


---

---

---

---

---

---

---

---

PRESENTER

**Laurie Kovens**



Laurie R. Kovens, LCSW, is a Licensed Clinical Social Worker in practice since 1993. She has served as a clinician in medical and employee assistance settings. She has worked with clients, families, community members, and co-workers to help them adapt in the face of ongoing physical, emotional, and organizational change. Laurie works with clients from a person-centered, strengths-based approach. Treatment orientation includes: short-term, solution-focused counseling, mindfulness, cognitive/behavioral therapy (CBT), motivational interviewing, medical crisis counseling, narrative healthcare, and spiritual and psychodynamic counseling.

Laurie is also an NASW-Certified Clinical Supervisor. She is currently pursuing a Master's degree in writing with a focus on Narrative Healthcare. Laurie is a frequent presenter, focusing on prevention and recovery from burnout, organizational management and development, resilience, and the use of writing and reflection for self-care and personal and professional growth.




---

---

---

---

---

---

---

---

LEARNING OBJECTIVES

- Understand stress and the concept of resilience – What is it and how can we enhance resilience?
- Understand the protective factors and attributes of resilience
- Discuss emotional intelligence and it's role in building resilience
- Identify effective coping strategies to lessen the effects of stress and to build resilience




---

---

---

---

---

---

---

---

"Stress is not what happens to us.  
 It's our response TO what happens.  
 And RESPONSE is something we can choose."  
 Maureen Killoran




---

---

---

---

---

---

---

---

**SURVEY**

Which statement best describes your response to stress ?

- A. "I take a deep breath and move ahead."
- B. "I smile and think, "Oh well...""
- C. "I get angry and vent to anyone that will listen."
- D. "I cry and want to run and hide."
- E. "I think about solutions to the problem."




---

---

---

---

---

---

---

---

**THE EFFECTS OF STRESS ON YOU**

- Emotional
- Cognitive
- Behavioral
- Physiological




---

---

---

---

---

---

---

---

SYMPTOMS OF STRESS

- Headaches
- More frequent cold or flu
- Sleep problems
- General anxiety
- Problems concentrating
- Frustration
- Constant fatigue or low energy
- Sweaty hands or feet
- Pounding heart



---

---

---

---

---

---

---

---

MORE SYMPTOMS OF STRESS

- Temper outbursts
- Moodiness and irritability
- Increased aggression
- Hyperventilation
- Inability to concentrate
- Compulsive eating
- Inability to relax
- Increased defensiveness
- Constant inner tension



---

---

---

---

---

---

---

---

EMOTIONAL INTELLIGENCE: WHAT IS IT?

The ability to recognize and manage emotions in ourselves and others through:

- Self-awareness
- Self-management
- Social awareness (empathy)
- Relationship management



---

---

---

---

---

---

---

---

## MANAGING EMOTIONS

Label feelings

Take personal responsibility for managing emotions

Understand that emotional responses are unique

---

---

---

---

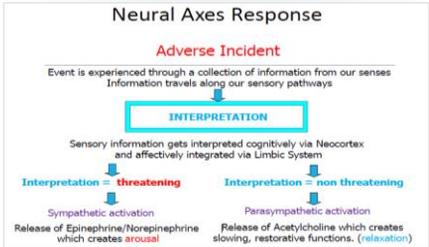
---

---

---

---

## THE IMPACT OF PERCEPTION AND INTERPRETATION



Source: Robert Intveld, LCSW,  
Robert Douglas and Associates

---

---

---

---

---

---

---

---

**Resilience**

A mechanical characteristic defining the impact resistance of a material. Resilience is a special case of toughness (impact resistance) of a metal, corresponding (for its limit) to the energy needed to break it.

(The resilience of metals, which varies with temperature, is determined by causing the impact rupture of a standard test specimen.)

$$W'r = E / S$$


---

---

---

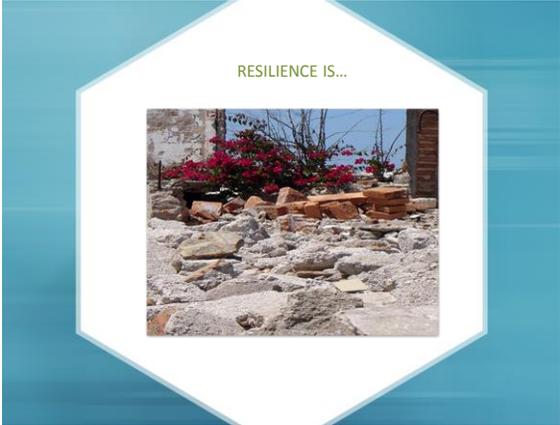
---

---

---

---

---



---

---

---

---

---

---

---

---

**SURVEY**

Based on this initial definition, how would you rate your resilience at this time?

- 1. Not resilient
- 2. Somewhat resilient
- 3. Neutral
- 4. Resilient
- 5. Very resilient



---

---

---

---

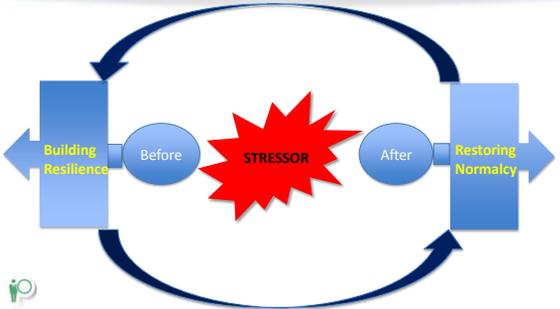
---

---

---

---

**THE RESILIENCE CONTINUUM**



---

---

---

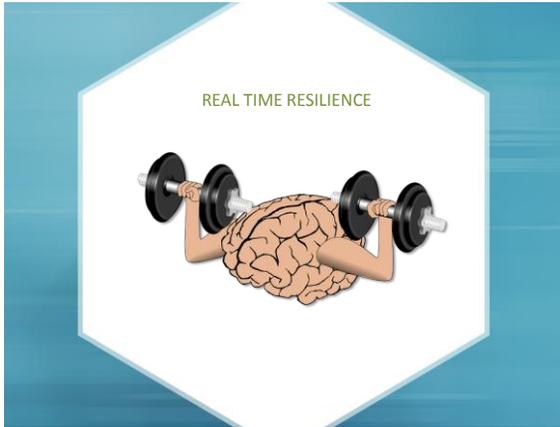
---

---

---

---

---



---

---

---

---

---

---

---

---

COGNITIVE APPROACH TO RESILIENCE:  
RECOGNIZING AND CHALLENGING OUR "THINKING TRAPS"

- Mind reading trap
- "Me" trap
- "Them" trap
- Catastrophizing trap
- Helplessness trap

---

---

---

---

---

---

---

---

COGNITIVE APPROACHES TO RESILIENCE:  
REAL TIME RESILIENCE

1. Evidence
2. Positive Reframing
3. Plan



---

---

---

---

---

---

---

---



BREATHING TECHNIQUE

1. Begin with regular breathing
2. Focus on your breath
3. Observe inhalation and exhalation
4. Inhale for four (4) counts
5. Hold for seven (7) counts
6. Exhale for eight (8) counts
7. Breathe normally



---

---

---

---

---

---

---

---

TAKING CARE OF YOURSELF



---

---

---

---

---

---

---

---

TAKING CARE OF YOURSELF

- Schedule downtime
- Try to maintain routines
- Know your limits
- Get support



---

---

---

---

---

---

---

---



**IN CLOSING**

*We all encounter stressful situations.*

*Our thinking can both negatively and positively impact our feelings and behaviors.*

*Resilience is a characteristic that can be developed over time.*

*Utilizing self-care practices and mindfulness techniques can assist us in more effectively coping with stress and building resilience.*

---

---

---

---

---

---

---

---



ALWAYS AVAILABLE.  
ALWAYS CONFIDENTIAL.

**FOR ADDITIONAL ASSISTANCE  
CONTACT YOUR EMPLOYEE ASSISTANCE PROGRAM (EAP)**

---

---

---

---

---

---

---

---



**WORKS CITED**

Amble, B. *Good and bad stress*. (2008, September 24). Retrieved March 25, 2019, from <http://www.management-issues.com/news/5224/good-and-bad-stress/>

Chadha, R. (Updated 2013, October 4). *Emotional intelligence is critical for leaders to make an impact*. Retrieved March 25, 2019, from <http://www.inc.com/raman-chadha/emotional-intelligence-critical-for-leaders-to-make-impact.html>

Cherry, K. (Updated 2018, September 24). *What is emotional intelligence? Definitions, history, and measures of emotional intelligence*. Retrieved March 25, 2019, from <http://psychology.about.com/od/personalitydevelopment/a/emotionalintell.htm>

Crocq L. (2012). *16 Leçons sur le trauma*. Paris: Odile Jacob.

Cyrułnik, B. and Jorland, G. (2012). *Résilience connaissances de base*. Paris: Odile Jacob.

Douville O. (2005). *Le Coq-Héron, 181, 2005, Résilience et rémanence des traumatismes*. Retrieved March 25, 2019, from <https://sites.google.com/site/olivierdouvilleofficiel/livres/chroniques-de-livres/resilience-et-remanence-des-traumatismes>

Goleman, D. (1995). *Emotional intelligence*. New York: Bantam.

---

---

---

---

---

---

---

---



WORKS CITED

Harvard Business Review, Goleman, D., Sonnenfeld, J., and Achor, S. (2017, April 18). *Emotional intelligence resilience*. Harvard Business Review Press.

Henderson, N. (n.d.). *The resiliency quiz*. Retrieved March 25, 2019, from <http://www.resiliency.com/free-articles-resources/the-resiliency-quiz/>

Intveld, R. (n.d.). *EAP critical incident response a multi-systemic resiliency approach*. Training facilitated by Robert Intveld, LCSW, Robert Douglas and Associates.

Kamel Y. (2013). *Le retentissement psychologique du VIH et les ressources sociales comme facteurs déterminants de la résilience secondaire du sujet séropositif*. Paris VII, Master Thesis under the direction of Douville O. and Pestre E.

Managing Pressure. (2014, February 18). *Personal resilience and emotional intelligence: Is there a link?* Retrieved March 25, 2019, from <http://www.managingpressure.com/file/personal-resilience-and-emotional-intelligence-is-there-a-link>



Reivich, K. (n.d.). *Positive psychology: Resilience skills*. Training facilitated by Dr. Karen Reivich, University of Pennsylvania.

Five horizontal lines for notes.

WORKS CITED

Segal, J., Smith, M., and Robinson, L. (Updated 2019, January). *Emotional intelligence toolkit*. Retrieved March 25, 2019, from <https://www.helpline.org/articles/mental-health/emotional-intelligence-toolkit.htm>

Segal, J., Smith, M., Segal, M., and Robinson, L. (Updated 2018, November). *Stress symptoms, signs, and causes*. Retrieved March 25, 2019, from [http://www.helpline.org/mental/stress\\_signs.htm](http://www.helpline.org/mental/stress_signs.htm)

The Cleveland Clinic Foundation. *Diaphragmatic breathing*. (Reviewed 2017, September 5). Retrieved March 25, 2019, from [http://my.clevelandclinic.org/disorders/chronic\\_obstructive\\_pulmonary\\_disease\\_copd/hic\\_diaphragmatic\\_breathing.aspx](http://my.clevelandclinic.org/disorders/chronic_obstructive_pulmonary_disease_copd/hic_diaphragmatic_breathing.aspx)

Tisseron, S. (2007). *La résilience, Que sais-je?* Paris: PUF.

Truex, L. (Updated 2019, February 25). *Dealing with stress in home business*. Retrieved March 25, 2019, from <http://management.about.com/od/yourself/ht/ReduceStress05.htm>

Weil, A. (Reviewed 2016, May). *Breathing: Three exercises*. Retrieved March 25, 2019, from <http://www.drweil.com/dtw/sj/ART00521/three-breathing-exercises.html>



Five horizontal lines for notes.