

A conversation about possibility



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**Building resilience and
avoiding burnout**

Session overview

- Wellbeing and resilience – what do these mean to you?
- How can you stay in control of situations and out of 'drama'
- Different perspectives and points of view, why two people never see things from each other's perspective
- What are you like when you're functioning well, and when you're not
- Creating a mini WRAP (Wellness Recovery Action Plan) on what trigger points you have that affect your resilience and what you can do about those
- The Neuroscience of your stress response!

Wellbeing / Resilience & Burnout

What do these words mean to you?



So what can you control?

Taking control of the situation

At Effect

- It's happening TO me
- Outside my control
- Stuck in the emotion, in drama
- See limited choice as to what to do next
- Focussing energy on things you can't impact
- Taking responsibility for other people
- Problem focussed

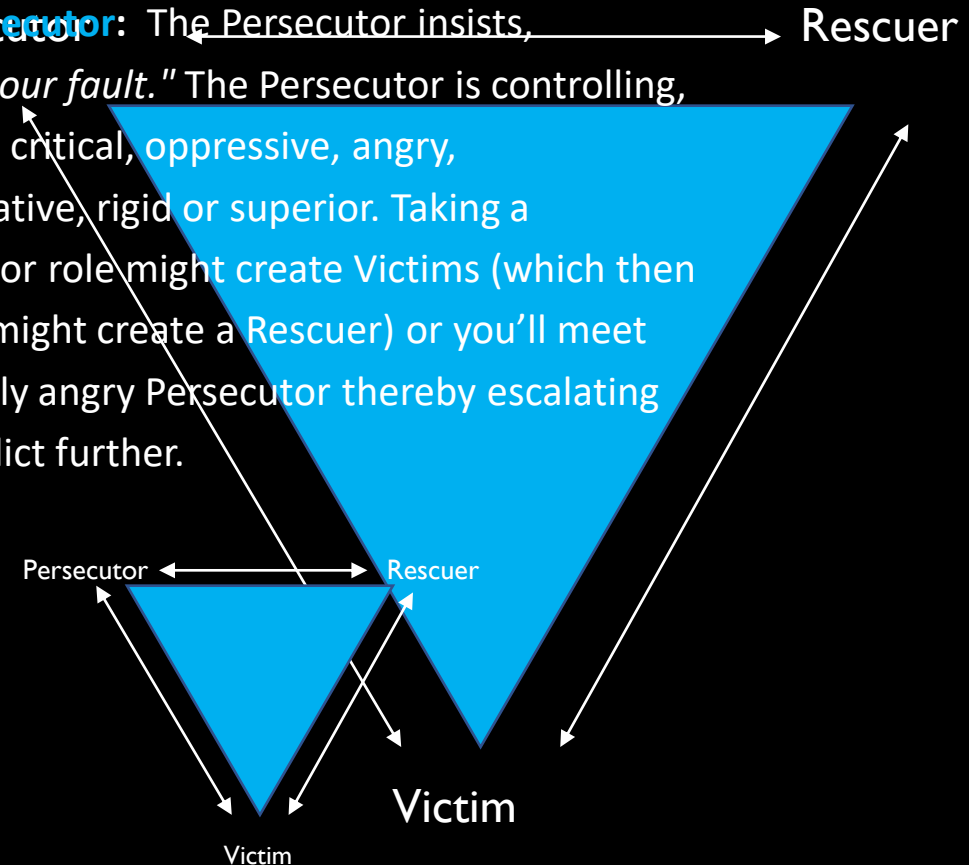
The Drama Triangle and being at effect

The Victim: The Victim's stance is *"Poor me!"*

The Victim feels victimised, oppressed, helpless, hopeless, powerless, ashamed, and seems unable to make decisions, solve problems, take pleasure in life, or achieve insight. The Victim, if not being persecuted, will seek out a Persecutor and also a Rescuer who will save the day but also perpetuate the Victim's negative feelings.

The Rescuer: The rescuer's line is *"Let me help you."* A classic enabler, the Rescuer feels guilty if they don't go to the rescue. Yet their rescuing has negative effects: It keeps the Victim dependent and gives the Victim permission to fail.

The Persecutor: The Persecutor insists, *"It's all your fault."* The Persecutor is controlling, blaming, critical, oppressive, angry, authoritative, rigid or superior. Taking a Persecutor role might create Victims (which then in turn, might create a Rescuer) or you'll meet an equally angry Persecutor thereby escalating the conflict further.



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At Cause

- It's happening
- What are the variables I can influence?
- Stepping back from the emotion to connect with advice and logic
- What can I do next, given where I am?
- Focussing energy on the things I can impact
- Taking responsibility for myself
- Solution focussed

Cause = Moving to a winner's triangle

The Self-Enabler

Is vulnerable and not defensive

- Shares their real feelings
- Celebrates their achievements
- Takes responsibility for their own thoughts and actions
- Gives themselves good feedback
- Ask themselves 'What do I want' and 'bearing in mind what I can control, what steps can I take to get there?'

The Facilitator

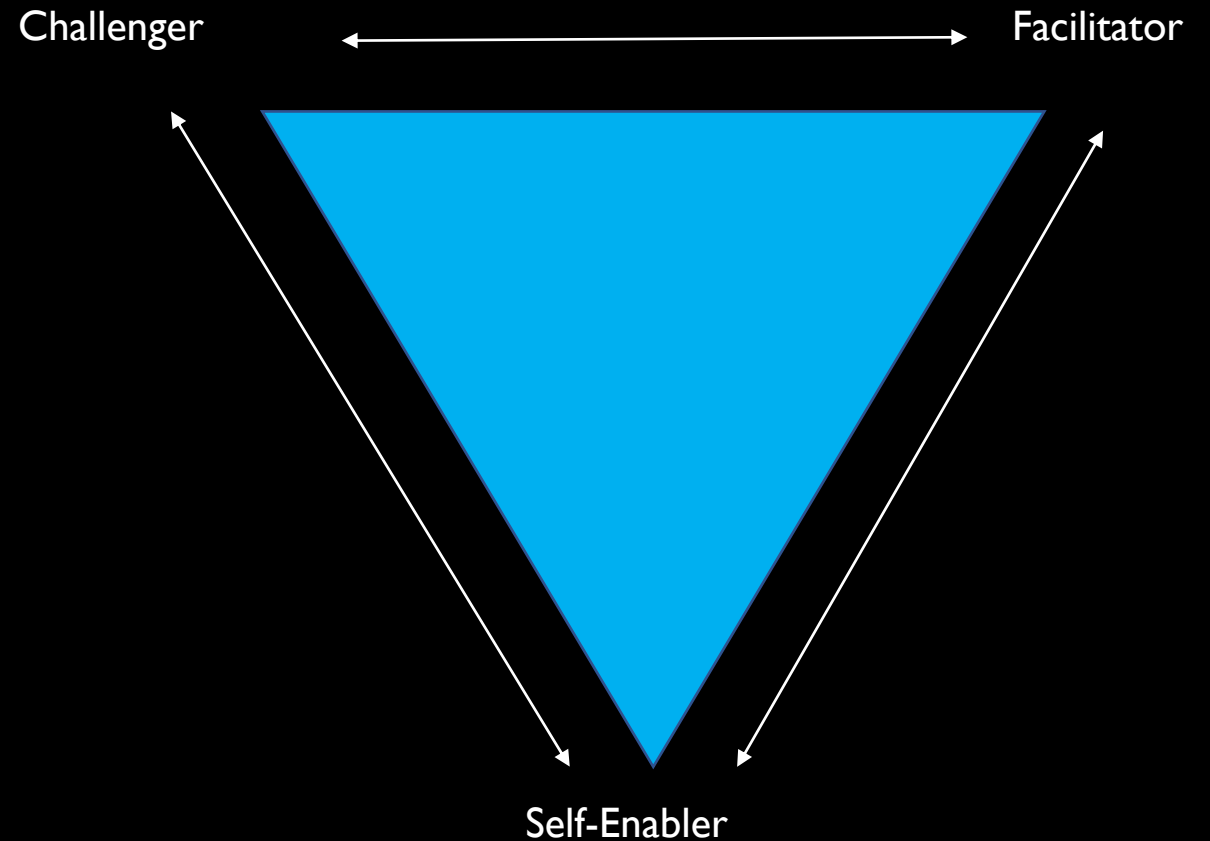
Is supportive and help the other figure out their own solutions

- Acknowledges other's ability to think for themselves
- Is aware of inferential listening
- Will use their skills to coach others to find their own way and resources

The Challenger

Gives feedback in order for others to learn and develop

- Asks clearly for they want personally
- Is curious about people's map and respects it
- Is assertive and non-judgemental



**When are you more at
effect of a situation?
When are you more at
cause and in control?**





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Changing your own beliefs

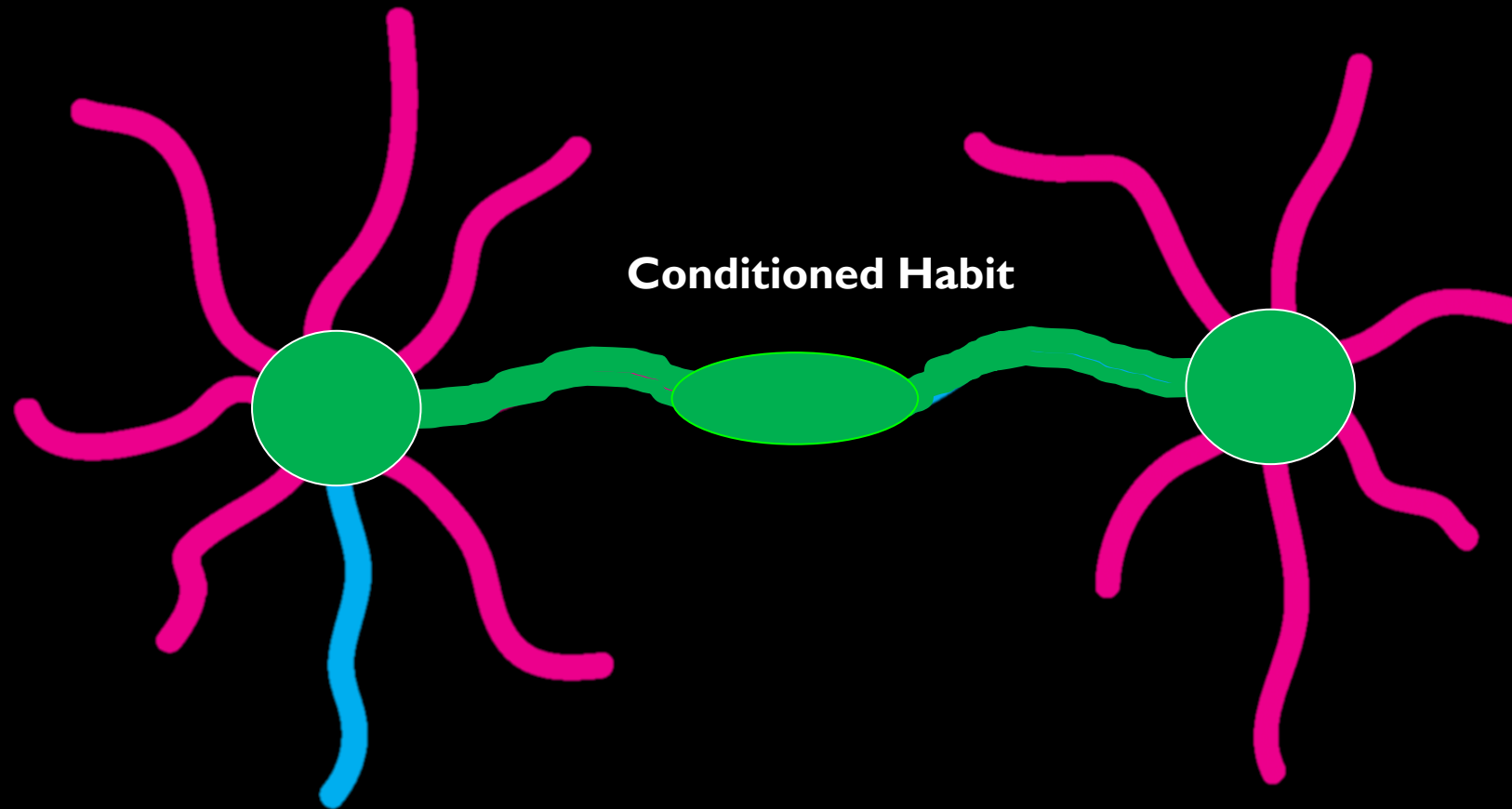


Becoming Fully Response-Able

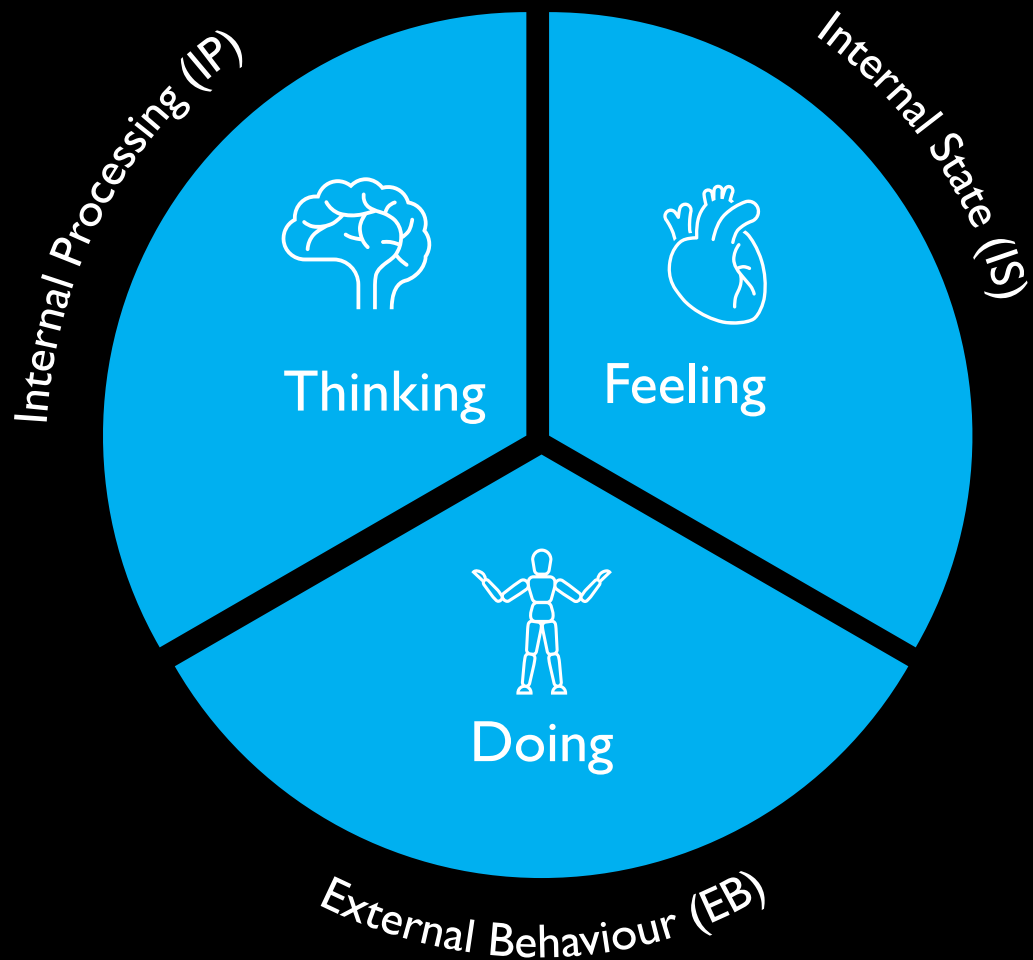
- Everything begins with a **thought**
- It is our thoughts about life that create our **feelings**
- Our thoughts and feelings together influence our **actions** and behaviour
- Our **repeated** thoughts, feeling and actions become **habits**
- Our habits shape our **life results**
- If we are un-aware we **re-act** without conscious consideration



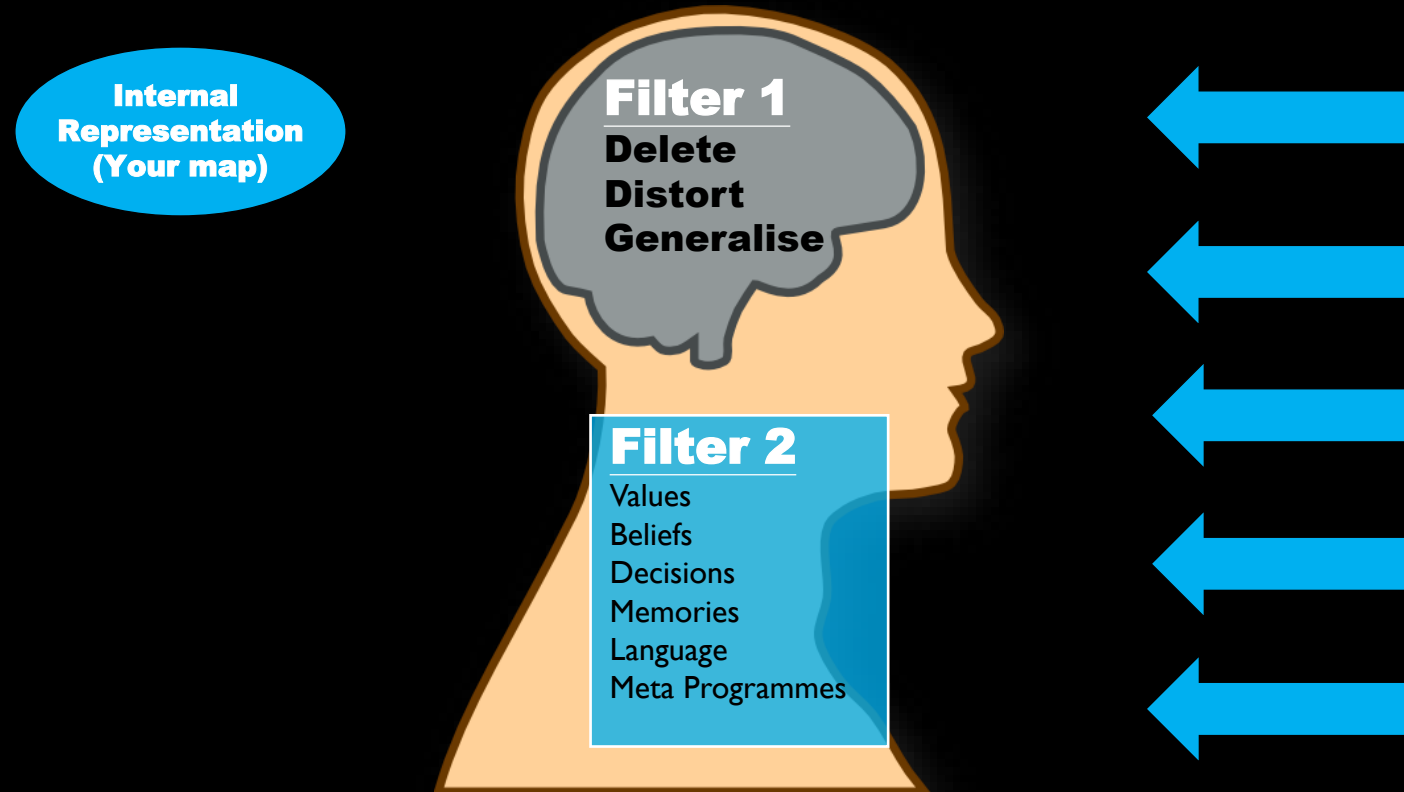
Becoming Fully Response-Able



Becoming Fully Response-Able



How we process information



Derek Shivers TED Talk

https://www.ted.com/talks/derek_sivers_weird_or_just_different

The Map is not the reality



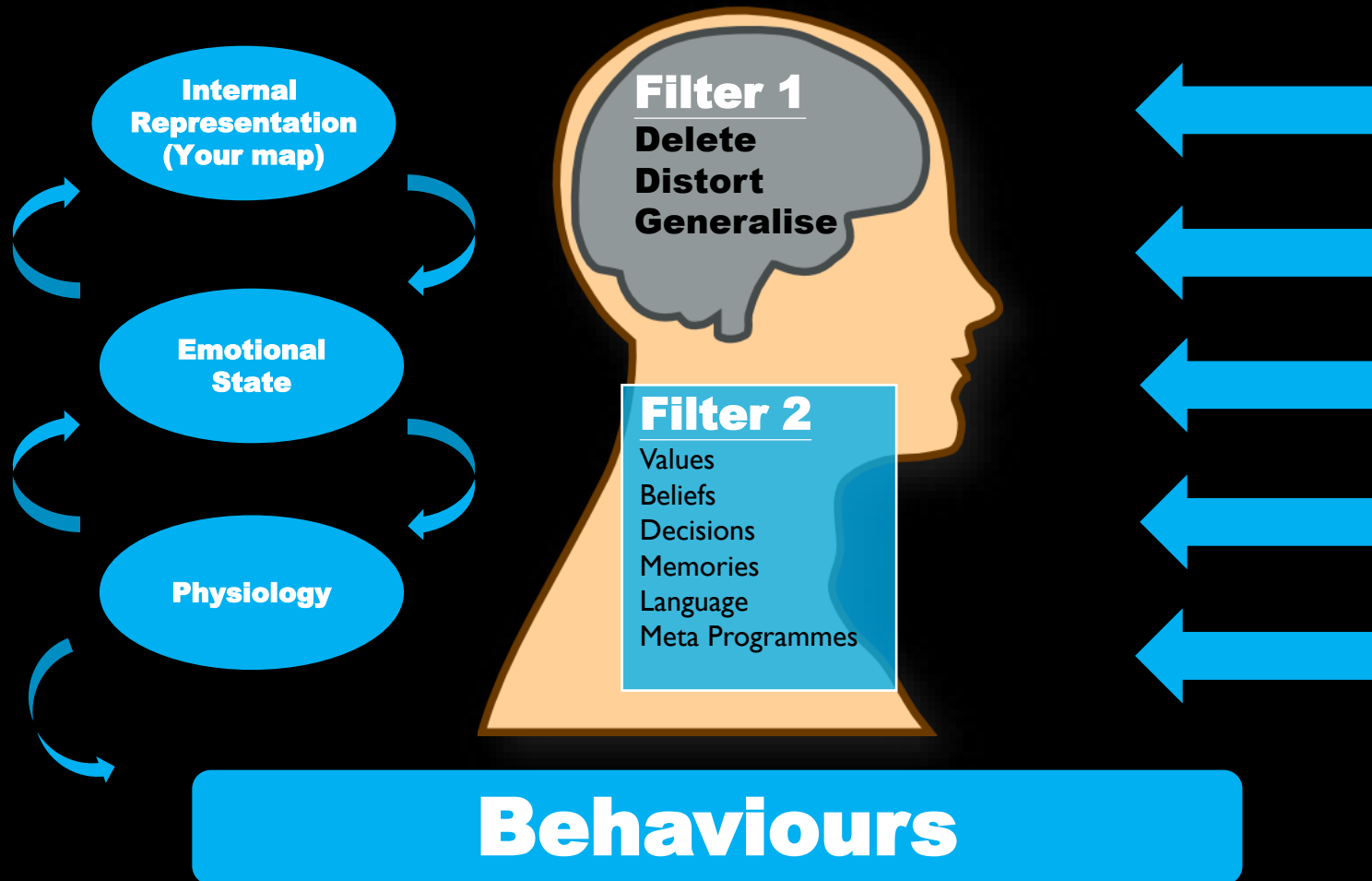
The Map is not the reality





**You are reacting to your map of
reality and not reality itself**

How we process information



A few things to remember



We all have a different Points of View (Map)

People respond to their version of reality and not reality itself



Respecting people's map of the world



**Watch your
BUTS**



**What are you like when
you're well and working at
your best?**

And when you're not?

Wellness Recovery Action Plan

The Wellness Recovery Action Plan (WRAP®) is a framework with which you can develop and effective approach to overcome unhelpful behaviour patterns linked to physical health and life events/episodes

Part I

The Daily Maintenance Plan

By identifying these, you will have insights into how you are and what you do, giving yourself a baseline or benchmark for what you are like when well or functioning well.

- a) **When I feel well and functioning at my best in my role,
I feel like...**

The Daily Maintenance Plan

b) What I do daily, weekly, monthly to keep myself feeling and functioning as well as possible?

List your daily activities, weekly activities and monthly activities

The Daily Maintenance Plan

- c) What I need to do less of every day, week or month to keep my overall sense of wellbeing at a level I'm happy with:**

List the daily activities, weekly activities and monthly activities you want to do less of

- d) These are things I know I need to do to sustain my wellbeing and effective functioning, but I do not do them:**

Part 2 - Identifying the Triggers



Part 2

Identifying the Triggers

Triggers are **external** things that happen that cause an **internal** reaction within us, these triggers are likely to set off a chain of uncomfortable or unhelpful behaviours, thoughts or feelings.

a) **What are some of the things (situations, news, people, 'drama', places etc) that trigger a decline in my wellbeing?**

Planning for and managing triggers

b) Action plan:

- i. What **can you do** about the triggers you noticed during the Neuro-Logical levels walkthrough exercise?
- ii. **Avoiding** your triggers: What can you do to avoid or limit exposure to things that trigger you?
- iii. **Managing or coping** with triggers when they occur: What can you do when you are triggered to prevent things from getting worse?

Part 3

Early Warning Signs

Early warning signs are the subtle signs which indicate that things are starting to decline with either your health, wellbeing or life situation.

This is a stage where you can take action to avoid symptoms from worsening and getting back on track with your daily maintenance.

- a) Recognition-What are your early warning signs? What subtle changes can you detect in your thought processes and behaviours?**

Early Warning Signs

Often when we have an issue, we are focussing on the bigger picture rather than what is actually happening, also we can get stressed as the solution also seems like it's impossible to reach.

The following questions can be helpful if this happens.

- What specifically am I doing that is causing decline?
- Who did I see/speak to that caused the decline?
- How do I know I am declining?
- What happened just before the decline?
- Where was I when I noticed this?

Early Warning Signs

b) Action Plan

What can you do about this?

What action can you take when you recognise these early warning signs?

Part 4 - When things are breaking down or getting worse

This is when despite all best efforts to get back on track and effectively undertaking your daily maintenance plan, things have declined to a point when you need to take action. This is usually the stage before a crisis occurs and the time where all the key concepts (in particular taking personal responsibility and self advocacy) are crucial.

a) Recognition

How do you think, feel and behave when the situation has become uncomfortable or even serious?

Part 4 - When things are breaking down or getting worse

b) Action Plan

When things have progressed to this stage, what needs to happen to reduce these difficulties and prevent things from getting worse?

**What do you know
now about supporting
yourself to be well
when working at your
Practice?**



and
breathe

PARASYMPATHETIC

NERVOUS SYSTEM

"rest and digest" response

- Constricts pupils
- Increases saliva production
- Decreases heart rate
- Indirectly dilates blood vessels
- Constricts bronchi
- Decreases blood flow to skeletal muscles
- Increases stomach and intestine motility, increases blood flow to GI tract, and increases digestive enzyme secretion
- No involvement
- No involvement
- Contracts bladder



SYMPATHETIC

NERVOUS SYSTEM

"fight or flight" response

- Dilates pupils to enhance far vision
- Decreases saliva production
- Increases heart rate
- Constricts blood vessels, increases blood pressure
- Dilates bronchi to allow more air into lungs
- Increases blood flow to skeletal muscles
- Reduces stomach and intestine motility, diverts blood flow away from GI tract, and reduces digestive enzyme secretion
- Release glucose to increase blood sugar
- Stimulate adrenal glands to secrete stress hormones
- Relaxes bladder

Taking a deep breath can activate the parasympathetic nervous system, also known as the "rest and digest" response, which counteracts the "fight or flight" response activated by the sympathetic nervous system.

The act of deep breathing can stimulate the vagus nerve, which plays a key role in regulating the parasympathetic nervous system, leading to a reduction in heart rate, blood pressure, and stress levels. This can improve overall relaxation and well-being.



What can you take away from today?



“My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style.”

MAYA ANGELOU

Support available for your Organisation

- Meeting Facilitation
- 1:1 or Group Coaching for senior leaders
- Training sessions for your team on a range of topics to improve their personal communication and resilience.

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