

## Resiliency Is The Ability To ...

1

Adapt Well To  
Change

2

Recover From  
Setbacks

3

Persist In The Face  
Of Adversity

## Benefits of Resiliency

Improves Physical, Mental, and Emotional Health

Increases Effectiveness

Improves Productivity

Increases Employee Engagement and Job Satisfaction

Provide World Class Customer Service

# Challenges to Resilience

- Change
- Setbacks
- Adversity
- Compassion Fatigue



**Take the  
Setbacks  
in  
Stride!**





## What is Compassion Fatigue?

- Fatigue, emotional distress or apathy from the constant demands and needs of caring for others



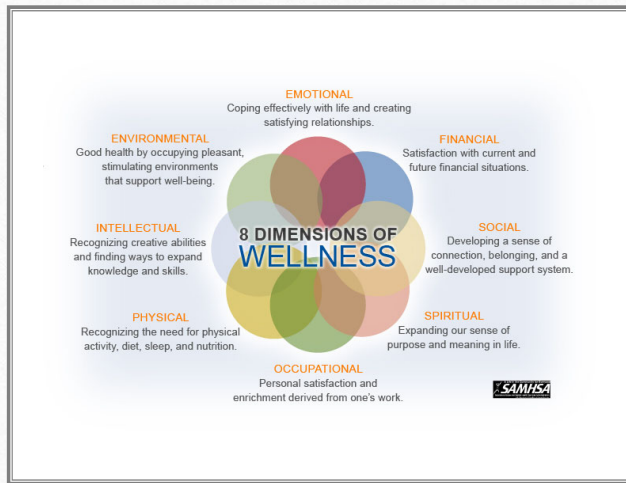
## Who Gets Compassion Fatigue?

- Physicians
- Nurses
- Behavioral Health Care Providers
- First Responders
- Care Givers
- Clergy
- IT Staff
- HR Staff
- Administrative Support Staff

CARE

## The Impact of Compassion Fatigue

Compassion Fatigue impacts individuals within each of the 8 Dimensions of Wellness.



## The Relationship Between Hope and Resilience

**Hope**

- Hope - a feeling of expectation and desire for a certain thing to happen
- Hope that situations will improve and goals can be achieved breeds resilience

## Herth Hope Index

Herth Hope Index

Indicate below a number of statements. Read each statement and place an (X) in the box that describes how much you agree with that statement circle one

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. I have a positive outlook toward life.				
2. I have short and/or long-range goals.				
3. I feel all alone.				
4. I can see possibilities in the midst of difficulties.				
5. I have a faith that gives me comfort.				
6. I feel scared about my future.				
7. I can recall happy/joyful times.				
8. I have a deep inner strength.				
9. I am able to give and receive caring/love.				
10. I have a sense of direction.				
11. I believe that each day has potential.				
12. I feel my life has value and worth.				

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- A self-survey comprised of twelve questions developed by Kaye A. Herth, PhD. RN
- Scores may vary from twelve to forty-eight with higher scores reflecting higher levels of hope.
- Score items as follows:
  - Strongly Disagree = 1
  - Disagree = 2
  - Agree = 3
  - Strongly Agree = 4
  - Note the following items need to be reversed scored: 3, 6.

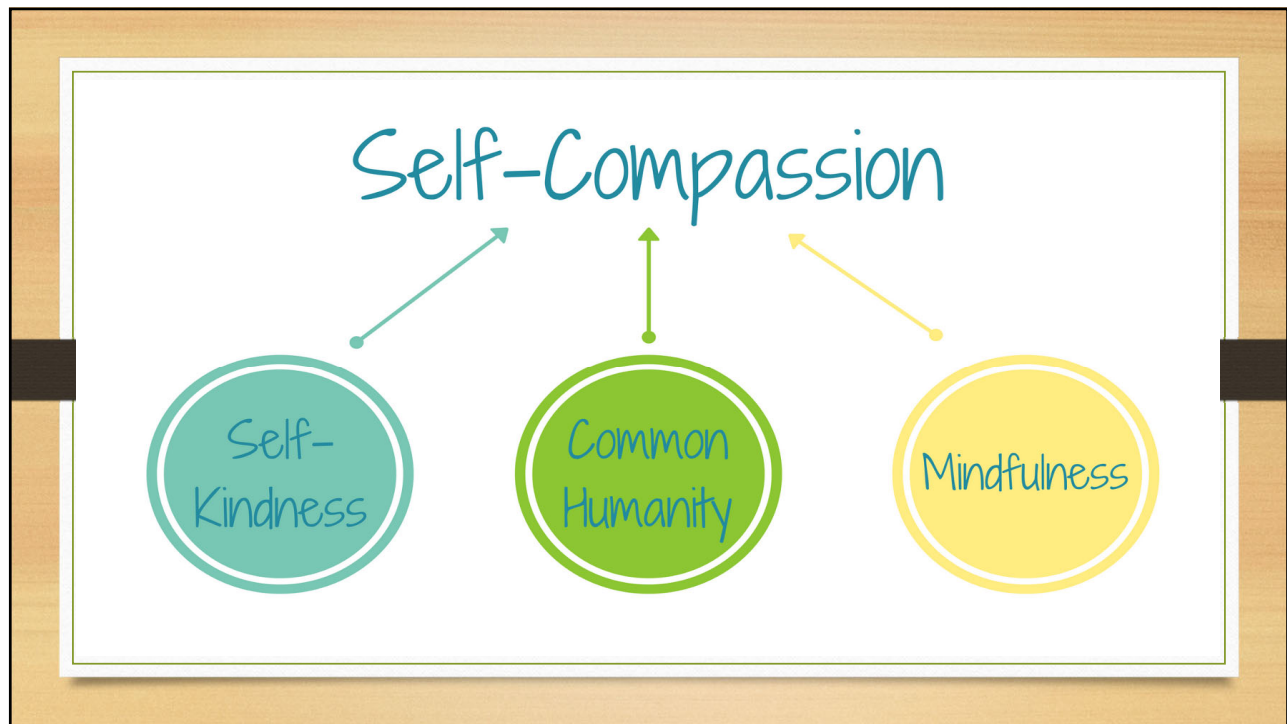
## Increasing Resilience

- Remember Your Why
- Think Flexibly
- Choose a Positive Mindset
- Be Open to Help
- Focus on Learning
- Express Gratitude
- Practice Self-Care
  - Diet
  - Exercise
  - Mindfulness
  - Self-Compassion

Talk to  
yourself like  
you would  
to someone  
you love.

Brené Brown





## WHAT DOES SELF-COMPASSION SOUND LIKE?

 **mindfulness**

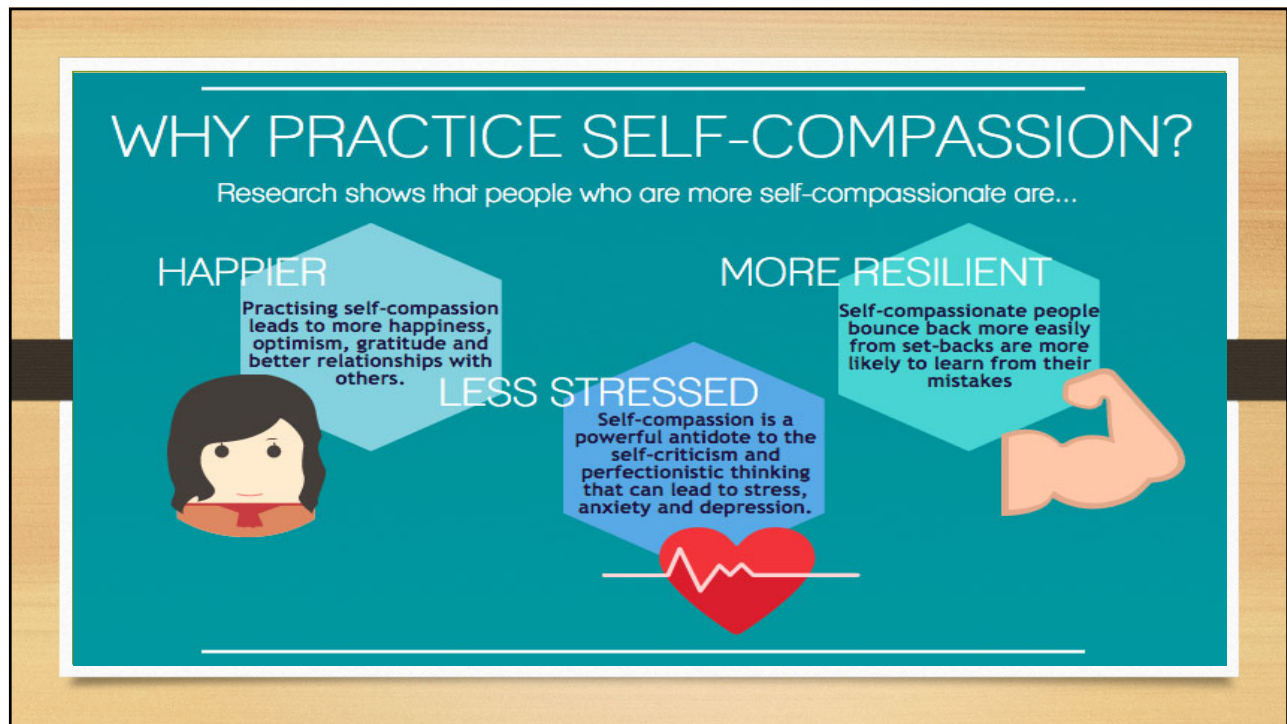
 **common humanity**

 **self-kindness**

I feel like such an idiot. I can't believe I asked that stupid question in class-- now everyone, including my teacher, thinks I'm a total moron... (Wow, I'm being really hard on myself right now...)

Ok, I'm definitely not the only person who has ever felt this way. Everyone asks obvious questions sometimes, and I know that my friends have had similar thoughts and feelings at one time or another. I'm not perfect, but neither is anyone else.

I'm sure no one else noticed, and even if they did, they've probably forgotten by now. At least I was brave enough to ask the question in the first place! Next time I'll try to think it through a little more instead of being so impulsive.



## SELF-CARE

- Taking care of you while being a caregiver to others
- Stay Connected to loved ones
- Self-care toolkit
  - What would be in your toolkit?
    - Music
    - Sunshine
    - Turn your phone off
    - Rest





## Wellness toolBox

- Daily structure
- Limit Media
- Focus on what you can control
- Mindfulness
- Talk to a friend
- Exercise
- Give yourself grace
- Work – Life balance

## Resources

- <http://www.rachel.jones@burrellcenter.com> Compassion Fatigue, Rachel Jones
- [https://www.huffingtonpost.com/nozomi-morgan/how-to-build-resilience-i\\_b\\_8930152.html](https://www.huffingtonpost.com/nozomi-morgan/how-to-build-resilience-i_b_8930152.html)
- <http://www.self-compassion.org> Kristein Neff
- <http://thepositivetysolution.com/remember-why/>