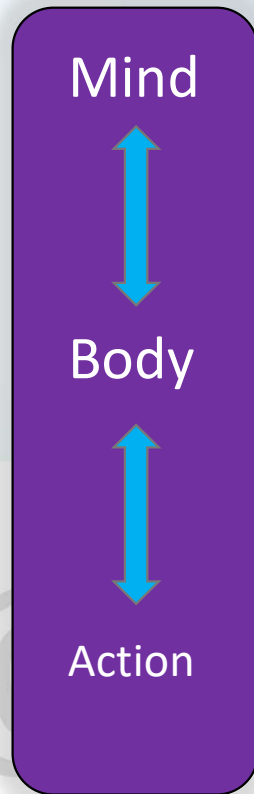
“Between stimulus and response there is a space.

In that space is our power to choose our response.

In our response lies our growth and our freedom.”

Viktor E. Frankl

3 Keys to Access your Resilient Leader



What is it that I am telling myself?
Do I want to stay with that or change it?

What am I experiencing in my body?
Where am I experiencing it?
What are the insights this experience can tell me about myself?

What are my actions right now?
Are they a sign of an experience that may need my attention?

1. Balance Before Action

- This is the opposite of stay calm. If you could stay calm you would! Being told to do this by others or self is not helpful.
- Instead, use your awareness to check in. What are you thinking, feeling, experiencing?
- Determine if you are dysregulated and select an action that brings you closer to your balanced self.
 - *Breathing exercises, body scans, room awareness, walking, connecting with a colleague – you make the call based on your needs.*
- This action of first “not acting” puts the creativity, problem solving and abstract thinking part of the brain back online. Don’t move on without it!



2. You are in balance. Hold the space.

- This is a **commitment** by you to give your teams space.
- This space is a harbor that allows team members to get regulated, enter more balanced states of emotional congruency.
- In letting go of perceived control we empower our teams.
- What you did in step one for yourself is now what you are doing for your teams.
- Its a **commitment** because it takes strength and guts!

Don't just do
something...
STAND THERE!!

Space Breakers

- You don't need to have all the answers, or the best answers. It's okay for you and employees to experience stress, fears, and rigidity.
- It's not your job as a leader to take these feelings and experiences away or to fix.
 - **Spoiler alert** – you can't do that anyway and leaders often fall into this trap during crisis.



Between stimulus and response... there is a space.

3. Elicit feedback, thoughts and ideas from your teams

- Resilient Leaders plan meetings and/or create spaces for feedback and information sharing.
- As a leader you don't have to implement or use any of the ideas or suggestions!!
- This resilient process is what helps regulate teams, form connections, and tap into employee creativity.
- Resilient Leaders allow this process to flow.
- In that flow they filter and utilize the helpful material in while letting the unhelpful pass.
- Now the entire team experiences being heard.



4. Keep structure, create structure, be the structure

- In times of crisis Resilient Leaders are deliberate – be the structure
- They do not run into offices, jump out of meetings, or break conversations to answer their phone.
 - These behaviors exacerbate anxiety and stress – your team does as you do.
- **Be the model** for what you want to see. They will reflect it back.
- Seeing things you don't like? Look in.
- By keeping your meetings as scheduled, honoring existing structures, being punctual, and keeping your own behavior predictable you help create a comfortable environment.



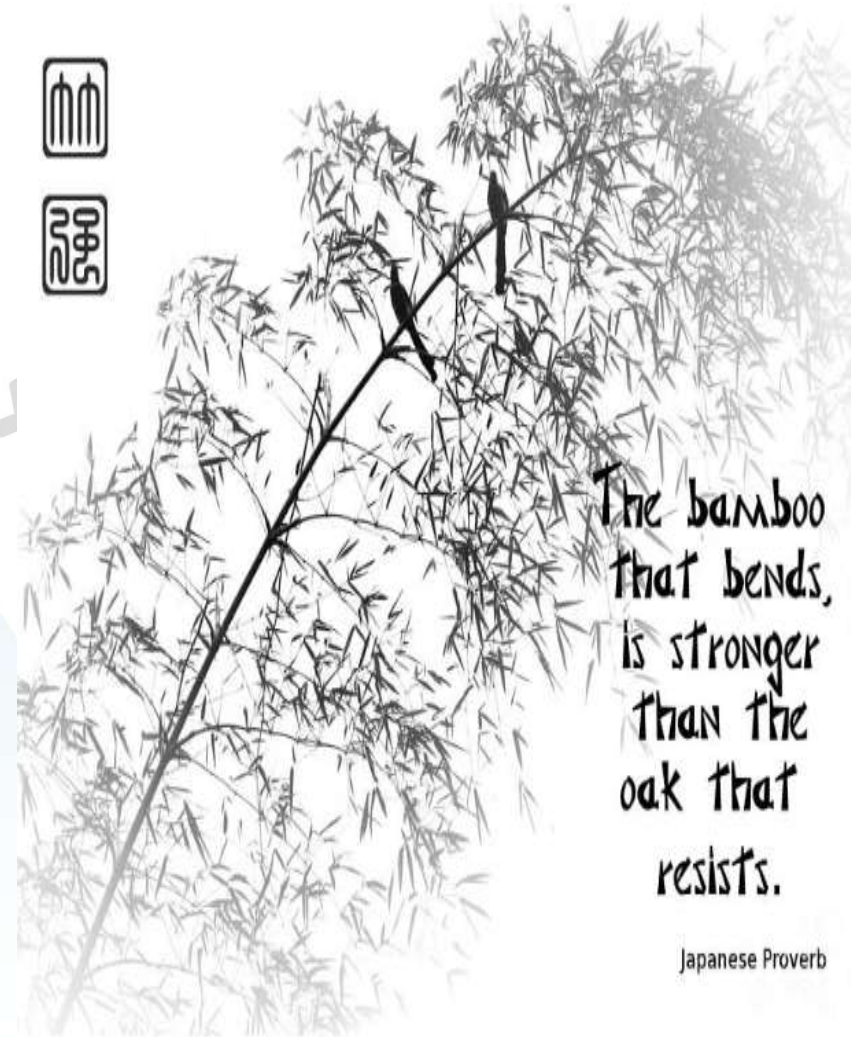
5. Over Communicate

- It takes eight times eight different ways to get change to stick. “8 times 8 ways”
- In crisis/distress your teams are dysregulated. Their learning brains are offline.
- Resilient Leaders aren't frustrated when their directives are not followed.
- They see and model teaching and learning opportunities to re-enforce their message and unify the team to flow in the direction they have plotted.



6. Be Flexibly Directive

- Your teams will need direction. Resilient Leaders own it.
- Sometimes you don't have enough information to make the right call. Resilient Leaders make the best call they can because their teams need direction and structure.
- Your employees are adaptable and creative and will figure things out, but not if they don't know when and where to go.
- You can change course; you can modify direction as you get new information. You can be direct about the course of action and flexible that this is not "for-ever."
- Resilient Leaders do not put the burden on the employee to make the call. Resilient leaders make the call.



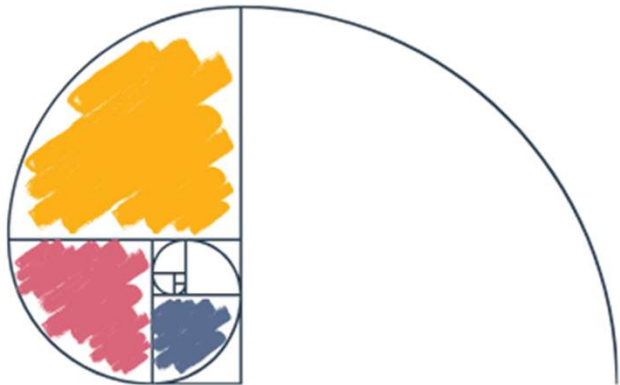
What Enhances Resiliency?

I KNOW I KNOW!

- Self Care - Sleep
- Social Support
- Spirituality
- Humor
- Meaningful Work, Mission
- Fun – Hobbies – Interests
- Rest – Relaxation

Exponential Efforts

$$1 + 1 = 3$$



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