



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## Trauma-Informed Care Innovation Community: Promoting Resilience

Presenters:

Linda Ligenza, LCSW, CIHS

Karen Johnson, LCSW, National Council

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# Setting the Stage: Today's Moderator



Madhana Pandian  
Associate

SAMHSA-HRSA Center for Integrated Health Solutions

**Slides for today's webinar will  
be available on the CIHS  
website:**

[www.integration.samhsa.gov](http://www.integration.samhsa.gov)

**Under About Us/Innovation Communities**

# Our format:



## Structure

Presentations from experts

## Polling You

At designated intervals

## Asking Questions

Responding to your written questions

## Follow-up and Evaluation

Ask what you want/expect  
and presentation evaluation

# Listserv

Look for updates from:  
[trauma\\_informed\\_care\\_ic](#)

# Linda Ligenza, LCSW SAMHSA-HRSA Center for Integrated Health Solutions – TIC IC Facilitator



# **Karen Johnson, LCSW**

## **Director of Trauma-Informed Services, National Council for Behavioral Health**

- **19 years working in child welfare and community-based mental health**
- **Certified in the Child Trauma Academy's Neurosequential Model of Therapeutics**
- **Parent of an adult child with severe and chronic mental illness**



# Webinar Agenda

This webinar will use an interview style to answer questions about resilience such as:

Definition

Characteristics

Latest research

Practical strategies for promoting resilience in both clients and staff



# Poll Question

What do you hope to get out of this webinar?

Please use the chat box to enter your brief response

# Poll Question

What words would you use to define 'resilience'?

Please enter one or two words into the chat box

**Can you define and describe elements of resilience?**

# Defining Resilience

Ability to adapt well  
to stress, adversity,  
trauma or tragedy



# FACTS about Resilience

- Foster hope
- Act with purpose
- Connect with others
- Take care of yourself
- Search for meaning

# What do we know from research on resilience?

# What the research tell us about resilience

Researchers increasingly view resilience not as a fixed attribute but as an alterable set of processes that can be fostered and cultivated (Masten, 2001; Pardon, Waxman & Huang, 1999).

Researchers emphasize the interactive processes – between the individual and environment and between risk and protective factors – as the crucial underpinnings of developing resilience

**Can you talk about risk and protective factors associated with resilience?**



## Risk Factors

- ACE's
- Poverty
- Racism
- Intergenerational trauma
- Lack of support
- Isolation
- Hopelessness
- Difficulty regulating emotions
- Poor self-confidence
- Poor problem solving skills

## Protective Factors

- Optimism
- Faith
- Sense of meaning
- Self-efficacy
- Flexibility
- Emotional regulation
- Empathy
- Close relationships
- Spirituality
- Effective problem solving

# What the research tell us about promoting resilience

- Creating supportive adult-child relationships;
- Building a sense of self-efficacy and perceived control;
- Providing opportunities to strengthen adaptive skills and self-regulatory capacities;
- Mobilizing sources of faith, hope, and cultural traditions.

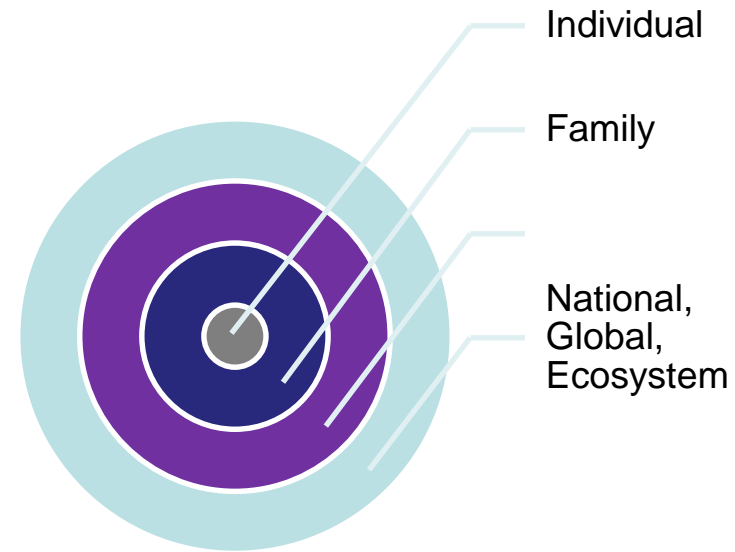
**Supportive Relationships and Active Skill Building Strengthen the Foundations of Resilience (Center for Developing Child, Harvard University)**

# What should staff know about resilience?

# RESILIENCE OCCURS AT ALL LEVELS

A universal capacity which allows a person, group, or community to prevent, minimize, or overcome the damaging effects of adversity.

Dr. Edith Grotberg



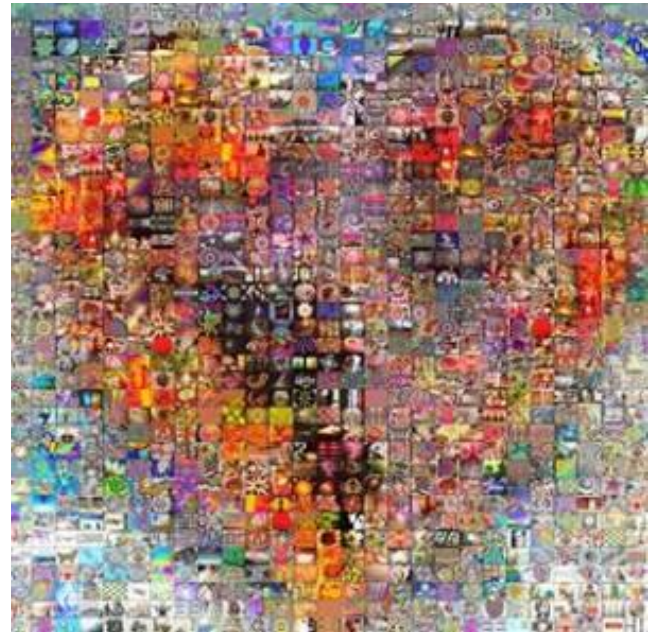
# Healing Happens in Relationships



# ***“Keep the Human in Human Services”***

## ***Dr. Pat Deegan***

Honor voice and choice  
Talk less  
Listen more  
Partner with people  
Request feedback  
Ensure comfort



# What Hurts and What Helps?

## The importance of *relationships*

### WHAT HURTS?

- Interactions that are humiliating, harsh, impersonal, disrespectful, critical, demanding, judgmental

### WHAT HELPS?

- Interactions that express kindness, patience, reassurance, calm and acceptance and listening
- Frequent use of words like PLEASE and THANK YOU

# The importance of our *attitudes and beliefs*

## WHAT HURTS?

- Asking questions that convey the idea that “there is something wrong with the person”
- Judgments and prejudices based on cultural ignorance
- Regarding a person’s difficulties only as symptoms of a mental health, substance use or medical problem

## WHAT HELPS?

- Asking questions for the purpose of understanding what harmful events may contribute to current problems
- Understanding the role of culture in trauma response
- Recognizing that *symptoms* are often a persons way of coping with trauma or are adaptations



# Use a “Trauma Lens” to better understand a child or adult’s behavior

A shift in perspective from:

*“What is wrong with this person?”*

to

*“What has this person been through?”*

# Bringing up the topic of resilience

- Screen and assess for trauma
- Connect trauma to health, mental health, SA issues
- Teach that these are understandable reactions to abnormal situations
- Educate about triggers
- Explore persons strengths associated with surviving and coping
- Educate about resilience and teach skills

# **We all matter!**

Every contact with a client and with each other will affect us in one of two ways

***1. Contribute to a safe and trusting healing environment***

OR

***2. Detract from a safe and trusting environment***

# What are some ways to build resilience?

# Promoting Individual Resilience

Five essential elements:

- Safety
- Calming
- Efficacy
- Hope
- Connectedness

*(Disaster Literature, Hobfoll et al)*

# Ten Ways To Build Resilience

- Develop a good attitude
- Develop self awareness
- Develop emotional regulation
- Develop optimism
- Use social supports
- Use Humor
- Exercise
- Consider spirituality
- Persevere
- Be patient with yourself and just do your best

(Bonanno, Galea, Vlahov, 2009)

# Promoting Resilience: Tips

Use individual or group approaches to help clients:

- Make realistic plans and take steps to carry them out
- Maintain a positive self-image and confidence in own abilities
- Utilize effective communication skills
- Manage emotions, impulses and stress
- Focus on finding solutions
- Make connections
- Maintain a hopeful outlook
- Develop or maintain a strong belief system
- Practice effective self-care
- Look for opportunities for self-discovery and finding meaning

# Examples of tools that can be taught

- Emotional regulation techniques such as breathing exercises (Seeking Safety)
- Self-care such as sleep hygiene, good nutrition, exercise
- Cognitive approaches, visualization or meditation
- Body work such as yoga, massage
- Creating a quiet, safe, comfortable space
- Music, art, dance and other creative endeavors
- Connecting with supportive family/friends
- Group support (spending time with those who have similar experiences)
- Spiritual rituals
- Pleasurable activities



# What are some practical strategies used to promote resilience?

# Language Of Resilience

- Vocabulary reinforces feelings and beliefs
- Helps guide behavior
- Leads to greater options for acting
- Allows us to be able to recognize resilience in self/others

# Three Statements of Resilience

I Have...

= safety & security: core for developing resilience

I Am...

= safety & security: core for developing resilience

I Can...

= mastery, sense of future

*Strengthening the Human Spirit by Edith Grotberg, PhD 1995*

# I Have (external supports)

- People around me I trust and who love me, no matter what
  - People who set limits for me so I know when to stop before there is danger or trouble
  - People who show me how to do things right by the way they do things
  - People who want me to learn to do things on my own
  - People who help me when I am sick, in danger, or need to learn
- = safety & security: core for developing resilience

# I Am (internal, personal strengths)

- A person people can like and love
  - Glad to do nice things for others and show my concern
  - Respectful of myself and others
  - Willing to be responsible for what I do
  - Sure things will be all right
- = inner strength or hope; feelings, attitudes and beliefs within the child

# I Can (social/interpersonal skills)

- Talk to others about things that frighten me or bother me
  - Find ways to solve problem that I face
  - Control myself when I feel like doing something not right or dangerous
  - Figure out when it is a good time to talk to someone or to take action
  - Find someone to help me when I need it
- = mastery, sense of future

# Be Attentive to All Language



“Non-compliant”

“Manipulative”

“No show”

“Resistant”

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**Jargon**

# How can we build resilience in staff?



# Five key ways to build a resilient team

1. Model your own personal resilience
2. Encourage autonomy and flexibility
3. Help employees manage change
4. Provide opportunities for ongoing learning
5. Help employees find a sense of meaning in their work

Succeeding as a Manager: Five Ways to Build A Resilient Team (2006, Ceridian Corporation)

# Psychologically Healthy Workplace

1. Employee involvement
2. Work-life balance
3. Employee growth and development
4. Health and safety
5. Employee recognition

American Psychological Association:

<http://www.phwa.org/intheworkplace/index.php>

# Staff Resilience

## *Transforming Compassion Fatigue into Compassion Satisfaction:*

### **Top 12 Self-Care Tips for Helpers**

By Françoise Mathieu, M.Ed., CCC., Compassion Fatigue Specialist

1. Take stock of what's on your plate
2. Start a self-care idea collection
3. Find time for yourself every day – Rebalance your workload
4. Delegate - learn to ask for help at home and at work
5. Have a transition from work to home
6. Learn to say no (or yes) more often
7. Assess your trauma inputs
8. Learn more about Compassion Fatigue and Vicarious Trauma
9. Consider joining a supervision/peer support group
10. Attend workshops/professional training regularly
11. Consider working part time (at this type of job)
12. Exercise

# Poll Question

What strategies have you used to promote staff resilience?

# Staff Resilience: Tips for Supervisors

- Walk around the office to check in on staff and ask how they are doing that day or if they need anything
- Suggest that staff take mini breaks throughout the day to get fresh air, have a snack, stretch
- Engage staff in team huddles, meetings to debrief and allow for support of each other
- Empower staff to start their own staff support group
- Ensure that staff has opportunities for learning inside and outside of the work setting. Feeling competent to do one's work reduces stress
- Give staff the tools and resources they need to do their jobs
- Celebrate individual and collective successes

# Next Steps

- Educate all staff about resilience
- Teach staff strategies and skills to promote resilience
- Include staff voice
- Examine your environment (signage, safety, comfort)
- Revise policies, procedures, documentation (language)
- Promote staff self-care through supervision, policies, practices
- Build community partnerships

# Poll Question

Did you learn something you plan to use after this webinar?

Use the chat box to write one thing you will use

# Scientific Article

## Supportive Relationships and Active Skill-Building Strengthen the Foundations of Resilience: Working Paper No. 13

<http://46y5eh11fhgw3ve3ytpwxt9r.wpengine.netdna-cdn.com/wp-content/uploads/2015/05/The-Science-of-Resilience2.pdf>

National Scientific Council on the Developing Child  
Center on the Developing Child-Harvard University



# Magazine Article

How People Learn to Become Resilient – New Yorker Magazine

<http://www.newyorker.com/science/maria-konnikova/the-secret-formula-for-resilience>

*Succeeding as a Manager: Five Ways to Build a Resilient Team*

<http://people.rice.edu/uploadedFiles/People/TEAMS/Succeeding%20as%20a%20Manager-%20Five%20Ways%20to%20Build%20a%20Resilient%20Team.pdf>

# Resources

- Resilience Trumps ACE's
- Resilience Cookbook
- Transformational Resilience

# Resilience Scales (Adults)

Conner Davidson Scale (CD-RISC)

Wyff Well being Index

# Questions

# Webinar Schedule

Webinar Number	Date	Time
July #7	Jul. 21	2 - 3pm
August #8	Aug. 17 and 18	2 - 3pm

**Thank you for joining us today!**

**Please take a moment to provide  
feedback by completing the survey at  
the end of today's webinar**

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