



SANDCREEK EAP
An AllOne Health Company

Resiliency for Managers: Leading the Way

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Welcome and Grounding

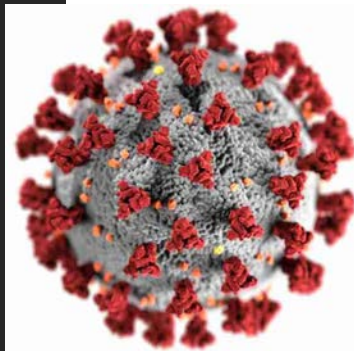
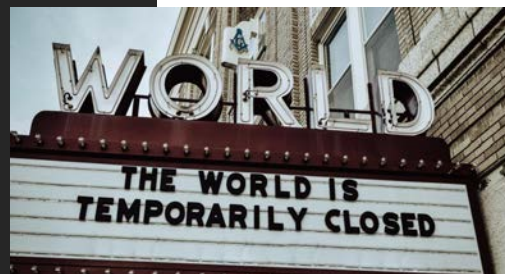


Learning Objectives

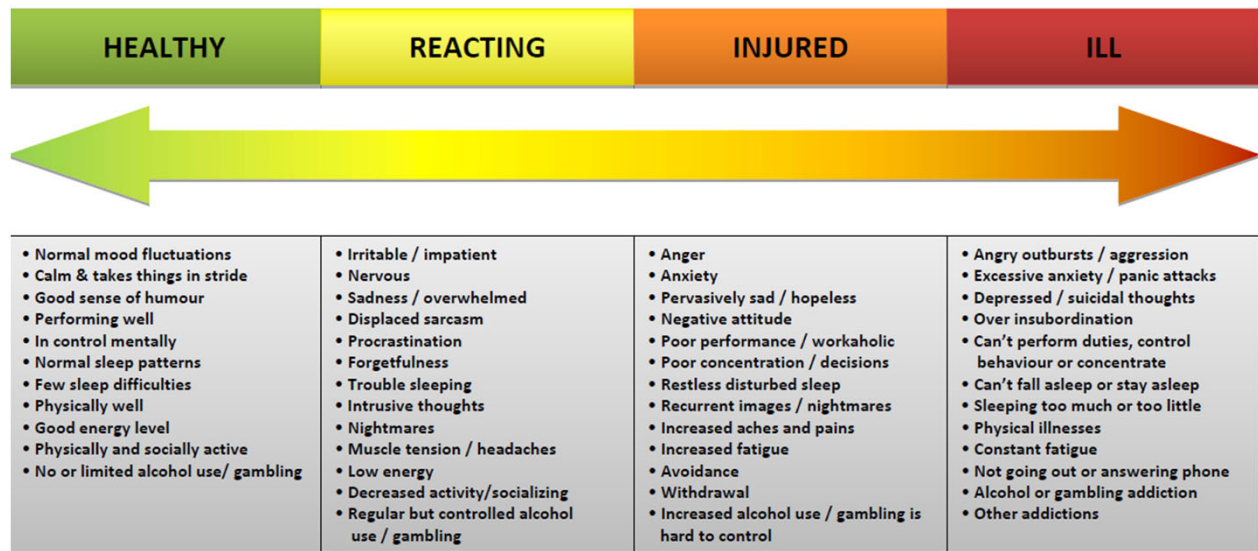
- To define and understand the continuum of Mental Health, Stress and Resiliency
- To learn practical and respectful ways for discussing Mental Health
- To learn about resources to aid in accessing Mental Health Support.



WHY.....



Mental Health Continuum Model



Mental Health Signs and Symptoms in the workplace

When it comes to changes in behavior: Look for a pattern-

Has there been an increase in frequency, intensity or duration?

Not just a bad day.

Excessive or inappropriate worry.

Loss of interest and enjoyment in things that the person normally enjoys.

Increased emotionality, such as tears from someone who normally does not tend to cry

Social withdrawal or conflict with others

Increased missed appointments

Appears tired or slow

Looks confused at times and has a hard time making decisions

Making more mistakes or lagging behind

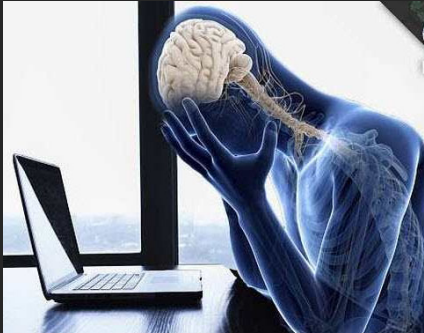
Increased conversations about problems

Signs of alcohol or drug abuse.

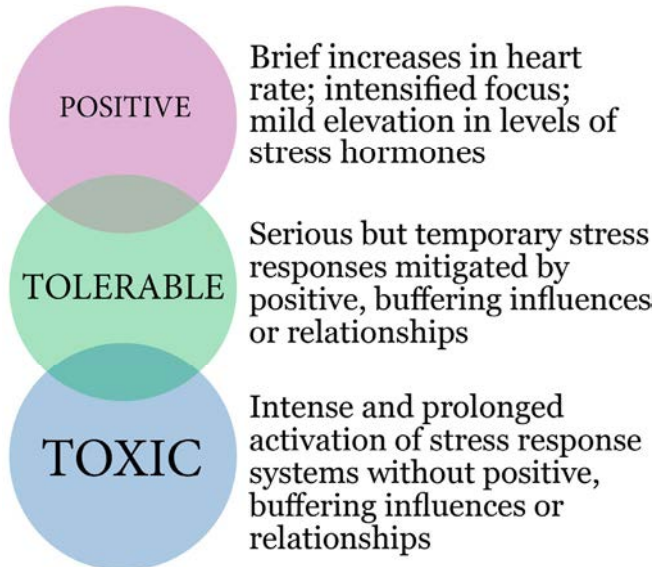
Tips for setting clear professional boundaries that support workplace mental health.

**Use only what you observe—don't make assumptions, incorporate hearsay or ask direct questions about a colleague's health or diagnosis—knowledge that is protected health information.*

- ❖ Be supportive but have clear boundaries as a supervisor.
- ❖ Know that you don't have to agree with someone's approach in order to provide support. Listening and supporting do not indicate agreement.
- ❖ Pay attention to your feelings during the conversation. Are you distracted? Know when you're not the right person to support and tag someone else in.
- ❖ Know when to stop the conversation and redirect them to the EAP. TMI—too much information—is a real thing in these situations.
- ❖ Everyone processes stress differently, let others know that it's okay not to be okay and provide a safe environment for them to reach out. Avoid telling employees what they should do and instead ask what they need. *Consistency can help create a safe environment—don't surprise employees with questions. Instead, make sure to check in at regular intervals.



DEGREES OF STRESS



[Toxic Stress and ACEs - Center for Child Counseling](#)

What is Burnout ?

- It is a state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.
- Emotional resources are depleted.
- Cynicism and indifference occur.
- Work quality decreases.
- Positive social interactions decrease both at home and at work.



burnout happens
SLOWLY
WHICH
MAKES US THINK
***WE* HAVE CHANGED**
instead of realizing
we are sick.

@LINDSAYBRAMAN

POLL:
What do you believe contributes to personal resiliency?



Developing Resiliency



Resilience is the process and outcome of successfully adapting to difficult or challenging life experiences, especially through mental, emotional, and behavioral flexibility and adjustment to external and internal demands.

- ❖ Several factors contribute to how well people adapt to adversities, predominant among them:
 - ❖ the ways in which individuals view and engage with the world
 - ❖ the availability and quality of social resources
 - ❖ specific coping strategies

Psychological research demonstrates that the resources and skills associated with more positive adaptation (i.e., greater resilience) can be cultivated and practiced.

From [APA Dictionary of Psychology](#)

RESILIENT BEHAVIOR AND HABITS

- Resiliency IS NOT avoiding the source(s) of stress



<http://catherinewisconsulting.com.au/what-we-do/resilience/>

Resiliency as habit

Develop an attitude of gratitude: *Make it a habit to express appreciation in all parts of your life, on a regular basis, for both things big and small.*



Learn Flexible Optimism: *It allows us to judge when optimism is more adaptive than pessimism. Optimism increases engagement in life and decreases dysfunctional thinking such as 'catastrophizing' small setbacks.*



Practice Mindfulness: *Mindfulness means maintaining a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment, through a gentle, nurturing lens. Mindfulness also involves acceptance, meaning that we pay attention to our thoughts and feelings without judging them—without believing, for instance, that there's a "right" or "wrong" way to think or feel in a given moment. When we practice mindfulness, our thoughts tune into what we're sensing in the present moment rather than rehashing the past or imagining the future.*



Seek Connection: *Our connection to others can be a 'buffer' and help us in navigating challenges, setbacks and difficult times. Intimacy and communication are key. Who are your support people?*



Build meaning into your work: *Work is meaningful when we believe:*

- *It matters*
- *Is valuable*
- *It contributes to personal growth/greater good*
- *Is a good fit with personal values*

Leadership

What personal values compose your method of leadership?

How does that show up in your leadership?



FEEDBACK TOOLBOX

Rumble Language

- ___ The story I make up
- ___ I'm curious about
- ___ Tell me more
- ___ That's not my experience
- ___ I'm wondering
- ___ Help me understand
- ___ Walk me through that
- ___ What's your passion around this
- ___ Tell me why this doesn't fit/
work for you



FEEDBACK TOOLBOX

Rumble Commitment

- ___ Be prepared to offer my POV
- ___ Stay aware of emotions and how
they affect me
- ___ Stay aware of emotions and how
they affect others
- ___ Be thoughtful about body language
- ___ Listen with the same passion with
which I want to be heard
- ___ Stay in the messy middle
- ___ Manage emotional reactivity in a
productive way



Your Employee Assistance Program

Counseling Sessions
Life Coaching
In-the-moment support
Supervisor Support/Consultation
Elder and Child Care Referrals
Financial Counseling
Legal Consultations
Organizational Development
Critical Incident Response
Crisis Debriefings



Sand Creek EAP
1-800-550-6248

EAP as a Management Resource

MANAGING YOUR OWN WORK



Management Consultations:

- No cost
- Contact is confidential
- Helps address the challenges of supervision
- EAP supports Human Resource involvement when performance management concerns arise

➤ To initiate a management/supervisory consult, simply contact your Account Manager or call intake and ask to be connected.

Organizational Development and Training

How it Works:

After an initial consultation, the OD Consultant will review program options and present a proposal of services based on organizational needs and goals.

*Fee for service

For any organization looking to create and sustain health, high performance, and self-renewal, organizational development (OD) is a powerful solution.

Led by SandCreek's team of organizational culture experts, OD is an applied behavioral science and action-orientated process designed to support:

- Leadership & Management Development
- Diversity, Equity and Inclusion
- Group Work & Team Development
- Change Management
- Organizational & Cultural Assessments
- Organizational Health & Effectiveness

Critical Incidents



**Debriefing
Critical Incidents**

*Fee for service

Critical Incidents, whether they occur in the workplace or in the community, have the potential to impact employees and interfere with their ability to cope and perform their jobs effectively. Critical incidents can encompass a wide range of events and include natural disasters, workplace accidents, the death of a coworker etc.

- The EAP is available for telephone and on-site support. All calls for assistance should be directed through the dedicated toll-free number.
- One or more EAP clinicians will stay in touch with human resources or the manager and help guide the process of providing an effective response to the critical incident from beginning to case closure.

A well orchestrated crisis response will ultimately strengthen an organization's functioning and foster employee trust.



References and Resources

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APA Help Centre (2008). Six myth about stress, Retrieved on January 4, 10 From <http://www.apa.org/helpcenter/stress-myths.aspx>

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References and Resources

Pathways to healing: A mental health guide for First Nations people:
http://www.ccmhi.ca/en/products/toolkits/documents/EN_PathwaystoHealing.pdf

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Dare to Lead: Brene Brown, LCSW