



MD HEALTH

BUILDING RESILIENCE AND HANDLING FEEDBACK

28 August 2023





AGENDA

- Stress vs. Wellbeing vs. Resilience
- Building Resilience
- Workplace Context

Reminders...





STRESS VS. WELLBEING VS. RESILIENCE



WHAT IS STRESS?

- What does 'stress' mean to you?
- Is stress bad?
- Can we rid ourselves of stress?
- What is the opposite of stress?
- Stress = success?

AMYGDALA HIJACK



HAPPINESS VS. WELLBEING

- What is Wellbeing?
- The happiness myth

Happiness vs. Wellbeing



Mood
Emotion
Transient

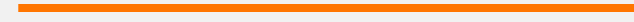


State
Ongoing
Consistent



WELLBEING AND RESILIENCE

- Mental Health is more than the lack of ill-health
- Wellbeing is more than your current mood
- **Wellbeing, not mood, is the foundation for having a strong sense of resilience**



So why is Resilience important in the workplace?



INDICATORS OF RESILIENCE

Willingness to engage in challenges

Able to be outside of their comfort zone

Ok if things go wrong or not according to plan

Having distress tolerance skills

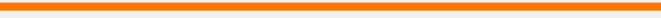
Being able to cope effectively with 'negative' emotion



BUILDING RESILIENCE

mdhealth
pilates - exercise phys - osteo - physio

reimagining
BUSINESS
PERFORMANCE + LEADERSHIP





HOW DO I BUILD MY RESILIENCE?

- Mindset
 - Growth or Fixed
 - Reframe Meaning
- Challenge your Comfort Zone
- Get a Coach
- Build Psychological Skills



GROWTH MINDSET VS FIXED MINDSET

Make Choices

Opportunities

See Possibilities

Accountable

Open to Learning

Own It!

Find Better Ways

Hope

Seek Solutions

Self Love

Transparent

Curious About Everything,
Including Their Thinking!

Growth Mindset

Flexible

Take Responsibility

Blame

Do Nothing

Find Fault

Victim

Excuses

Wait for Others

Stay Struck

Overwhelmed

See Failure

Fixed Mindset

Deny

Avoid Taking Action

Lacks Resources

Lost In The Story

Rigid

Committed To Being 'Right'

Defensive



BELIEFS & DEFINING MOMENTS

Beliefs are convenient assumptions. An acceptance that something exists or is true, especially one without proof.

Defining Moments are moments that shape who we are and the choices we make, including what we chose to believe.

Belief Creation

0-7 yrs: Imprint (belief creation)

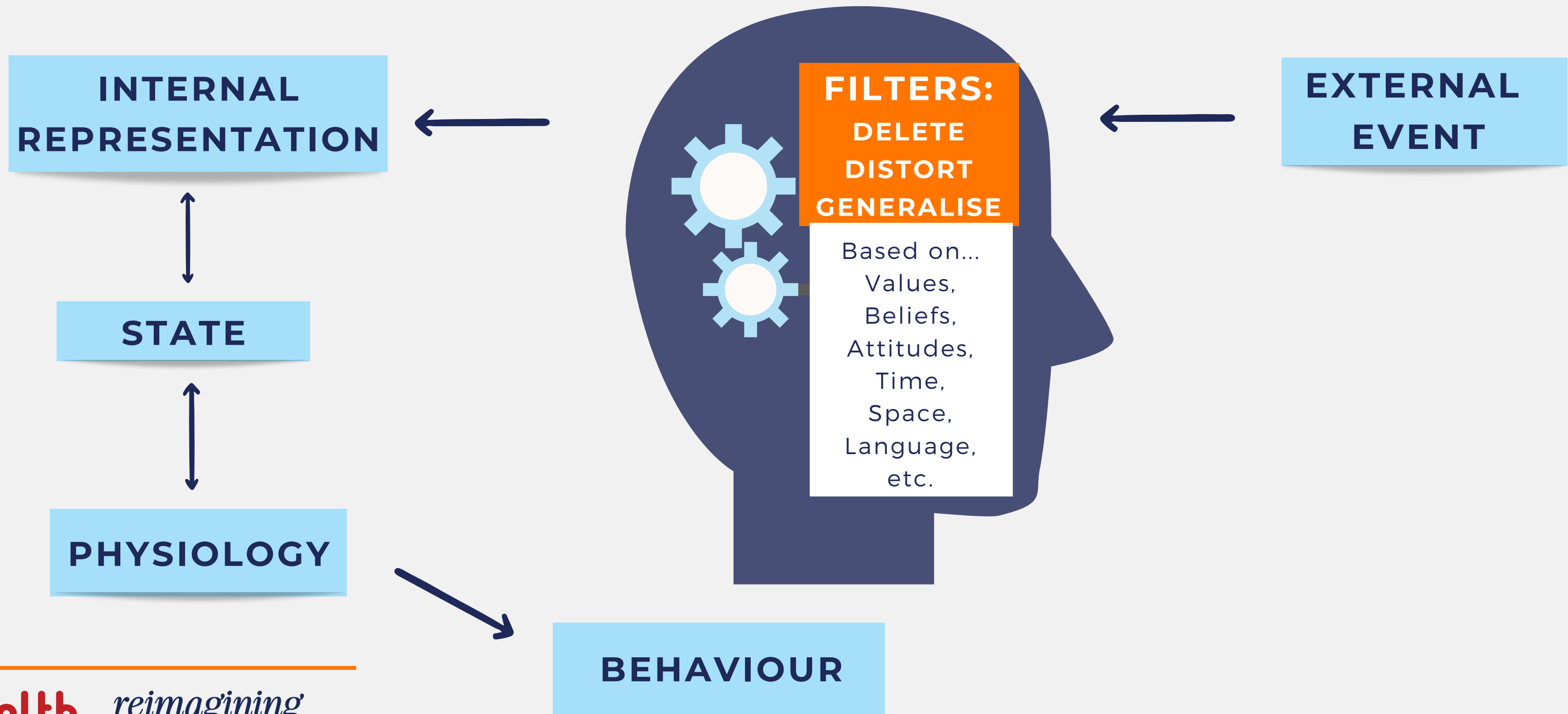
8-13 yrs: Modelling (try out beliefs)

14-21 yrs: Socialisation (evidence gathering)





NLP MODEL OF COMMUNICATION





THE POWER OF MEANING

- We are constantly making 'meaning' out of things
- Those meanings are based on our filters
- People with a Growth Mindset are willing to challenge those meanings - which helps build resilience



REFRAMING

WAYS TO CHALLENGE THE MEANING

- Ask yourself: "How do I know this is true?", "Is it always true?", "Is it universally true?"
- Ask yourself: "Have I ever done the same thing?"



LET'S PUT THIS INTO THE CONTEXT OF A WORK ENVIRONMENT





RECEIVING FEEDBACK

“You didn’t update the system with Mr. Jones’s ailments”

MEANING

“I suck, I’m always making mistakes, this person hates me and I’m letting the team down”



IMPACT

*Ignore the person
Harbour ill feelings
Self doubt
Fixed mindset
Not learning
Not improving*



REFRAMING...

“You didn’t update the system with Mr. Jones’s ailments”

MEANING

“I’ve made a mistake and I’m glad that someone told me about it so I can fix my approach and make sure I do the right thing”



IMPACT

*Gratitude
Learning process
Less mistakes
Better client experience
Improved performance
Growth mindset*



CLIENT CONVERSATIONS

“I’m in a lot of pain today”

MEANING

“Your pain is my fault, I didn’t treat you properly at the last appointment and you’re blaming me”



IMPACT

*Freak out / rattled
Unable to concentrate
Self doubt
Client feels unheard
Poor treatment
Mistakes
Domino effect on other clients*



REFRAMING...

“I’m in a lot of pain today”

MEANING

“You’re telling me about your pain because I’m an expert; you know I’ll understand and will adjust your treatment accordingly”



IMPACT

*Client feels heard
Client feels cared for
Appropriate treatment
Compartmentalised*



DISCUSSION IN PAIRS

Reflect on a recent occurrence when you attached meaning to what someone was saying that resulted in you taking it personally.

- What was the situation?
- What did the other person say?
- What did you make that mean?
- How do you know that meaning was true? Was it really?
- How could you choose to change the meaning?
- What is the impact of the new meaning you've attached to that interaction?

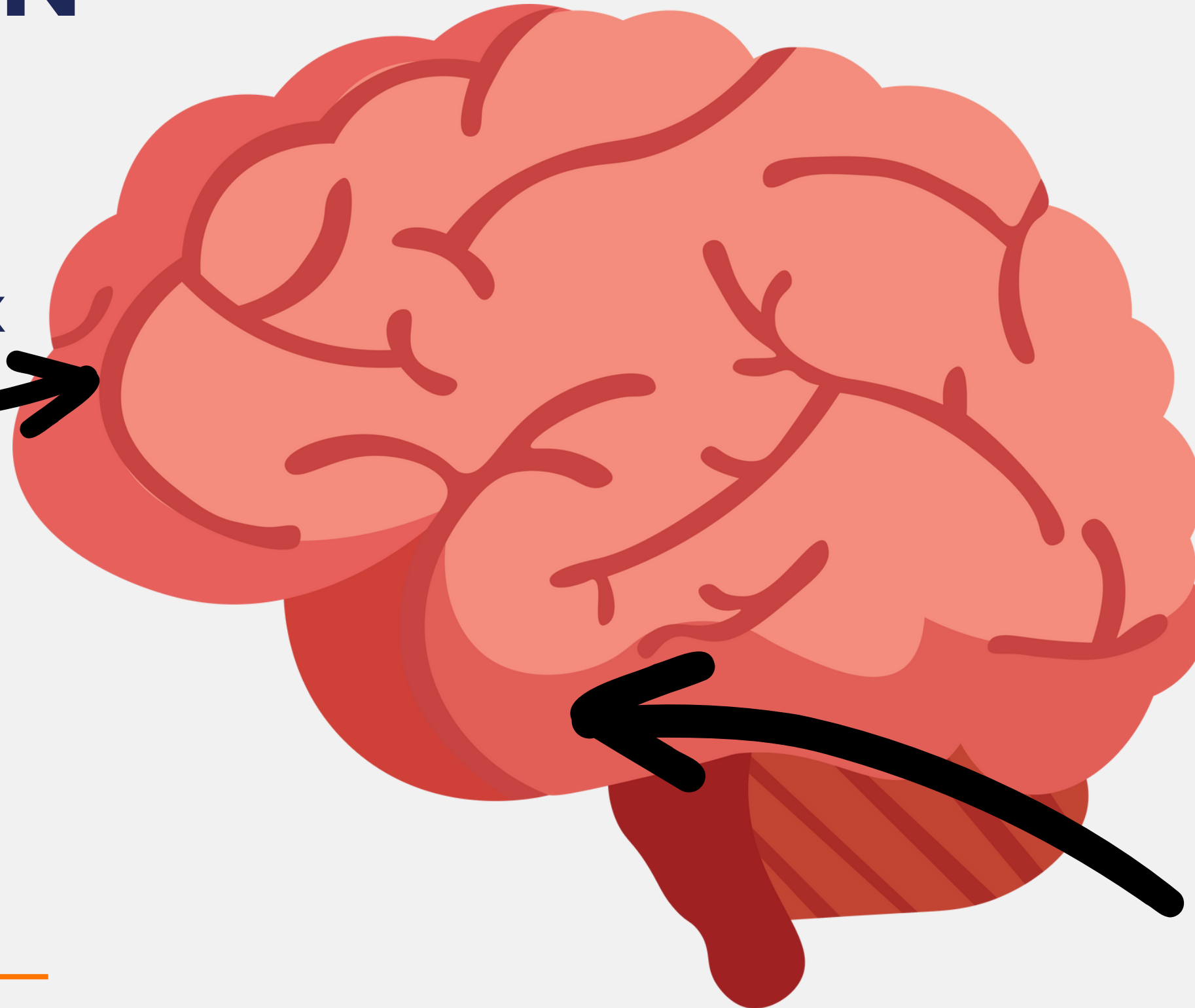


STRATEGIES FOR MANAGING STRESS AND HANDLING PRESSURE



THE BRAIN

Prefrontal cortex



Amygdala



FIGHT OR FLIGHT RESPONSE

- Amygdala takes over
- Pre-frontal cortex switches off
- We simply cannot think straight!

o o o o

SWITCHING ON THE PARASYMPATHETIC NERVOUS SYSTEM

3 x belly breaths





WHERE TO FROM HERE?

- What are your personal commitments?
- What support do you need?
- Accountability buddy?





Thank You!

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