Shift Happens

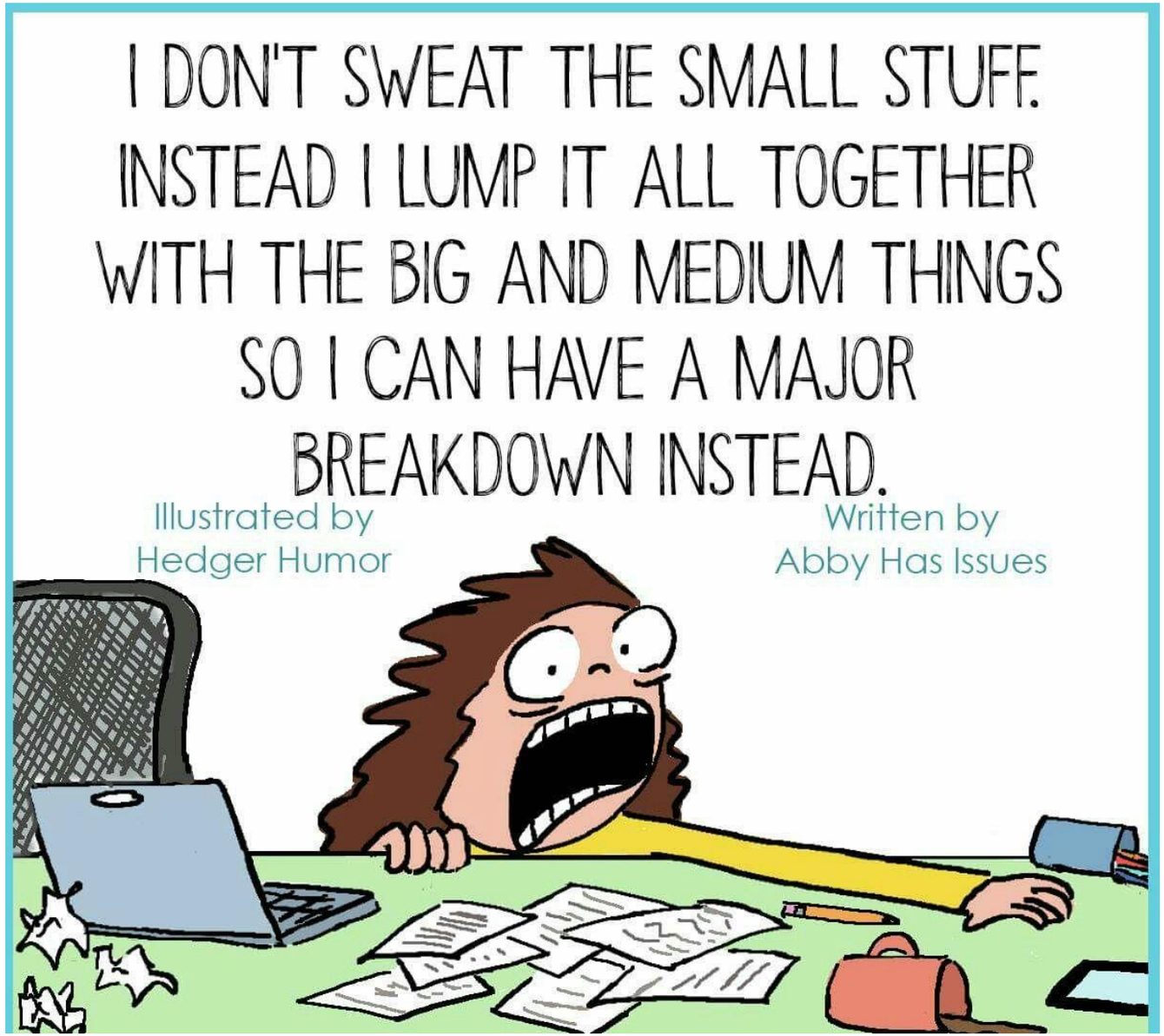
Small Changes to Building a Resilient Culture

Illinois Crisis Prevention Network

HELLO
MY NAME IS
Amie

WHAT ARE WE ALL FEELING RIGHT NOW?

- Increase in Burnout
- Tired and Overworked
- Sickness
- Overstressed
- Lack of Motivation
- Harder to focus



THE CIRCLE OF STRESS

WHAT IS ADVERSITY?

Adversity noun

ad·ver·si·ty | \ ad- ˈvər-sə-tē \

grave or persistent difficulty, misfortune or tragedy.

Types of Adversity:

- Physical Adversity
- Mental Adversity
- Emotional Adversity
- Social Adversity
- Financial Adversity

- Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress

- - American Psychological Association

STORIES OF RESILIENCE

9/11 Survivor Tree

2023- Waukesha, Wis

2021- WHO

2014- Gulfport, Mississippi

The Brain and Resilience

Neurobiological Benefits

- Increased functioning with emotional regulation, memory, and stress management
- Better fear and stress response control through amygdala regulation
- Improved cortisol regulation – faster recovery from stress

Psychological Factors

- **Cognitive Strengths:** Growth mindset, optimism, ability to reframe challenges
- **Emotional Regulation Skills:** Mindfulness, emotional intelligence, distress tolerance

Social and Environmental Influences

- Supportive relationships
- Positive social environments
- Nutrition: Fuels brain health and resilience
- Sleep: Supports emotional regulation, memory, and cognitive flexibility

Research

Secure Attachments & Relationships

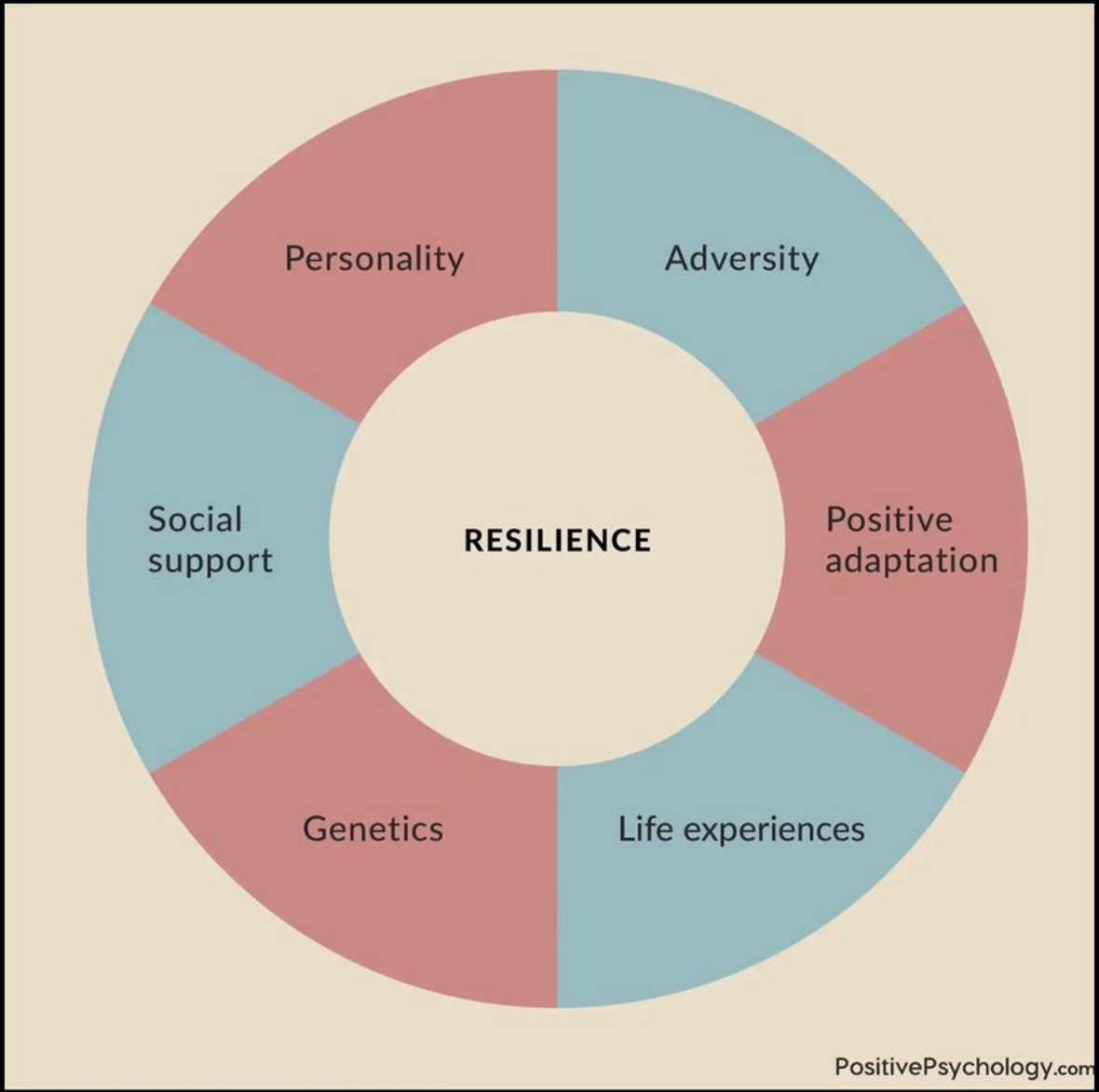
- Early childhood relationships play a crucial role in resilience. Secure attachments with caregivers provide a foundation for trust and emotional security.
- Supportive friendships, mentors, and strong family bonds contribute to resilience.

Social Support

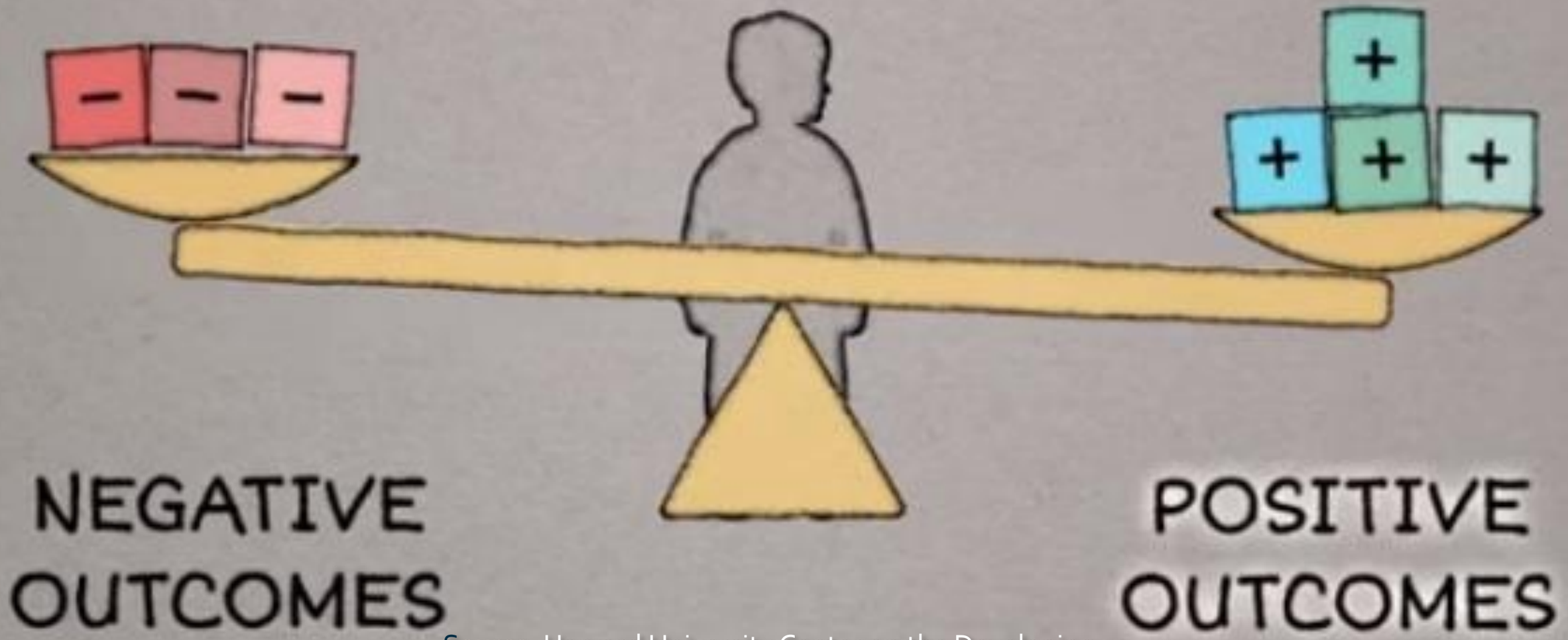
- Strong support networks buffer against stress.
- Community and peer support groups help people navigate challenges.
- Having at least one caring adult in childhood is a major protective factor.

Role Models & Mentors

- Exposure to resilient individuals (parents, teachers, leaders) influences resilience development.

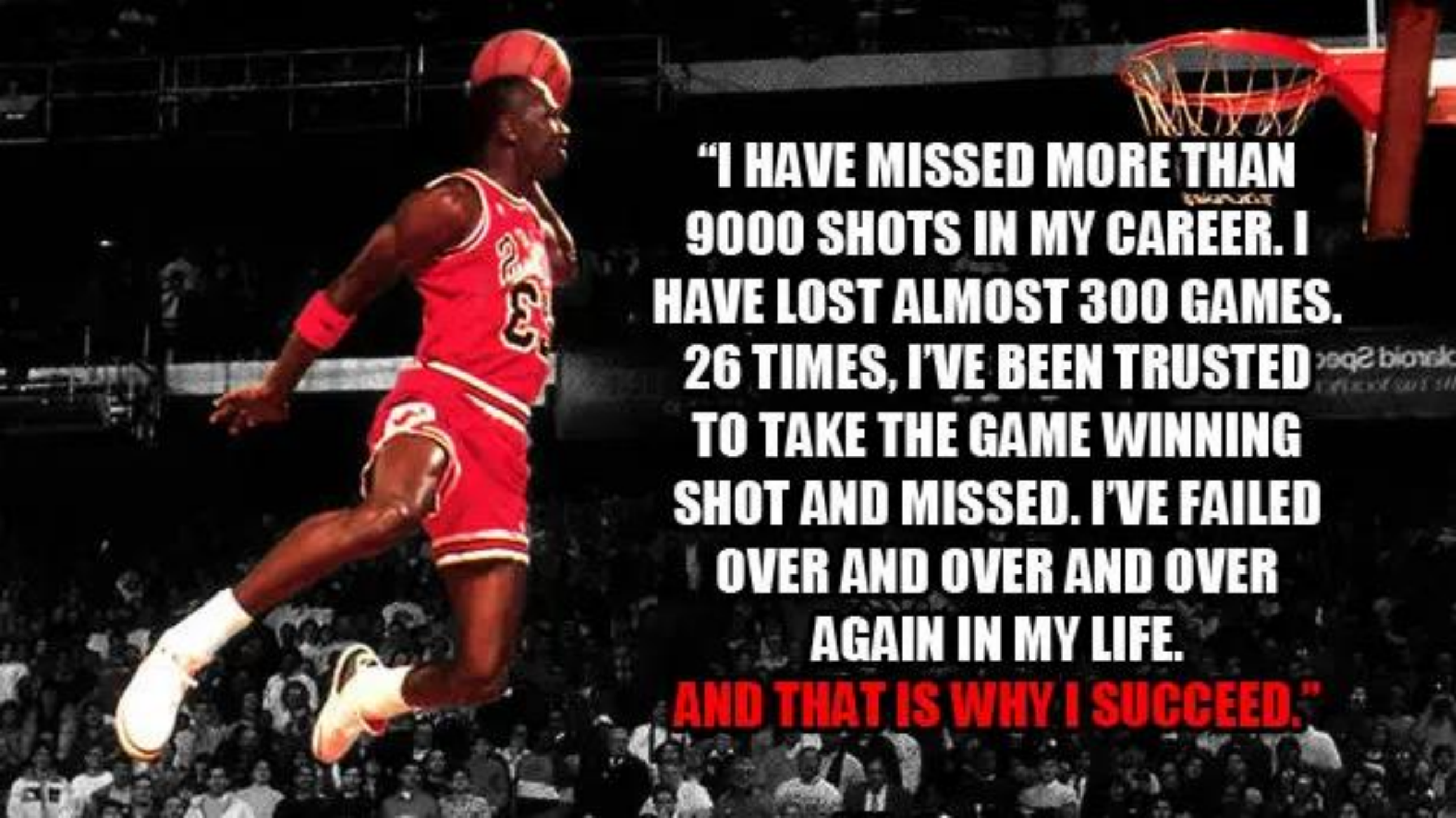

Personality
Adversity
Social support
RESILIENCE
Positive adaptation
Genetics
Life experiences
PositivePsychology.com

PROTECTIVE FACTORS



Source: Harvard University Center on the Developing Child

WHAT DOES SOMEONE WHO IS RESILIENT LOOK LIKE?


"I HAVE MISSED MORE THAN 9000 SHOTS IN MY CAREER. I HAVE LOST ALMOST 300 GAMES. 26 TIMES, I'VE BEEN TRUSTED TO TAKE THE GAME WINNING SHOT AND MISSED. I'VE FAILED OVER AND OVER AND OVER AGAIN IN MY LIFE.
AND THAT IS WHY I SUCCEED."

Illinois Crisis
Prevention Network

6 SIGNS OF RESLILIENCE

1. Reframing
2. Using the power of positive emotions
3. Participating in physical activities
4. Ongoing active engagement in trusted social networks
5. Identifying and using signature strengths
6. Optimism regarding the future

Resilient People are more likely to:

- Meet the demands of their life successfully
- Take positive action to deal with challenges
- Seek support when needed
- Know when to take care of "self"
- Have a higher sense of self-worth
- Have a sense of purpose

WHAT IS A RESILIENT WORKPLACE

Workplace resilience is an organization's capacity to adapt, recover, and grow in the face of challenges, disruptions, and uncertainty. It’s not just about survival—it’s about thriving despite obstacles.

BUILDING A RESILIENT CULTURE

BOTTOM LINE:

Resilient organizations are made up of resilient people

FACTORS THAT UNDERMINE ORGANIZATIONAL RESILIENCE

- Lack of Psychological Safety
- Poor Communication
- Rigid Structure and Resistance to Change
- Neglecting Staff Well- Being
- Weak Leadership During Crisis
- Lack of Shared Purpose or Value
- Overreliance on a Few Individuals

FACTORS THAT BUILD ORGANIZATIONAL RESILIENCE

- Employee engagement
- Embrace a growth mindset
- Goal alignment
- Facing challenges with optimism

#1

EMPLOYEE ENGAGEMENT

BENEFITS OF EMPLOYEE ENGAGEMENT

- Improved Quality Care
- Higher Job Satisfaction
- Increased Productivity
- Creativity in Problem Solving
- Stronger Teamwork
- Reduced Turnover and Absenteeism

The Best Predictor of Employee Engagement

It is really quite simple....

- Show Genuine Interest: Get to know your team beyond work. Ask about their hobbies and personal lives to build a connection. People want to be seen as individuals, not just employees.
- Provide Emotional Support: Be empathetic during tough times. Showing understanding boosts morale and engagement.
- Give Recognition and Feedback: Regularly acknowledge their hard work. Positive reinforcement builds confidence and strengthens relationships.
- Empower and Trust: Give employees the freedom to make decisions. Trusting them shows respect and prevents micromanagement.
- Create a Culture of Open Communication: Make sure employees feel safe to share concerns and give feedback. Open communication builds stronger relationships.
- Be Approachable: Let your team know you're available and willing to help. This fosters loyalty and engagement.
- Invest in Development: Support their growth through training and mentorship. Employees stay engaged when they see their development matters to you.

Good luck with your procedure...

#2

GROWTH MINDSET

FIXED MINDSET

- Views abilities as static – Employees believe they either "have it" or they don’t.
- Avoids challenges – Fear of failure prevents employees from taking risks.
- Gets discouraged by setbacks – Mistakes are seen as personal shortcomings rather than learning opportunities.
- Prefers comfort over growth – Employees stick to what they know instead of embracing change.
- Says "I can't do this."

GROWTH MINDSET

- Believes abilities can be developed – Skills, intelligence, and resilience improve with effort.
- Embraces challenges – Employees see obstacles as opportunities for learning.
- Learns from failure – Mistakes are steppingstones to success.
- Seeks feedback and improvement – Employees welcome constructive criticism to refine their skills.
- Says "I can't do this... yet."

Foster a Growth Mindset

- Encourage a learning environment.
- Promote effort over ability
- Provide opportunity for skill development
- Set realistic but challenging goals
- Incorporate reflection
- Embrace failure and create a safe environment for mistakes

POWER OF YET

Are you not smart enough to solve it?“

OR

Have you just not solved it yet?"

#3

ALIGN GOALS AND PRIORITIES

WHAT IS CULTURE

Culture is "how we do things around here." It’s shaped by what people say, do, value, ignore, and reward every day.

WHAT IS ORGANIZATIONAL CULTURE?

- Culture is the collection of practices, processes, and interactions that make up the work environment.
- Culture affects productivity, performance and interactions
- Culture is like the wind. It is invisible, yet its effect can be seen and felt.
- Culture is not achieved through policies; it lives in the hearts and habits of people and their shared perception of “how things are done around here.”

Culture happens whether you plan it or not...

WHAT ARE CORE VALUES?

- Core values underlie our work, how we interact with each other, and which strategies we employ to fulfill our mission.
- Core values are the basic elements of how we go about our work.
- Values guide decision-making and a sense of what's important and what's right.

VALUES EXERCISE

- What do we do GREAT?

Gratitude

- How could we IMPROVE?

Nourish

- What could we ADD?

Growth

#4

FOCUS ON STRENGTHS AND COPE WTH SETBACKS

- Establish rapport with staff members and conduct observations
- Recognize a person's strengths and place them in situations that promote the use of these strengths
- Provide specific praise for desirable behavior
- Pair new staff

S	W	O	T
Strengths	Weaknesses	Opportunities	Threats
What are your personal internal strengths that you can lean on to help you achieve your goals?	What are your personal internal weaknesses that you need to work on to achieve your goals?	What external opportunities such as resources, people, or training can you take advantage of to help you to achieve your goals?	What external threats such as upcoming obstacles or contextual factors can you predict and mitigate to ensure you reach your goals?

COPE WITH SETBACKS

Create an environment where it is easy to ask for and get help

Use on the spot coaching skills to help people think about what's in their control and support growth mindset behavior

Believe in your team and praise effort and behavior that supports being resilient

Analyze mistakes

Create soft strong social connections to help people feel supported

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WHAT IS WORKPLACE CULTURE?

Shared values, beliefs, and behaviors in the workplace

Shapes how employees communicate, collaborate, and perform

Impacts employee satisfaction and organizational effectiveness

WHY WORKPLACE CULTURE MATTERS

- - Employee Satisfaction: Creates belonging and motivation
- - Productivity: Encourages collaboration and creativity
- - Recruitment & Retention: Attracts top talent, reduces turnover
- - Organizational Success: Strong cultures improve financial performance

CHARACTERISTICS OF A POSITIVE WORKPLACE CULTURE

- - Psychological Safety: Safe to share ideas without fear
- - Inclusivity & Diversity: Values different perspectives
- - Clear Values: Everyone understands and aligns with expectations
- - Supportive Leadership: Managers model and reinforce culture

STRATEGIES FOR IMPROVING WORKPLACE CULTURE

- - Conduct Assessments: Use surveys to evaluate current culture
- - Define Core Values: Make them visible and actionable
- - Encourage Open Communication: Invite feedback and dialogue
- - Invest in Development: Support professional growth opportunities

CULTURE IN ACTION: WHAT IT LOOKS LIKE

- - Staff celebrate each other’s wins
- - New ideas are welcomed, not shut down
- - People feel safe speaking up
- - Leaders follow through on what they say

WRAP-UP & CALL TO ACTION

- - Culture happens with or without intention—choose to shape it
- - What’s one thing you can do to improve culture on your team?
- - What’s one value you want to see more of in action?

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