

Strategies for Workplace Resilience

Council of Chapter Representative Meeting

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What can we do build and support a
Culture of Respect?





I am not concerned with
your liking or disliking of
me...all I ask is that you
RESPECT me as a human
being.

- Jackie Robinson

“

Culture consists of the shared beliefs, values, and assumptions of a group of people who learn from one another and teach to others that their behaviors, attitudes, and perspectives are the correct ways to think, act, and feel.

”

Cultural Intelligence

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- Culture is learned. - Culture is shared. –
 - Culture is dynamic. –
 - Culture is systemic. - Culture is symbolic. -



Quotes on the jobsite

- It's just a nickname.
- We are just joking.
- You are too sensitive.
- This is what we do!
- It's not a big deal.
- I had worse done to me.
- Here comes the fun police?!?
- This is what I went through.
- It's how we make our team.
- If you can't handle it, you can leave.
- Do you need your wife to come rescue you?!

Let's measure...

Origins of aggression



Microaggression

- Microaggression is a term used for commonplace verbal, behavioral or environmental slights, whether intentional or unintentional, that communicate hostile, derogatory, or negative attitudes toward stigmatized or culturally marginalized groups.
- Second class citizen

Ribbing

- The act of someone harassing someone playfully or maliciously (especially by ridicule); provoking someone with persistent annoyance. “His ribbing was gentle but persistent.”
- The act of laughing at someone in a friendly way as a joke

Teasing

- To bother or annoy someone, by persistent irritation
- Banter, back-and-forth
- Types
 - Playful, hurtful, educative





Resilience

- Resilience refers to the ability to successfully adapt to stressors, maintaining psychological well-being in the face of adversity.
- It's the ability to “bounce back” from difficult experiences.
- Resilience is not a trait that people either have or don't have. It involves behaviors, thoughts, and actions that can be learned and developed in everyone.



Why resilience matters

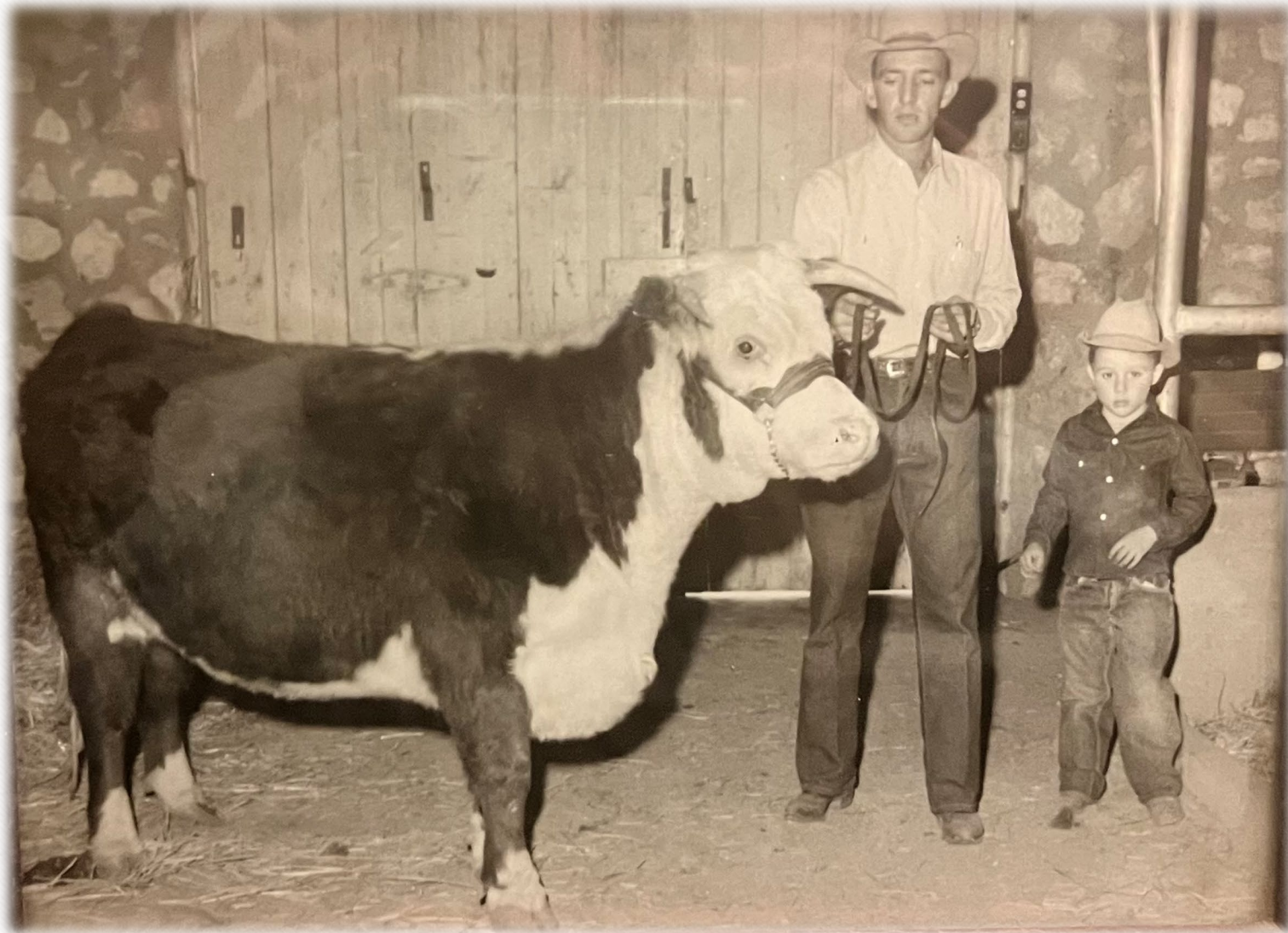
- Enhances personal well-being
- Improves professional performance
- Increased work engagement
- Builds a positive work environment
- Enables better stress management
- Increases organizational commitment

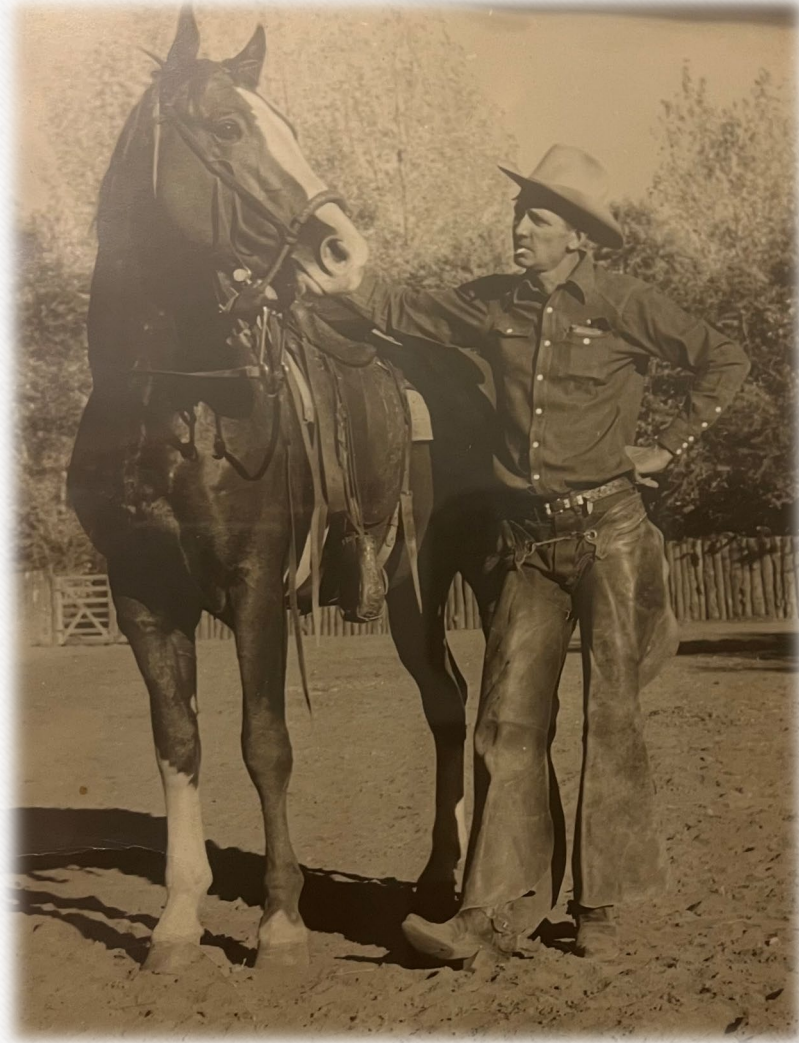
Shame impacts safety

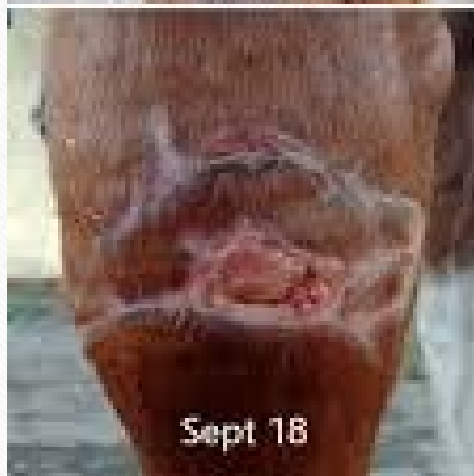
Find it







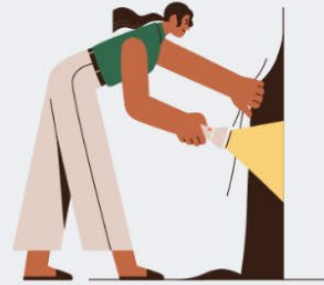




Characteristics That Resilient People Embody



Having realistic sense of control over one's choices, and an understanding of limitations over such control.



Seeing change as an opportunity or challenge.



Secure attachments with others, and the ability to engage their support.



Personal goals.



A strong sense of humor.



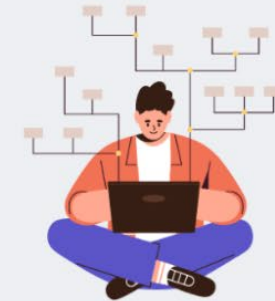
Patience.



A high tolerance of negative affect.



An optimistic outlook.



A high level of adaptability.

Teach it



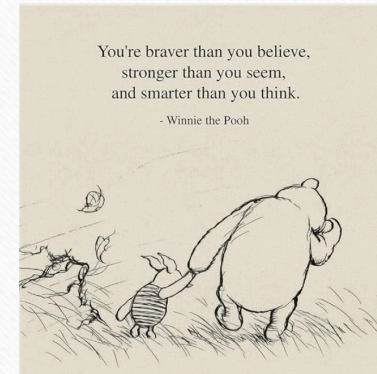
Skills / Strategies

- **Emotional regulation**
 - Mindfulness and meditation
 - Identify and challenge negative thoughts
 - Routines for self-care
- **Cognitive flexibility**
 - Embrace change
 - Practice problem-solving
 - Engaging in creative activities



Skills / Strategies

- **Social support**
 - Networking and building relationship
 - Seeking mentorship and offering support
 - Effective communication and conflict resolution
- **Purpose and meaning**
 - Setting goals
 - Reflecting on personal values and aligning them with work
 - Engaging in activities that contribute to the greater good



Group Norms

Be on time and present for the entirety of group.

Remain open to feedback.

Advice giving and rescuing are limited.

Vaping, nicotine, and eating in group are prohibited.

Emotion focused vs. content oriented, allow space for feelings!

Speak for yourself using "I" statements.

Participation- group is not a spectator sport.

Attentiveness- silence electronics, get grounded, and dig deep!

Confidentiality- what's said in group stays in group.

Explicit discussion of medications and finances are prohibited.

Values on the jobsite

Skills / Strategies

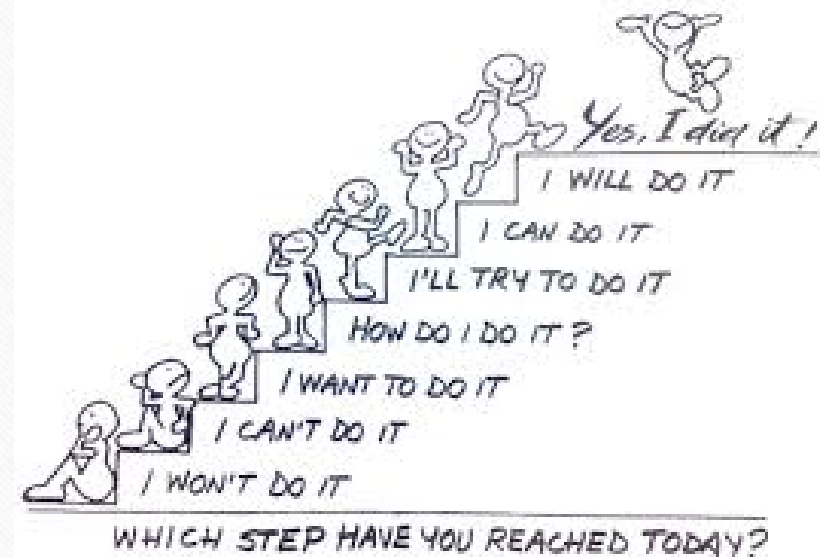
- **Physical wellbeing**
 - Regular exercise
 - Healthy eating habits
 - Adequate sleep and rest

“
DO NOT JUDGE ME BY MY
SUCCESS, JUDGE ME BY HOW
MANY TIMES I FELL DOWN
AND GOT BACK UP AGAIN.
”

– NELSON MANDELA

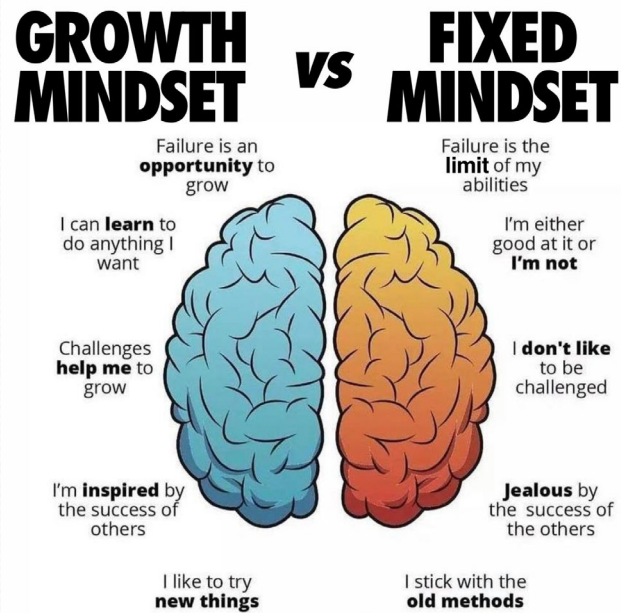
Post traumatic growth

- “positive psychological changes experienced as a result of the struggle with trauma or highly challenging situations.”
 - Education
 - Emotional regulation
 - Disclosure
 - Narrative development
 - Service

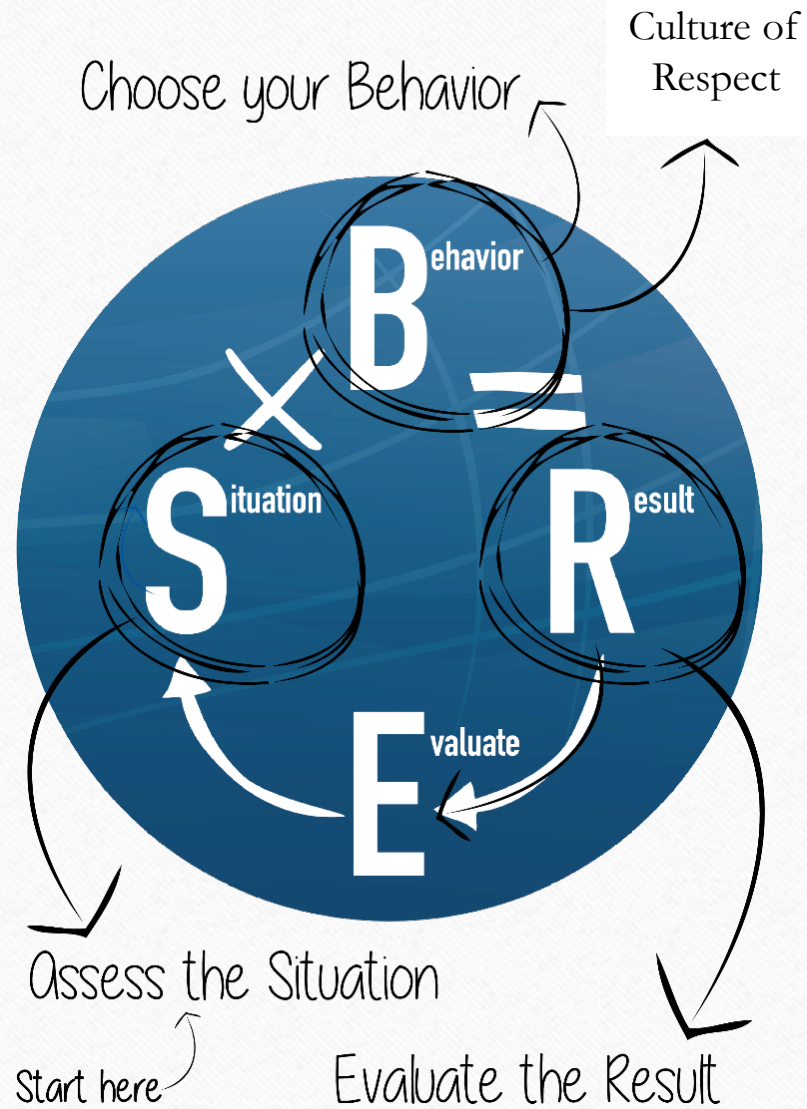


Foster it

Resiliency mindset



- **Competence:** notice when people are doing right and give them opportunities to develop skills.
- **Confidence:** ability navigate the world, think outside the box, and recover from challenges.
- **Connection:** people, mentors, and communities offer the security that allows independence and creative solutions.
- **Character:** clear sense of right and wrong and a commitment to integrity.
- **Contribution:** contribute to the well-being of others will receive gratitude rather than condemnation. Contributing feels good; turning to others and doing so without shame.
- **Coping:** those with healthy coping strategies will be less likely to turn to unhealthy quick fixes when stressed.
- **Control:** privileges and respect earned through demonstrating responsibility help make wise choices and feel a sense of control.

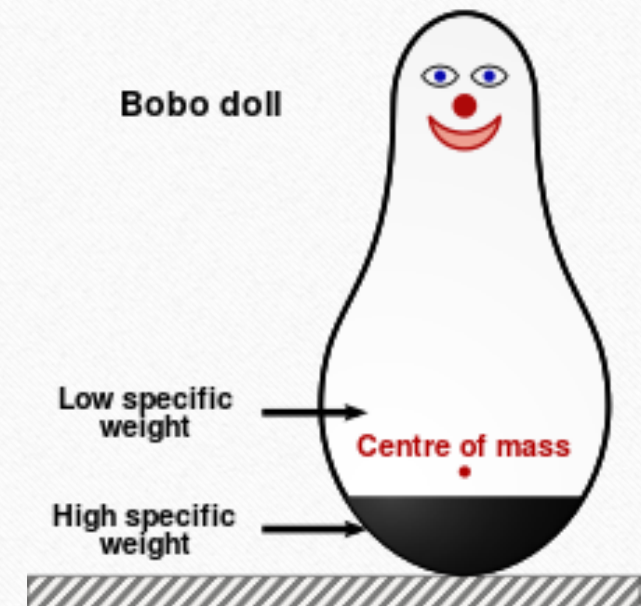


$$\text{Situation} \times \text{Behavior} = \text{Result}$$

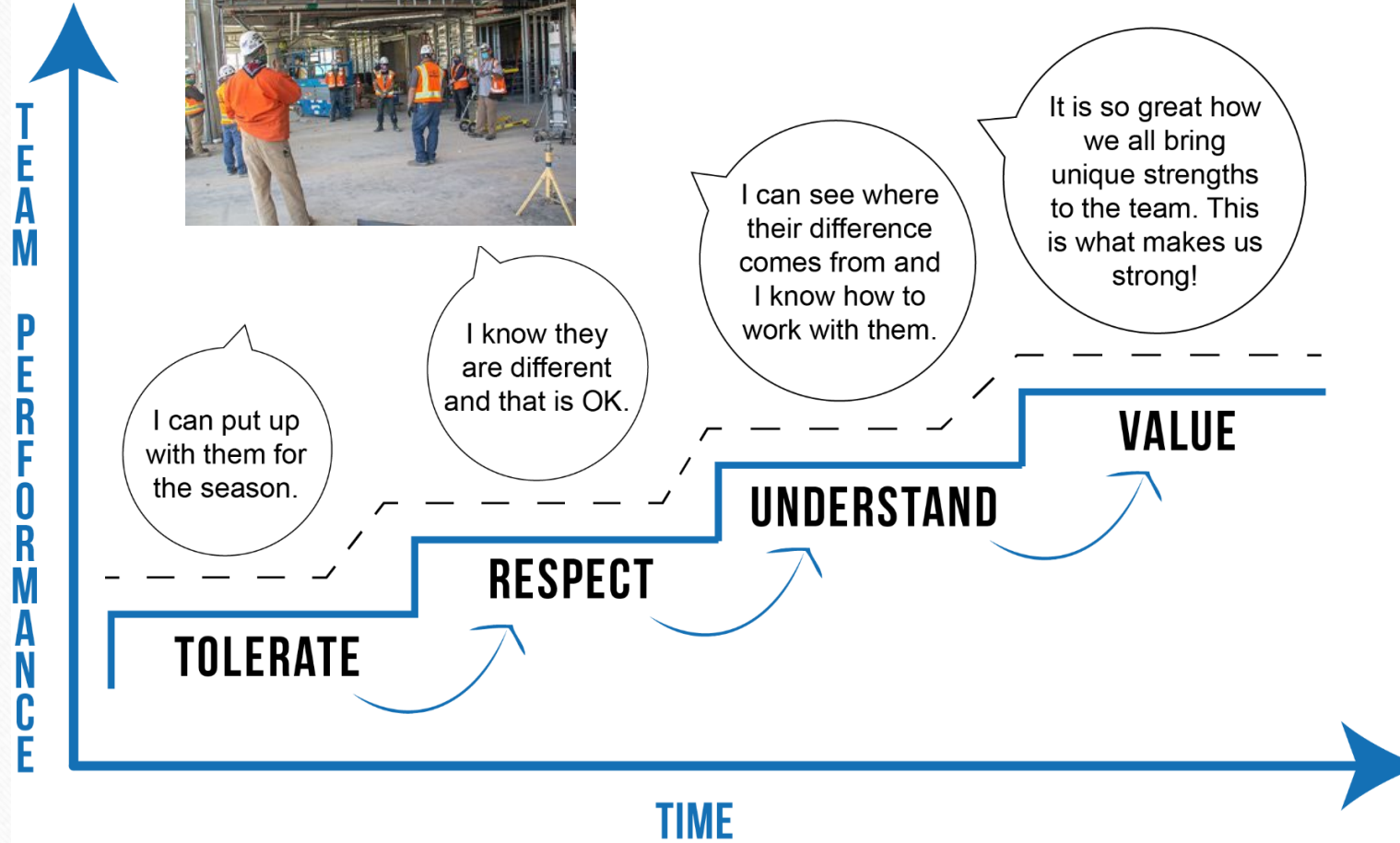
- Assess the **Situation**
- Choose appropriate **Behavior** in order to
- Obtain the desired **Result**
- Then **Evaluate** the Result to learn for the future

Resiliency Plan

- Goal Setting (individual and team)
 - Productive 8 hours of safety in order to be profitable.



Ultimate goal when working with a team..



What is your takeaway?

Find it, teach it, foster it



Thank you for your time!

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