

RESILIENCE IN THE FACE OF STRESS

MODULE 1

You may have a fresh start at any moment you choose, for this thing that we call "failure" is not the falling down, but the staying down.

Mary Pickford

What is resilience?

- The process of adapting well in the face of adversity, trauma, tragedy, threats or even significant sources of stress
- “Bouncing back”
- Resilience is not a trait – it involves behaviors, thoughts, and actions that are learned

American Psychological Association (2013)

Recovery vs. Resilience

Recovery – implies you need to heal or repair an injury before you can be okay.

Resilience – the ability of individuals to maintain relatively stable mental function throughout the course of events.

Resilient People

- Interpret stressful experiences as something they can exert control over
- View events as challenging opportunities to learn and grow
- Are actively involved with the world around them (engaged in activities with other people)

Bartone, Paul T. (2006)

Kobasa, S. C. (1982)

Everyday Stress

- Workplace Policies – may prevent intervening or providing help
- Unresponsive supply chain—trouble getting needed supplies
- Interpersonal conflict
- Problems at home

Cooper, C., Flint-Taylor, J., & Pearn, M. (2013)

Colleagues can add to Workplace Stress

- Being badly managed
- Grumpiness
- Rudeness
- Lack of team spirit
- Cynicism
- People who don't pull their weight

Cooper, C., Flint-Taylor, J., & Pearn, M. (2013)

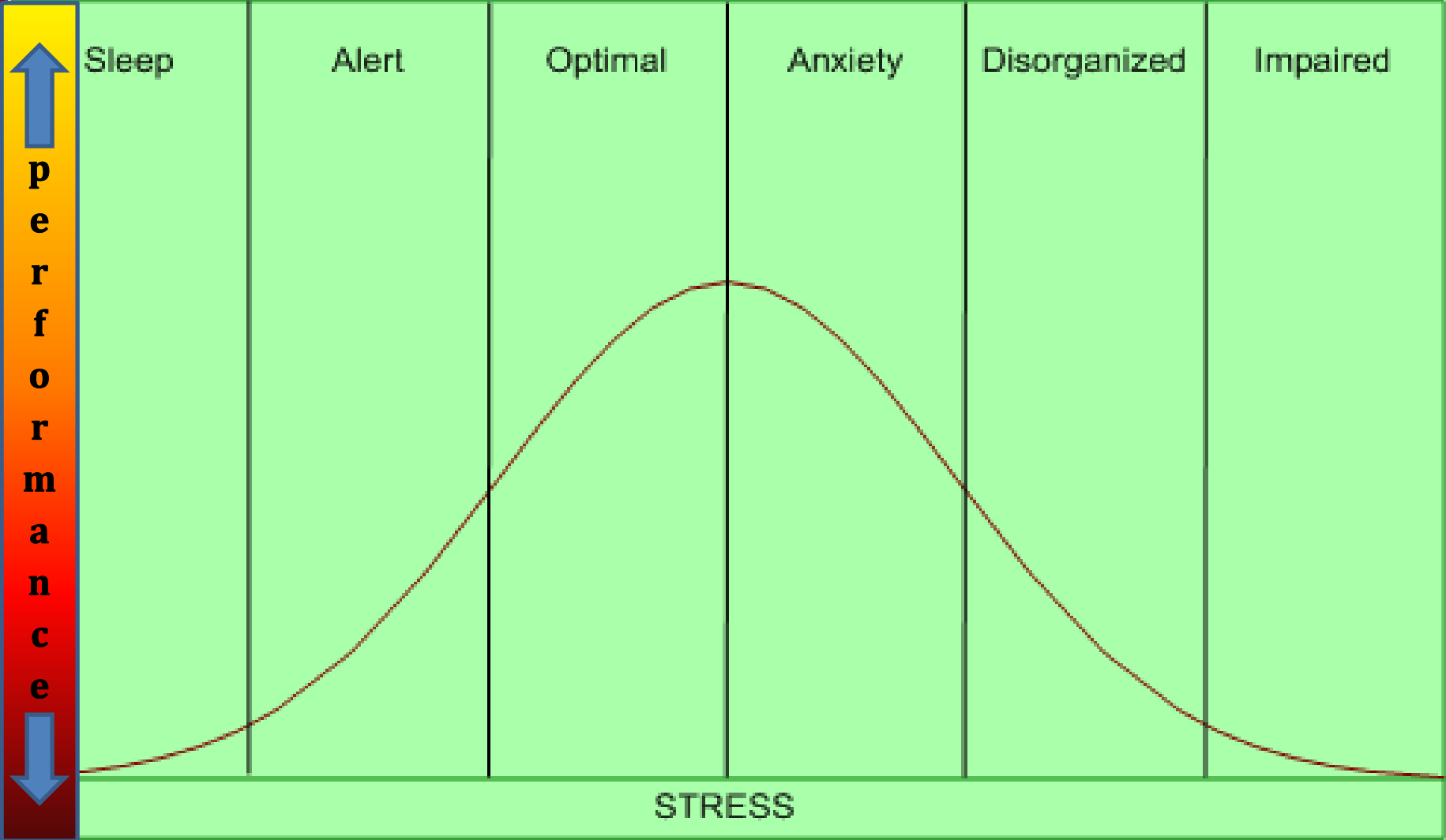
Positive Stress Reactions

- Increase in speed
- Increase in strength
- Decrease in reaction time
- Increase in sensory acuity

Moderate stress can improve performance in a variety of situations when it is short-term.

Yerkes R.M., & Dodson J.D. (1908)

Stress & Performance



Low Stress

Optimal Stress

High Stress

Cumulative Stress

Responders accumulate stress over time from each stressful event they experience, even if the responder doesn't realize it.

After each event, the next event may need to be even more intense for the responder to consider it “traumatic”.

Cooper, C., Flint-Taylor, J., & Pearn, M. (2013)

Extra Stressors Other Jobs Don't Have

- Danger/Risk of serious injury or death
- Disease, infection, toxins in the environment
- Chemical, biological, or nuclear materials
- Accidents
- Fire, bullets, etc.

Cooper, C., Flint-Taylor, J., & Pearn, M. (2013)

Any Additional Stressors?

- What aspects of your job create additional stressors that people in other jobs may not face?

What Reduces Stress?

- A sense of control over some aspect of work
 - Such as having some variety in your day
- Work that is seen as a challenge
- Work that is seen as meaningful or important
- Social interaction with people you like, both at and outside of work

Cooper, C., Flint-Taylor, J., & Pearn, M. (2013)

Lazarus, R. S., & Folkman, S. (1984)

Stephens, C., & Long, N. (1999)