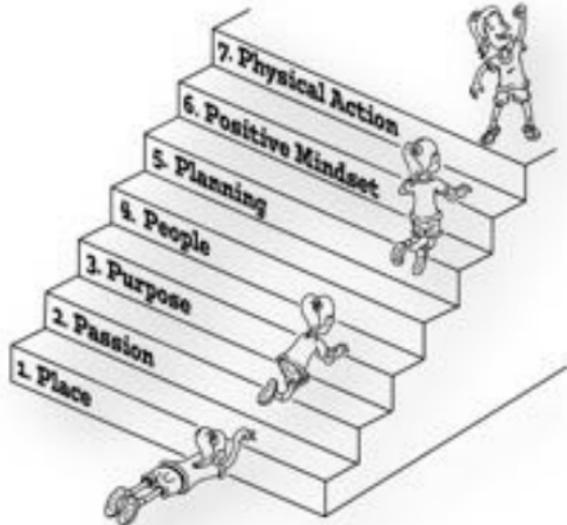


Resilience Chat Cards

Introduction: What are resilience cards?



Whenever you are feeling low or what you perceive are early symptoms of stress, you can refer to these cards for suggestions of action you might take. They are designed to be a quick reference point for you to use in the moment to build your protective factors – things that you can use when facing challenges.

Each card focuses on one of **7 Steps to 'Build Resilience'** and has example situations and quick response actions that you can choose to do immediately to get back on track. It's a support tool for you to 'talk' yourself into adopting behaviours that are likely to give you an immediate boost.

How do I use them?

1. **Acknowledge that you're feeling worried**, and not sure how to manage the situation.
2. **Look through the cards** to find situations and things you are saying to yourself that resonate with how you're feeling right now.
3. **Read the suggested actions** and put at least one of them into practice.

REMEMBER: Building your protective factors to aid showing resilient behaviours will take time, effort and practice.

Many of the tips are unlikely to work for you the first time, and some will feel awkward. This is natural and it is only through persevering that you are likely to see a difference.

The more you invest in yourself, the greater the likelihood of you successfully meeting the challenges you face.

PEOPLE

Being part of a happy, effective team and having your own support team will help you to be more resilient when facing challenges. If you want to build better relationships or become part of a higher performing team, take a look at this step.

SITUATIONS

“My team are stressing me out.”

“My manager is putting too much pressure on me.”

“I don't think I'm getting the most out of my team.”

“It feels like a colleague has a problem with me / something I've done.”

“There's a really negative atmosphere in my department, with lots of gossiping and it's bringing me down.”

“I don't feel recognised or acknowledged for my work / effort / contribution.”

“If you hang out with chickens, you're going to cluck and if you hang out with eagles, you're going to fly.”

Steve Maraboli

ACTIONS

Express your feelings:

find some time to discuss openly and respectfully how you're feeling with your manager or an individual who is bothering you in some way. It can be cathartic and resolve situations.



Walk away: if other people's gossiping or negativity are pulling you down, choose to walk away or try to change the subject to something more positive.

Be empathetic: visualise the other person's perspective to understand how they feel and why they may be behaving as they are. It can help you re-align how you feel / view the situation.

Recognise your team / colleagues: take the time to say 'thank you' and / or 'well done'. It will start a reciprocal culture of gratitude and recognition which will boost positive energy.

If you want others to change behaviour: recognise and be prepared to change too.

WHAT CAN YOU DO

Changing behaviours and habits is not easy and particularly in the environment in which you work.

Lack of control of what you are able to do, when you can take a break and the size of your workload, all add to the challenges you face.

Yet you do have choices, even though it might not always feel like it!

You have the same 24 hours in a day as everyone else and the ability to plan how to use this effectively.

You can also respond to pressures in a way that means you are in control. If you do not feel well equipped to do this, then the good news is you can learn, and some of the tips in the Resilience Essentials Handbook and these cards may help.

If you are worried in any way or recognise you are experiencing the symptoms highlighted in the Handbook, then you should seek professional guidance from your GP. And if you are worried about a colleague you might suggest that they do the same.

There is more for partner schools