



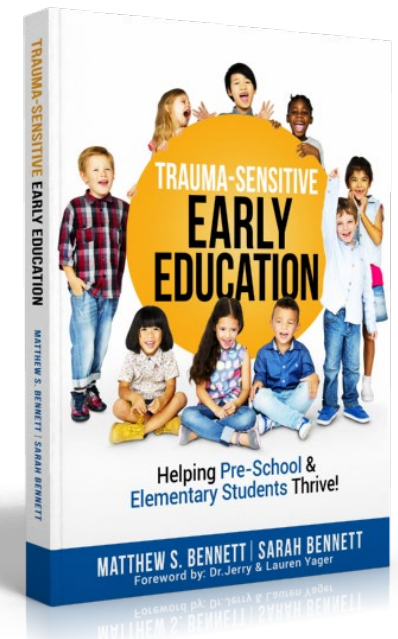
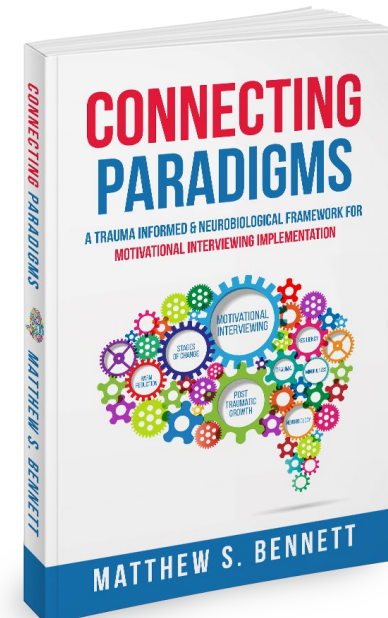
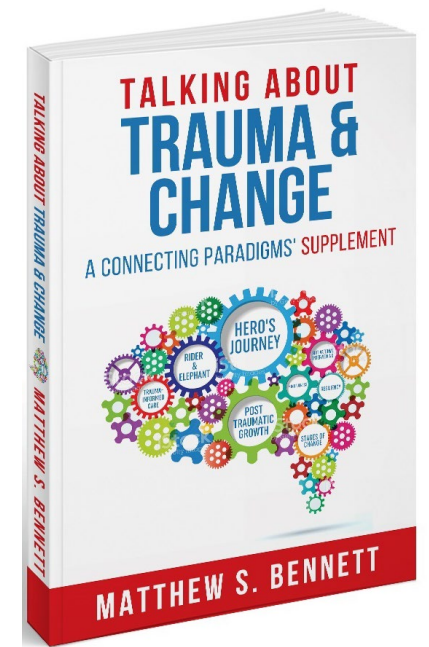
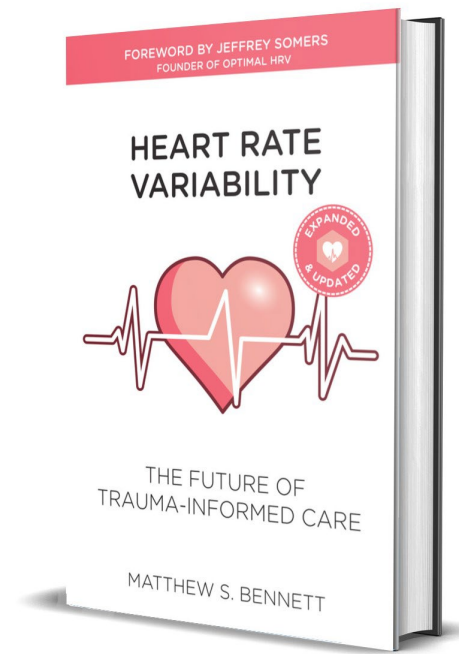
RESILIENCY AND RECOVERY

HOW OUR HEALTH
IMPACTS OUTCOMES

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Before our journey

- Acknowledging our current traumas
- I'm a realist – trying to become a role model
- Resiliency (Recovery) Plan
- Format



What is happening to us?

HOW BIG IS YOUR CUP?

Traits of Wellness

Nerd definitions of Resiliency

- Prefrontal cortex and amygdala
- Ventral vagal and sympathetic/dorsal vagal

Water in your cup: Cortisol and cytokines



HOW FULL IS YOUR CUP?

Stress

- Personal
- Work

Stress Intensifiers

- Duration
- Uncertainty
- Importance

Trauma – Cup submerged



COMPLEXITY OF HELPING FATIGUE

Distress	Trauma Response
Workload and/or lack of resources	Burnout
Unpredictability - Disruption of homeostasis	
Team/organization dysfunction	
Empathetic intensity – Transfer of pain and suffering from one person to another	Compassion fatigue - Exhausted by trauma exposure
	Vicarious trauma - Trauma resulting from exposure to another's traumatic pain and suffering
	Secondary trauma – Exposure to trauma or work situation that is retraumatizing
Moral distress – Asked to act or watch others violate safety, values, morals, and ethics	Moral injury

R.I.P. Self-care?

- Unfair (not backed by research) to burnout and traumatize people at work and expect them to take personal time to recover
- The failures of the “employee” depends on their self-care and ignores organizational factors
- We sit with the dilemma
 - Personal behavior improves or harms resiliency and performance
 - Organizational factors can either destroy or support resiliency and performance



Stages of Helping Fatigue

STAGES OF HELPING FATIGUE

A horizontal flow diagram showing the progression of helping fatigue. It starts with a dark blue box on the left, followed by four light gray boxes. A large red arrow points from left to right, passing behind the gray boxes. The text in the boxes is: 'Healthy, Motivated, & Engaged', 'Exhaustion', 'Shame, Doubt, & Guilt', 'Cynicism & Callousness', and 'Crisis'.

Healthy,
Motivated,
& Engaged

Exhaustion

Shame,
Doubt, &
Guilt

Cynicism &
Callousness

Crisis



**IDENTIFY YOUR PHYSICAL, PSYCHOLOGICAL,
AND SOCIAL WARNING SIGNS**

ON YOUR RESILIENCY PLAN

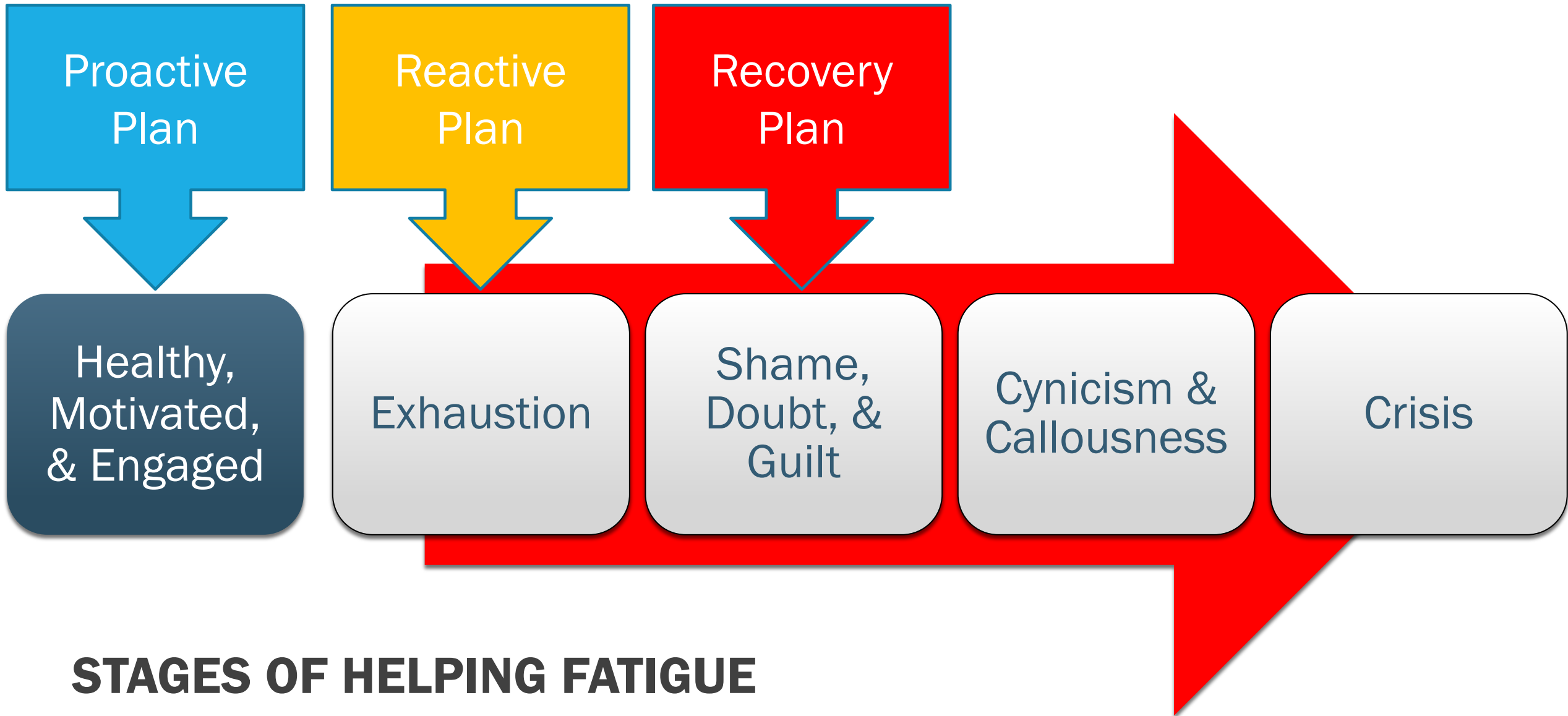
EXHAUSTION

Warning signs

- Physical
- Psychological
- Social

Drugs and alcohol as a coping skill

Diminished creativity, cognitive flexibility, and ability to handle complexity



GUILT, DOUBT, & SHAME

Sense of that you can never do enough (time, resources, and compassion)

Hypervigilance

- Working longer
- Never disconnecting
- Quality crash!

Inability to get pleasure out of work and, if intense, life

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Healthy,
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& Engaged

Exhaustion

Shame,
Doubt, &
Guilt

Cynicism &
Callousness

Crisis

CYNICISM & CALLOUSNESS

Cynicism

- Start disrespect people passive aggressively or behind their back
- Increase gossip about co-workers and passive aggressive behavior on job
- Constant sense of anger towards people, co-workers, or supervisors
- Inflated sense of self importance - everyone must see our burdens

Callousness

- Heart becomes a concrete monument to who you once were
- Lack of confidence expressed as persecution
- Empathetic withdraw and deliberate avoidance

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Exhaustion

Shame,
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Crisis

IMPACT OF EMPATHETIC INTENSITY & BURNOUT

Physical Health

Cardiovascular Disease
Stroke
Type II Diabetes
Musculoskeletal Disorder
Cancer
Physical Fatigue
Sexual Issues
Gastrointestinal problems
Headaches
Physical Illness
Back problems

Social/Work Health

Social Isolation
Relationship Issues
Poor performance
Absenteeism
Tardiness
Theft
Dehumanization of people
Turnover (at least 40% is stress related)
Filed Grievances
Litigation
Low Job Satisfaction

Mental Health

PTSD
Memory Loss & Cognitive decline
Sleep Problems
Headaches
Mental Fatigue
Anxiety & Irritability
Depression
Aggression
Defensiveness
Negative World View & Hopelessness
Negative attitude

Best Practices for Stress Management and Quality



MAXIMIZING WELLNESS & QUALITY

Personal Wellness & Resiliency

- Foundations of wellness
 - Sleep
 - Nutrition
 - Exercise
- Passion
- Mindfulness
- Therapy
- Social network

Professional Performance

- Recovery time
- Hyper-efficiency
- Deliberate Practice
- Organizational/Team culture



YOUR RESILIENCY WORKSHEET

- Reactive and Proactive strategies
- Goal: List three things are you going to do when you recognize warning signs:
 - 1.
 - 2.
 - 3.
- Do you need to do anything now, if so, what?

Best Personal Practices for Strengthening Resiliency and Mental Health



SLEEP

Lack of Sleep vs. Drunkenness

Lack of sleep = Increase food intake/Type 2 Diabetes/Early Death

Setting the stage for sleep



NUTRITION

Food becomes energy for your brain!

Intermittent fasting

Allergy tests

Key ingredients to brain health



CONTROLLING INFLAMMATION THROUGH FOOD

Inflammatory Foods

- Processed foods
- Sugar, sugar substitutes, and artificial sweeteners
- Refined carbohydrates such as bread and pasta
- Alcohol
- Bad oils and fats such as seed oils and margarine
- Soda and sugar-sweetened beverages
- Grain-fed red meat
- Monosodium glutamate or MSG

Anti-Inflammatory Food

- Green leafy vegetables
- Probiotic foods
- Bone broth
- Sweet potatoes, yams, beets, broccoli, tomatoes, and peppers
- Blueberries, raspberries, strawberries
- Wild-caught fatty fish
- Chia and flax seeds
- Extra Virgin Olive Oil
- Turmeric, ginger, and cinnamon
- Walnuts and Almonds
- Garlic and onion
- Green Tea
- Dark Chocolate and Cocoa

MOVEMENT & EXERCISE

Resistance training, nature, and walking

Cognitive Benefits

- Boosts the brain's neurogenesis
- Improves learning and memory
- Protects the brain from aging and injury
- Larger pre-frontal cortex

Emotional Benefits

- Increased energy and overall mental health
- Endorphin release
- Works for lowering depression and anxiety as drugs do



MINDFULNESS

10 to 20 minutes a day of deliberate practices

Pick a practice (some researched backed practices)

- Meta or Loving Kindness Meditation
- Walking meditations
- Movement (yoga, tai chi)
- Self-compassion

Basics:

- Breath in and extend the stomach/contract stomach on inhale
- Breath in for a count of 4 and breath out for a count of 6
- Breath in through the nose and out through the nose or pursed lips



MINDFULNESS: RESEARCH

Helper-Specific Benefits

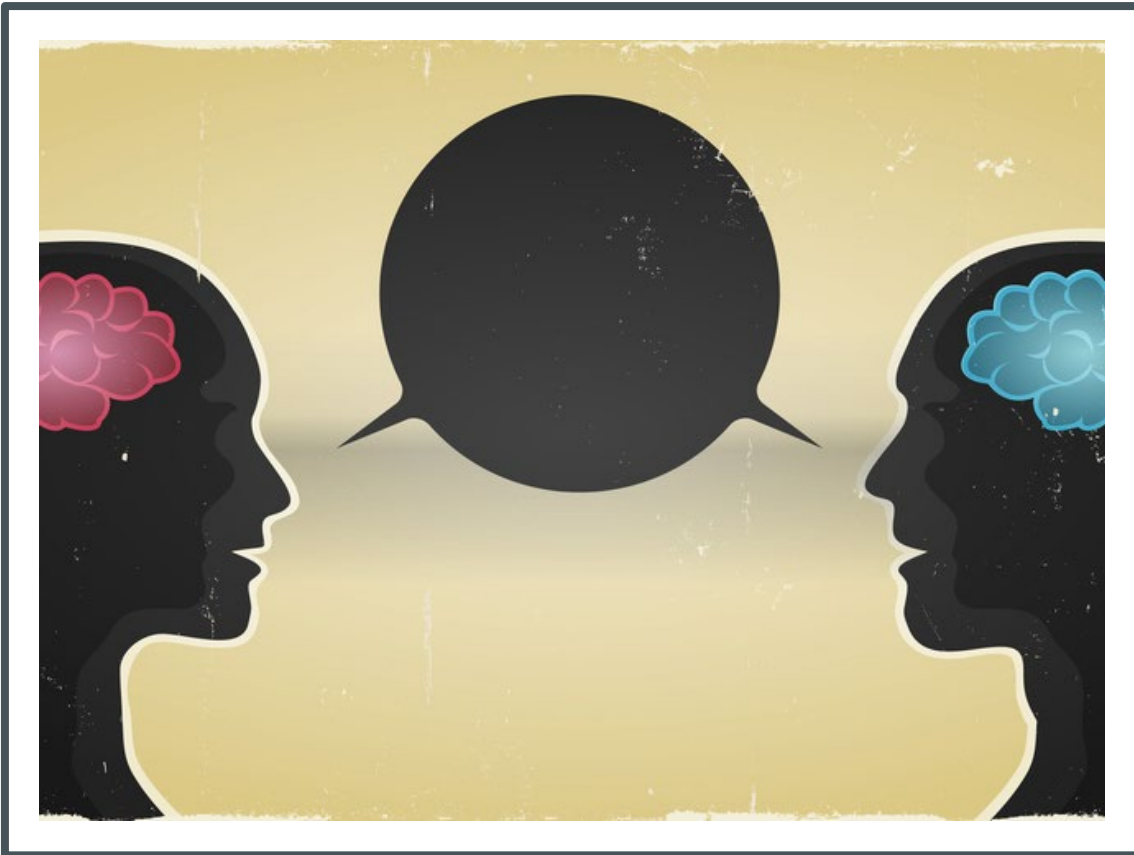
- Promotes empathy
- Increased compassion
- More attentive and attuned with people
- Decreased stress and anxiety
- Increased social and emotional intelligence
- Increased self-confidence

General Benefits

- Higher levels of physical health, immune functioning, and healing
- Improved cognitive functioning
- Increased relationship satisfaction



PASSION



What is your why?

Grit = Passion + Perseverance

Live happier and longer

THERAPY

This work is a minefield of re-traumatization and hardship

Use therapy to gain resiliency, wisdom, and improved outcomes

When to go:

- Now!
- When struggling to keep home and work stress separated
- When hard personal memories start invading work
- When you find yourself in any stage beyond exhaustion or if you have been there for a while





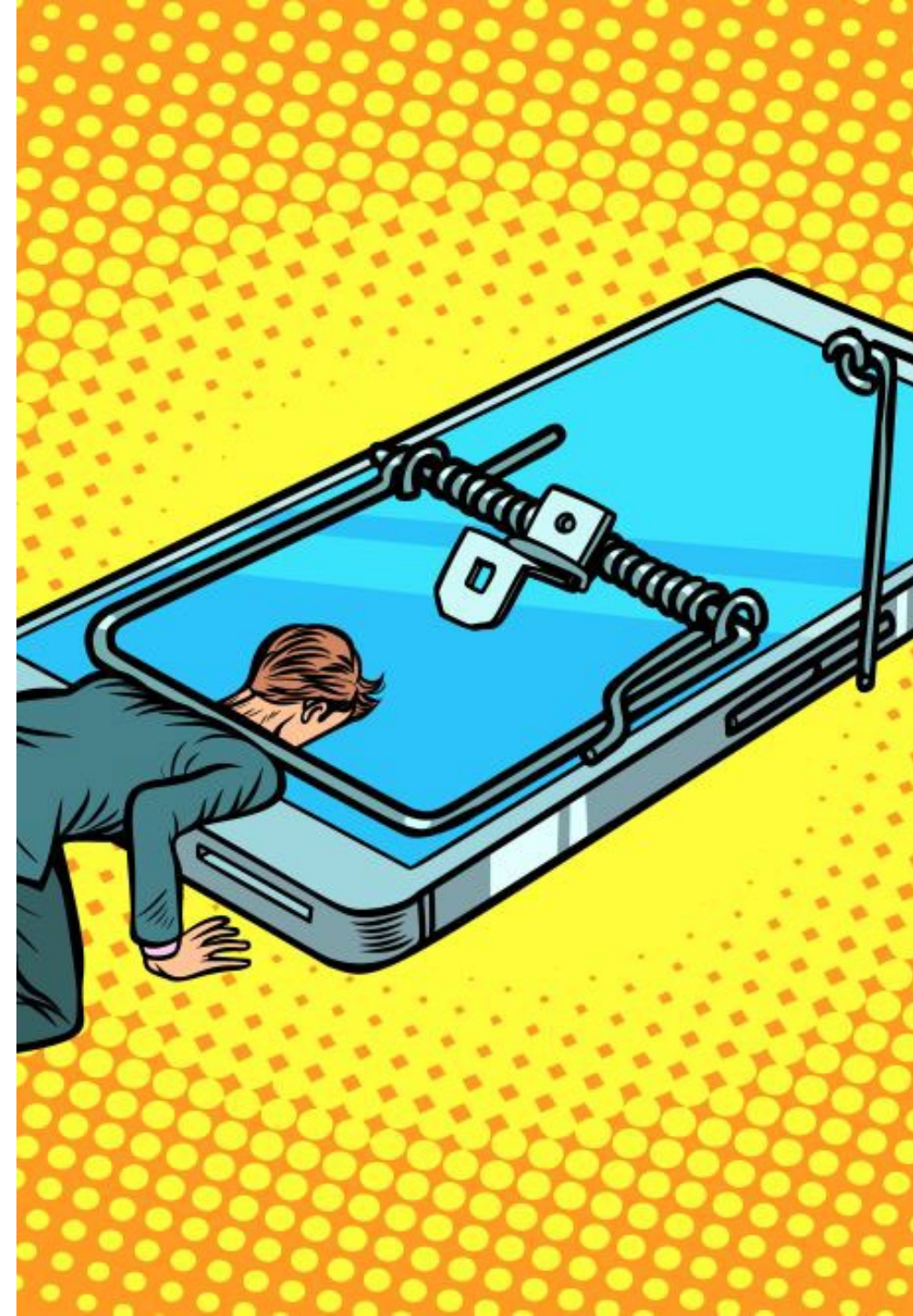
**PERSONAL
SOCIAL
NETWORKS**

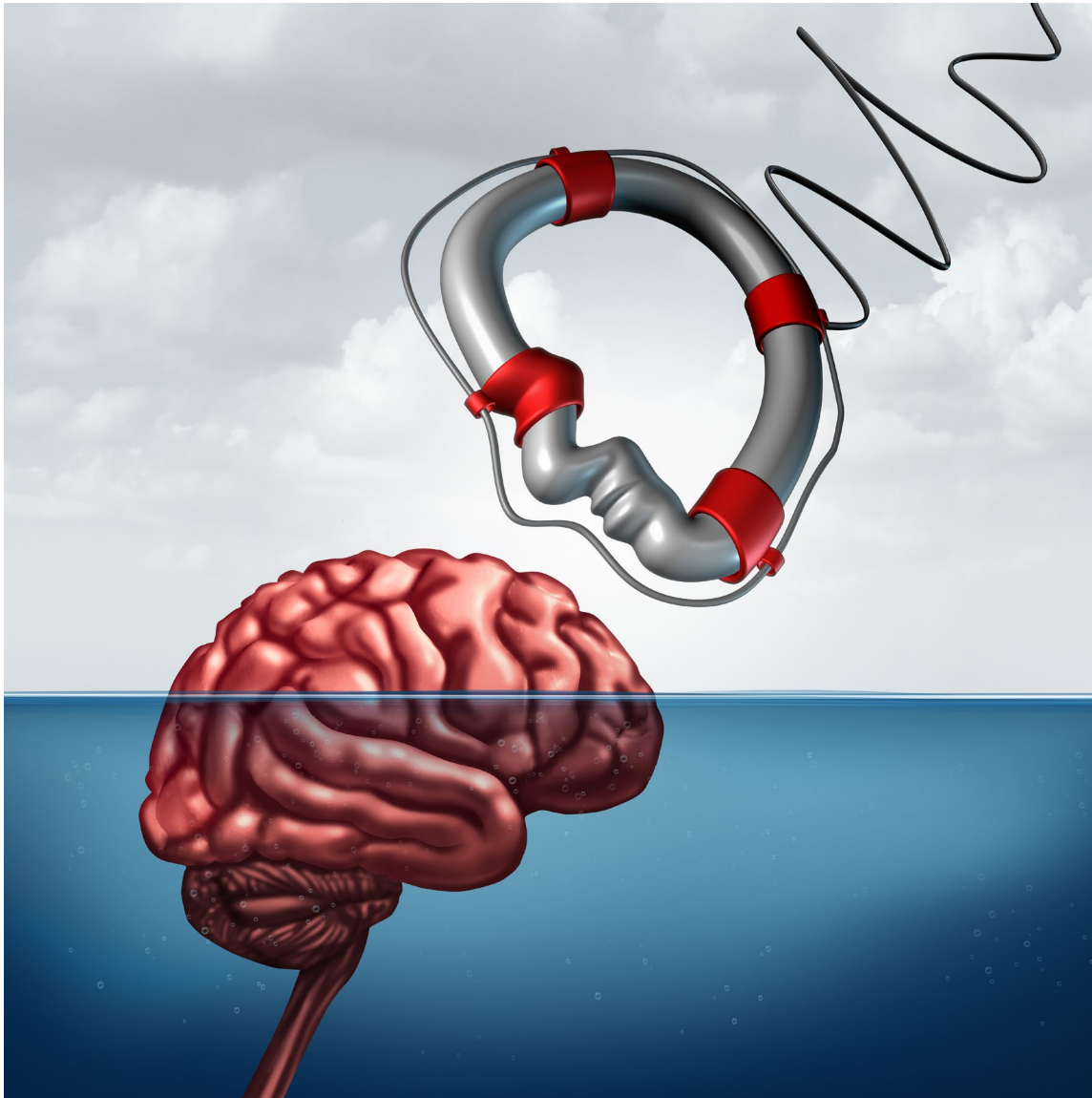
Best Personal Practices for Stress Management and Performance

RECOVERY

Importance of disconnecting - Evenings,
Weekends, and Vacations

Power of vacations





ELIMINATE DISTRACTIONS & STOP MULTITASKING!

- People are distracted
 - Every 11 minutes
 - It takes 25 minutes to return to the task
 - Eat up hours 2.1 a day and 10 IQ points
 - 90% productivity loss
- Every time the brain jumps to a new task, the transition drains energy

HYPER-EFFICIENCY SPRINTS



- 90-to-120-minutes
- Organize like tasks
- Eliminate as many people and technology distractions as possible
- Take a short break from work and technology
 - Connect with co-workers
 - A quick walk
 - Stretching
 - Favorite song
 - Mindfulness
- Longer lunch breaks

GROWTH MINDSET

“This growth mindset is based on the belief that your basic qualities are things you can cultivate through your efforts. Although people may differ in every which way...they believe that a person’s true potential is unknown (and unknowable); that it’s impossible to foresee what can be accomplished with years of passion, toil, and training.”

-Carol Dweck



DELIBERATE PROFESSIONAL DEVELOPMENT

Grit = Passion + Perseverance

What is your 20-mile March?

- A clearly defined goal
- What can you do every day (or workday)?
- Repetition with reflection and refinement



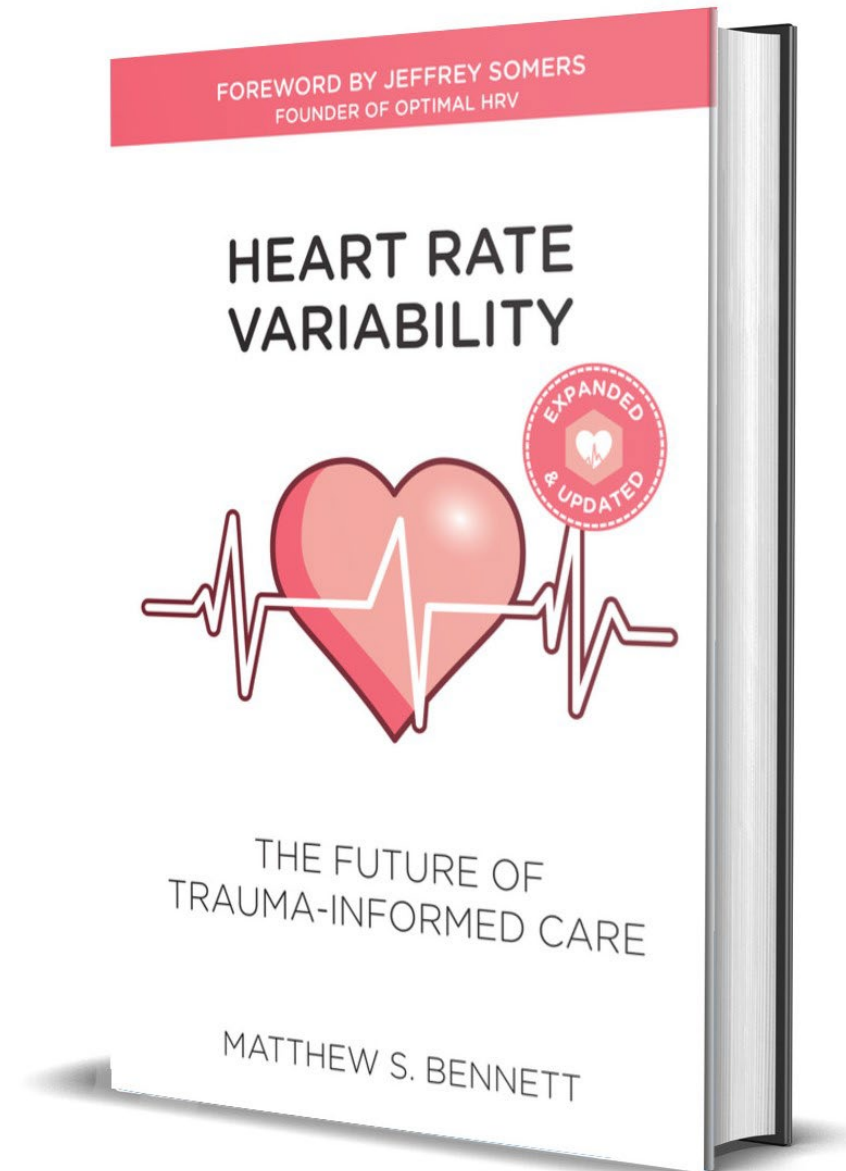
THE POWER OF SOCIAL NETWORKS AT WORK

Helping Fatigue vs. Organization & Team Culture

Parallel Processes

- Aspects of one part of a system or group are mirrored in connected parts...with both positive and negative consequences
- Helper's relationship with person is often a mirrored relationship to their dynamics with their supervisor/co-workers





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- matt@optimalhrv.com
- Keep Learning: Get a free book at optimalhrv.com
- Thank you for all your work!