



Resilience is the ability to adapt, and grow, in response to ongoing stressors. There are many tools and techniques to develop personal resilience. These are a few suggestions to get started with managing stress and building resilience.

## Stress management techniques

These are some useful 'in the moment' techniques to deal with stress

### 01 Breathing techniques

- Count your breaths for one minute
- Square breathing for one minute – breath in for 4 then breath out for 4 then in for 4 etc
- 1-minute deep breathing exercise video <https://www.headspace.com/meditation/breathing-exercises>

### 02 Grounding

- Think in your head - 5 things I can see, 5 things I can hear, 5 things I can feel
- This can extend if needed to 4 things, then 3 things, then 2 things, then 1 thing until calm
- Listen to the noises around you. Let the sounds wash over you for 30 – 60 seconds

### 03 Focus

- Use a trigger word to re-focus your attention **to** the task and **away from** the reaction / feeling
- Words with the letter S, P and K can trigger a relaxing response when whispered or said

### 04 Visualisation

- Mental rehearsal - imagine a detailed visualisation of success eg visualise the whole procedure
- Use mental imagery to move away from a high-intensity or stressed state eg imagine yourself in a safe and calm place (such as the beach) to restore a relaxed state

### 05 Positive self-talk

- Use an internal dialogue to re-affirm your abilities and strengths
  - *"I have managed to cope so far. I can continue."*
  - *"I am good at ..... How can I draw on that now?"*

### 06 Avoid unhealthy thinking

Learn to recognise and avoid:

- |                            |                           |  |
|----------------------------|---------------------------|--|
| ○ catastrophising          | ○ all-or-nothing thinking | ○ blame and personalisation                      |
| ○ overgeneralising         | ○ jumping to conclusions  | ○ demanding eg <i>"I / They should have ..."</i> |
| ○ discounting the positive | ○ labeling                |  |

### 07 TREAT App

- Developed by Alfred Health (Melbourne) to help health professionals find calm, clarity and balance at work
- Available for free on Apple or Android



## Performance optimisation techniques

### Cognitive re-framing

- Try to look at it from the other person's perspective
- Consider perspective in time
  - *"What will this mean in a week's time? In a year?"*
- Weigh the evidence
  - *"What is the evidence to support / refute my thought?"*
- Be your own best friend
  - *What would I say to a friend in this situation?*

### Work to strengths (see Module 3A)

- Our greatest potential lies in areas of existing talent
- Recognise and develop talents into strengths. It's easier and more rewarding than focusing only on weaknesses
- Focusing on strengths improves workplace engagement, satisfaction and performance
- Access the Gallup Clifton Strengths Survey here (purchase required to access)  
<https://store.gallup.com/c/en-au/assessments>

### Practice a growth mindset (see Module 1B)

- Understand that ability is acquired through effort, practice and learning from setbacks
- Failure represents an opportunity for development and improvement
- <https://www.mindsetworks.com>



## Coaching healthy thinking patterns

As a mentor your role is to model and encourage healthy thinking patterns. This will empower the mentee to deal with the demands of the job and develop their personal resilience.

- Be positive and optimistic
  - *“Can you recall a time when things went well?”*
- Provide a sense of perspective
  - *“What is the worst / best / most interesting thing that can happen? How likely is that?”*
- Develop flexible thinking
  - *“How could you react / respond differently next time?”*
  - *“What might that look like from a different perspective?”*
- Acknowledge there will be opposition and setbacks
  - *“It is normal to feel this way. I have felt the same way when ....”*
- Encourage acceptance of change
  - *“What impact will this change have? How will it affect you?”*
- Recognise and discourage ruminating
  - *“Let’s try and turn this into a growth / learning experience.....”*
- Ask for support from others
  - *“Who else can help? How can they support you?”*
- Set achievable goals and celebrate successes
  - *“Let’s think about it one step at a time ....”*
- Promote self-belief and positive self image
  - *“How have you managed to cope so far? What has kept you going?”*
  - *“What strengths can you draw on? How will they help?”*



## Further information and resources:

- TREAT App – Developed by Alfred Health to help health professionals find calm, clarity and balance at work.
- Resilience – an Introduction – WRaPEM: Wellness, Resilience and Performance in Emergency Medicine <https://wrapem.org/modules/module-4/>
- Professor Jill Klein – The Model of Resilience  
[https://vimeo.com/462495595/1a5e4f0667?fbclid=IwAR3tvTWAw3YyzBArJmH4PIOovi8Uc9\\_DI9QU38Bu7bh1qLKIHF8a8z45-0A](https://vimeo.com/462495595/1a5e4f0667?fbclid=IwAR3tvTWAw3YyzBArJmH4PIOovi8Uc9_DI9QU38Bu7bh1qLKIHF8a8z45-0A)
- Burnout: The Secret to Unlocking the Stress Cycle by Emily and Amelia Nagoski
- Performance Optimisation – The Synopsis - WRaPEM: Wellness, Resilience and Performance in Emergency Medicine  
<https://wrapcomau.files.wordpress.com/2018/02/performance-optimisation-e28093-the-synopsis.pdf>