

ICAOS Conference 2018

Resiliency

JAIME BROWER, PSY.D., ABPP

AMERICAN BOARD CERTIFIED POLICE & PUBLIC SAFETY SPECIALIST



www.browerpsychological.com

Denver, Colorado

(720)222-3400

Challenges to Resiliency

Our Personality Characteristics – How We Change to Adapt

Negativity Bias

Morale

The Happiness Advantage

Resiliency Strategies

Today's Mission

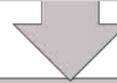
Honesty First...

Life is Stress – Both Good & Bad

Full of expectations from others and ourselves

Our dual roles & expectations can conflict

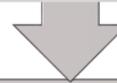
- We can be our own worst enemy...



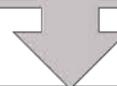
We Know What We Should Be Doing – Yet Don't

We talk to others about stress management, wellness, avoiding compassion fatigue, coping skills, but don't listen to our own advice.

We chronically make excuses as to why we don't have time for ourselves or why we need to get just a little bit more work done.



Our jobs require more time than what a day/week/year will allow, yet we try to play “catch-up” and stay stressed because we're always behind



Many times we feel the need to “fake it – till we make it”

Sometimes, we're just faking it...

Realities of the Job

Shift Work

Long Hours

Crisis Driven
Unpredictability

Public Scrutiny &
Misconceptions

Media Negativity

Politics

Stupid
Questions/Stupid
People

Lost
Holidays/Events

Off-Duty/On-Call

Work Demands
Your Time While At
Work & At Home

Held to Higher
Standards

Danger & Injuries

No End in Sight...

Coworkers

Can inadvertently make work more difficult... “shit stirrers” and convenient rule benders

Rollover and Blame

Laziness & Inattention

Complaint Making – Formal & Informal Rumor Mill

Misery Loves Miserable Company – Low Morale

Sneaky Stabbers

Mr./Mrs. Everything's a Competition

Big Opinions – No Solutions

The Passive-Aggressive



Passive aggressive

<https://youtu.be/2UEQnVJHThM>



Mental Health & Substance Rates

- Approximately 1 in 5 adults in the U.S. experiences mental illness in a given year.
- Approximately 1 in 5 youth aged 13–18 experiences a severe mental disorder at some point during their life.
- Less than 1/3 are being formally treated for their condition.
- Alcoholism rose by 49% in the last ten years, impacting 1 in 8 US adults.
- Prescription drugs, marijuana use, meth/heroin...
 - In 2016, more than 46 people died each day from overdoses involving prescription opioids.



Suicide rates on the increase

Nearly 45,000 suicides occurred in the United States in 2016 — more than twice the number of homicides — making it the 10th-leading cause of death.

Among people ages 15 to 34, suicide is the second-leading cause of death.

Individuals addicted to prescription opioids had a 40 percent to 60 percent higher risk of suicidal ideation.

54% had a diagnosed mental health condition, but 90% were deemed to have been precipitated by a mental health condition.

Each day an estimated 18-22 veterans die by suicide.





What have been some of your new trends?
Or
Constant Battles?

Sick Humor	Inappropriate Stories – At Inappropriate Times	Shop Talk	Everyone Becomes “Suspect”	Tiny Circle of Trust That’s Earned NOT Given
Phone Avoidance – “Accidental” Phone Destruction	Withdrawal & Isolation	Evasion of Occupation <ul style="list-style-type: none"> • “I work for the city” • “Adult Day Care” 	Communication Styles	Over-Analyzing or None
Desensitization	Stress & Drama Response – sleeper syndrome	Zoned In – Zoned Out	Changes in Parenting Style	Changes in Friendships – No Drama Policy

Characteristics Developed Through Working in High Stress Environments

Dual Roles and Conflicts



AT HOME

- In Control During Times of Emotional Turmoil – Source of Family Strength
- Emotionally Connected & Communicative
- Fun, Relaxed, Able to Socialize and Explore - Interactive
- Seeing the Positive in Others – Optimism
- General Belief that People are Good and Trustworthy
- Normal Communication – Equal Communication
- Cooperative – Team Work – All Views Count
- Time For Self
- Focused Attention on Family/Friends/Pets

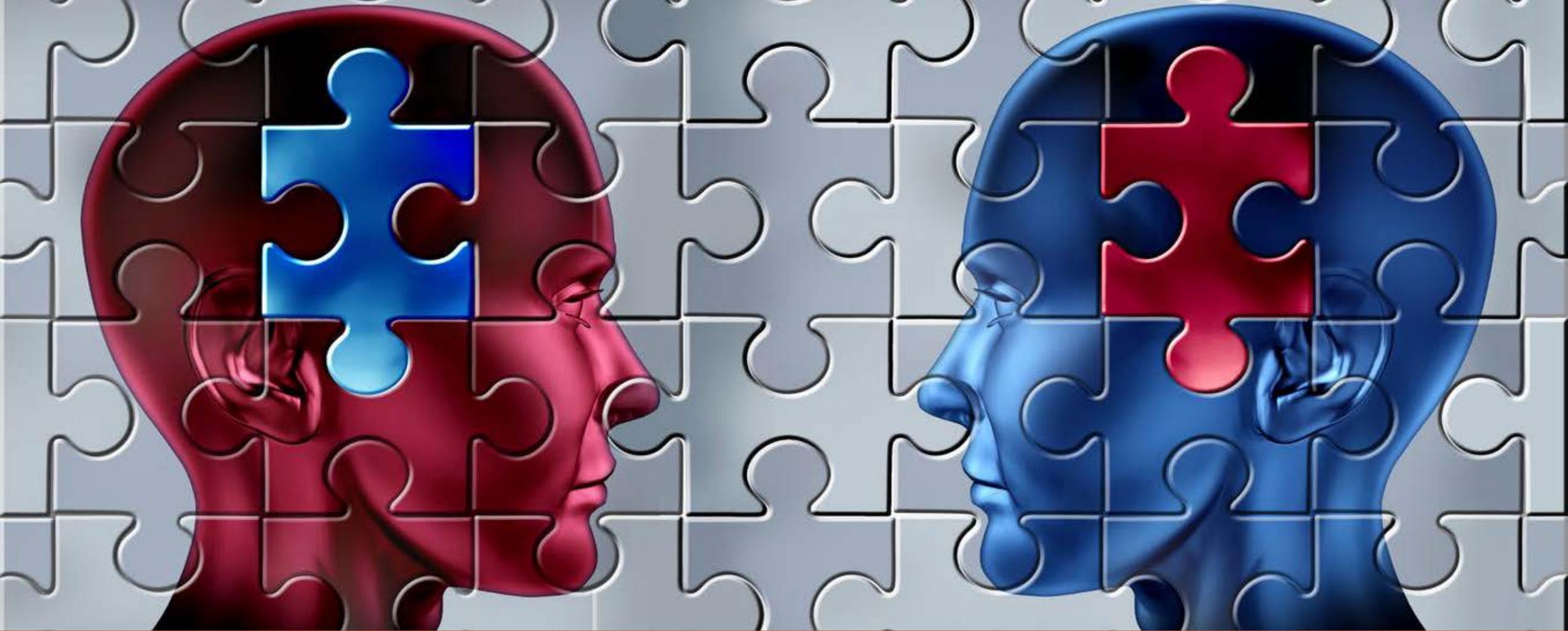
AT WORK

- Emotionally Connected, With Professional Boundaries
- Unaffected Neutral Observer or Treatment Provider
- Collect & Analyze Data
- Develop Treatment Plans/Plans of Action
- Cynicism
- Chain of Command
- Hypervigilance
- Decision Maker
- Advice Giver
- Do More With Less



Problem Solving vs Supporting <https://youtu.be/-4EDhdAHrOg>





With stress, pressure and constant demands...our brains change...we develop a negativity bias.

Negativity Bias

Genetic Tendency Toward Negativity and Anxiety

TV & Social Media

Work Focus on What's Not Done vs Accomplishments

Training Topics



" I THINK MORALE MIGHT IMPROVE IF YOU DISCONTINUING THE 'LOSER OF THE WEEK' E-MAIL."

HEY, TRAIN WRECK, THIS
ISN'T YOUR STATION.



The Pity Train has just derailed @ the corner of Suck It Up and Move On, & crashed into We All Have Problems, before coming to a stop @ Build A Bridge and Get Over It

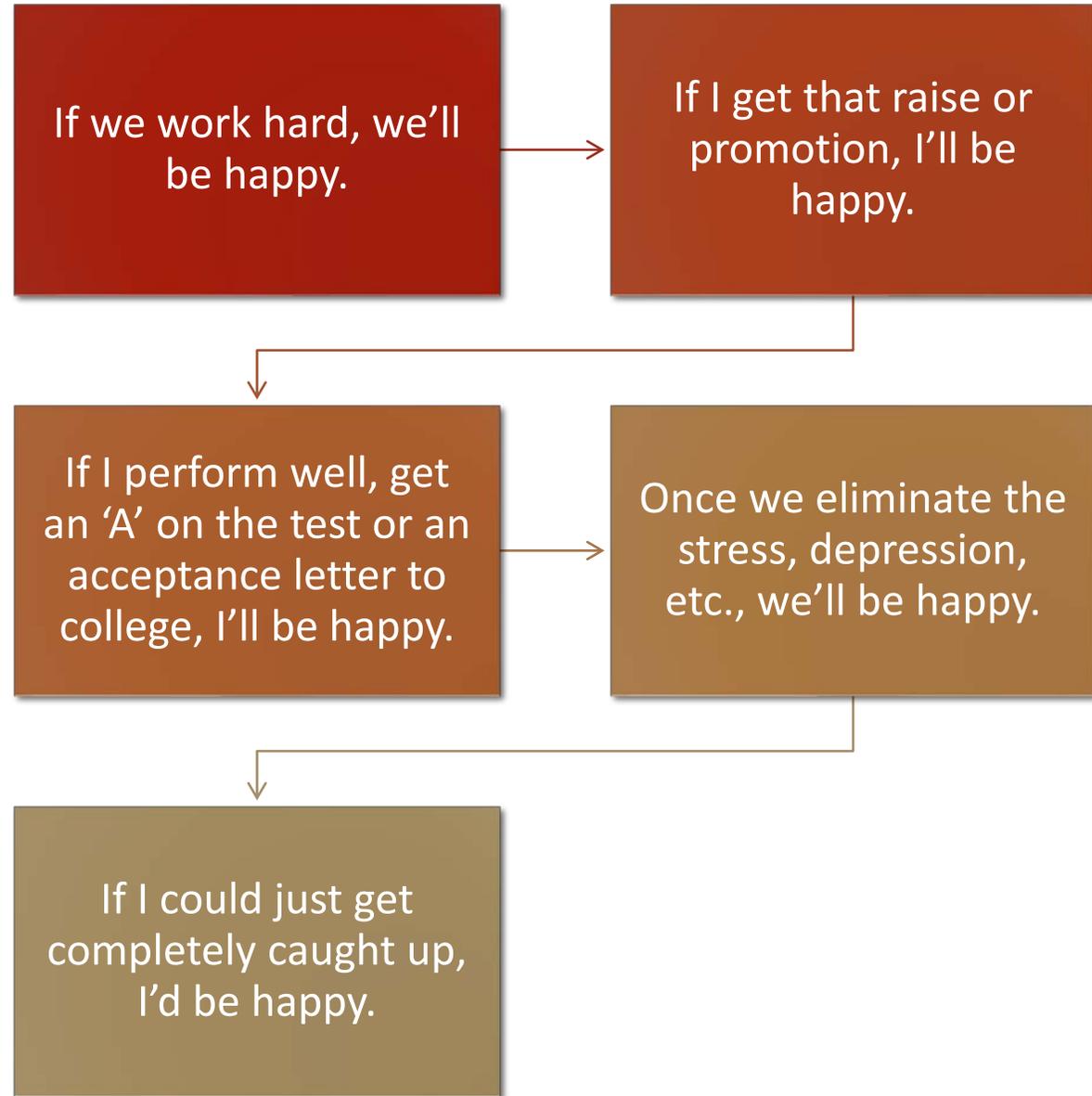


somee cards
user card

**I LIKE TO BURN MY
BRIDGES WHILE I'M
STILL STANDING ON
THEM SO PEOPLE
KNOW I'M SERIOUS
ABOUT MY CRAZY**

Broken and Backward Assumption...

If I remove the negative...I'll be happy/well.





With Each
Victory –
We Change
the
Goalpost



If happiness is on the other end of success, we may never get there.



Morale

Impacts of Low Morale

Turnover

Absenteeism

Low Productivity

Suicide

Increase in Personnel Issues

Rollover & Externalization of Blame

Abuse of FMLA and/or Light Duty Assignments

Increase in Citizen Complaints



SO WHOSE PROBLEM IS IT?
WHOSE ISSUE IS IT TO FIX?



If we hold our breath waiting for others or our agencies to build our morale...what may happen?



Personal Tips For Building Morale

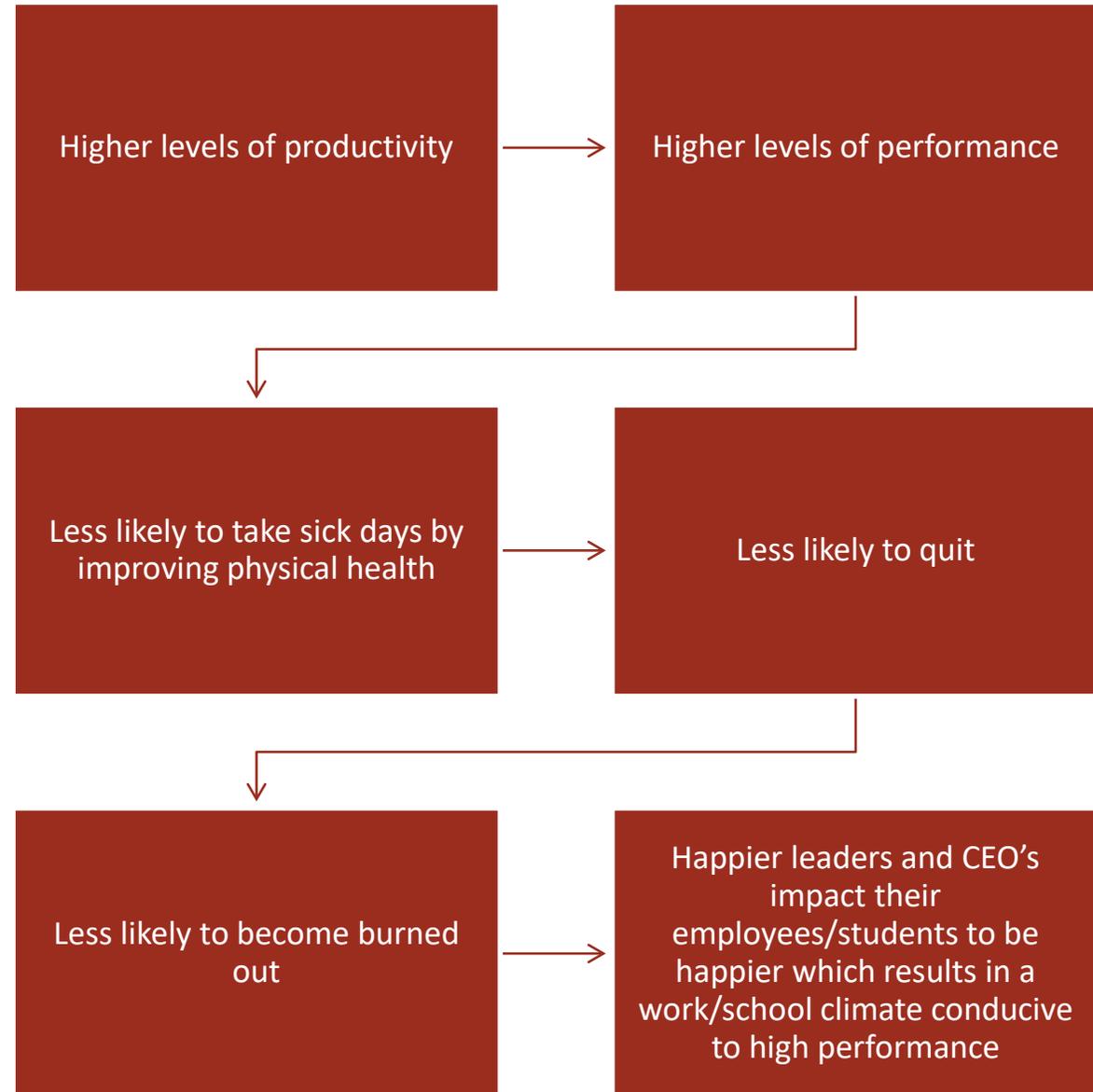


We become
more successful
when we are
happier and
more positive!

OUR EXTERNAL WORLD ONLY
ACCOUNTS FOR 10% OF OUR
INTERNAL HAPPINESS...

Happiness ensues when we are engaged in something we are passionate about and are striving after our potential.

Happiness Leads to Success in Every Domain



Research Examples

Students who were told to think of the happiest day of their lives before taking a standardized test, outperformed their peers.

4 yr. olds asked to put blocks together performed better when they first thought of something that makes them happy - Jello

Doctors and lollipops = faster, more accurate diagnosis

The Undoing Effect – stressing the positives, not the negatives

- Actually reduces stress and anxiety
- Broadens intellectual and creative capacities



Happiness & Resiliency Strategies

“EVEN A SMALL DOSE OF POSITIVITY CAN GIVE SOMEONE A COMPETITIVE EDGE.”

Definition of Resiliency:

The ability to withstand, adapt to, or rebound from, extreme challenges or adversity.



Optimism, grounded in self-efficacy - Faith

Decisiveness – avoid “paralysis by analysis”

Honesty, Integrity, and Ethical Behavior – Set yourself up to sleep at night...

Ability to Create Meaning & Purpose

Ability to Positively Reinterpret a Negative Event

Encourage others by creating an environment of safety and trust. Lead with honesty.

Perseverance & Tenacity

Social Support & Connectedness – Multiple Identities

Coping Skills: Humor

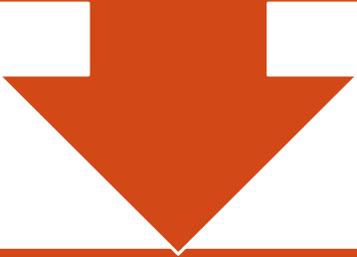
Healthy Notion of Control

Seeks Help When Needed

Qualities of Resilient People

Optimism –
Grounded in
Self-Efficacy

Positivity regarding ones own ability
to be an agent of change



Success as a self-fulfilling prophesy...

Belief in your own ability is a
stronger predictor of performance
than actual skill level

Give yourself an attitude
adjustment – prime yourself for
success

Decisiveness



Avoiding “Paralysis by Analysis”

Counting on ones optimism –
grounded in self-efficacy

We are stressed when something we care about is at stake.

**The ability to
create meaning
and purpose.**



**The ability to
positively
reinterpret a
negative event.**

Healthy Notion of Control

3 QUESTIONS:

- 1) Do I have the ultimate decision making authority over this issue?
- 2) Is there anything I can actively and positively do at this time to affect the outcome of this situation?
- 3) Does it make me feel better talking about it? Or worse?

Decide if you need to use a problem solving technique or a coping technique.





SCIENCE HAS FOUND THE MOST CRUCIAL ASPECTS TO HUMAN HAPPINESS:

“Pursuing meaningful life goals, scanning the world for opportunities, cultivating an optimistic and grateful mindset, and holding on to rich social relationships.”

- Shawn Achor

Quick & Easy Strategies for Making It Happen

5 Minutes of Meditation

- Left prefrontal cortex growth = responsible for feeling happy

Find Something to Look Forward To

- Anticipation of future rewards lights up pleasure centers in the brain

Commit Conscious Acts of Kindness

Infuse Positivity Into Your Environment

- Avoid Misery Loves Miserable Company
- Adopt a More Positive Tone and Facial Expression

Exercise

Spend Money on Experiences, Not Stuff

Exercise Your Strengths

Give Recognition

The Losada Line

- 2.9 + / - interactions

Focus on the Means, Not Just the Ends

- Create positive objectives for all tasks

Strategies

1

3 Gratitudes

Begin to Scan the World for Good & Write Down 3 Good Things Each Day

- Happiness
- Gratitude
- Optimism

2

Put on Your “Rose-Tinted Glasses”

Major problems enter the field of vision, while keeping focus on positive

3

Look for Adversarial Growth or Post-Traumatic Growth

Develop an Optimistic Explanatory Style

Strategies

Limit

Limit Your Focus to Small, Manageable Goals

Create

Create an “Easy” Path Toward Desired Behavior

- Lower activation energy for habits you want to adopt
- Increase the activation energy for habits you want to avoid

Social Support

Research has demonstrated that with a community of people that with healthy social support systems we:

- Bounce back from adversity faster
- Accomplish more
- Feel a greater sense of accomplishment
- Have a healthier physical profile

Making a positive social connection increases oxytocin levels and immediately begins reducing anxiety and improves concentration and focus.

Reduce 30 points to your blood pressure...



Passing it on...

Research has shown that behavior is contagious. Both good and bad.

- Group Exercise – 7 seconds

The amygdala can read and identify emotion in another's face within 33 milliseconds and prime us to feel the same.

Studies have shown that when 3 strangers meet in a room, the most emotionally expressive person transmits his or her mood on to the others in 2 minutes.

Help others reinterpret failures, as opportunities for growth.

Engage in optimism, not fear of failure or stressing the stress.

Lead the way in scanning the world for the positive.

That One Thing...

The secret to life is not avoidance of stress or bad things...it's the ability to use strategies which move you forward in life with happiness and a sense of optimism for the future.





Jaime Brower, Psy.D., ABPP

Board Certified in Police & Public Safety Psychology

www.browerpsychservices.com
720.222.4200 Office & Emergency Line
8354 Northfield Blvd., Suite 700, Denver