



# Resilience!

Maintaining Strength & Spirit  
in Challenging Times

# Resilience



- If you are going to become excellent clinically
- If you are going to examine your “professionalism” factor & improve it
- And do all of this successfully
- You are going to need to become resilient...

# Objectives



- Define what we mean by “resilience”
- Understand why it is so important today
- Suggest “7 Habits of Highly Resilient People”

# Today's Health Care Environment

- Intense focus on safety and quality
- Increasing demand-H/C personnel shortages
- Unprecedented financial pressures
- Continually changing laws & policies
- Exploding technology
- The shift from volume to value to?!
- M-health/Social media/AI
- Increasing # of ethical issues
- Intense focus on patient engagement & sat



# Today's Healthcare Environment

- Mergers & Acquisitions
- Pop health/wellness
- Generational differences
- Decentralization of care
- Union issues
- ACA issues/changes
- Micro hospital, outpt, home care
- Changing laws/policies
- The “politicalization” of healthcare



# Today's Nursing Environment



- Silo behavior & its huge effect on TW
- Bullying & lateral violence
- Increased focus on EBP
- Increasing complexity of pt. conditions
- Multi-generational/Multi-ethnic workforce
- The +’s and –’s of the EHR
- Morale & engagement/Recruitment & retention
- Crisis , task-oriented, “busy” mentality



# Necessary Nursing Skills



- Clinical excellence
  - Communication
  - Team Skills
  - Conflict Resolution
  - Time Management
- IPR Skills
  - Problem Solving
  - IM/IT Skills
  - Critical Thinking
  - Customer Service

# Necessary Nursing Skills



- ***Resilience***                      Passion & Purpose
- Vision & Focus                      Creativity
- Attitude/Optimism                Imagination
- Confidence                          Flexibility
- Courage                              Magic & cloning!!



# The Question re Resilience



- Why are some people good at coping with stress, anxiety, drama & trauma in the workplace & some so poor at it?
- Why is the ability to overcome adversity easier for some than others?
- How is it possible for 2 people to look at the same situation and see completely different scenarios?
- Why are some so hopeful and some so despairing?

# The Definition of Resilience



- *“The ability to bounce back into shape after being stretched, bent or compressed.”*
- *“Recovering your strength, spirit & good humor in overwhelming situations.”*

Webster’s New World Dictionary

- *“The ability to withstand or recover quickly from difficult or challenging situations.”*

Hatler & Sturgeon: Resilience Building:  
A Necessary Leadership Competence

# The Definition of Resilience



- *“The ability to adapt to adverse conditions while maintaining a sense of purpose, balance, and positive mental and physical wellbeing.”*
- *“This suggests that resilience involves **thriving** despite adversity and **not simply surviving** a situation.”*

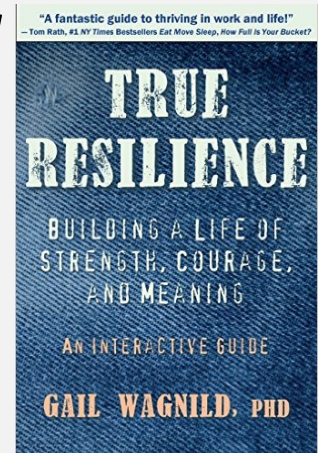


Hatler & Sturgeon: Resilience Building:  
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# The Definition of Resilience



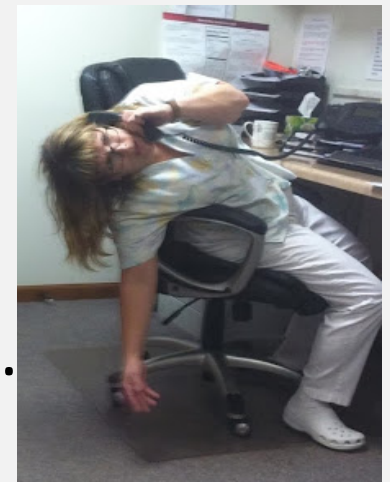
- *“The capacity each of us has for growth and positive adaptation in spite of the constant barrage of stress we all feel on a daily basis.. ”*
- *“Resilient people not only bounce back, they also have the capacity **to learn and grow** from their experiences **and become even stronger...**”* Gail Wagnild: True Resilience



# The Importance of Resilience



- We are definitely being stretched, bent and compressed...
- Our world is filled with overwhelming situations...
- Difficulty & challenging situations=us!
- Stress, drama & trauma are our norm...





**"I didn't know I was pregnant. My office is such a stressful place to work, everyone feels nauseous in the morning!"**

# Key Question

- Does anyone think that the stress, drama, trauma or the challenging situations will go away or become less challenging?
- Then what is our only question?



# Key Question



- How do we learn to manage our challenges?
- As with all human behavior, we have a choice to make...
- Either we figure out how to adjust and adapt to our world, or our world “adjusts” us!
- What **choice** will you make?





# The Importance of Resilience



***“Resilience is more likely than your IQ to help you become successful at work.”***

Dr. Daryl O'Connor,  
Prof of Psychology, UK

***“Resilience is more important than education, knowledge, experience, or training WRT success in a cancer ward, the Board Room, the Olympics...”***

Dr. Steven Southwick, MD,  
Professor, Yale U

# How Do You Become More Resilient?



# How Do You Become More Resilient?



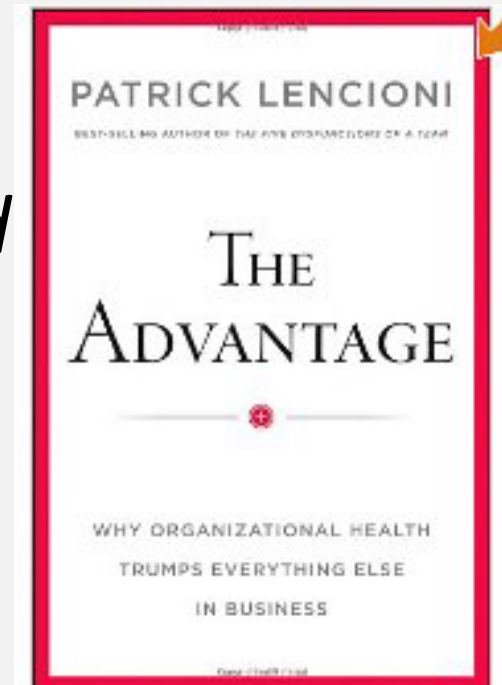
- Being resilient isn't genetic; **it's a decision that you make...**
- It's a skill that you build; it has a skill set...
- Like any skill, the more you focus on it and practice...
- My "7 Habits" of Successfully Resilient People



# #1 Build Strong Teams



- ***“The single biggest factor determining whether a unit or department will be healthy and resilient is the genuine commitment of the people involved to build strong & cohesive teams.”***



# #1 Build Strong Teams

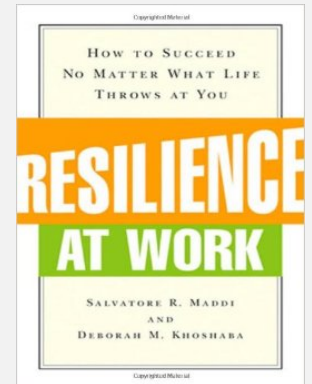
- Need I say anything more about teamwork?!
- ***The most important*** thing we can do to successfully address the challenges in nursing & healthcare is to improve our team behaviors...



# #1 Build Strong Teams



- Not only does teamwork improve everything we care about (quality, safety, morale, etc)
- It builds resilience!!
- Increasing research on the positive correlation between strong teamwork & resilience
- Books, articles, classes, seminars...



# #1 Build Strong Teams

- Building a strong environment of assistance, support & encouragement results in:
  - Less conflict
  - Less sick time
  - Better staff satisfaction scores
  - Better unit morale



# #1 Build Strong Teams



- Building a strong environment of assistance, support & encouragement results in:
  - Better productivity
  - More creativity
  - More positive stories
  - Increased leadership contributions
  - More joy!





# #1 Build Strong Teams

- Knowing that someone “has your back” is extremely powerful
- Feeling that you are part of a team that cares about you increases your confidence & your strength
- Feeling supported, encouraged and surrounded by people who stand by you through thick & thin helps you ***“recover your strength in overwhelming situations”***



# #1 Build Strong Teams



- It's very hard to be resilient when you're bickering, gossiping & sniping with those who are supposed to be helping & supporting you!!



# #1 Build Strong Teams



- *“Never Leave Your Wingman”*

- NICU *“Cuddle”*

- *“I’ve got your back today”*



- *“Nothing is going to happen today that we can’t handle”*

## #2 Find Your Passion



- Most of us became nurses because:
  - Want to make a difference
  - Want to make a contribution
  - Want to help people
  - Feel it's a "calling"
- How about you? Why did you become a nurse?



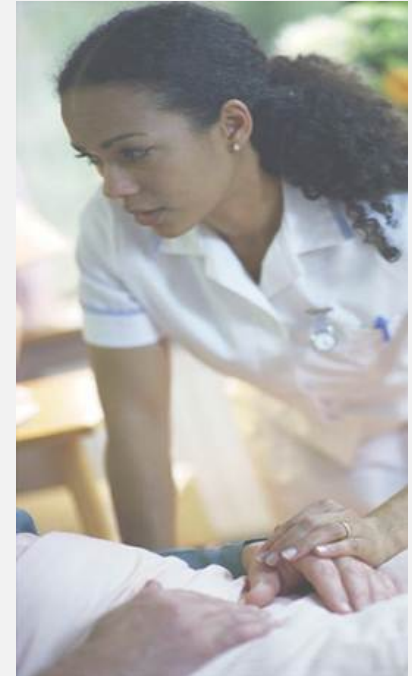
## #2 Find Your Passion

- Why did you choose the specialty you are in?
- What do you like most about what you do?
- What makes you feel really good about your career choice?
- What does a good day look like for you?



## #2 Re-ignite Your Passion

- What would you like your boss to say about you? Your colleagues?
- What would you like people to say about you at your retirement party?
- What do you feel is your biggest contribution?
- If you have a hard time answering these questions, I have one more to ask...



## #2 Find Your Passion



- Why this is so important
- Life is short...
- The work we are doing is too important to be done by people who don't enjoy what they are doing



## #2 Find Your Passion

- People who are passionate:
  - Are better team members
  - Are better problem solvers
  - Are more productive
  - Are happier
  - Are more resilient





## #2 Re-ignite Your Passion



- How do you do this?
  - Re-visit why you are doing what you are doing
  - Talk about all the great things you do instead of all the things you wish were different
  - Do a “passion assessment”
  - Tell your stories...

# Some Shining Examples



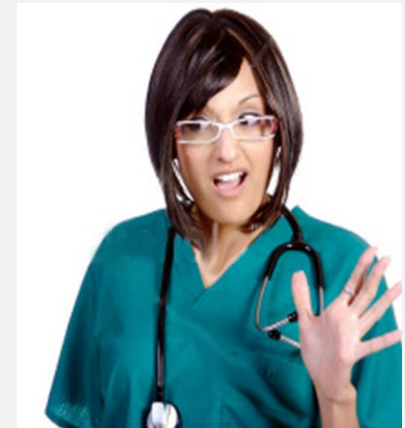
- NBC News 9/16 story about “Super Nurse” Tobin Mathews
- The fireman’s story: *“We are in the business of saving lives. That’s what we do!”*
- Your story...



# #3 Proactive vs. Reactive Coping



- Proactive Coping: Taking a look at a situation and **deciding to** recognize the problem, take ownership, try to fix/solve, learn from it and make things better
- Reactive coping: Taking a look at a situation and **deciding to** ignore it, blame someone else, explain why it isn't your job, complain about it, pout



# #3 Proactive vs. Reactive Coping



Mark Samuel, Creating the Accountable Organization

# #3 Proactive vs. Reactive Coping



- Reactive Coping:
  - *It's too hard*
  - *Not my job*
  - *Not in my job description*
  - *Will I get paid extra?*
  - *How come you always pick on me?*
  - *I just want to come to work, do my job, go home*



# #3 Proactive vs. Reactive Coping



- What I hear all the time!
  - *You don't understand my \_\_\_\_\_*
  - *There's nothing we can do ...*
  - *It's been this way for a long time...*
  - *That would never work here...*
  - *We've tried that before & it doesn't work...*
  - *Nothing ever changes, no matter what we do...*



# #3 Proactive vs. Reactive Coping



- Reactive Coping:
  - Duck and run!
  - It's not my fault...
  - Become the victim
  - Blaming, naming, shaming...
  - Jump into the “victim mud puddle” and splash around there
  - Do nothing—just make it through the day





**“You just spent 45 minutes explaining why you’re too busy to do something that would have taken 2 minutes.”**



# #3 Proactive vs. Reactive Coping



- Problems don't go away
- Behavior very contagious
- Leads to toxic culture
- People don't like being around you
- YOU now become part of the problem
- Saps your energy and strength, your ability to "bounce back, recover your strength"



# #3 Proactive vs. Reactive Coping



- Proactive Coping:
  - We have a problem that needs attention
  - We can solve this once we get the right info
  - How can I help fix this?
  - Let's call our colleagues & see what they're doing
  - What can we learn? How can we prevent this from happening again?



# #3 Proactive vs. Reactive Coping



- Proactive Coping:
  - Gather information
  - Own the problem
  - Look for solutions
  - Seek help and support
  - Get more education & training
  - Reframe the issue
  - Partner with a colleague



# #4 Change Your Language



- The way we talk is very draining:
  - Constantly complaining...
  - “Just the Nurse” syndrome
  - The way we describe nursing
  - The stories we tell



# #4 Change Your Language

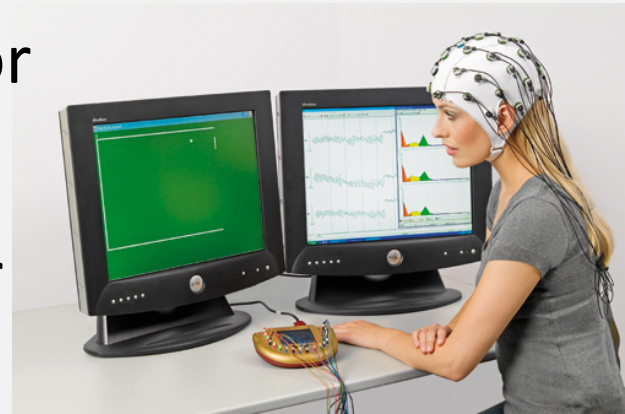


- *We are “crazy busy”*
- *“Run for your life—it’s out of control in there”*
- *“There’s no way we can get this done”*
- *“How come I always get the worst patients?”*
- *“Our boss is a freakin’ nut case!”*
- *“I can tell it’s going to be a bad day!”*
- *“Why did I ever decide to become a nurse?!”*
- You know LOTS of others!!!



# #4 Change Your Language

- Language determines behavior
- Your brain is a giant computer
- You “program” it with thoughts, self-talk, language...
- When you program it with “*busy, overwhelmed, crazy, understaffed,*” etc. you induce the stress mode...



# #4 Change Your Language



- Fight:

- Tense
- Armed
- Ready for battle

Argumentative  
Closed vs. open  
Barrels loaded



- Flight:

- Tense
- Avoid
- Retreat

Nervous  
Acquiesce  
Run away



# #4 Change Your Language



- When you program your brain with:
  - *“There’s nothing we can do about this”*
  - *“I can tell it’s going to be a bad day”*
  - *“We are crazy busy!”*



- Your brain begins to search for evidence to support that belief



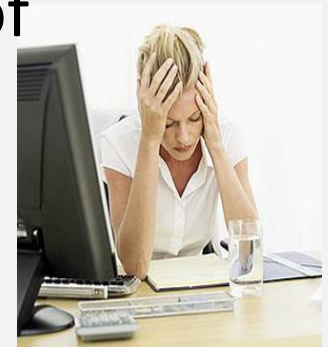
- Program yourself to win!!!
  - *“Nothing is going to happen today that we can’t handle!”*



# #4 Change Your Language



- Negative reactive, stressed, “poor me” language is very contagious
- Research has proven that people take on the language characteristics of those around them
- Negative & reactive language saps you of energy, enthusiasm & strength— everything you need to be resilient



# #5 Pay Attention to What You Pay Attention To!

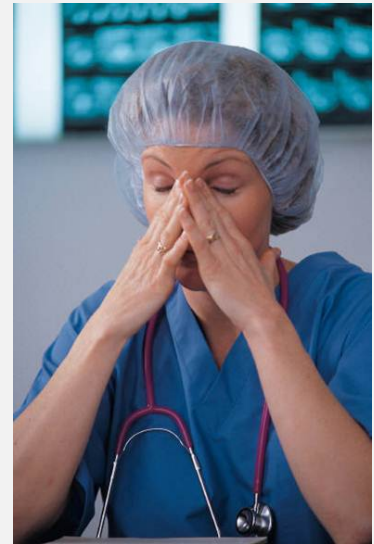


- Resilient people maintain control over what they choose to respond to, and how...
- Your reaction to daily events & challenges is a choice you make, not something that “happens to you”
- *“Just because they throw it, doesn’t mean that you have to catch it.”*
  - What does this mean?

# #5 Pay Attention to What You Pay Attention To



- Don't get upset over things you can't control
- Don't get upset over things that are not "yours"
- Don't get upset over silly things
- Life is not fair, get over it!
- Reserve your energy for things that are important



# #5 Pay Attention to What You Pay Attention To



- Let go of emotional baggage:
  - Let go of “Charlie”
- Do not be around negative people
- Know when you are close to the edge and take a break
- Know what your emotional triggers are...



# #6 Strong Social Support —At Work



- Strong social network increases resiliency
- Having co-workers who are strongly supportive of you, no matter what, is powerful
- The stronger, more cohesive and supportive your team, the more resilient you will be



# #6 Strong Social Support

## —At Work



- Have a BFAW (best friend at work)
  - Other perspectives & solutions
  - Generates solutions
  - Provides clarity & objectivity
  - Increases your energy
  - Boosts your confidence
  - Helps you maintain “reality”
  - Supports you regardless



# #6 Social Support—At Home



- Family/spouse/kids/pets
- Theater, music, dance
- Exercise, sports
- BFF's
- Things that take your mind off work



## #6 Social Support—At Home



YOU ABSOLUTELY, POSITIVELY  
***MUST*** HAVE “ME TIME”

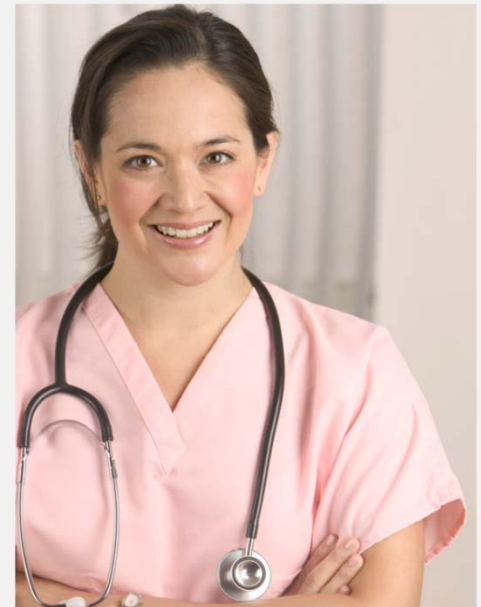




# #7 Have Confidence



- A sense of one's self worth & contribution
- Clear assessment & comfort with capabilities
- Conscious of the enormous power you have
- *"The most common way people give up their power is by believing they don't have any."*  
Sheryl Sandberg



# #7 Have Confidence

- You are successful because of your abilities & hard work
- You have amazing IQ and EQ
- Own how incredibly smart & good you are
- Have faith in your actions
- Do not dwell on negative consequences
- Do not let fear hold you back



## #7 Have Confidence



*“You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.”*

Eleanor Roosevelt



# #7 Have Confidence



- Self Confidence

- *“A man is but the product of his thoughts; what he thinks, he becomes.”*

Mahatma Gandhi

- *“Believe in yourself! Have faith in your abilities! Without a humble but reasonable confidence in your own powers you cannot be successful or happy.”*

Norman Vincent Peale

- *“Never lose confidence in yourself, for they conquer who believe they can.”*

Nietzsche

# #7 Have Confidence



- Nurses do such amazing, incredible, awesome, heroic things & rarely acknowledge or own them
- I want you to own the amazing & incredible things you do!

- *“I hope you have the ambition to lean in to your career and run the world. Because the world needs you to change it.. Lean in... Dream big...”*

Sheryl Sandberg



LEAN IN

WOMEN, WORK, AND  
THE WILL TO LEAD

SHERYL SANDBERG

# Faith/Spirituality



- There is now a significant amount of research that shows that those with a strong faith background have better coping skills
- The idea that there is something bigger than you...
- The comfort in knowing that you are not “in charge”



# Faith & Spirituality



- My experience re mentioning it in coaching

- Faith matters

- Prayer matters



- *“Trouble and perplexity drive us to prayer, and prayer drives away trouble and perplexity.”*

Philip Melanchthon

# Summary

- Build strong teams
- Rediscover your passion
- Be proactive vs. reactive
- Change your language
- Pay attention to what you pay attention to
- Have a strong support system-at work & home
- Be confident!!
- **\*\*Strong faith**





# Summary



- We have huge challenges ahead
- The healthcare world is not going to get easier
- We have what we need to healthcare make the world better...



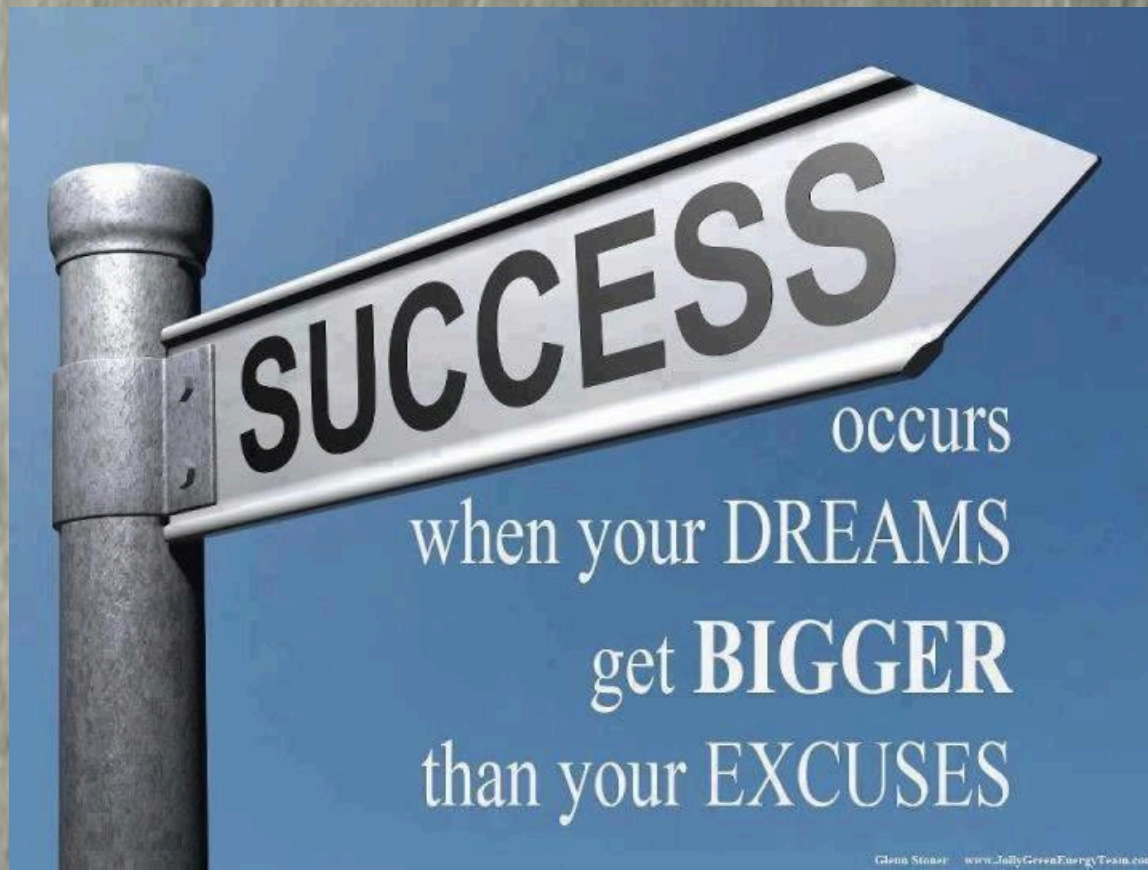
# Summary

It will be the resilient people who figure out how to make it happen...



# Summary

*“I hope you have the ambition to lean in to your career and run the world. Because the world needs you to change it. Lean in. Dream big...”*



**GOOD LUCK! GOD BLESS!**



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