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Addressing Work-related Traumatic Stress Nebraska - Resiliency Reminders Guidebook

Quality Improvement Center for Workforce Development

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NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

CFS Strong

Building a Resilient Workforce

Resiliency Reminders



QIC-WD

QUALITY IMPROVEMENT CENTER
FOR WORKFORCE DEVELOPMENT

Introduction

This guide is intended for child welfare professionals implementing a workforce effort to address secondary traumatic stress (STS). It was developed as part of CFS Strong, a joint effort of the Quality Improvement Center for Workforce Development (QIC-WD) and the Nebraska Department of Human Services' Department of Children and Family Services (CFS), to address the cumulative effects of STS that is part of the day-to-day work of the child welfare workforce. CFS Strong included: (1) an adaptation of Resilience Alliance (RA) to teach skills and strategies to manage STS and build team cohesion, (2) Restoring Resiliency Response (RRR) to allow workers to debrief after an acute traumatic event, and (3) PSGs to reinforce the skills taught in RA and provide a positive peer group for child welfare workers to feel supported in their work. The resources in this guide were designed to be sent via text message to reinforce the core competencies included in RA and PSG: optimism, mastery, collaboration, self-awareness, self-care, and self-reflection.

This guide contains short messages (e.g., curriculum reminders, tips, rhetorical questions, links to articles and videos) and images that can be shared via text message or email to remind frontline workers and supervisors of key messages introduced during RA and PSG sessions. Resiliency Reminders were sent out via text a few days after a RA session and before the next one to support on-going learning and use of resiliency skills. Messages were sent from a central contact and standardized so that all CFS Strong participants received the same message each week (throughout all 24 weeks of RA and 24 weeks of the PSG). The addition of Resiliency Reminders between groups is an adaptation of the original curriculum intended to enhance learning and support use of the tips and skills taught in the RA sessions.

This guide is organized by core competency and includes articles and videos that correspond to each topic which can be used to design modules for weekly programming. The Resiliency Reminders can be used in a variety of ways such as reminders of core resiliency messages or as tools for supervisors or peers to use in a peer support or supervisory session.

This guide was developed by the Nebraska Workforce Project Team's (the implementation team guiding *CFS Strong*) Content Workgroup through its collaboration with the QIC-WD. It draws from publicly available on-line resources as of the time of publication (April 2021). The QIC-WD is funded by the Children's Bureau and does not necessary reflect their views.

Optimism: Articles and Videos

Optimism

Using positive thinking and maintaining positive emotions in the face of adverse situations.

Source: Resilience Alliance Participant Handbook


From the article [5 Unbelievable Facts About Optimists](#)

1. Optimists Live Longer
2. Optimists Have Better Love Lives
3. Optimists are More Successful
4. Optimists Take Fewer Sick Days
5. Optimists Bounce Back Faster and Stronger

The [following video](#) will give you a laugh and remind you to reframe negative events:

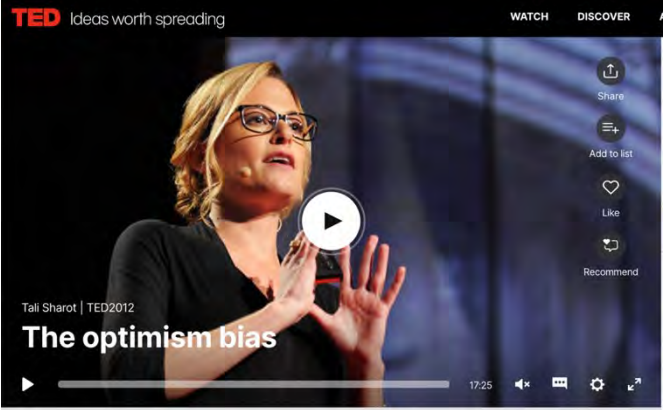


See the [following Ted Talk](#) about reframing negative experiences:



The screenshot shows a video player interface for a TED Talk. At the top left is the TED logo with the tagline 'Ideas worth spreading'. At the top right are 'WATCH' and 'DISCOVER' buttons. On the right side, there is a vertical menu with icons for 'Share', 'Add to list', 'Like', and 'Recommend'. The video thumbnail features Alison Ledgerwood, a woman with short brown hair wearing a black dress with white dots. A large white play button is centered over the video. Below the video, the speaker's name 'Alison Ledgerwood | TEDxUCDavis' and the title 'A simple trick to improve positive thinking' are displayed. Below the video player, there are tabs for 'Details' (selected) and 'Transcript' (11 languages). A short summary of the talk is provided, followed by the view count '5,649,011 views', the event 'TEDxUCDavis | May 2013', and 'Related tags'.

See [this Ted Talk](#) to learn about optimism bias:



The screenshot shows a video player interface for a TED Talk. At the top left is the TED logo with the tagline 'Ideas worth spreading'. At the top right are 'WATCH' and 'DISCOVER' buttons. On the right side, there is a vertical menu with icons for 'Share', 'Add to list', 'Like', and 'Recommend'. The video thumbnail features Tali Sharot, a woman with blonde hair and glasses wearing a black top. A large white play button is centered over the video. Below the video, the speaker's name 'Tali Sharot | TED2012' and the title 'The optimism bias' are displayed. Below the video player, there are tabs for 'Details' (selected), 'Transcript' (32 languages), 'Reading List' (Further learning), and 'Footnotes' (Notes + references). A short summary of the talk is provided, followed by the view count '2,508,056 views', the event 'TED2012 | February 2012', and 'Related tags'.

Optimism: Images

HOW TO MANAGE NEGATIVE THOUGHTS

CHALLENGE YOUR THOUGHTS

- What is the best thing that could happen?
- What is the most likely thing that will happen?
- What is the worst thing that could happen?



CHECK FOR EVIDENCE

- What is my evidence for my thinking?
- What is my evidence against my thinking?
- How can I find out if my thoughts are true?

<input type="checkbox"/> Write down your negative thoughts	<input type="checkbox"/> Put things into perspective
<input type="checkbox"/> Identify your automatic thoughts	<input type="checkbox"/> Distract yourself
<input type="checkbox"/> Learn what triggers your negative thoughts	<input type="checkbox"/> Learn to forgive yourself

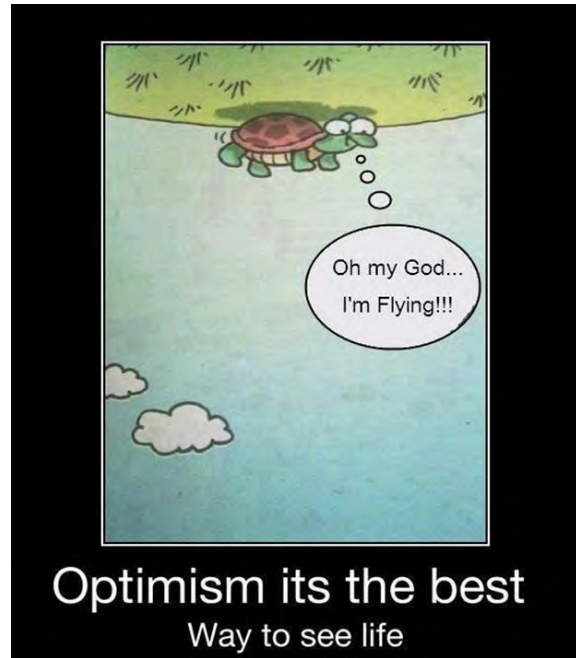
INSTEAD OF THINKING...

VS

TRY THINKING...

- | | |
|--|---|
| <input checked="" type="checkbox"/> I am not good enough | <input checked="" type="checkbox"/> I am good enough |
| <input checked="" type="checkbox"/> I can't do it | <input checked="" type="checkbox"/> I can do it |
| <input checked="" type="checkbox"/> Why does this always happen to me? | <input checked="" type="checkbox"/> This is just one bad day |
| <input checked="" type="checkbox"/> Everything is always my fault | <input checked="" type="checkbox"/> I can't blame myself for everything |
| <input checked="" type="checkbox"/> I always fail | <input checked="" type="checkbox"/> I will learn from this failure |

Source: believeperform.com



Source: Mikki the Marketer



Helen Barry Positive Vibes Amalayana:
<http://www.helenbarry.ie/>



Source: FionaChilds.com

HOW TO CHALLENGE COGNITIVE DISTORTIONS

- How do I know if this thought is accurate?
- What evidence do I have to support this thought or belief?
- How can I test my assumptions/beliefs to find out if they're accurate?
- Do I have a trusted friend who I can check out these thoughts with?
- Is this thought helpful?
- Are there other ways that I can think about this situation or myself?
- Am I blaming myself unnecessarily?
- What or who else contributed to this situation?
- Is it really in my control?
- Am I overgeneralizing?
- Am I making assumptions?
- What would I say to a friend in this situation?
- Can I look for "shades of gray"?
- Am I assuming the worst?
- Am I holding myself to an unreasonable or double standard?
- Are there exceptions to these absolutes (always, never)?
- Am I making this personal when it isn't?

Source: Mental Health Counseling Posters

DEVELOPING A GROWTH MINDSET

INSTEAD OF..	SAY THIS...
I'm not good at this	What am I missing?
I give up	I'll use a different strategy
It's good enough	Is this really my best work?
I can't make this any better	I can always improve
This is too hard	This may take some time
I made a mistake	Mistakes help me to learn
I just can't do this	I am going to train my brain
I'll never be that smart	I will learn how to do this
Plan A didn't work	There's always Plan B
My friend can do it	I will learn from them

Source: Get Motivated! via Reddit

Keep your **thoughts positive** because
your *thoughts become your words.*

Keep your **words positive** because
your *words become your behavior.*

Keep your **behavior positive** because
your *behavior becomes your habits.*

Keep your **habits positive** because
your *habits become your values*

Keep your **values positive** because
your *values become your destiny*

– GANDHI

Source: www.52WLM.com | www.getorganizedwizard.com

" If you just communicate,
you can get by.
But if you
communicate skillfully,
you can work miracles. "

Source: Jim Rohn

**I AM TOO POSITIVE
TO BE DOUBTFUL
TOO OPTIMISTIC
TO BE FEARFUL
AND TOO DETERMINED
TO BE DEFEATED**

Source: *QuoteIdeas.com*

OPTIMISM IS A STRATEGY
FOR MAKING A BETTER FUTURE
BECAUSE UNLESS YOU BELIEVE
THAT THE FUTURE CAN BE BETTER,
YOU ARE UNLIKELY TO STEP UP
AND TAKE RESPONSIBILITY
FOR MAKING IT SO.
NOAM CHOMSKY

SUCCESS.com

Source: *Success.com*

**Almost every
successful person
begins with two
beliefs: the future
can be better than
the present, and I
have the power to
make it so.**

Source: *David Brooks*

Optimist:

Someone who figures that taking a
step backward after taking a step
forward is not a disaster,
it's more like a cha-cha.

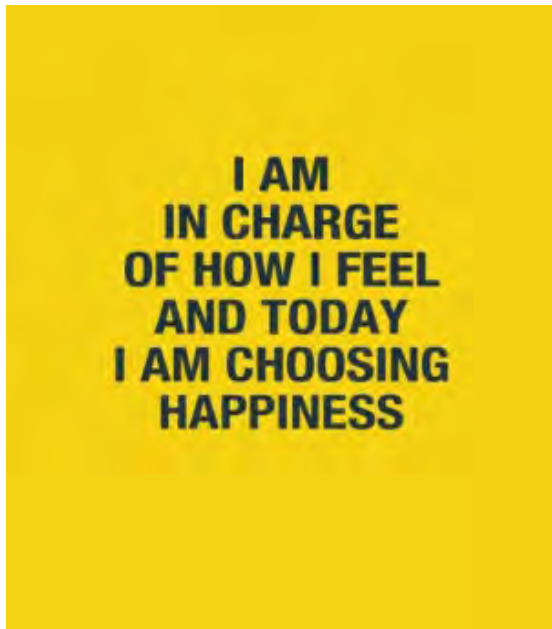
Source: *Robert Braut*



Source: Winston Churchill



Source: cwote.tumblr.com



Source: Brandon Sykes

Collaboration: Articles and Videos

Collaboration (Teamwork)

*An essential piece of resiliency in the workplace.
Working together toward a com-mon goal and
helping each other is a crucial factor in reducing the
impact of stress on people’s relationships.*

Source: Resilience Alliance Participant Handbook

Some collaboration statistics to think about from [27 Facts and 11 Conclusions about Collaboration](#):

“88% agree that a culture of knowledge-sharing correlates to high employee morale and job satisfaction.”

“60% of respondents have experienced change in their way of thinking due to collaborations.”

Here is a link to an article that you might find interesting from Forbes Coaches Council: [12 Techniques For Being Less Reactive and More Intentional With Workplace Communication](#)

Here is a [video about good collaboration](#):



GOOD COLLABORATION (2014)

156,242 views • Oct 20, 2014

807 27 SHARE SAVE

 **WR Crime Prevention Council**
384 subscribers

[SUBSCRIBE](#)

This 2:30 fun animation was produced to support our Collaboration Values Statement (2014) to promote the benefits of Good Collaboration for community partners and organizations.

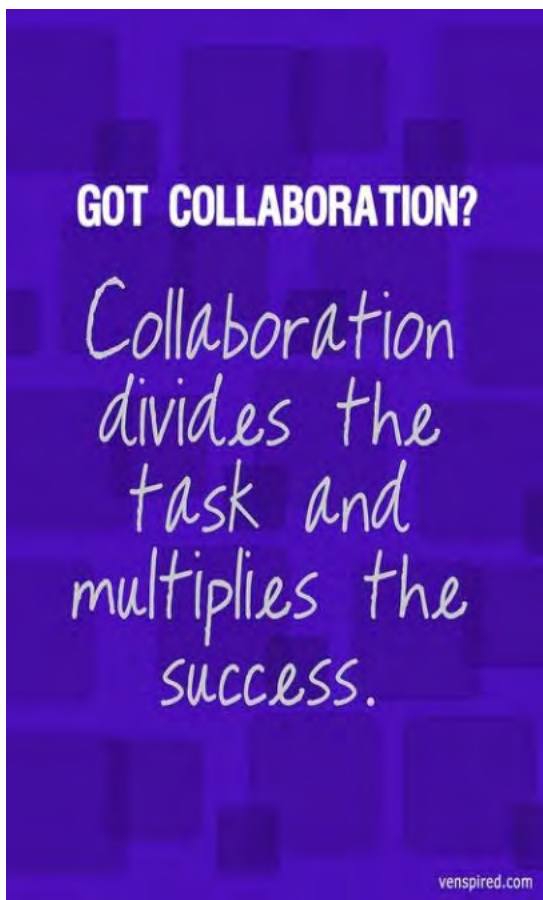
Collaboration: Images



Source: Rotten eCards User Cards



Source: callmehannah.ca



Source: venspired.com



Source: HomeFinder.com



Source: memecrunch.com



Source: @thatnursebert on Twitter



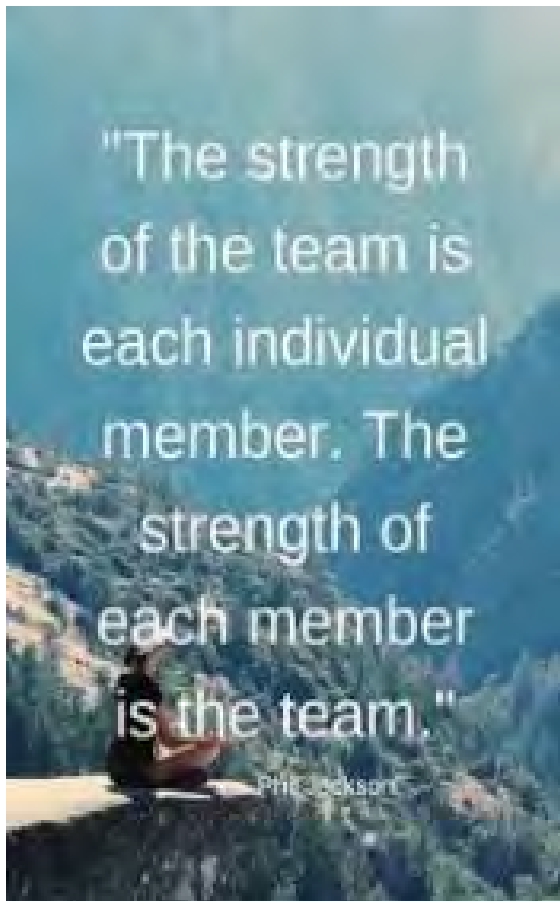
Source: Ryunosuke Satoro



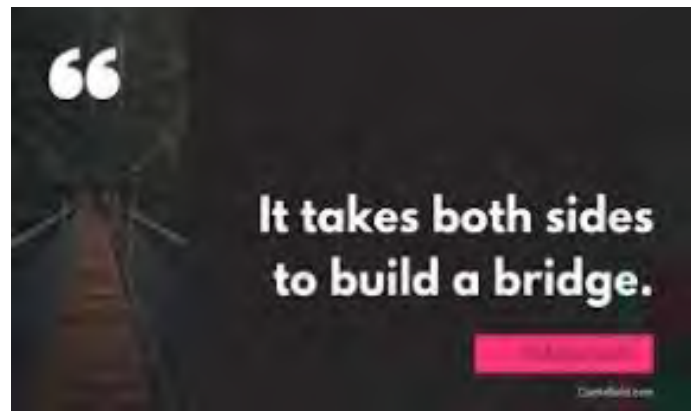
Source: Creative Notebook



Source: Robert H. Schuller



Source: Phil Jackson



Source: Fredrik Nael

Unity is strength... when there is
teamwork and collaboration,
wonderful things can
be achieved

Mattie Stepanek

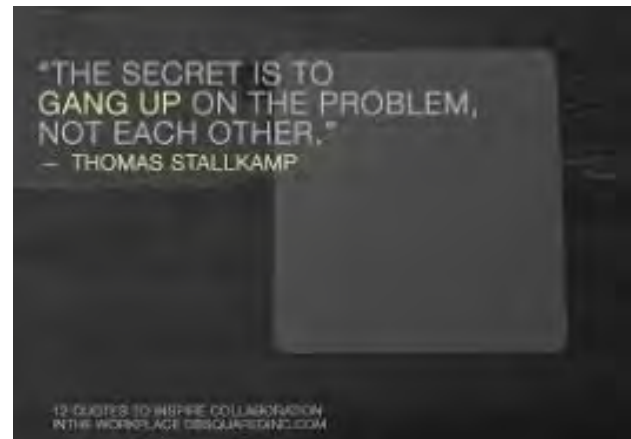
Source: *Mattie Stepanek via Spirit Button*

**SUCCESS TAKES
COMMUNICATION,
COLLABORATION AND,
SOMETIMES, FAILURE**

Source: *Jessica Alba via picturequotes.com*



Source: *Patrick Lencioni via ProjectManager.com*



Source: *Thomas Stallkamp*



Source: *Ken Blanchard*

Self-Care: Articles and Videos

Self-Care

The strategies and techniques by which one addresses the impact of work-related stress on one's professional and personal health.

Source: Resilience Alliance Participant Handbook

Some information on lowering stress levels:

- Research has shown that dark chocolate reduces stress hormones such as cortisol and other fight-flight hormones. Additionally, cocoa is rich in antioxidants called flavonoids.
 - Source: [Elizabeth Scott at Verywell Mind](#)
- Chewing gum lowers stress levels, which is why the ancient Greeks and Mayans kept on chomping on resin gums.
 - Source: [The American Institute of Stress](#)
- Stress balls originated in ancient China around 1368 AD as hard Baoding Balls, that are still used today, and these traditional balls are intended to be rotated in one's palm, and are said to stimulate a person's acupressure points on the hand.
 - Source: [History of Stress Balls](#)

From the Article [10 Surprising Things That Trigger "Fight or Flight"](#):

1. Feelings of Loneliness
2. Hunger
3. Selling your soul for a paycheck
4. A pessimistic world view
5. Toxic Relationships
6. Worry wart thoughts
7. Childhood traumas
8. Unforgiven resentments
9. Anger
10. Feelings of Helplessness

From the article [3 Realistic Tips for Better Work-Life Balance](#):

1. Outsourcing gives you time back—have others shop, clean, handle errands that take a lot of time. If you have a partner or children who are old enough share the burden. Take advantage of shortcuts (online shopping, grocery delivery, laundry service, etc) as long as they make sense for you and your family.
2. Working out keeps you healthy and sane—enough said.
3. Figure out your most productive hours and block that time out for your must-do items on your to-do list.

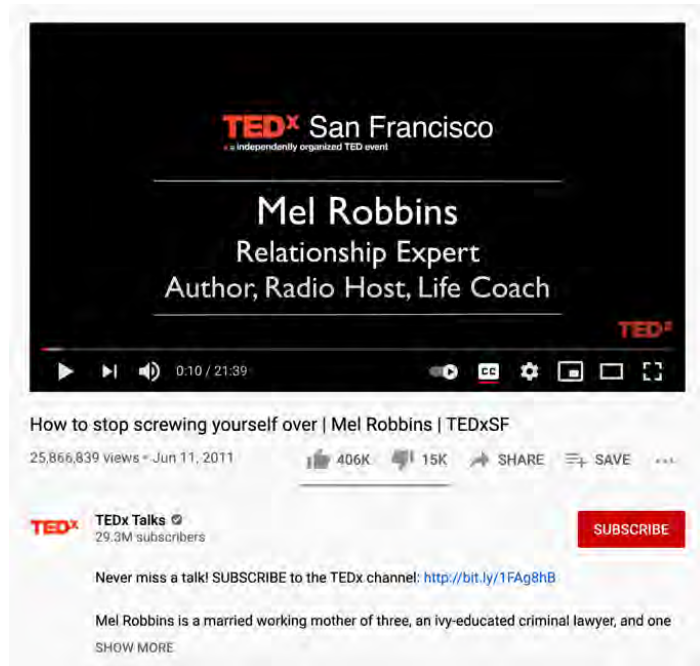
Work life balance means:

1. Clearly defining when you are working and when you are “off”
 - a. Source: Cassandra Harris via CarrerVillage.org
2. Not being tied to your phone or computer at all times
 - a. Source: Cassandra Harris via CarrerVillage.org
3. Having a colleague who can cover for you when you’re gone
 - a. Source: Rebecca Zucker via Harvard Business Review
4. Having time to yourself after you leave the office
 - a. Source: Cassandra Harris via CarrerVillage.org
5. Taking vacation
 - a. Source: Suzanne Gelb via TheMuse
6. Not feeling guilty about asking for time off
 - a. Source: Cassandra Harris via CarrerVillage.org
7. Not cancelling your weekend or dinner plans (except on rare occasion) because of an emergency at work
 - a. Source: Cassandra Harris via CarrerVillage.org

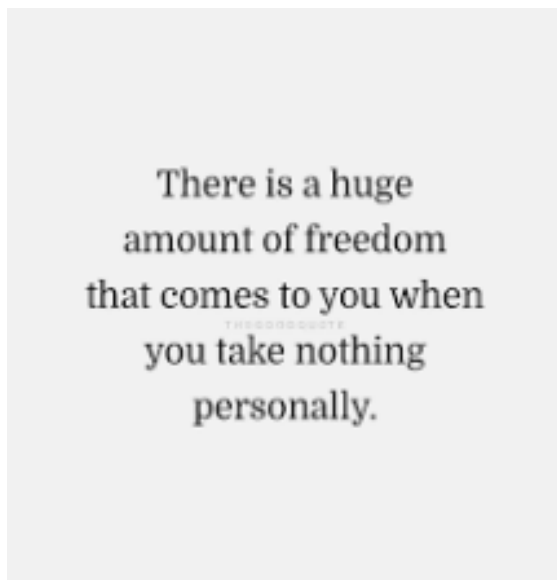
Here is a link to a TEDx Talk that you might find helpful when thinking about your own self-care plan: [Self Care: What It Really Is | Susannah Winters](https://www.tedxhiltonhead.com/talks/susannah-winters-self-care-what-it-really-is)



Here is a [Ted Talk from Mel Robbins](#):



Self-Care: Images



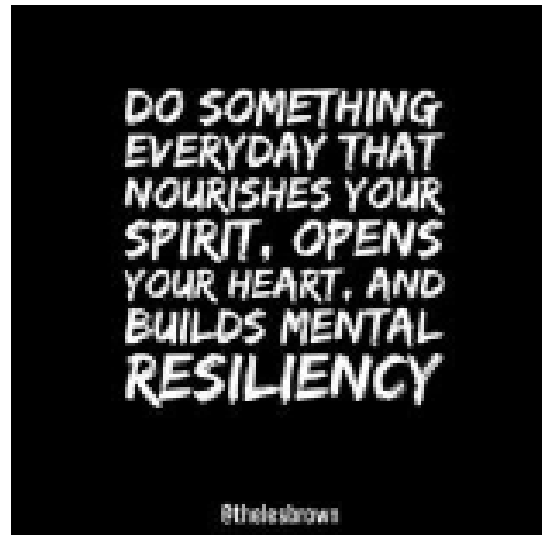
Quote by Don Miguel Ruiz
Source: [TheGoodQuote](#)



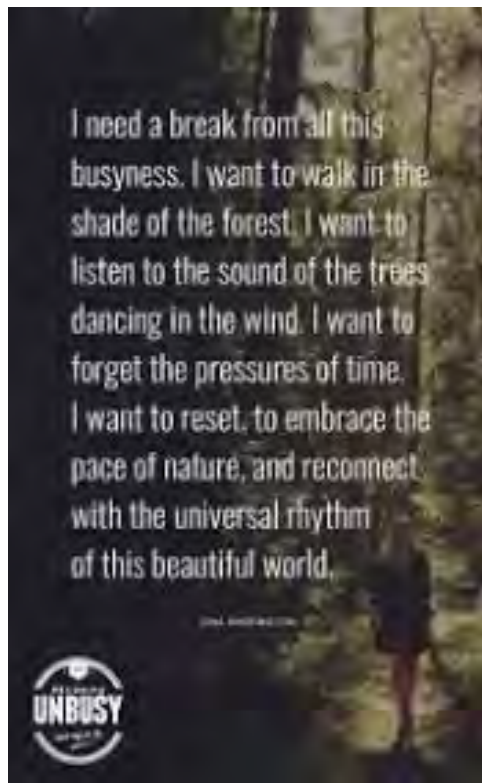
Source: [J's Hallmark](#)



Source: WisdomLoveQuotes.com



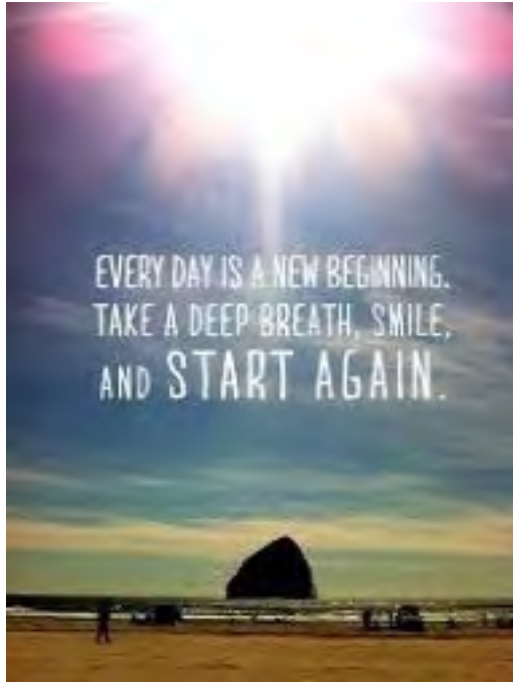
Source: [@thelesbrown](https://www.instagram.com/thelesbrown)



Source: [Fresh Minds Matter](https://www.freshmindsmatter.com)



Source: [Diane Von Furstenberg via purewow.com/wellness/celebrity-self-care-quotes](https://www.purewow.com/wellness/celebrity-self-care-quotes)



Source: ubranblisslife.com



Source: Massachusetts Association of School Superintendents



Source: [@AgeproofLiving](https://twitter.com/AgeproofLiving) on Twitter

Mastery: Articles and Videos

Mastery

The ability to complete one's job successfully and to manage negative emotions. Having mastery over job skills builds confidence and self-worth, which in turn inoculates an individual against feeling overwhelmed. Setting realistic expectations for oneself and others is a key part of mastery.

Source: Resilience Alliance Participant Handbook

Here is a video about emotional mastery: <https://www.youtube.com/watch?v=EKy19WzkPxE>



Source: The Boulder Center for Resilience

Emotional Mastery: The Gifted Wisdom of Unpleasant Feelings | Dr Joan Rosenberg | TEDxSantaBarbara

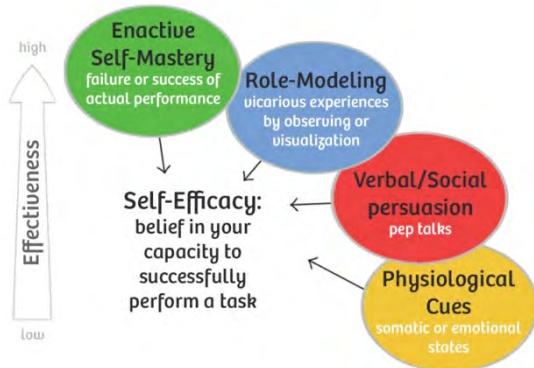
1,762,536 views • Sep 21, 2016

33K 1.1K SHARE SAVE

TEDx TEDx Talks 29.3M subscribers **SUBSCRIBE**

What often blocks people from feeling capable in life and from having greater success with finances, health or relationships is how they handle unpleasant feelings. Psychologist Joan Rosenberg unveils the innovative strategy and surprising keys for experiencing the

Mastery: Images



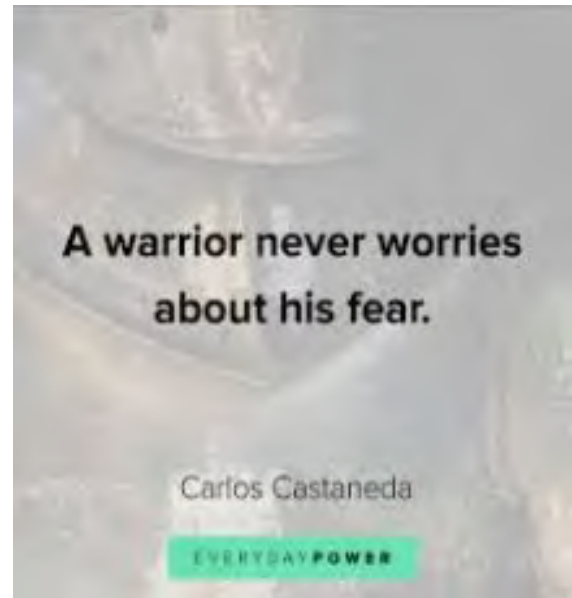
Source: Agile Coffee



Source: MemeGenerator.net



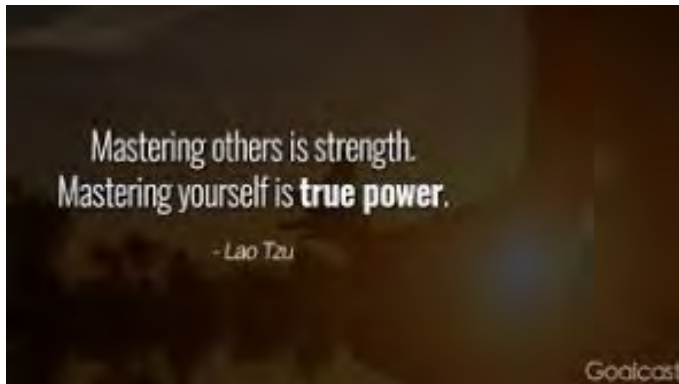
Source: Great Big Minds



Source: Carlos Castaneda via Everyday Power



Source: Brian Tracy



Source: Lao Tzu via Goalcast

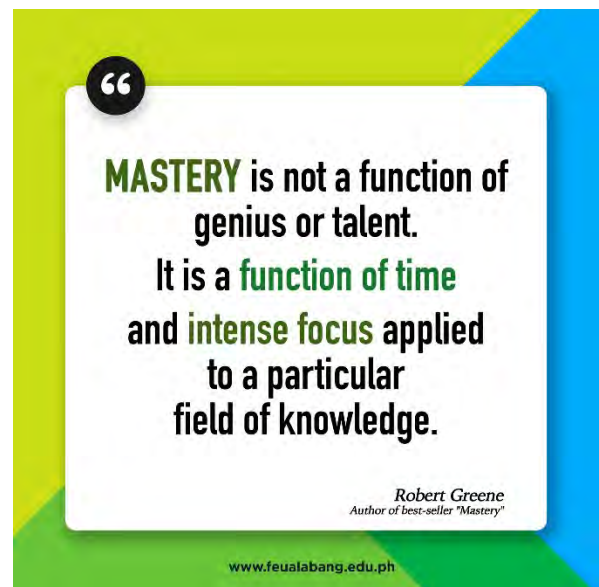


Source: HealthyPlace.com

"DO NOT THINK
THAT WHAT IS HARD
FOR YOU TO MASTER
IS HUMANLY
IMPOSSIBLE;
AND IF IT IS
HUMANLY POSSIBLE,
CONSIDER IT TO BE
WITHIN YOUR REACH."

MARCUS AURELIUS

Source: Marcus Aurelius via John Nagina



Source: feulabang.edu.ph

Self-Reflection: Articles and Videos

Self-Reflection

Careful consideration of the impact of work-related stress on one's physical, mental, and social behaviors.

Source: Resilience Alliance Participant Handbook

Here is a blog with information on self-reflection : [Self-Reflection: How to Make the Most from Every Experience](#)

Here is a [Ted Talk by James Schmidt](#) on self-reflection:



The Value of Self-Reflection | James Schmidt | TEDxUniversityofGlasgow

155,343 views · Apr 10, 2015

1.3K 54 SHARE SAVE ...

TEDx TEDx Talks
29.3M subscribers

SUBSCRIBE

James is a young man with wisdom beyond his years. When he isn't looking at the broader picture, he is concerned with the day to day doings and habits of each one of us. In his thought-provoking speech he will talk about the value of self-reflection and how to break our

Some Facts on Self-Reflection from [Daniel Levitin's TED Talk](#)

You're not at your best when you're stressed. In fact, your brain has evolved over millennia to release cortisol in stressful situations, inhibiting rational, logical thinking but potentially helping you survive, say, being attacked by a lion.

Neuroscientist Daniel Levitin thinks there's a way to avoid making critical mistakes in stressful situations, when your thinking becomes clouded—the pre-mortem. “We are all going to fail now and then,” he says might be.”

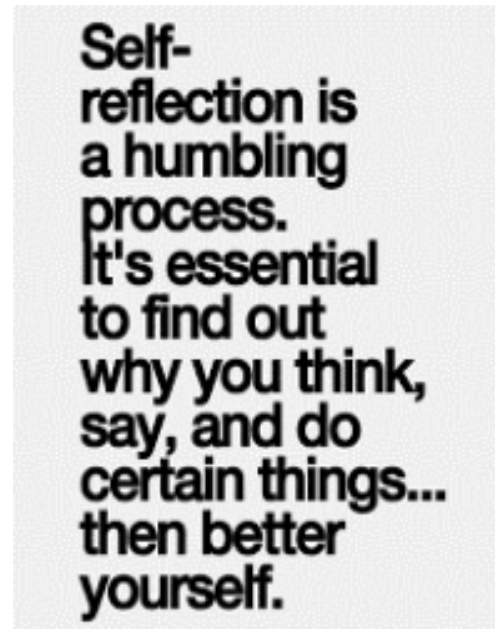
“The idea is to think ahead to what those failures.”

The sooner you are aware of your own reactivity level, the easier it is to avoid feeling overwhelmed and caught up in negative feelings.

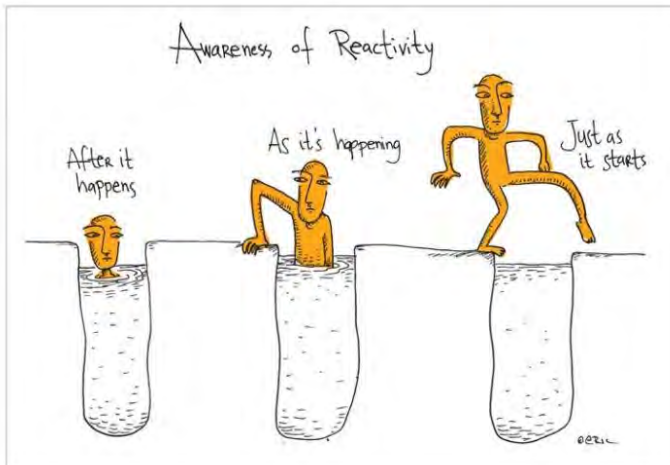
Self-Reflection: Images



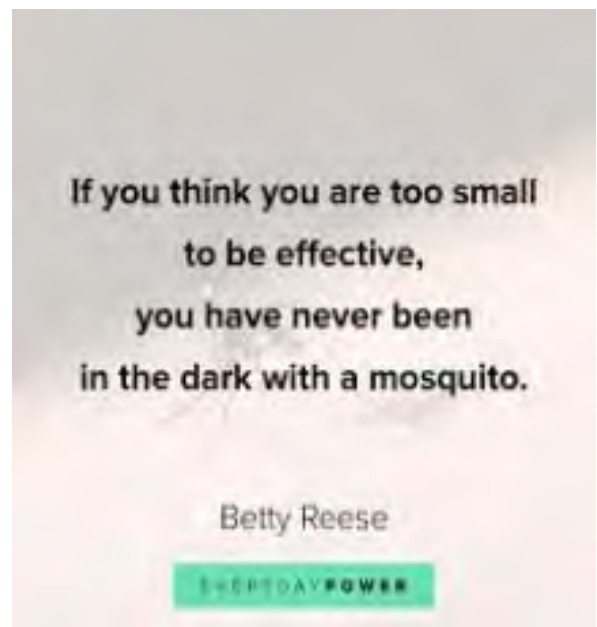
Source: Zencorkz Marketing



Source: Sonya Teclai via TheGoodVibe.Co



Source: wisdomheart.com



Source: Betty Reese via Everyday Power



Source: shinzoo.com



Source: Aristotle via Motinus



Source: Next Level A

Self-Awareness: Articles and Videos

Self-Awareness

An awareness of one's own personality or individuality within the workplace (Merriam-Webster's Medical Dictionary).

Source: Resilience Alliance Participant Handbook

Some Notes on Self-Awareness:


One thing that has been shown to consistently combat anger is humor. Not only do most people enjoy humor, but it breaks the attention and stress caused by feeling angry and refocuses it on something less physiologically taxing.

Source: MentalHelp.net

Self-efficacy refers to an individual's belief in his or her capacity to execute behaviors necessary to produce specific performance

Source: [The Resilience Alliance Participant Handbook](#) and the [American Psychological Association](#)

Here is a [video about increasing your self-awareness](#):



The video player shows a woman in a red dress, Tasha Eurich, speaking on a stage with a blue background. The video title is "Increase your self-awareness with one simple fix | Tasha Eurich | TEDxMileHigh". The video has 2,864,268 views and was posted on Dec 19, 2017. It has 43K likes and 1.8K comments. The video player includes standard controls like play, volume, and full screen.

TashaEurich

Increase your self-awareness with one simple fix | Tasha Eurich | TEDxMileHigh

2,864,268 views • Dec 19, 2017

43K 1.8K SHARE SAVE ...

TEDx TEDx Talks 29.3M subscribers **SUBSCRIBE**

Self-awareness has countless proven benefits – stronger relationships, higher performance, more effective leadership. Sounds pretty great, right? Here's the bad news: 95% of people think that they're self-aware, but only 10-15% actually are! Luckily, Tasha Eurich has a simple

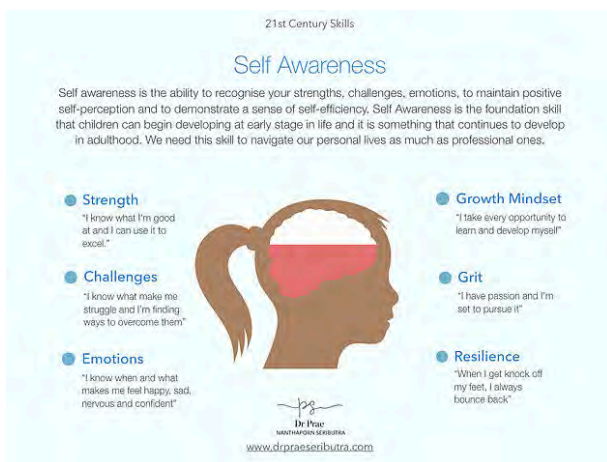
Self-Awareness: Images



Source: KiddieMatters.com



Source: psych.facts.tumblr.com



Source: www.drpraeseributra.com



Source: Vironika Wilde via Pinterest

12 Essential Self-Awareness Exercises

TO HELP YOU SUCCEED IN LIFE

Created by: TheUtopianLife.com

- 1. The 3 Why's.**
Question your motives. Find 3 reasons for a decision.
- 2. Break visceral reactions.**
Stop & breathe. Weigh the evidence before acting.
- 3. Expand your emotional vocabulary.**
Get better at articulating how you feel.
- 4. Practice saying "No" to yourself.**
Refuse 5 temptations each day.
- 5. Play "Devil's Advocate."**
Argue against yourself. Think differently.
- 6. Be accountable to your flaws.**
Acknowledge your mistakes in order to improve.
- 7. Monitor your self-talk.**
Stop negative and critical self-commentary. Celebrate wins, forgive losses.
- 8. Ask for constructive feedback, regularly.**
From mentors and people you respect.
- 9. Improve your body language awareness.**
Change your posture and use hand gestures.
- 10. Know your personality type.**
Know your skills and talents. Maximize your strengths and minimize weaknesses.
- 11. Practice self-evaluation and reflection.**
Keep a journal and track your progress.
- 12. Meditation.**
Start with ten minutes a day. Focus on your breathing.

START NOW!

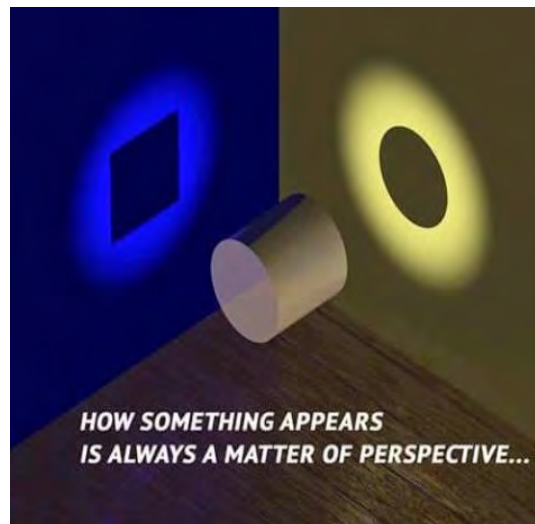
Created by: TheUtopianLife.com

Source: TheUtopianLife.com

We can't control what thoughts and emotions arise within us, nor can we control the universal truth that everything changes. But we can learn to step back and rest in the awareness of what's happening. That awareness can be our refuge.

- Sharon Salzberg

Source: Sharon Salzberg



Source: Truehope Nutritional Support



Source: Clusters of Inspiration



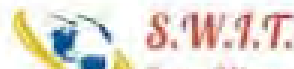
Source: The Power of Oneness



Source: OurMindfullife.com

Yes love yourself. But also, analyze and be critical of how you think, act, and behave. Self love without self awareness is useless. Be accountable.

Source: *Rahsaan Patterson*



Source: *Super Women In Training*

**IF YOU'RE NOT TWEETING,
YOU'RE SNAPCHATting. IF
YOU'RE NOT SNAPCHATting,
YOU'RE INSTAGRAMING, IF
YOU'RE NOT INSTAGRAMING,
YOU'RE FACEBOOKING.
WHEN ARE YOU IN REALITY?**
INSTAGRAM - THEGOODQUOTE

Source: *TheGoodQuote via Instagram*



Source: *awesomeaj.com*



Source: Prince Ea

Your perception of me is
a reflection
of you; my reaction
to you is an awareness
of me.

Source: picuki.com

Acknowledgments

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