Manage your resilience to improve your performance

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Managing your energy, enhancing your Resilience
What is Resilience?

The ability to be successful, personally and professionally, in a pressured, fast-paced and continuously changing environment.
Attributes of a resilient individual

• Proactive
• Focused
• Organised
• Adaptable
• Energetic
• Engaged
• Creative
• Initiative
Increased Pressure

- More competitive environment
- Two careers per family
- Increasing pace of work – need for quick decisions
- Significant, fast and continuous change
- Economic demands to work more effectively and efficiently
- Role Insecurity
- Family and Childcare responsibilities
- Do More With Less
- Competing Demands and Priorities
- Learning New Skills for role
- Studying to keep up to date at home
- Budget Constraints and Limited Resources

Economic demands to work more effectively and efficiently
Warning signs for stress

**Symptoms – What a person feels under pressure:**
- Can't concentrate
- Indecisive
- Memory lapses/errors
- Anger
- Anxiety
- Insecurity
- Moodiness
- Sensitivity
- Headaches
- Tension
- Tired but can't relax

**Signs What you might observe:**
- Inconsistent performance
- Uncharacteristic errors
- Indecisiveness
- Mood changes
- Tiredness
- Irritability
- Poor timekeeping / Absence
- Avoidance / Overcompensating
- Loss of perspective
- Memory lapses / Poor concentration
- Resistance to change
- Changes in smoking/alcohol/eating pattern
Pressure Performance Curve – recognising stress / strain signals

**Boredom:** Poor performance

**Comfort Zone:** Steady performance carrying out the tasks you are confident in performing

**Stretch:** This is the zone of maximum performance when you are energised and focused ready to meet a new challenge. But it is unrealistic to think you can remain in this zone indefinitely, you need to recharge your battery in the comfort zone to sustain your performance long term

**Strain:** fatigue, poor judgement and decision making

**Overwhelmed:** exhaustion, serious health issues, burnout

Where are you or your team on this curve?

Source: Williams, 1994
Recognising stress and strain signals

- Missing / late for meetings / missing deadlines
- Arriving late
- Increased working from home
- Impatient / irritated / unusually emotional
- Lack of willingness to socialise
- Missing lunch
- Unfocused, disorganised
- Over compensating or avoidance
The pressure performance curve shown visually shows what we are aiming for when we talk about resilience.

It works like this:

- England cricket team playing a county match = Comfort
- England playing Australia = Stretch
- England playing back to back games with Australia and Pakistan = Strain/Crisis

Think about a time when you were in the comfort zone? What were you doing at the time? What did it feel like?
Think about a time when you were in the stretch zone? What were you doing at the time? What did it feel like?

These are the sensations/feelings you need to be aware of to manage your resilience.

We will often spend part of the day in stretch and part in comfort – maybe boredom. But what we’re looking for is where we are spending the *majority* of our time. The best way to ensure you are healthy and resilient is to **navigate the curve**. Aim for time spent doing stretch activities balanced against time spent in the comfort zone to re-charge your batteries.
Resilience

- Mental focus
- Enhanced emotional energy
- Enhanced physical energy
Characteristics of Resilient individuals

- Demonstrate adaptability and flexibility, even in adverse situations and environments (mental well-being)

- Draw on other areas of their life to maintain a healthy and balanced perspective (emotional well-being)

- Display confidence, energy and stamina in meeting challenging goals (physical well-being)
What are consequences of low physical energy?

- Feel exhausted and drained
- Can’t do the things I wanted and planned to do
- Can’t concentrate
- Sleepy
- Anxious
- Frustrated
- Angry
Physical energy is fuelled by:

- Nutrition
- Hydration
- Physical activity
- Matching your output to your input and charging your battery with sleep and relaxation
Strategic eating

Meals
- Eat 3 meals a day
- Don’t skip breakfast – eat within 2 hours of waking
- Don’t overeat or under eat, eat just right!
- Pay attention to your portion size

Snacks
- Eat every 3 hours (+/- 1 hour)
- Choose foods with low/moderate Glycaemic Index
- Strive for 100-150 calorie healthy snacks
- More protein for alertness, more carbohydrates for calm
Staying in the zone

Three meals a day:

HIGH

LOW

Strategic eating:

HIGH

LOW

Healthy snacking to stay in the zone
Strategic eating

- Follow the 80:20 rule on a daily basis
- Avoid trans fats
- Drink alcohol in moderation
- Stay well hydrated

Your meals should contain:

- 1 handful protein (20%)
- 2 handfuls of grains (40%)
- 2 handfuls of fruit and veg (40%)
Start to recognise the messages your body gives you and aim for a 3

1. Hungry/Feeling light-headed
2. Stomach grumbling
3. Satisfied = ideal performance
4. Feeling full
5. Feeling drowsy
6. Clothes tight, bloated
Hydration

• Body is 70% water

• Water assists bodily functions and helps to eliminate waste

• Mild dehydration causes headaches, the sensation of hunger and lack of energy

• Drink 6–8 glasses of water per day

• Urine should be clear
Physical activity

• Be physically active including cardio most days of the week

• Do strength resistance training twice a week

• S-t-r-e-t-c-h your muscles

• Recreational activities do count as exercise (even 10 minutes walking counts)
Managing your activity at work

• Movement = Energy

• Every 30–40 minutes do small muscle movements and stop and stretch at your workstation

• Every 90–120 minutes do big muscle movements (walk around the office)

FACT: Exercise prevents mind block so that you return to work with a fresh perspective
Recovery: Recharging your batteries

Sleep
• Quality (REM 90 min cycles)
• Quantity (7–5–9 hours age dependant)

Relaxation exercises (mindfulness)
• Deep Breathing
• Visualisation
• Progressive Muscular Relaxation
Emotional energy

Fuelled by self-awareness with awareness comes self-responsibility and social awareness

Reduced emotional energy can lead to:
• Disconnect / feeling detached
• Fearfulness / feeling anxious
• Disengaged
• Exhaustion / Depression
Managing your emotional energy

By Charles M. Schulz

PEANUTS®

THIS IS MY
“DEPRESSED
STANCE”

WHEN YOU’RE DEPRESSED, IT
MAKES A LOT OF DIFFERENCE
HOW YOU STAND...

THE WORST THING YOU CAN DO
IS STRAIGHTEN UP AND HOLD
YOUR HEAD HIGH BECAUSE THEN
YOU’LL START TO FEEL BETTER...

IF YOU’RE GOING TO GET ANY
JOY OUT OF BEING DEPRESSED,
YOU’VE GOT TO STAND LIKE THIS...
Responsibility is the ability to choose your response to any situation, challenge or opportunity.

Man’s greatest freedom is the ability to choose his response.
Emotional intelligence

Self Awareness

Social Awareness

Self Management

Building Relationships
The windows of a person

<table>
<thead>
<tr>
<th>Open Self</th>
<th>Blind Self</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concealed Self</td>
<td>Unknown Self</td>
</tr>
</tbody>
</table>

- **Known to Self**
  - Feedback

- **Unknown to self**
  - Disclosure

- **Known to others**
  - Arrows pointing to and from Known to Self

- **Unknown to others**
  - Arrows pointing to and from Unknown to Self
**Negative Emotions**
Survival mode

Fearful
Angry
Frustrated
Tense

Exhausted
Hopeless
Sad

**Positive Emotions**
Looking for opportunities

Energised
Relaxed
Carefree
Peaceful

High Energy

Low Energy
Mental Energy

Positive Self Talk

Focus

Organisational Skills
Mental energy relies on your ability to focus

- Use Do Not Disturb, Call Forward, Out of Office, messages to be fully engaged

- Each day think, **what must I do well today**, and do those things first or when energy is highest (so that they don't carry over into your evening)

- Don’t schedule overlapping meetings or meetings that run side by side. Start meetings at 5–10 minutes after the hour or 35–40 after the hour

- Reset outlook calendar default to 45–50 mins. Allowing 10–15 mins for actions/recovery/transition time

- Monthly or weekly, discuss what are the value-added activities that *must* occur and commit to tackle those first, leaving smaller tasks for later. Apply the 80/20 role to your work and spend the majority of time on the most important tasks as opposed to allowing the urgent or easy tasks to dominate time

- Chunk your time prioritising and committing a specific amount of time to tasks

- Work on only one thing at a time; turn off your phone/email and do only one at a time
Prioritise!

**High Priority Tasks**

- High Like
- High Dislike

**Low Priority Tasks**

- Low Like
- Low Dislike

**HINT**: Schedule priority tasks for when your energy is high! Remember the grid should also prioritise the important /urgent tasks too.
What is it that stops you from getting away from the pressure you are currently experiencing to the changes that you want?

• Are any of the obstacles identified within your control?
• Are there any quick wins or daily practices that can be identified?
• Are there any longer term challenges that can be worked towards?

Think about the issues affecting you today /ask yourself the following questions:

• When weren’t you affected by these issues before?
• What was different at that time?
• How was it different?

Are there any opportunities for reintroducing some of these differences now?

What would you like to change?
A solution focused approach to managing sources of stress/pressure: plus some positive self talk hints

Scaling Question: 1>10

| Method 1 | On a scale of 1 to 10 (1 being ‘low’ and 10 being ‘high’), how do you rate your current ability to manage your workload?  
| Method 2 | On a scale of 1 to 10 (1 being ‘overwhelmed by work’ and 10 being ‘bored’) how do you currently feel?  

Imagine there was a wonder drug in the tea today. After drinking it, the pressure you are experiencing becomes more manageable - how would you know that this had happened?

- What would tell you that this change had occurred?
- What would you see around you that would tell you?
- What sounds, conversations would you hear?
- How would you feel?
Thinking style errors

What you think affects how you feel

Questions to ask when challenging negative thinking styles
- What went well when you........?
- What did not go as well as expected?
- What have you learnt as a result of taking this approach?
- Can you think of a different way to approach this type of situation in the future to give you a better outcome?
- What else could this situation mean – flip a coin and consider an alternative view

Self talk (make the most of a negative situation and move on)
- What can I learn from this?
- What is funny about this?
- How can I make this slightly better?
- What would it be useful to believe right now?

Questions that might help when catastrophising
- What will happen if you do not achieve your targets etc.?
- What will happen if you do achieve?
- How would an outsider view this situation?
- How would you deal with a friend in the same situation? / Why would someone else not extend the same courtesy to you?
Influencing language – positive self talk

• Only I can decide what to do
• It’s up to me
• I could look at this from a different angle
• Essentially what I am saying to myself is?
• In general / the main point / essentially
• If I look at the big picture what do I see
• I could
• It would fit in well if I
• I imagine I could

WINNING WORDS

<table>
<thead>
<tr>
<th>Negative</th>
<th>Positive</th>
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<tbody>
<tr>
<td>I have to</td>
<td>I choose to</td>
</tr>
<tr>
<td>I must</td>
<td>I want to</td>
</tr>
<tr>
<td>Please do not forget to</td>
<td>Please remember to</td>
</tr>
<tr>
<td>I’ll try to</td>
<td>I will or I can</td>
</tr>
<tr>
<td>I can’t</td>
<td>I can’t yet</td>
</tr>
<tr>
<td>If I succeed</td>
<td>When I succeed</td>
</tr>
</tbody>
</table>
Questions to ask to challenge negative beliefs

• What specifically is the problem?
• Who / what stops you from achieving?
• What are the barriers holding you back from?
• What needs to happen for you to?
• What might be a more useful conclusion to make?
• What would it be like if you? How would it feel?

How to move to a positive mind set

• Think about a recent positive event & give specific positive affirmation
• Be in the desired mood yourself
• Use humour to interrupt the pattern of negative thoughts

Making mental movies can help you focus on a positive outcome
Making a mental movie to build a perfect mental image of what you want can help you rehearse behaviours and thoughts to find a positive solution to a problem. It stops you procrastinating and motivates you to make a decision.

Mentally rehearse how you will be when you succeed

• When you look at your self what will you see? What will others see?
• What will you hear? What will you be saying to your self? What are others are saying to you?
• What will you do and feel? What will you be feeling like?

Stop procrastinating
Make two mental movies: one with the wonderful experience you will have when you have succeeded and one with the consequences of doing nothing. NOW CHOOSE
You have control over your responses
Manage your energy, build your resilience

- Be physically active, eat strategically, stay hydrated and charge up your battery with quality sleep and relaxation (mindfulness)
- Maintain your perspective, stay focused and prioritise / plan your day / week
- Generate positive feelings/thoughts and be realistically optimistic
- Preserve by being open minded and adaptable
- Reach out to others and build supportive relationships

Why be resilient?

Improved mental and physical wellbeing
It enables you to be the best you can be
Energy survey

There is an envelope on your chair with an energy survey and a handout on some suggestions you may like to consider dependant on your score.
QUESTIONS?