Resilience Workshop 3: Developing our coping strategies

Trainer: Eleanor Thorne

Healthy Dialogues LTD

Thrive LDN

What we will be covering:

The importance of coping strategies

Types of coping strategies

Mindfulness exercise

Fostering a supportive workplace

Creating a resilience plan

Recap

- Developing confidence

- Identifying skills and strengths

- Identifying beliefs and reframing them using the ABC model

- Beliefs/thoughts record

What are coping strategies?

What coping strategies do you use?
169 responses

Models of coping

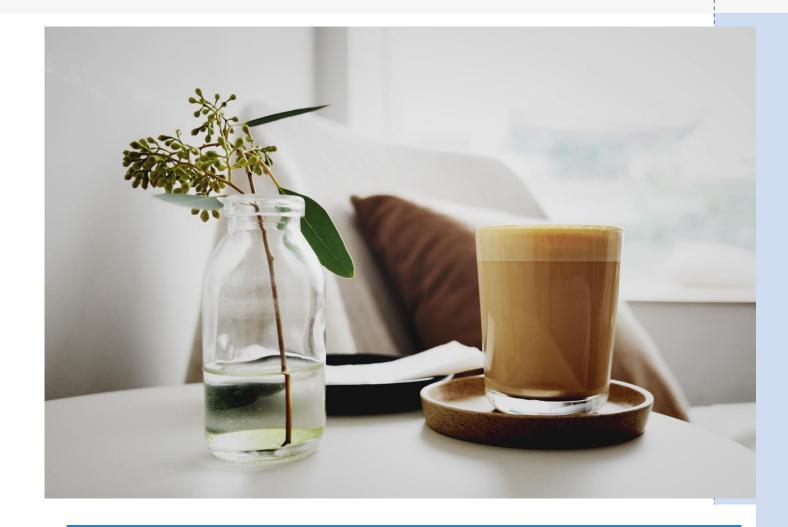Functions of coping - Lazarus and Folkman (1984)

- Problem-focused coping
- Emotion focused

Direction of coping - Roth and Cohen (1986)

- Approach
- Avoidance

Different types of coping strategies

- Problem-solving

- Information seeking

- Cognitive restructuring

- Emotional expression or venting

Different types of coping strategies

- Avoidance
- Acceptance
- Seeking social support
- Denial

Understanding your own coping strategies

https://www.fortrefuge.com/quiz-COPE.php

Mindfulness and relaxation

We are going to have a go at a short guided mindfulness exercise.

Make sure you are sitting comfortably. You can close your eyes if you would like to.

Fostering a supportive workplace

- Promote open communication

- Provide mental health resources

- Set realistic goals

- Encourage problem-solving

- Acknowledge and celebrate success

- Promote work life balance

- Leadership support

- Regular check ins

Check-ins with colleagues - Example A

Colin: Hey, how's everything going with the new project?

Priya: It's been a bit challenging, to be honest. There are so many moving parts, and it feels a bit overwhelming at times.

Colin: Well it's quite a simple project I don't know why you feel so overwhelmed. What specifically has been challenging for you?

Priya: Well, coordinating with different team members has been a bit tricky. There are also some uncertainties about the project timeline that are stressing me out.

Colin: These things are always stressful, you've just got to get used to it, I'm sure it isn't as bad as you are making out. What are the uncertainties in the project timeline?

Priya: There are a few dependencies that we're waiting on, and it's making it hard to plan our next steps. It's frustrating not having a clear picture. I know it's probably not that bad but it's making me feel horrible.

Colin: Well when Andre did a similar project he didn't moan about it. What are you going to do to resolve it?

Priya: Honestly, I'm not sure. Maybe I should have a quick chat with the other teams involved, it might help us align our plans better.

Colin: I wouldn't bother doing that, they are busy and you don't want to waste their time. I would offer to help but I've also got a lot on, and everyone has. You will just have to figure it out on your own and you better do it quickly because don't forget you have to deliver that progress report in a couple of days.

Priya: I know, I don't feel like that is enough time to sort the issues out but I suppose I'm just going to have to stay later tonight and tomorrow to work it out. It will mean missing my daughter's parents evening but I don't see any other solution.

What do you think about example A check-in with a colleague?

terrible , Colin dismissed her concerns	Awful! Its not a checkin. No support !!!	Unhelpful, denies experience, not supportive	no support was actually offered
Dismissive	Wow - how dismissive and gaslighting Completely unsupportive Will make her feel even worse	dismissive, unsupportive, increasing stress and pressure - no support offered!	Utterly awful
Not empathetic or willing to listen to their concerns	Terrible! He minimised her concerns and invalidated her feelings.	Really unsupportive manager (sounds familiar!) There is no acknowledgement of the worker's feelings	Colin is not showing Empathy & he is not addressing the issues .In denial.
Bad people management	Not good - no empathy!	Outrageous	Colin is not really Emotionally Intelligent. He is not supporting his employee and being tone deaf

Check-ins with colleagues - Example B

Nigel: Hey, how's everything going with the new project?

Sue: It's been a bit challenging, to be honest. There are so many moving parts, and it feels a bit overwhelming at times.

Nigel: I can imagine it must be a lot to handle. What specifically has been challenging for you?

Sue: Well, coordinating with different team members has been a bit tricky. There are also some uncertainties about the project timeline that are stressing me out.

Nigel: I hear you. It sounds like there's a lot on your plate right now. Can you tell me more about the uncertainties in the project timeline?

Sue: Yeah, there are a few dependencies that we're waiting on, and it's making it hard to plan our next steps. It's frustrating not having a clear picture.

Nigel: I understand how that uncertainty can be frustrating. Is there anything specific you think could help in terms of getting more clarity on the timeline?

Sue: Honestly, I'm not sure. Maybe if we could have a quick update from the other teams involved, it might help us align our plans better.

Nigel: That sounds like a good idea. I can help coordinate that update if you want. Also, if you ever need to talk through any challenges or if there's anything I can do to support you, just let me know.

Sue: Thanks, I appreciate that. It's good to know I have someone to bounce ideas off and get support from.

What do you think Nigel did right?

Listened and explored the problem.	Understanding	Understanding, mirroring responses, active listening empathy open questions postive approach	Empathy, trying to help
supportive and offering practical support	Offered support while asking for their input, validated their challenges	Validation, Curiosity, Understanding, Support, Advice, Open mindedness, Availability	Seems interested in the concerns that Sue had with people project. Offer to help and being there
supportiveactive listening	Validating feelings (reflecting back)Supportive	acknowledge difficulties, offered support, facilitated problem solving	Listening and offering support, trying to understand the difficulties, empathy
He didn't provide an answer but provided a way forward	acknowledged the issue, offered support and active plan, he was understanding and empathetic	Nigel is emphatic, listens, relates and offers support. Open to colleague as an equal.	Accepted the lived experiences, didn't try to dictate resolution. Supported colleague to find a way through. Offered support

Making a resilience plan

Step 1 – Think about a recent time when you were resilient

1 →

Step 2 – Think about the supportive people you have

2 →

Step 3 – Identify coping strategies

3 →

Step 4 – Describe a current difficulty

4

Step 5 – Identify any beliefs and how you want to reframe them

5 →

Step 6 – Create a strategy for the new difficulty using previous learning

6 →

Step 7 – Put it all together

Step 8 – Evaluate how it went

Evaluation

Please fill out our quick

evaluation survey:

https://forms.office.com/e/7cq3D

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Thrive LDN Resilience Workshop
Evaluation Form

Questions?

Workshop dates

Workshop recordings will be available on the Healthy Dialogues and Thrive London websites at the end of March.