Creating a Culture of Resilience in High Stress, High Intensity Environments

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Analysis includes 300 participants. The Personal Style Inventory measures the three core styles of dealing with stress which are known to underlie resilience. The mean total scores and the scores for all three of the subscales improved by a statistically significant level (p < 0.05) for participants after taking The Resilient Employee.
# PROMIS Global Distress

| Two-Way Repeated Measures ANOVA Evaluating Gender and Pre and Post Program Outcomes in Quality of Life |
|---|---|---|---|
| Anxiety |
| Gender | 1 | 14.69 | .221 | - |
| Time | 1 | 1153.73 | 77.50** | 0.16 |
| Time*Gender | 1 | .36 | 0.02 | - |
| Depression |
| Gender | 1 | 52.30 | 0.82 | - |
| Time | 1 | 887.72 | 69.97** | 0.15 |
| Time*Gender | 1 | 15.31 | 1.21 | - |
| Global Distress |
| Gender | 1 | 7921.51 | 28.71 | - |
| Time | 1 | 22309.87 | 447.24** | 0.53 |
| Time*Gender | 1 | 6771.21 | 135.74* | 0.25 |

*Note. “p<.001
What is Your Culture?

• Top down – the leaders set the tone
• Key thought-leaders, influencers, management and all staff
• Agreed upon vocabulary and mindset
• How do you reinforce the language and practice?
A System that Adopts a Culture of Resilience can expect:

• Lower turnover
• Decrease of absenteeism and presenteeism
• Improved physical and mental health
• Stronger teamwork and less conflict and drama
• Stronger, self-defined leaders
Ability to Self-Calm

• Can you get calm?
• Can you stay calm?
• Do you need others to be calm for you to be calm?
• Do you need to remove yourself to get calm?
• Address Stress in the Moment it Triggers
  • Brief Relaxation Techniques
• Strategies to Retrain Your Stress Response
  • Notice, Name, Relax
Physical Self-Care

• Selecting a mode of exercise
• Exercise affects mood, energy and makes you smarter
• Nutrition
• Stress, sleep and lack of sleep
Ability to Self-Replenish

- Recovery Time
- How full is your bucket?
- What fills your bucket?
- What depletes your bucket?
- Developing Self Replenishment Routines at work
Emotional Expressiveness

- Can you identify your emotions?
- Can you own your own anxiety and not take on the anxiety of others?
- Do you know what pushes your buttons?
- Physiology of Emotions
- Situations, Options, Consequences
- Other Emotional Processing Facts
- Changing Your Brain
- Exercise to move emotions quickly
Hardiness

• Commitment – can you stay involved and not sink into detachment and alienation?
• Control – can you turn difficult situations into advantages and not sink into powerlessness or passivity?
• Challenge – life is naturally stressful and stressors are an opportunity to grow in wisdom and capability.
Sense of Coherence

The belief that life is:

• Manageable – there are resources required to meet the demands of life and you search them out

• Meaningful – finding meaning in your experiences and coping is desirable

• Comprehensible – the world is understandable and meaningful
Hope

• Will-power
• Way-power
• Follow-through
Optimism

• Optimism and Pessimism
• How to change thought patterns to enhance optimism
• Benefits of optimism
• Challenge pessimistic thoughts in your daily life
Perfectionism

• Do you find yourself feeling critical of yourself or others?
• Are you aware of which of your thoughts are supportive, calming and empowering?
• Default mode
Social Support

• What is a Social Support Network?
• Examining Your Social Support Network
What Creates a High Performing System?

• The ten facets of resilience
• How the system handles the always present and natural tension of individuals and groups
• How the system maintains integrity during a crisis
• If the system has the capacity to produce strong self-defined leaders
• Do the leaders understand what creates a highly functioning/performing system?