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THE RESILIENCE BOX™: A REVOLUTIONARY AND COMPREHENSIVE EMOTIONAL RESILIENCE PROGRAM

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For over 13 years the Centre for Corporate Health has specialised in assisting organisations in the assessment, treatment and prevention of occupational stress. As workplace mental health experts we are often consulted to provide advice as to how to sort out complex workplace problems often involving some form of interpersonal conflict between two or more members. When these problems are not identified early and dealt with appropriately as part of an early intervention risk management strategy, they get bigger often resulting in the submission of a workers’ compensation claim for psychological injury. This is very costly.

Recently we were engaged by a major insurance company to provide Mental Health Awareness training to their clients as part of a broader psychological injury risk management program. One of their clients recently experienced a three-fold increase in their workers compensation insurance premium – from $400K to $1.2M, in just 12 months as a result of three psychological injury claims lodged in the past year. The risk for this organisation has now been assessed as being very high and they now have to come up with the funds to cover this enormous increase. We've been told that all three claims involved one business unit which was involved in significant organisational change and was exacerbated by one manager’s particular “management style”. Had this organisation had resilience building training in place it is likely the tensions between staff would have been able to be dealt with more constructively – preventing psychological injury will always be more cost effective in the long run.

Our research shows Australia is experiencing an epidemic of workplace stress. We are seeing a range of mental health issues such as increasing levels of stress, depression and anxiety in the workplace, often resulting in psychological injury. More than ever, it has become increasingly important for employees to learn how to cope with stress, deal with change and manage interpersonal conflict.
So what is workplace emotional resilience and how do you build it?

‘Emotional Resilience’ is the key to successfully navigating challenging times and maintaining positive relationships. With the right tools and strategies, anyone can improve their own personal emotional resilience which is vital for maintaining optimum psychological health.

What is not so commonly understood is the layers and complexity of our emotional resilience which affects not only how we think, but also our perceptions and responses to situations. Emotional Resilience training overview programs are a great introduction to the concept, but to really achieve meaningful and lasting emotional resilience, a robust and evidence-based training program is required.

We are passionate about improving psychological wellbeing and the current trend of decreased emotional resilience amongst the general population demonstrates a decline in our psychological hardiness and our ability to cope with day to day stresses.

Through our work with many organisations in Australia and abroad in both private and public sectors and across a range of industries over the last 13 years, our clients frequently face two common productivity problems:

- Coping with the myriad of demands and pressures that exist in today’s fast paced and complex working environment
- Bouncing back after a workplace or a personal setback

These can be complex problems, but the impact an individual’s emotional resilience has on these issues is staggering.

Our expertise and experience tells us that with the appropriate training and a suitably qualified facilitator, an individual can significantly improve their relationships, productivity at work and general psychological wellbeing. This is why we developed the Resilience Box™.

THE RESILIENCE BOX™

The Resilience Box™ is a revolutionary new workplace education program which has been specifically designed to strengthen personal resilience through enhancing psychological wellbeing. The program has been developed from the latest worldwide evidence based research in positive psychology combined with our own practical experience from working with over 7000 claims for workplace psychological injury.
The Resilience Box™ Difference

Whilst there are many resilience building programs available these days most just scratch the surface and don’t provide the level of in-depth, competency building education that people really need. The Resilience Box™ is different:

- The program is informed by the findings of 13 years of applied psychological research into workplace stress and psychological injury by the Centre for Corporate Health, an industry expert in the identification and management of workplace stress and mental health concerns.
- The program also brings together the latest evidenced based psychological rehabilitation methodologies from Resilia, a specialist psychological rehabilitation provider.
- All participants first undergo a personalised training needs assessment to match them with the best learning modules for their individual circumstances.
- In-depth content is delivered via a combination of face-to-face workshops, self-directed learning, one on one coaching and online resources.
- The program is facilitated by a qualified and experienced psychologist.

Program Benefits

This comprehensive program can assist workplaces wishing to:

- Increase job satisfaction amongst staff
- Increase employee engagement
- Improve employee performance and productivity
- Decreased absenteeism and staff turnover
- Decrease interpersonal conflict between staff members

Program Objectives

- To equip participants with fundamental life skills that build emotional resilience which strengthen and prevent relapse
- To assist participants to recover faster from psychological injury and re-engage with work and life
- To develop healthy relationships both at work and at home
Program Delivery

- Face-to-face Workshops, and
- Self-reflection activities, and
- Individual coaching support, and
- Online support

Program Modules

The comprehensive program consists of six core modules:

This **3 hour** foundation module is aimed at enrolling participants on a journey of self-discovery and personal growth. Specifically this module will:

- Explain how the Wellbeing Program works
- Demonstrate the benefits of the Wellbeing program
- Explore the participant’s current state of thinking and challenge this to start ‘opening’ minds for the skills they will be shown during the Program
- Ensure participants know why they are attending
- Establish ground rules, roles and responsibilities, expectations, duty of care, and support mechanisms.
- Conduct a current state analysis

In this **2 hour** module we explore a model which incorporates physical activity, exercise, nutrition, rest & relaxation and breathing to achieve physical well-being. By the end of this module participants will be able to:

- Know how to increase emotional resilience using physical strategies
- Explain the different components, which contribute towards physical well-being. These include Physical Activity, Nutrition, Rest and Relaxation and Sleep.
- Demonstrate relaxation techniques such as mindfulness that overcome stress and help improve their wellbeing.
This is a **5 hour** comprehensive module which defines what stress is and explores the effects of stress on an individual. The module is split into Part A (3 hours) and Part B (2 hours). It also covers the power of our thoughts and uncovers what control participants have over their response to stress through proven cognitive behavioural strategies to help reduce and manage stress in the workplace and in their lives. Content includes:

- What stress is and its effects
- The mechanisms underlying the stress response
- The early warning signs of stress and how to manage emotional reactions
- The essential components of building resilience
- The link between how we think and feel
- The role of optimism in building resilience
- Helpful and unhelpful thinking styles
- Strategies and techniques to combat unhelpful thinking.
- How to increase emotional resilience using cognitive and behavioural strategies

This **3 hour** module explores the causes of our emotions, the link between thinking and emotions, as well as state control with respect to regulating our emotions. It also covers a range of practical mindfulness techniques and elements of positive psychology that have been proven to be effective with respect to emotional regulation through acceptance and commitment. Content includes:

- Understanding the link between thoughts and feelings
- Learning when emotions are helpful and unhelpful
- Learning elements of state control to regulate emotions
- Learning about positive psychology and how these strategies can increase positive wellbeing
- Exploring a range of practical mindfulness techniques to use in
everyday living to maintain positive wellbeing
Learning acceptance and commitment techniques to better regulate unhelpful emotions

By far the most common cause of workplace stress and psychological injury is interpersonal conflict. This 5 hour module teaches participants the fundamentals of building and maintaining positive workplace relationships through improving communication competence as well as how to effectively manage interpersonal conflict. The module is split into Part A (2 hours) and Part B (3 hours). Components include:

- Introduction to communication competence
- Confident communication through appropriate assertiveness
- Understanding personal behavioural styles in self and others
- Understanding and managing conflict or tension in workplace relationships

This 2 hour module ties everything together and provides the platform for meaningful and lasting behaviour change. Over four sessions, participants develop their individual plans to take action to move them towards a life that is fulfilling and productive by providing tools and techniques they may adapt for their own ongoing well-being.

We commence with taking stock of what is going on in each participant’s life and start to create a picture of what it could look like. We explore personal and work values, signature strengths and goals. Next we get into action mode by enabling participants to understand and apply goal setting theory, action planning, as well as teach them practical problem solving and decision making skills. Finally participants learn how to overcome obstacles and maintain momentum which is aimed at recovery, re-lapse prevention and returning to work. Specific skills areas covered include:

- Goal setting
- Action planning
Time management
Problem solving
Decision making
Overcoming obstacles
Maintaining momentum

More Information

For more information on building resilience and our revolutionary and comprehensive The Resilience Box™ program, please contact us on 02 8243 1500 or admin@resilia.com.au or visit www.resilia.com.au

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