

A Strengths-based Approach to Building Resilience

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About Espyr



- Behavioral Healthcare Company, based in Atlanta
- Since 1989, providing solutions to help people and organizations achieve their potential
- Provide Employee Assistance Programs, Student Assistance Programs, Critical Incident Response and Training Services, and 24/7 Hotline Services and Health and the Fit To Pass Coaching Program for Professional Drivers



What is Resiliency?

- “the process of adapting well in the face of adversity, trauma, threats or even significant sources of stress”

Premises:

- Acknowledge that adversity and stress are part of life
- Organizational resilience is dependent on a resilient workforce
- Resilience can be learned by people and supported by work organizations



Business Case for Building Resiliency

- Resiliency Supports Health
- Resiliency Supports Safety
- Resiliency Supports Retention

Stress and Mental Health



- 1 in 5 experience a diagnoseable MH condition annually
- Most Common Categories:
 - Anxiety
 - Depression
- Most don't get optimal treatment, leading to poorer outcomes
- What about the other 80%?

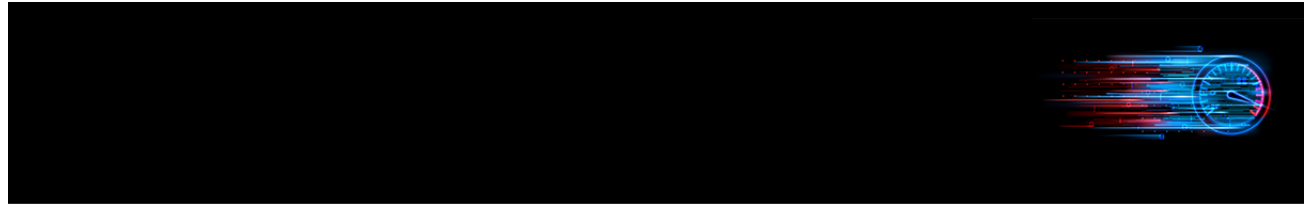
COMMON REACTIONS TO STRESS



Physical	Emotional	Behavioral	Mental
<ul style="list-style-type: none"> ▪ Muscle tension ▪ Headaches ▪ Chest pain ▪ Shortness of breath ▪ Nausea/vomiting ▪ Back pain ▪ Insomnia ▪ Rapid heart rate ▪ Thirst or hunger ▪ Dizziness ▪ Excessive sweating ▪ Weakness or fatigue ▪ Chills 	<ul style="list-style-type: none"> ▪ Anger ▪ Depression ▪ Irritability ▪ Agitation ▪ Helplessness ▪ Guilt ▪ Mistrust ▪ Numbness ▪ Grief ▪ Anxiety ▪ Apathy/boredom ▪ Worthlessness ▪ Lack of capacity for enjoyment ▪ Uncertainty ▪ Fear of loss/going crazy 	<ul style="list-style-type: none"> ▪ Change in normal activities ▪ Inability to rest ▪ Substance use/abuse ▪ Accident prone ▪ Prolonged silences ▪ Diminished sex drive ▪ Decreased personal hygiene ▪ Intensified startle reflex ▪ Suspiciousness ▪ Emotional outbursts ▪ Change in speech ▪ Withdrawal from others ▪ Change in communication ▪ Antisocial acts ▪ Pacing 	<ul style="list-style-type: none"> ▪ Blame others ▪ Confusion ▪ Poor attention or concentration ▪ Inability to make decisions ▪ Heightened/lowered alertness ▪ Forgetfulness ▪ Trouble identifying known people/objects ▪ Increased/decreased awareness of surroundings ▪ Poor problem solving ▪ Loss of sense of time, place or person ▪ Disturbed thinking ▪ Nightmares ▪ Inescapable images ▪ Flashbacks ▪ Suicidal ideas ▪ Disbelief ▪ Change in values ▪ Search for meaning

Source: U.S. Department of Health & Human Services

Effects of Chronic Stress



- Employee Burnout, Turnover, Recruiting and Replacement Costs
- Increased Healthcare Costs
- Increased risks to Driver and Public Safety
- Increased Risks of Mental Health issues, Family Conflicts and Suicide

- Ever changing and challenging working conditions
- Irregular work times, time pressure/tight deadlines
- Disrupted sleep patterns and poor sleeping conditions
- Low job control (diminished autonomy)
- Social Isolation and Loneliness
- Poor Nutrition and Exercise Opportunities

Driver Challenges to Wellbeing

- Restricted Access to the 4 Pillars of Stress Relief
 - Socializing with Family and Friends
 - Regular Exercise
 - Good Sleep and Rest
 - Good Nutrition/Healthy Eating

Restrictions to Normal Stress Relievers

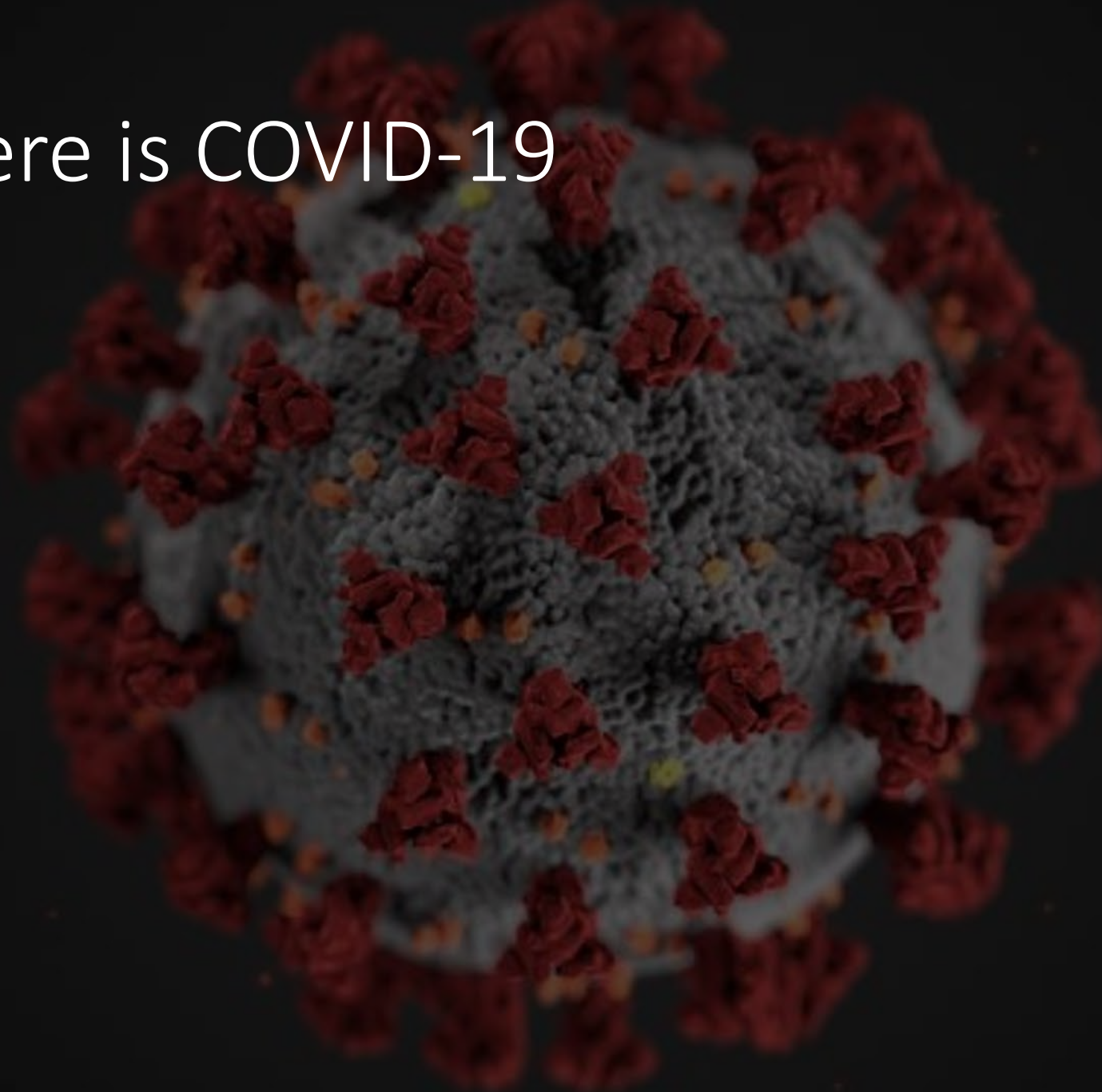
Special Challenges- Risk Factors



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- Exposure to Chronic Stress
- Exposure to Trauma
- High-Risk Demographic for Suicide
- Personal Risk Factors (backstories)
- Barriers to healthcare

Then there is COVID-19



Pandemic- related Challenges

- Physical Wellbeing

- Food and bathrooms are harder to find
- Emotional stress= overeating, comfort eating, poor food choices= weight gain

Mental Wellbeing

- Depression
- Loneliness
- Anxiety
- Financial Worries

Additional Stresses for Women Drivers

- Harassment against female drivers

“My concern is due to the number of driver complaints and issues over the past two months. They seem to have increased more than normal. My female drivers are being accosted in various ways.”

Carrier President/CEO

- Safety Concerns

Women disproportionately report feeling unsafe, compared to males

Additional Stresses for Women Drivers

Gender-based Discrimination

- Female drivers were 83% more likely to be delayed than males
- Female drivers regularly experience micro-aggressions (everyday slights, indignities and put-downs)
- Females are under-represented in Management in most carriers

- Access positive emotions frequently
- Engage in the moment, in creativity
- Find meaning and purpose in life
- Healthy relationships
- Personal Control and Autonomy

Building Resilience and Positive Psychology

Traits of Resilient People

- Better psychological strength and overall health
- They experience of more positive emotions
- Better management of negative emotions
- Less depressive symptoms
- Better coping with stress, through enhanced problem-solving, a positive orientation, and re-evaluation of stressors
- Successful aging and improved sense of well-being despite age-related challenges
- Better management of PTSD symptoms

Building Resiliency, Personal Level

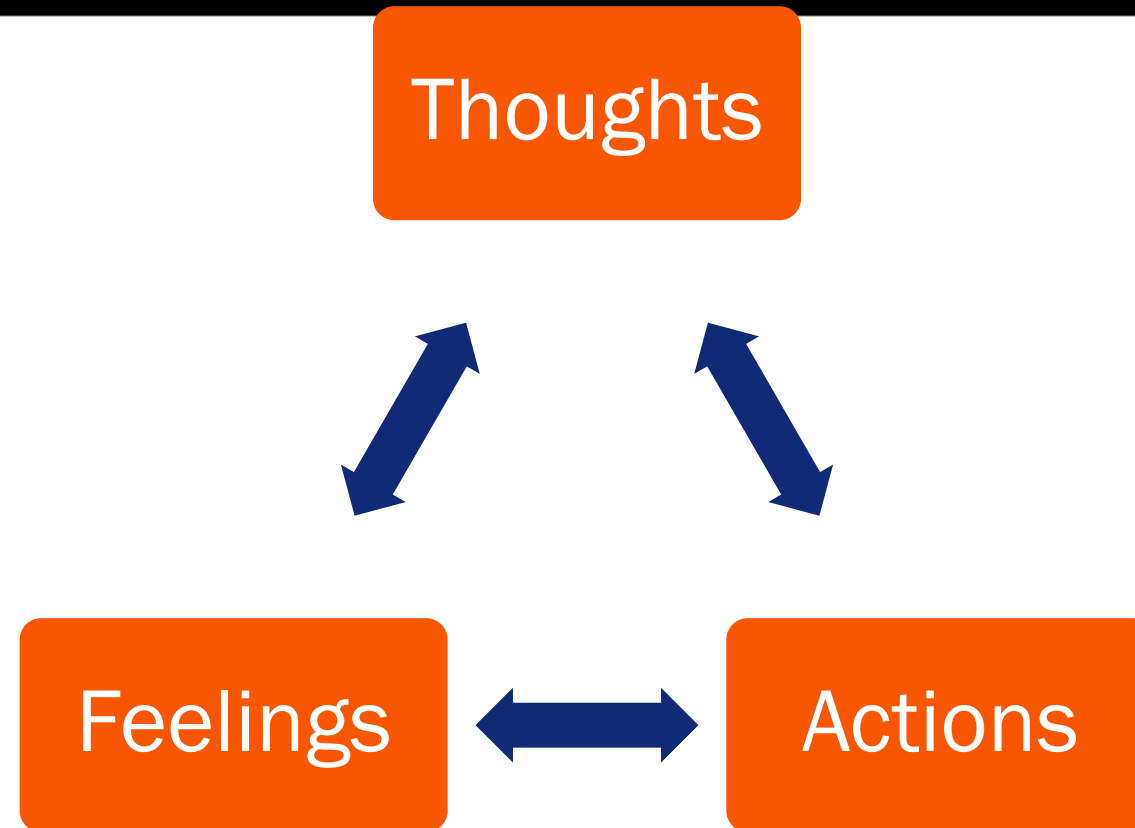
Gain Perspective

Practice positivity

Achieve Purpose

Build Meaningful Relationships

BUILDING RESILIENCY: PERSPECTIVE



Building Resiliency: Practice...



Practice Gratitude Everyday



Practice Mindfulness



Practice Self-care

Building Resiliency- Finding Purpose

Activity (work or hobby)



Building Resiliency- Building Meaningful Relationships

Meaningful Relationships

- personal
- family
- social
- workplace

Leadership- Building Resilient Organizations

Does your organization passionately Support 3 Basic Driver Needs?

- Safety and Health (physical and mental)
- Job Satisfaction (building mastery and autonomy)
- Connection (to loved ones, co-workers and your organization's customers, stakeholders and mission)





Building Resiliency- A Culture of Connections

- Communication: Personalized, Positive, Honest, Regular
- Message Caring, Respect, Quality of Life, Mission
- Multi-level communication
- Multi-channel communication
- Start at Recruitment and Orientation
- Consider Mentoring and Peer Support programs



Building Resiliency by Self Examination

- Honestly examine your attitudes and your Organization's attitudes toward Mental Health
- ? Are mental health and physical health treated equally?
- ? Is biased or discriminatory language in our policies and communications?
- ? Am I encouraging positivity, gratitude, and positive workplace relationships?
- ? How well am I doing as an advocate for employee wellbeing?



Examine Your Workplace Culture

Does your culture Support Safety, Health and Fitness as business priorities?

Are communications seen as a tool for building respect and connections?

Does it acknowledge Stress and support stress management strategies?

Does it encourage Positivity?



Building Resiliency by Actions

- Examine company policies
- Examine communications
- Destigmatize Mental Health issues by talking about them
- Positively equate Mental Health and Physical Health
- Champion the business case for wellbeing: improved safety, risk reduction, better driver retention and increased productivity



Building Resiliency- Examine Resources

- Review your Employee Assistance Program's services and outreach
- Provide 24/7 Multi-Channel Access to Mental Health Support Services
- Build Life Style Management Support into Your Orientations
- Offer Mental Health screenings and Suicide Prevention services
- Offer Resiliency training- in-person or technology-enabled
- Offer Adequate Mental Health Benefits in your Medical Plans



Good Luck on
Your
Resiliency
Journey

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