



# ADPH Masterclass

## Workshop 2 Resilience - the whole picture

Thursday 23 June (14:00-16:00)

# ADPH Masterclass

## Workshop 2 Resilience - the whole picture

Thursday 23 June



- A series of online questionnaires related to this workshop are available to you via the calendar invite
- This session will be recorded and made available to ADPH Members for a limited time
- Please mute your microphone and turn off video unless you are speaking
- Use the chat function to ask questions and the 'raise your hand' function if you'd like to speak
- Follow-up material and a short evaluation survey will be circulated afterwards
- Any technical difficulties, please email [membership@adph.org.uk](mailto:membership@adph.org.uk)

The WellBeing, Resilience and Performance Agenda



# *Resilience* *the whole picture*

*Session 2*

*Strengthening the foundations of personal  
resilience*

# Derek Mowbray

PhD (in the psychology of leaders and leadership)  
FBPsS (Fellow of the British Psychological Society)  
FIHSCM (Fellow Institute of Health and Social Care Management)  
CPsychol (Chartered Psychologist)  
CSci (Chartered Scientist)

## Current

**Consultant**, Organisation Health Psychologist.

**Chairman**, The WellBeing and Performance Group.

**Director**, MAS, OrganisationHealth, The Resilience Training Company.

**Independent Technical Expert** in Psychological Wellbeing, European Commission.

## Past

**Visiting Professor** of Psychology at 2 UK Universities.

**Chief Executive** of 3 National Health Service organisations.



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## Transferring learning into practice occurs when

<p>You are highly motivated to listen and learn</p>	<p>You realise the learning helps you achieve what you want</p>	<p>You have a high level of persistence</p>	<p>You have a desire for personal growth and development</p>	<p>You realise the learning content is practical and relevant to you</p>	<p>You can pilot how to transfer learning into practice</p>
<p>You have a clear step by step process</p>	<p>What you have learnt is relevant to your current situation</p>	<p>You have the 'freedom' and 'space' to change</p>	<p>You receive great supervision and support</p>	<p>You receive great peer support for your changes</p>	<p>You can feel, see and experience the change yourself.</p>

# Programme



## **Introduction –**

- What is resilience?**
- The Resilience Assessment Questionnaire**

## **Step 1 - Techniques to boost mental control**

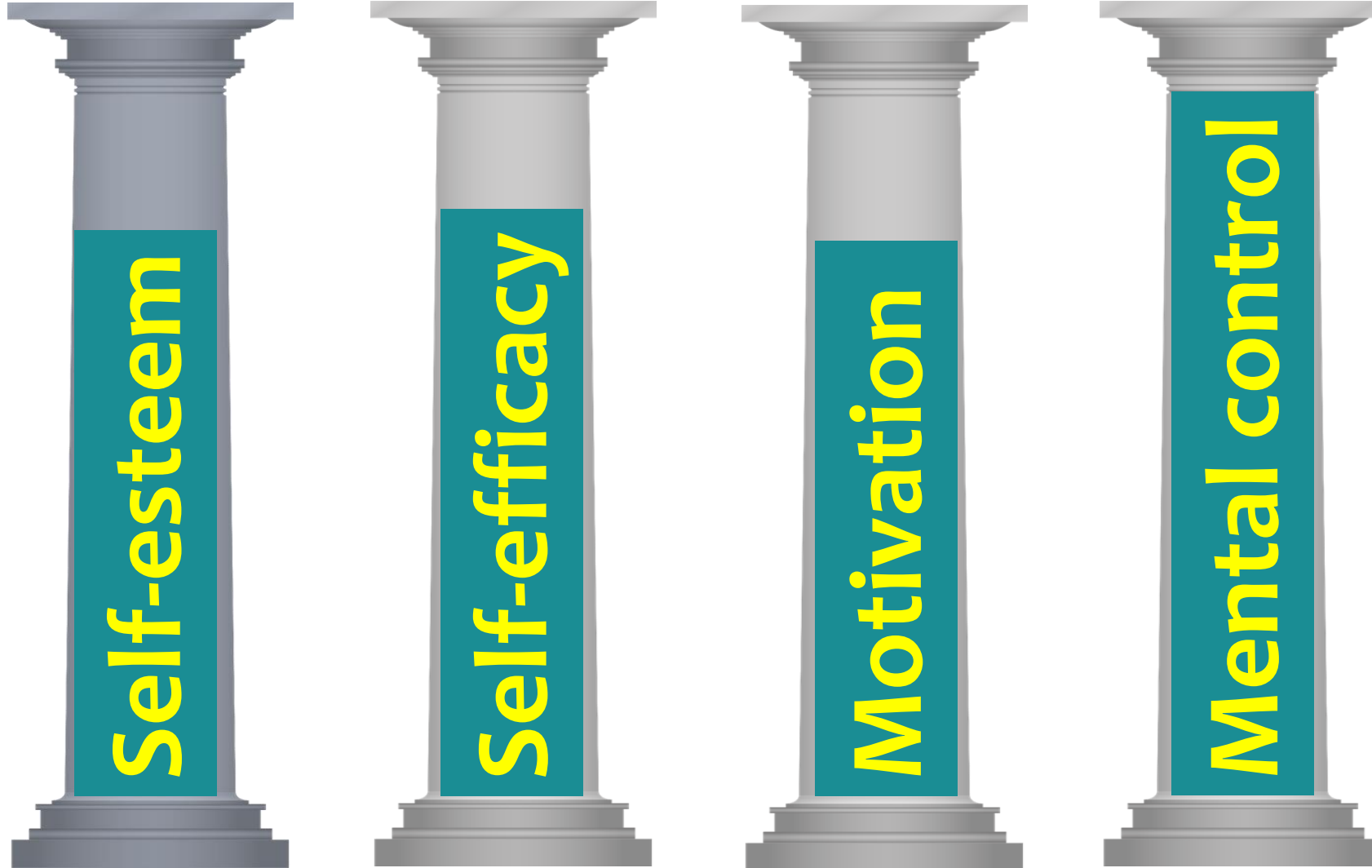
## **Step 2 - The Personal Resilience Development Framework**

## **Step 3 - Exercises to strengthen the foundations of personal resilience.**

# Survival



# Four pillars of resilience





# Organisation and Team

# Individual

## Four pillars of resilience



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Leader and leadership

Outcomes led and values driven culture

Sharing responsibility

Psychological responsibility

Intelligent management



Self-awareness

Determination

Vision

Self-confidence

Organisation

Problem solving

Interaction

Relationship

*If you can start the day without coffee*

*If you can always be cheerful, ignoring aches and pains*

*If you can take criticism and blame without resentment*

*If you can conquer tension without drugs*

*If you can relax without alcohol*

*If you can sleep without sleeping pills....*

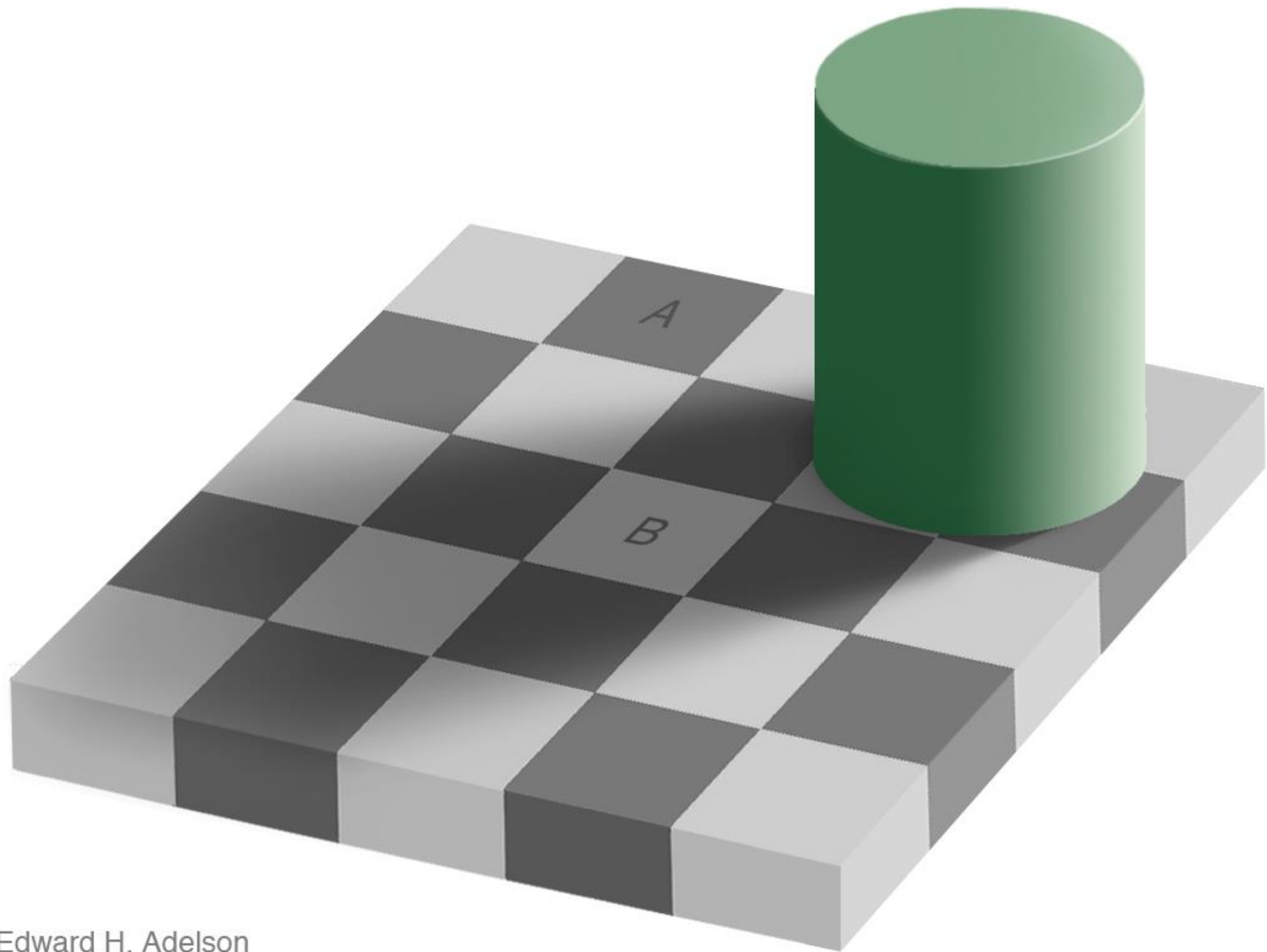
***Well, then, you're probably the family dog.***

# Open mind

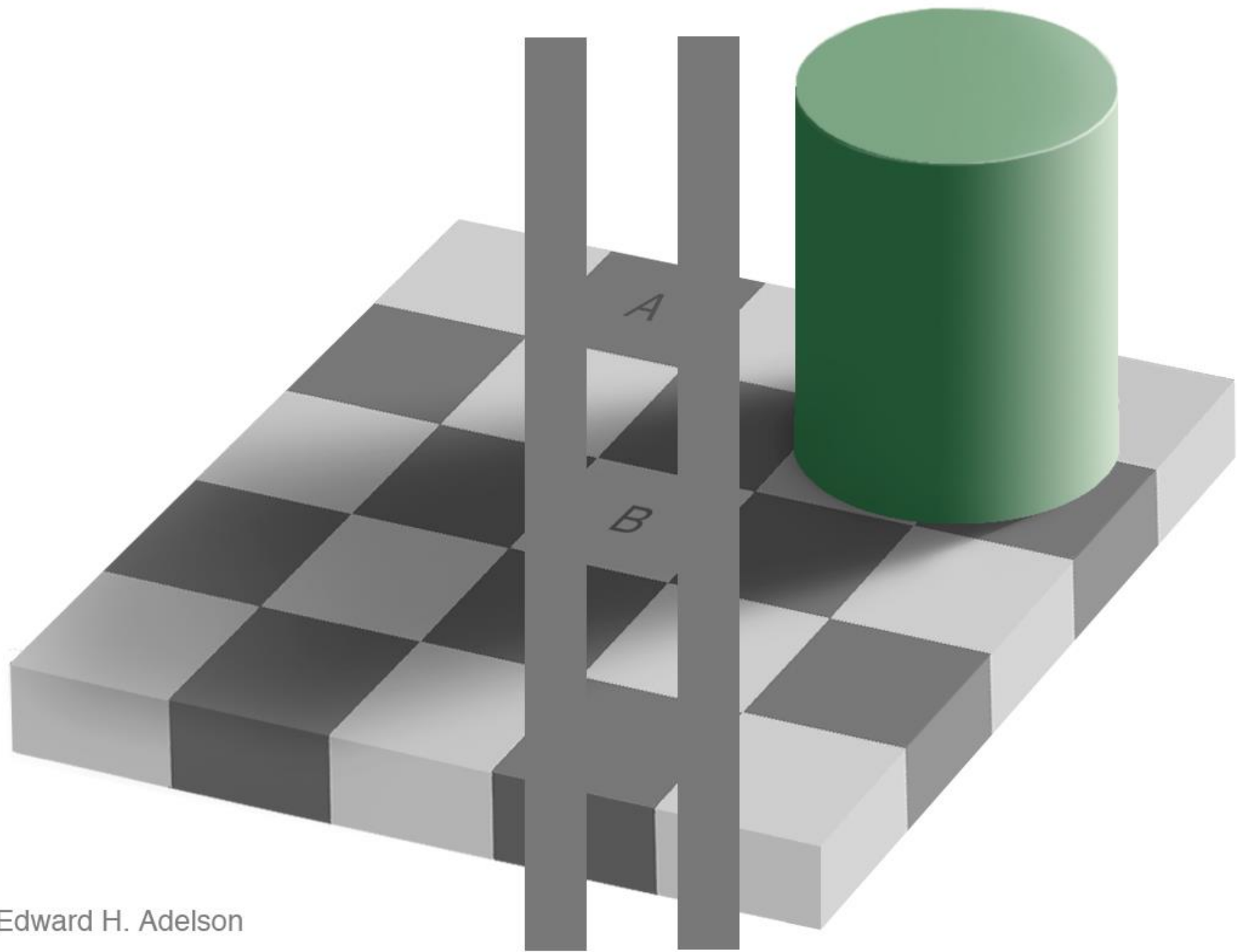


NOW I WANT YOU TO  
KEEP AN OPEN MIND  
ON THIS ONE UNTIL  
YOU'VE SEEN INSIDE...

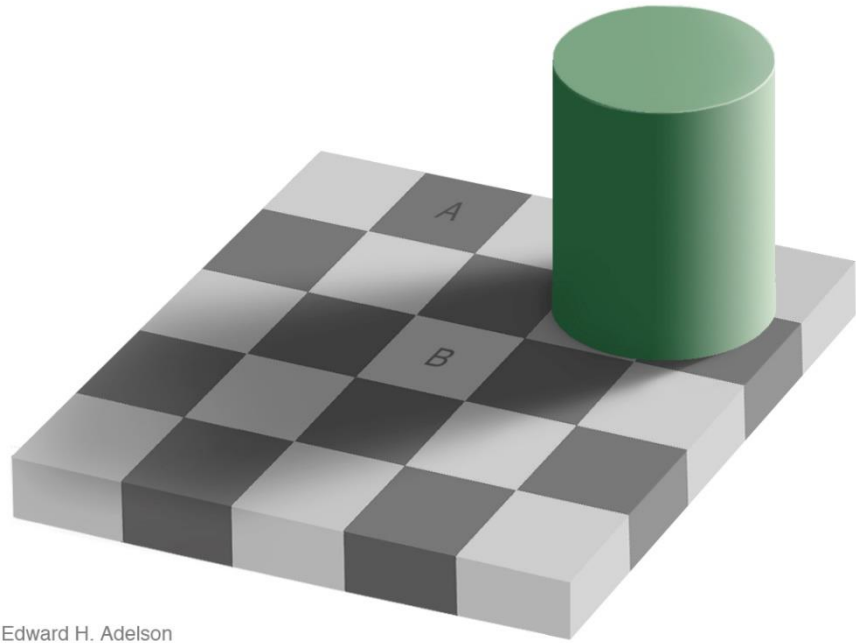




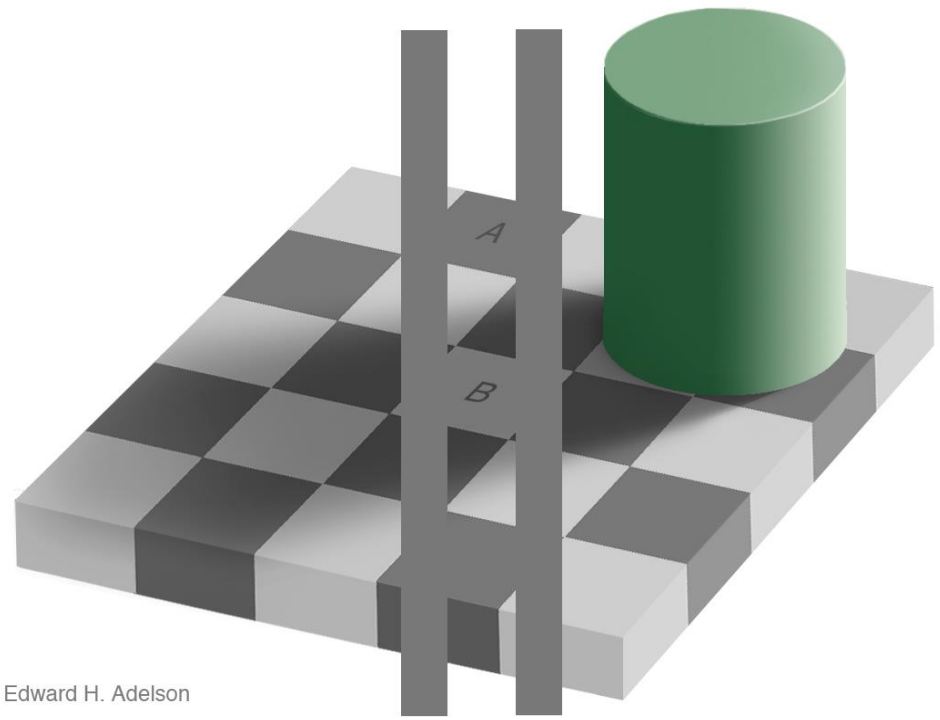
Edward H. Adelson



Edward H. Adelson



Edward H. Adelson



Edward H. Adelson

**Open mind**

**Follow through**



**Write notes**

**Do the exercises**



# Introduction

# What is Resilience?



**Making an effort to  
overcome extremely stressfull  
situations  
*without experiencing any stress***

# Resilience utility

**Enables continued growth and development**

**Prevents negative stress**

**Contributes to success and happiness**

**Maintains psychological wellbeing and performance**



# Message

**Resilience is a choice;  
it's not a personality trait**

# Some features of a resilient person

**An attitude that is positive,  
full of energy and  
determination**

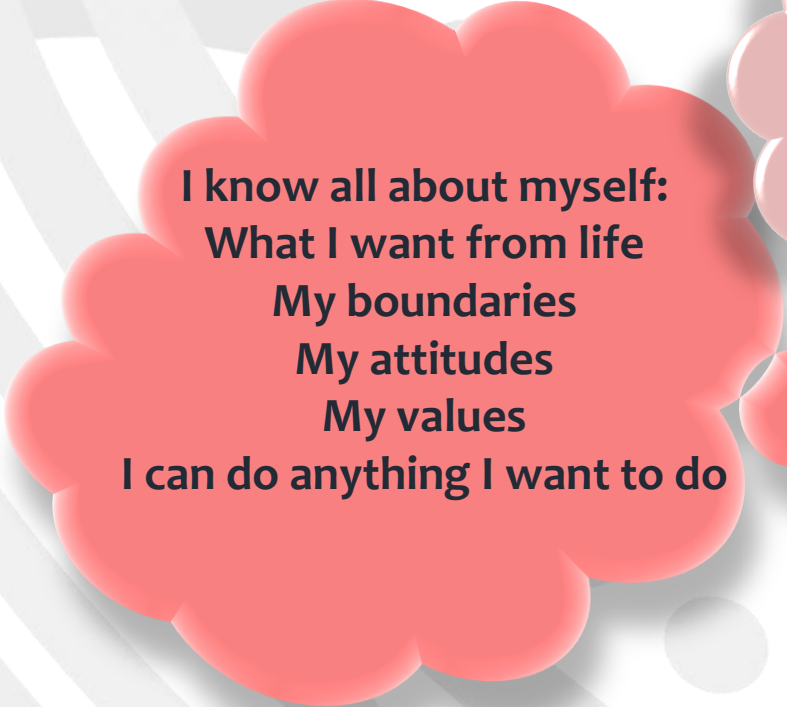
**Capacity to ‘see’ options,  
and to adapt flexibly and  
effectively**



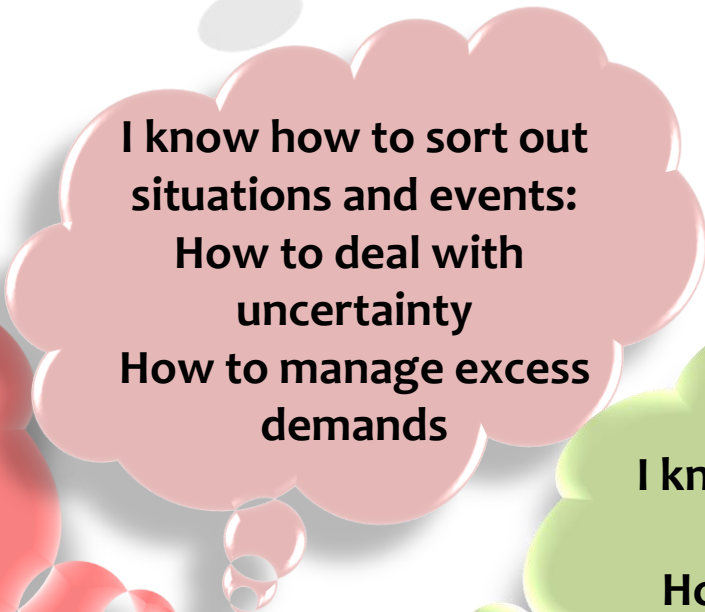
**Capacity to ‘see’ the future,  
and go for it**

**Capacity to be calm  
and tranquil**


**Enthusiasm for life and work**



I know all about myself:  
What I want from life  
My boundaries  
My attitudes  
My values  
I can do anything I want to do



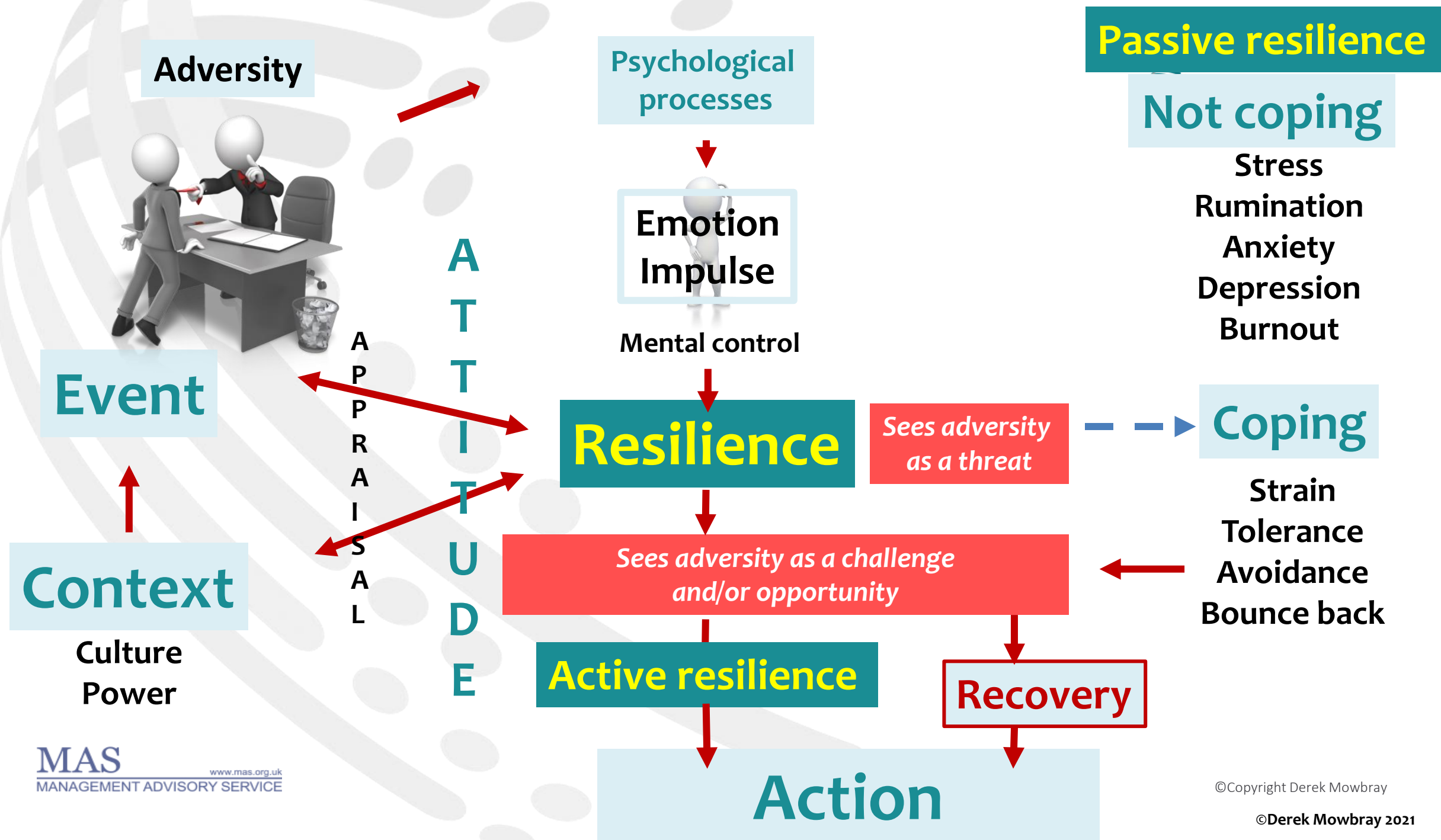
I know how to sort out  
situations and events:  
How to deal with  
uncertainty  
How to manage excess  
demands



I know how to deal  
with people:  
How to persuade  
How to be attentive



***“I have the flexible strength of mind to deal with anything”***





# Deciding to be resilient is a choice

## Context



*What's in it for me?*

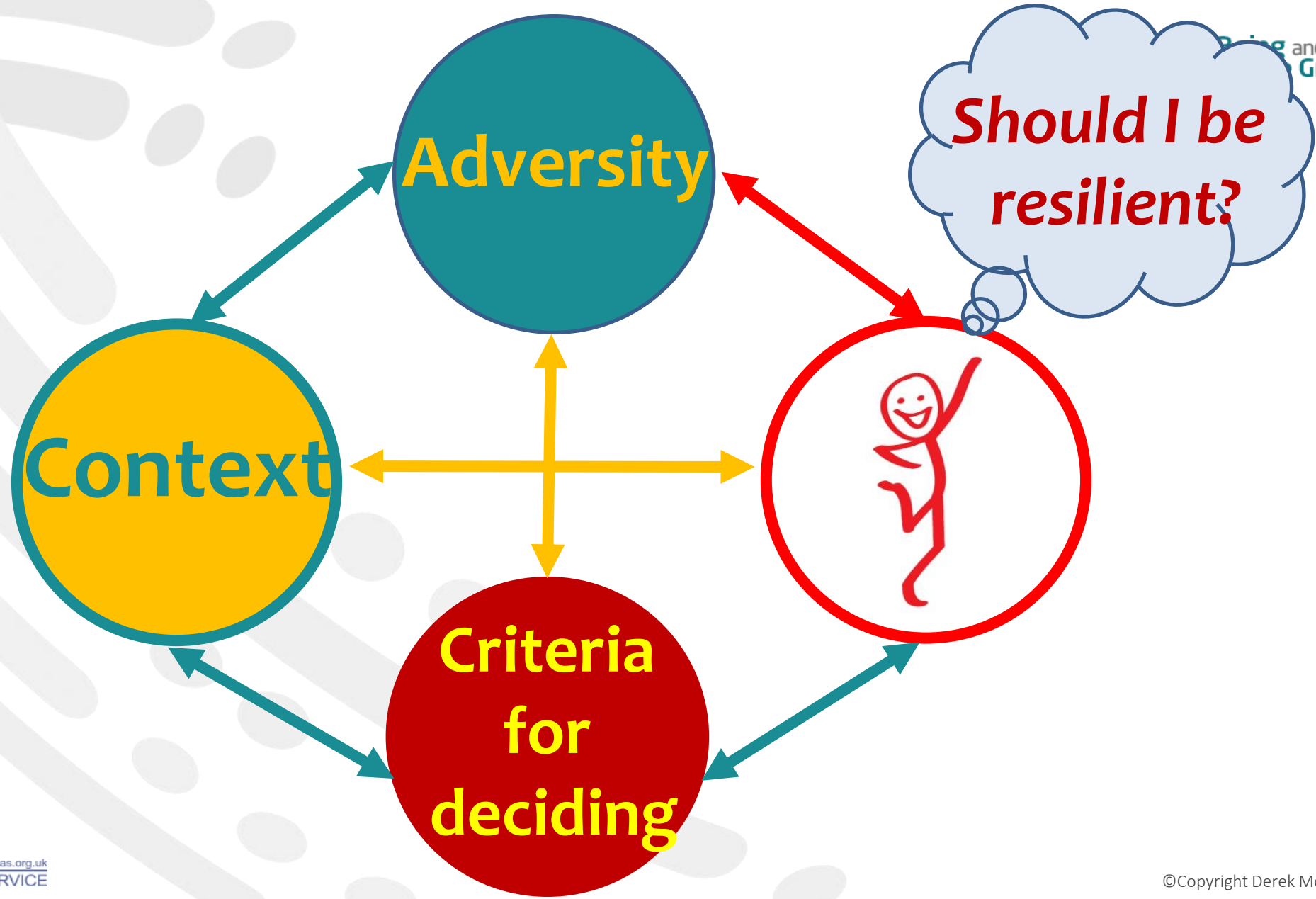
*Can I be bothered?*

*Have I got the energy?*

*Am I capable?*

## Individual





# Four pillars of resilience



# The Resilience Assessment Questionnaire 40

# Programme



Introduction –

- What is resilience?
- The Resilience Assessment Questionnaire

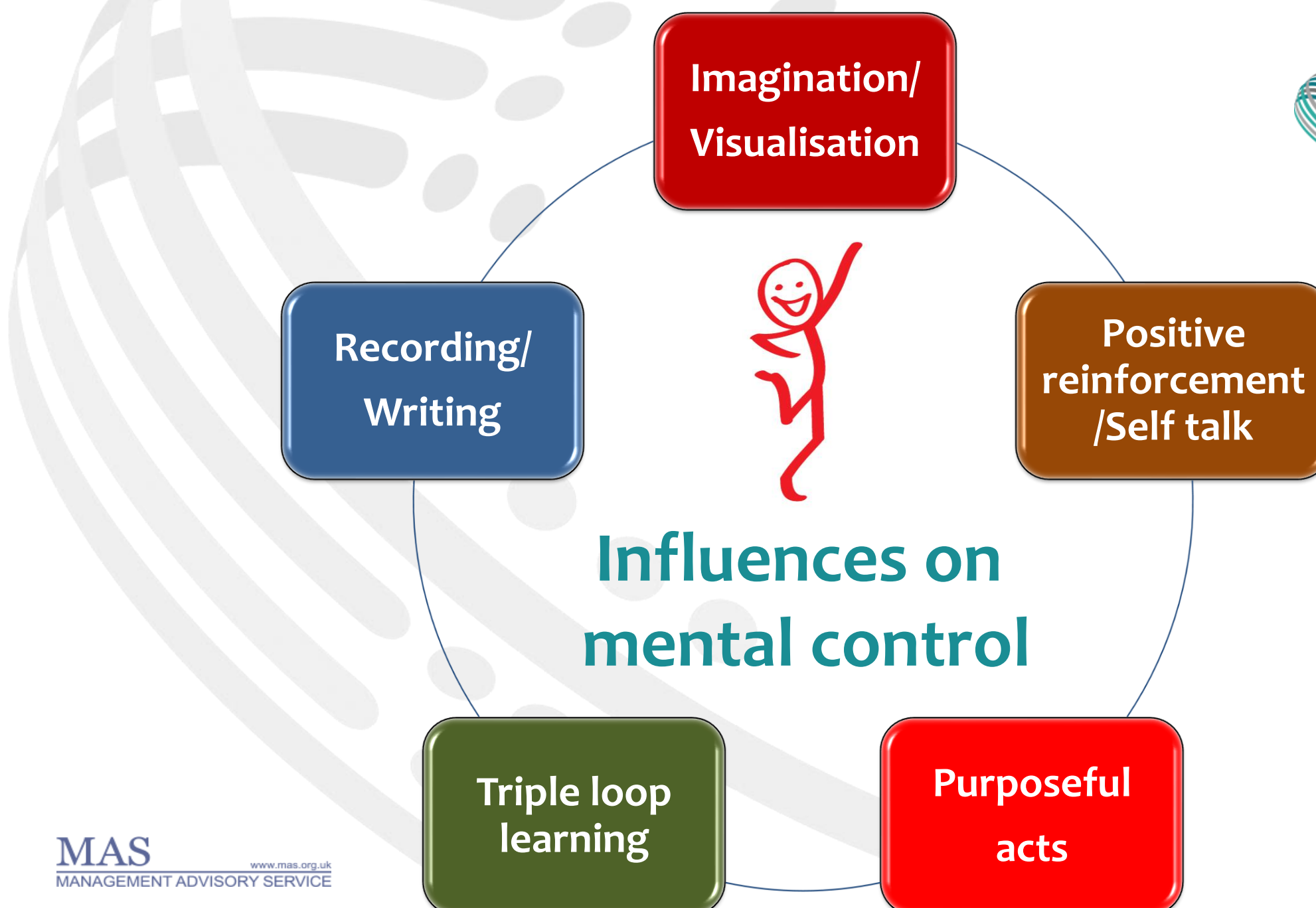
**Step 1 - Techniques to boost mental control**

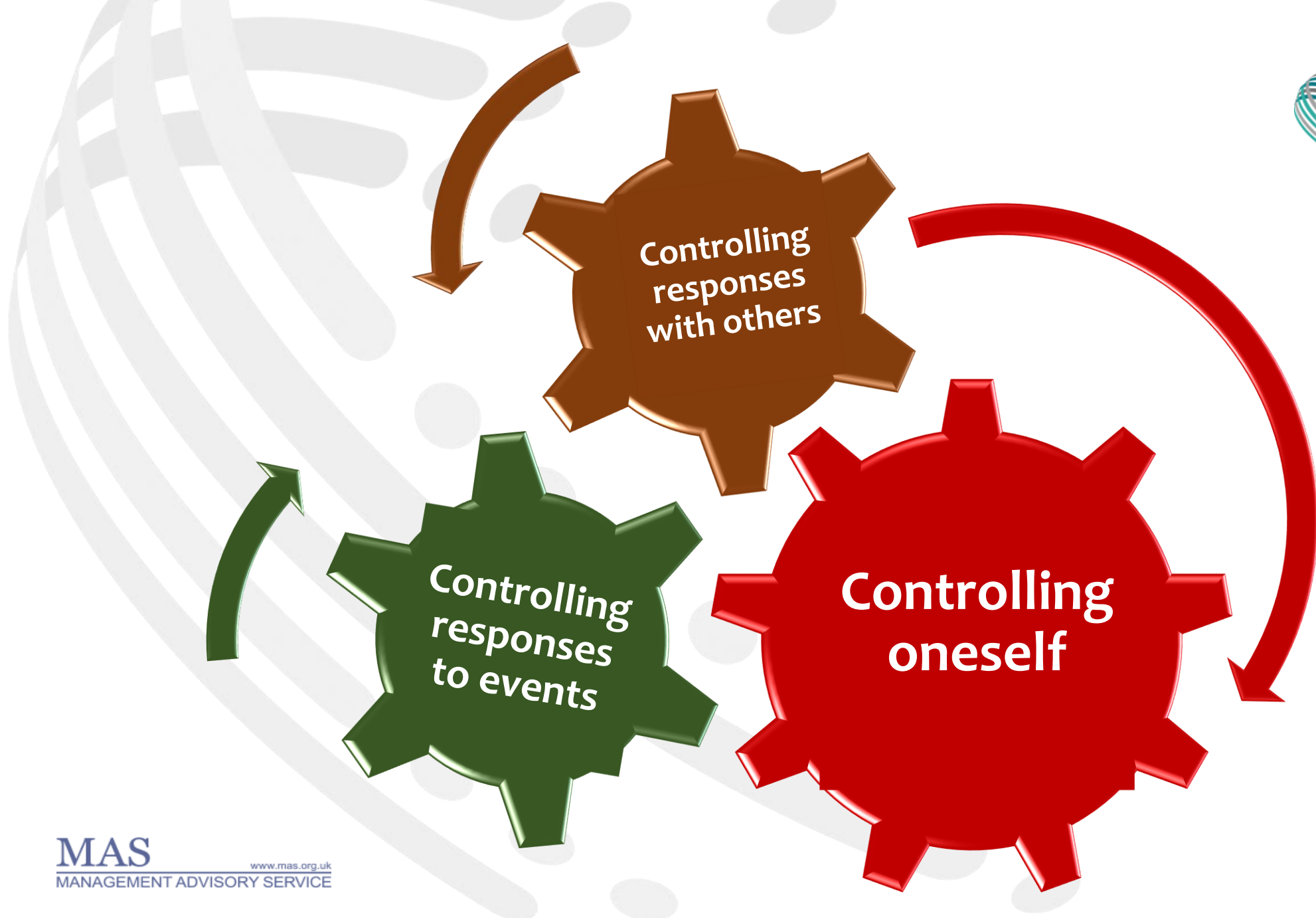
**Step 2 - The Personal Resilience Development Framework**

**Step 3 - Exercises to strengthen the foundations  
of personal resilience.**

# Message

**Resilience depends on  
the degree of mental control you have**







# Programme



Introduction –

- What is resilience?
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Step 1 - Techniques to boost mental control

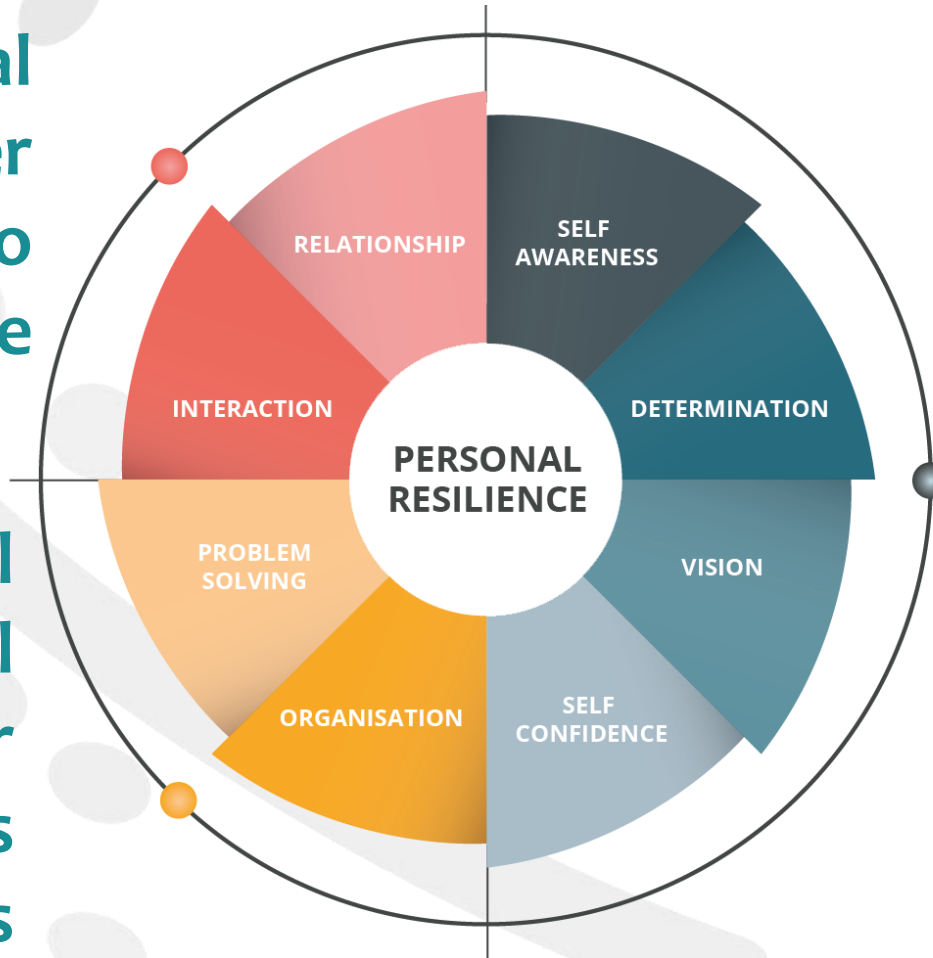
**Step 2 - The Personal Resilience Development Framework**

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of personal resilience.**

# The Personal Resilience Development Framework

Personal control over responses to people

Personal control over responses to events



Personal control over oneself

# Programme



Introduction –

- What is resilience?
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Step 1 - Techniques to boost mental control

Step 2 - The Personal Resilience Development Framework

**Step 3 - Exercises to strengthen the foundations  
of personal resilience.**

# Self-awareness



Resilience comes from understanding your own achievements, successes and where you've come unstuck before.



# Message

**Self-awareness equips you to  
understand others and the  
world around you**

# What makes you a fabulous human being?



# Tell me something about yourself?



# Message

**Self-awareness plays to  
Self-esteem**

# Determination

“

As long as you're going to think anyway, you may as well think big.



# Message

**Determination is driven by  
your values and your motivation**

# Personal values questionnaire

# Your leaving do

# Message

**Determination plays to  
self-esteem and self-efficacy**

# Vision



If you don't know where you're going you will probably end up somewhere else.



# Message

**Vision opens the mind to  
possibilities**



**What do you really, really  
want to do?**

**Professionally**

**Personally**

# How will you do what you really, really want to do?

# Message

**Vision plays to motivation**

# Self-confidence



I can do this – whatever it is!



# Message

**Confidence trumps anxiety any day!**

# Diaphragmatic breathing



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©Derek Mowbray 2007



**Eyes closed –  
concentrate on the sound  
of your breathing**

# Rosy Glow

# Message

**Confidence plays to self-esteem,  
self-efficacy, motivation and control**

# Organisation



If everything is under control  
you're not going fast enough.




# Message

**Organisation brings chaos  
under control**

# Organisation

## 168 – list how you spend your time

Add other activities and how long they take during the week. What time do you have left over for work? For strengthening your resilience?



Bathing, getting dressed etc	14
Eating/cooking/washing up	14
Shopping	4
Housekeeping	6
Commuting	7
Recreation	28
School run	14

**Make a list of all the factors  
affecting your life  
that are out of control**

**Get as many of your  
colleagues/friends  
around a table and  
brainstorm all the  
possible solutions**



# Choose the most viable to regain control

# Message

**Organisation plays to self-efficacy  
and control**

# Problem solving



Some people take no mental exercises apart from jumping to conclusions.



# Message

**Problems remain problems  
until they are solved!**

**What is the maximum number  
of slices of cake that you can  
get from 4 straight cuts?**

# Make a list of all your current unresolved problems

**Get as many of your colleagues  
around the table as possible and  
brainstorm every possible solution  
to your problems**

# Select the most viable solution to solve the problem



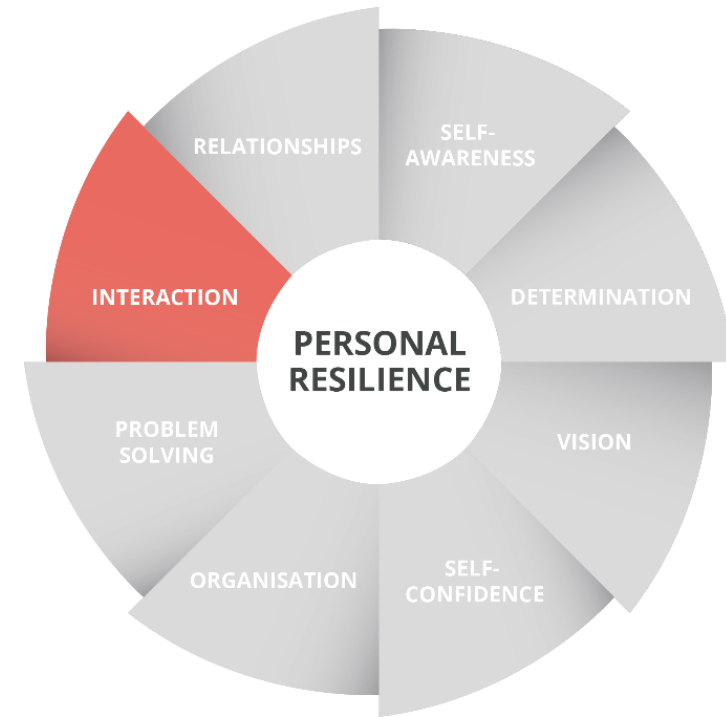
# Message

## Problems play to self-efficacy

# Interaction



If you always approach everyone with cheerful optimism, you will find that they simply have no choice but to respond in kind.



# Message

**Interaction is the key to survival**

# Intelligent Behaviour

**Attentiveness**

**Encouragement**

**Trust**

**Forgiveness**

**Intellectual flexibility**

**Intelligent kindness**

**Humour**

**Integrity**

**Attitude of curiosity**

**Optimism**

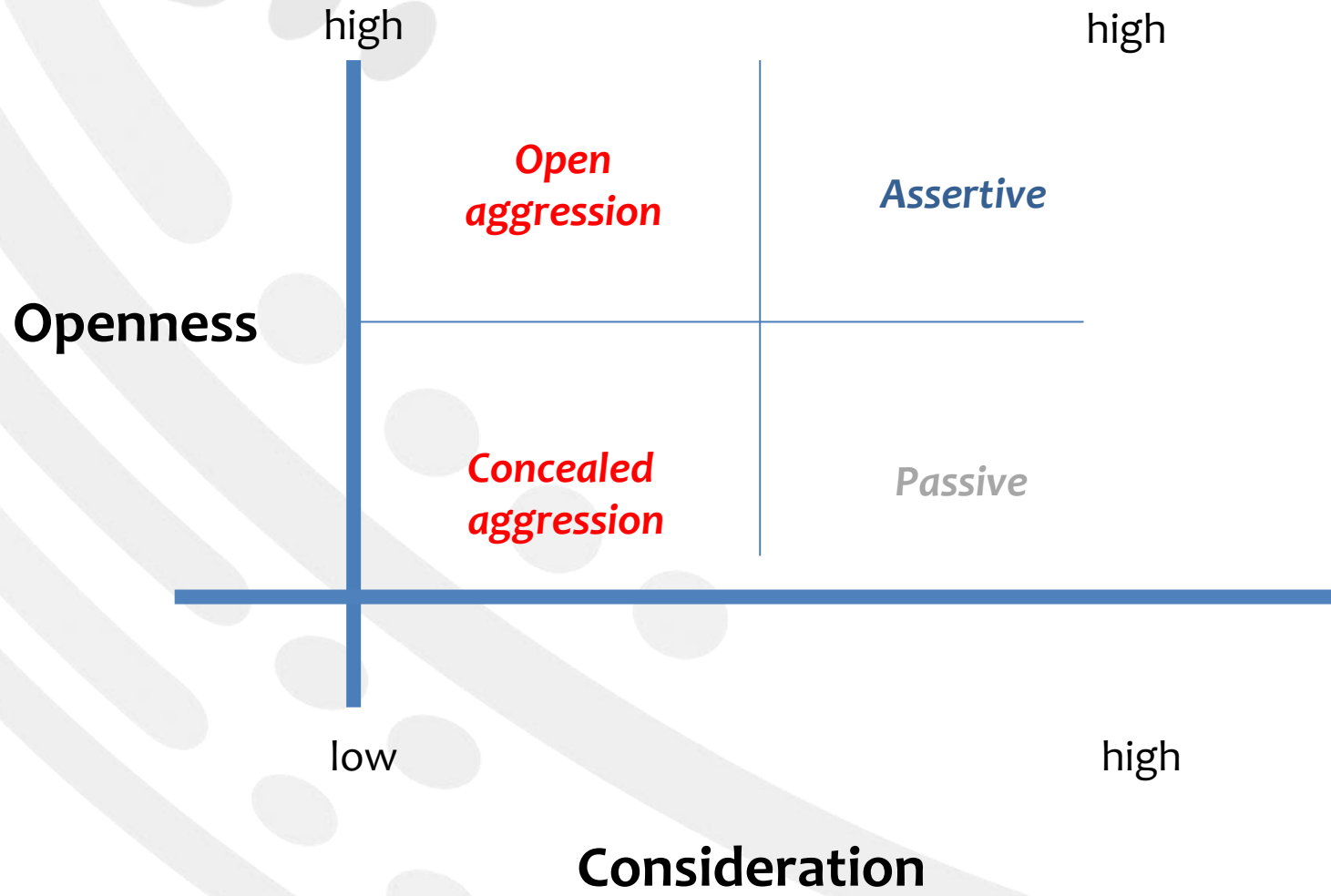
**Compassion**



# Behaviours used to persuade



**Attentiveness**  
**Trustworthiness**  
**Wisdom**  
**Assertiveness**  
**Intelligence with humour**  
**Passion**  
**Direction with committed ambition**  
**Addressing individual needs**  
**Nurturing others**



**Attentiveness**

**Intellectual flexibility**

**Encouragement**

**Behaviours that promote wellbeing and performance in others**

**Resolve conflicts/intelligent kindness**

**Reliability/  
trust**

# Message

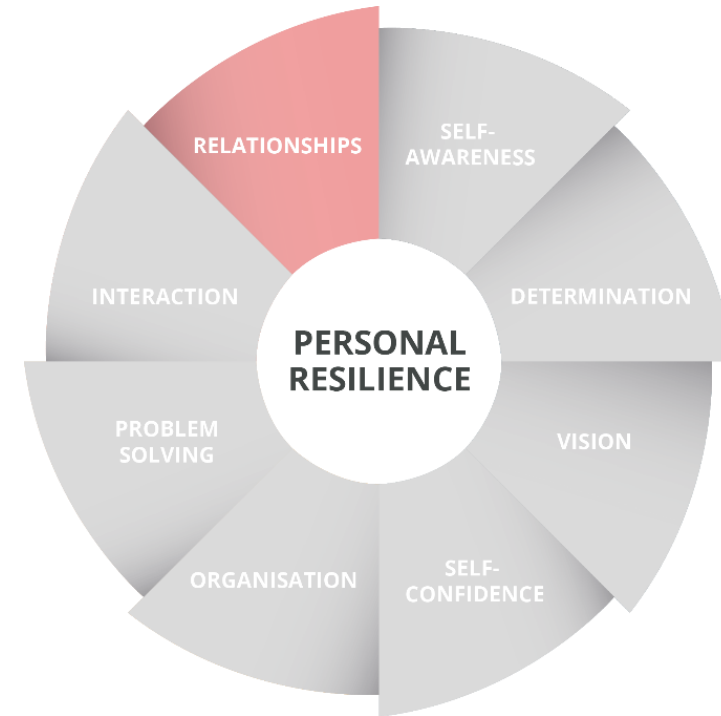
**Interaction plays to self-esteem,  
self-efficacy, and control**



# Relationships



Relationships are the bedrock of survival.



# Message

## Relationships boost fun

# Strong and important relationships

Team member	Importance Very = 5 Not very = 1	Strength Very = 1 Not very = 5	Score Multiply Importance and Strength <small>(Scores 12 and above need attention)</small>
Susan	2	3	6 (not important)
James	5	3	15 (needs attention)
Samantha	4	2	8 (OK)
William	3	1	3 (not very important)
Lucy	4	4	16 (needs attention)
John	3	2	6 (not very important)
Jane	5	2	10 (OK)



# Relationships



# Relationships

**A:** My expectations of you are .....



**B:** What are your expectations of me.....

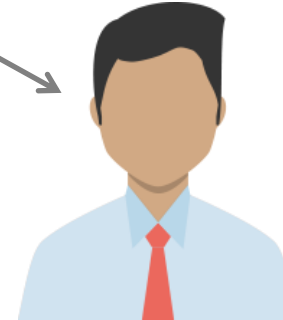


You

**C:** What are your expectations of me.....



**D:** My expectations of you are.....  
And your expectations of me are.....



# Message

# Relationships play to self-esteem

# Summary:

## Strengthen your resilience:

- Always think and believe you are a fabulous person
- Always think and believe you can achieve the big things in life
- Always try to keep an open mind about everything
- Always try to stay tranquil, peaceful and calm
- Always be attentive to other people.



# Programme



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# MAS products



## for the prevention of stress at work

✓ Leader and adaptive leadership development

✓ Transforming managers into leaders

✓ Organisation development adopting:

✓ The WellBeing, Resilience and Performance Agenda

Development of a psychologically healthy and mental fit place to work



Development of a psychological safe and healthy working environment



✓ A positive work culture development:

✓ Outcomes led and values driven

✓ Psychological Responsibility

✓ Senior team and Team development

✓ Organisation and team resilience

✓ Personal resilience development

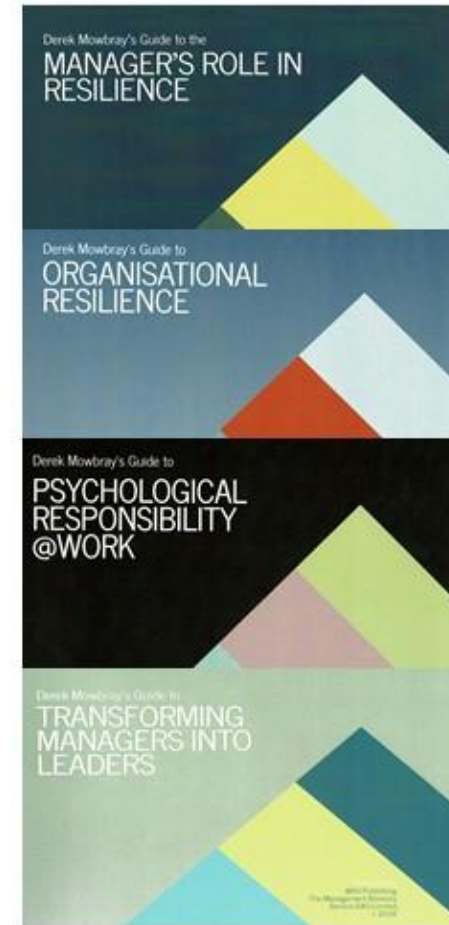
# MAS services



## for the prevention of stress at work

- ✓ Consultancy and advice on topics linked to products
- ✓ Mentor on topics linked to products
- ✓ Facilitation of workshops, action learning sets, development groups:  
Programmes linked to products
- ✓ Conference or large group presentations:  
Topics linked to products
- ✓ Training in 'taking your training remote'
- ✓ Train the Trainer programmes
- ✓ eLearning programmes linked to products
- ✓ Mediation; conflict resolution

# The Mowbray Guides



# The WellBeing, Resilience and Performance Agenda

# Thank you

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