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## RESILIENCY

*The process of adapting well in the face of adversity, trauma, tragedy, threats, serious health problems, relationship problems, financial problems, and workplace stressors.*

- We live in a world of whirlwind change, where technology creates information overload and non-personal connecting, and where the lines between work and personal life are blurred. In today's environment there is often the expectation that we do more with less, there is less time and attention for "self-care", a sense of lack of control and less social affiliation.
- In addition, health care professionals often must deal with physically and emotionally demanding work, staff shortages, ongoing budget cuts, long hours and increases in mandatory documentation
- Added to this "new normal" are the threats businesses face of workplace violence, natural disasters, terrorism and bioterrorism, and most recently, the possibility of pandemic or avian flu.
- The ability to recover from a disaster or critical incident is dependent upon the preparedness of individuals and organizations to respond to the event and their respective resiliencies.

As a result it is important to understand resiliency and support and build resilient environments.

### What is resiliency?

Simply put, resiliency is the ability to bounce back in stressful situations and recover after a crisis or adverse situation.

Resiliency is learned behavior. It is behaviors, thoughts, and actions that can be developed by anyone. Resiliency qualities develop out of every day practical habits that become reflexes when resiliency is necessary.

- The ability to "bounce back" from adversity
- It is ordinary, not extraordinary. More common than not
- It isn't the absence of difficulty or stress
- It often involves considerable emotional stress
- It is going through, not around stressors
- Situations that test resilience: 1) life threatening trauma 2) everyday "slings and arrows"

For businesses it refers to how well the organization can resume its operations.

For individuals resiliency refers to the ability to

- cope well with high levels of ongoing disruptive change;
- sustain good health and energy when under constant pressure;
- bounce back easily from setbacks;
- overcome adversities;
- change to a new way of working and living when an old way is no longer possible; and
- do all this without acting in dysfunctional or harmful ways.

by [Al Siebert, PhD](#), author of [The Resiliency Advantage](#)

<b>Characteristics of Resilient People</b>	<ul style="list-style-type: none"><li>▪ A belief in continuous learning</li><li>▪ Maintain a good personal/professional network of support</li><li>▪ Flexible</li><li>▪ Know and express feelings</li><li>▪ Healthy dependence on others</li><li>▪ Emotional intelligence</li><li>▪ Creativity</li><li>▪ Manage stress effectively</li><li>▪ Handle change well</li><li>▪ Coping skills</li><li>▪ Learned optimism</li><li>▪ Thrive under pressure</li><li>▪ Bounce back from setbacks</li><li>▪ Internal locus of control</li><li>▪ Personal insight</li><li>▪ Independent spirit</li><li>▪ Ability to depend on others</li><li>▪ Feel work contributes to organizational success</li><li>▪ Use resources</li><li>▪ Feel control over environment and feels supported by the work environment</li><li>▪ High tolerance for pain, uncertainty, and ambiguity</li></ul>
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**RESILIENCY AND RECOVERY GUIDING PRINCIPLES**

Recovery is also highly dependent on the preparedness and resiliency of individuals and organizations whose responsibility it is to ‘rescue’ others in times of great need and stress – the responders. Regardless of the specific role in a disaster, respondent or survivor, it is useful to keep the following principles in mind.

- ◆ No one who experiences a disaster is untouched by it.
- ◆ Most people pull together and function during and after a disaster, but their effectiveness is diminished.
- ◆ Mental health concerns exist in most aspects of preparedness, response and recovery.
- ◆ Disaster stress and grief reactions are “normal responses to an abnormal situation.”
- ◆ Survivors respond to active, genuine interest and concern.
- ◆ Disaster mental health assistance is often more practical than psychological in nature (offering a phone, distributing coffee, listening, encouraging, reassuring, comforting).
- ◆ Disaster relief assistance may be confusing to disaster survivors. They may experience frustration, anger, and feelings of helplessness related to Federal, State, and non-profit agencies’ disaster assistance programs. They may reject disaster assistance of all types.

*CDC, “Resiliency & Disaster Mental Health for Responders: Key Principles, Issues & Questions”*