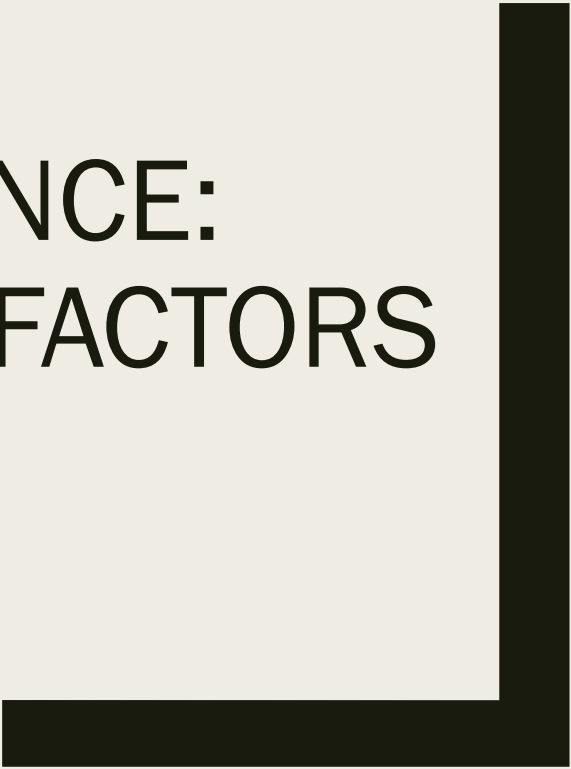




# BUILDING RESILIENCE: STRENGTHENING KEY FACTORS

Maureen Pollard MSW, RSW  
2019



# Maureen Pollard

BSW 1992, RSW 1995, MSW 2011

Child Welfare (20 years)

Traumatic Bereavement (9 years)

High Conflict Custody & Access (8 years)

Hospice (5 years)

Community College SSW Faculty (6 years + 1 year)

Compassion Fatigue Specialist (6 years)

First Aid (6 years)



# RESILIENCE

## What is it?

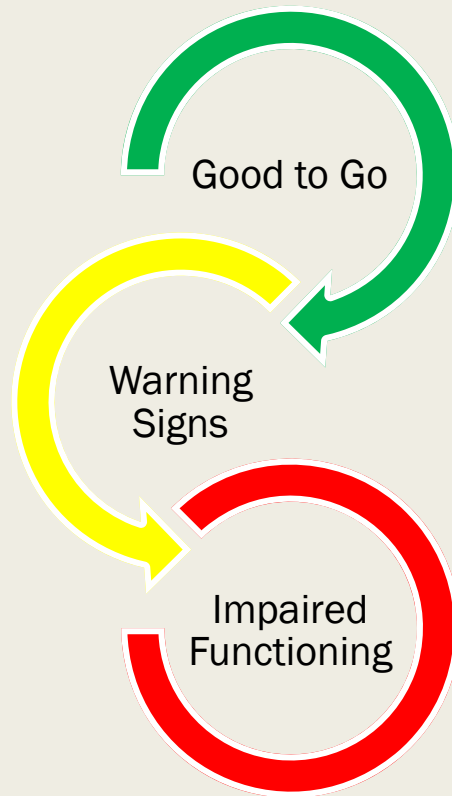
*Resilience is the ability to adapt well in the face of adversity, trauma and stress.*

American Psychological Association 2015

*Mental processes and behaviours you learn and engage to protect yourself from the potential negative effects of stressors.*

Knowler 2018

# Self Awareness

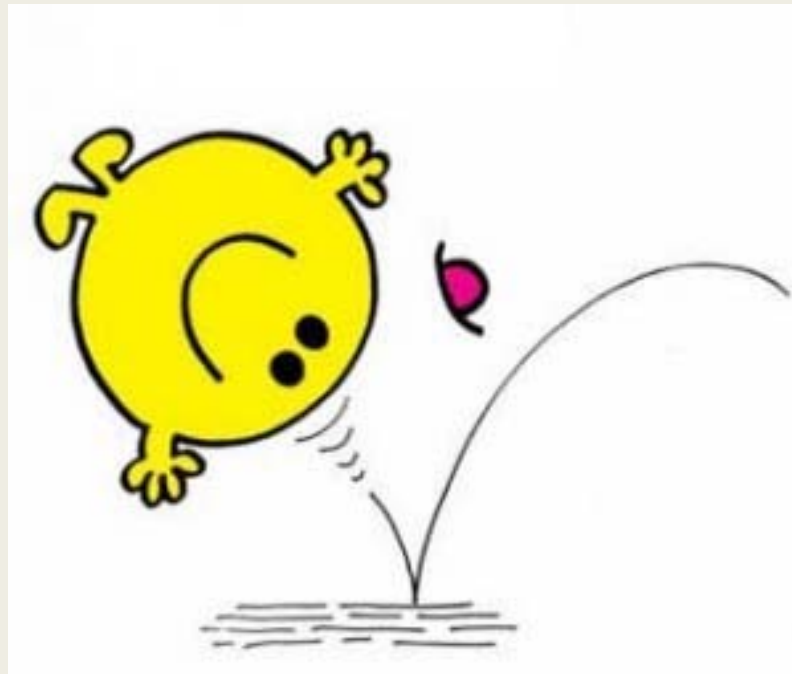


Mathieu, F. 2012.

*“Resilience isn’t a  
single skill.  
It’s a variety of skills  
and coping  
mechanisms.”*

Jean Chatzky

# Personal Resilience Factors



- Creative Problem Solving
- SMART Goals
- Acceptance of Change
- Optimism & Perspective
- Gratitude

- Social Support and Connection
- Healthy Boundaries
- Sense of Control
- Sense of Humour
- Self Care

# Build a Smile Wall





# Self Care

**50 Ways to Take a Break**

**REST**  
 your legs up on a wall  
 Listen to Music  
 Take a Nap  
 Go to a body of water  
 Watch the clouds  
 Watch the stars  
 Write a Letter  
 2x Move twice as slowly

**MEDITATE**  
 Take Deep Belly breaths  
 Notice your Body  
 Buy some Flowers  
 Find a relaxing scent

**NATURE**  
 sit in NATURE  
 Call a friend  
 Meander around town

**WRITE**  
 in a journal  
 Walk Outside  
 Go for a run  
 Turn off all electronics  
 Drive somewhere NEW

**NEW**  
 Learn something  
 Listen to a guided relaxation  
 Read a book  
 Take a bath  
 Light a candle  
 Eat a meal in SILENCE  
 Examine an everyday object with fresh eyes  
 COLOR with crayons  
 Do some gentle stretches  
 Paint on a surface other than paper  
 Write a quick poem  
 Read poetry

**ART**  
 View some ART  
 Create your own coffee break  
 Pet a furry creature  
 Go to a farmer's market  
 Forgive someone  
 Engage in small acts of KINDNESS  
 Give Thanks  
 Put on some music and DANCE

**Other activities:**  
 Watch the clouds  
 Watch the stars  
 Write a Letter  
 2x Move twice as slowly  
 Call a friend  
 Buy some Flowers  
 Find a relaxing scent  
 View some ART  
 Create your own coffee break  
 Pet a furry creature  
 Go to a farmer's market  
 Forgive someone  
 Engage in small acts of KINDNESS  
 Give Thanks  
 Put on some music and DANCE

## SIX WAYS TO PRACTICE GROUNDING

with anxiety + intense emotions

 <p><b>body</b></p> <p>lay on the ground, press your toes into the floor, squeeze playdough</p>	 <p><b>5 senses</b></p> <p>wear your favorite sweatshirt, use essential oils, make a cup of tea</p>	 <p><b>self-soothe</b></p> <p>take a shower or bath, find a grounding object, light a candle</p>
 <p><b>observe</b></p> <p>describe an object in detail: color, texture, shadow, light, shapes</p>	 <p><b>breathe</b></p> <p>practice 4-7-8 breathing: inhale to 4, hold for 7, exhale to 8</p>	 <p><b>distract</b></p> <p>find all the square or green objects in the room, count by 7s, say the date</p>

THE GROWLERY



Balancing Act



True Balance

vs.

# Take Care of Your Self



# Systemic Resilience Factors





## Effective Leadership

- Do your leaders feel supported in your system?
- Do your leaders value self care and develop personal resilience?
- Are they positive role models with good communication skills?
- Do they champion resilience in staff and volunteers?



## Unity Of Purpose

- Is the purpose of the team clear?
- Is everyone aware of the purpose?
- Does everyone agree with the purpose?
- Are policies, procedures and training consistent with the purpose?



## Creative Proactive Planning

- Is work being done most efficiently & effectively?
- Is there openness to new ideas?
- Is there flexibility for problem-solving and workload management?
- Is the team prepared for predictable trends?



## Trust And Autonomy

- Do people feel valued for their contribution?
- Do people feel their ideas and needs are respected?
- Once tasks are assigned, are people able to work independently or is progress micromanaged?
- Do people have the tools for the work they do?





## Partnerships And Resources

- Are alliances among team members encouraged?
- Are connections between teams supported?
- Is competence and skills-based training offered?
- Are connections fostered with community partners?



## Engagement And Cohesion

- Is everyone included in events and activities whenever possible?
- Are there opportunities for mentoring and coaching?
- Are there social events to strengthen connections?
- Have health and wellness been a focus?
- Have health and wellness initiatives been successful?

# Take Care of Your Team



# Celebrate Success



*Thank you!*

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