ICAOS Conference 2018
Resiliency

JAIME BROWER, PSY.D., ABPP
AMERICAN BOARD CERTIFIED POLICE & PUBLIC SAFETY SPECIALIST

www.browerpsychological.com
Denver, Colorado
(720)222-3400
Today’s Mission
| Honesty First... |

### Life is Stress – Both Good & Bad

<table>
<thead>
<tr>
<th>Full of expectations from others and ourselves</th>
<th>Our dual roles &amp; expectations can conflict</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• We can be our own worst enemy...</td>
</tr>
</tbody>
</table>

### 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?
## Characteristics Developed Through Working in High Stress Environments

<table>
<thead>
<tr>
<th>Sick Humor</th>
<th>Inappropriate Stories – At Inappropriate Times</th>
<th>Shop Talk</th>
<th>Everyone Becomes “Suspect”</th>
<th>Tiny Circle of Trust That’s Earned NOT Given</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Avoidance – “Accidental” Phone Destruction</td>
<td>Withdrawal &amp; Isolation</td>
<td>Evasion of Occupation • “I work for the city” • “Adult Day Care”</td>
<td>Communication Styles</td>
<td>Over-Analyzing or None</td>
</tr>
<tr>
<td>Desensitization</td>
<td>Stress &amp; Drama Response – sleeper syndrome</td>
<td>Zoned In – Zoned Out</td>
<td>Changes in Parenting Style</td>
<td>Changes in Friendships – No Drama Policy</td>
</tr>
</tbody>
</table>

### Communication Styles
- Over-Analyzing or None
- None
- Over-Analyzing

### Changes in Parenting Style
- Changes in Friendships – No Drama Policy
- Evasion of Occupation
- Communication Styles
- Over-Analyzing or None
- Phone Avoidance – “Accidental” Phone Destruction
- Stress & Drama Response – sleeper syndrome
- Desensitization
- Zoned In – Zoned Out
- Tiny Circle of Trust That’s Earned NOT Given
- “I work for the city”
- “Adult Day Care”

**Sick Humor**
- Inappropriate Stories – At Inappropriate Times
- Shop Talk
- Everyone Becomes “Suspect”
- Tiny Circle of Trust That’s Earned NOT Given
- Communication Styles
- Over-Analyzing or None
- Phone Avoidance – “Accidental” Phone Destruction
- Withdrawal & Isolation
- Evasion of Occupation
- Desensitization
- Stress & Drama Response – sleeper syndrome
- Zoned In – Zoned Out
- Changes in Parenting Style
- Changes in Friendships – No Drama Policy
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 discontinue 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.

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

Increase in Personnel Issues

Absenteeism

Rollover & Externalization of Blame

Low Productivity

Abuse of FMLA and/or Light Duty Assignments

Suicide

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

- **Set**: Set goals and work to achieve them
- **Acknowledge**: Acknowledge your achievements
- **Find**: Find things to celebrate
- **Treat**: Treat yourself
- **Develop**: Develop multiple identities: LE, family member, friend, volunteer, etc...
- **Manage**: Manage your stress levels
- **Take**: Take a positive perspective
- **Appreciate**: Appreciate the good...it could almost always be worse or get worse
- **Find**: Find the thing(s) that you still enjoy and put your focus there
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

- Higher levels of productivity
- Higher levels of performance
- Less likely to take sick days by improving physical health
- Less likely to become burned out
- Happier leaders and CEO’s impact their employees/students to be happier which results in a work/school climate conducive to high performance
- Less likely to quit
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
Sickness Training vs Wellness Training

THE ABSENCE OF DISEASE IS NOT HEALTH.
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.
Qualities of Resilient People

- 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
Optimism – Grounded in Self-Efficacy

Positivity regarding one's 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 Anchor
### Quick & Easy Strategies for Making It Happen

<table>
<thead>
<tr>
<th>5 Minutes of Meditation</th>
</tr>
</thead>
<tbody>
<tr>
<td>◦ Left prefrontal cortex growth = responsible for feeling happy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Find Something to Look Forward To</th>
</tr>
</thead>
<tbody>
<tr>
<td>◦ Anticipation of future rewards lights up pleasure centers in the brain</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Commit Conscious Acts of Kindness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infuse Positivity Into Your Environment</td>
</tr>
<tr>
<td>◦ Avoid Misery Loves Miserable Company</td>
</tr>
<tr>
<td>◦ Adopt a More Positive Tone and Facial Expression</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exercise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spend Money on Experiences, Not Stuff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exercise Your Strengths</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Give Recognition</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>The Losada Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>◦ 2.9 + / - interactions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Focus on the Means, Not Just the Ends</th>
</tr>
</thead>
<tbody>
<tr>
<td>◦ Create positive objectives for all tasks</td>
</tr>
</tbody>
</table>

COPYRIGHT © 2018 BY J. BROWER PSYCHOLOGICAL SERVICES & CONSULTING, INC.
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

<table>
<thead>
<tr>
<th>Limit</th>
<th>Limit Your Focus to Small, Manageable Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create</td>
<td>Create an “Easy” Path Toward Desired Behavior</td>
</tr>
<tr>
<td></td>
<td>• Lower activation energy for habits you want to adopt</td>
</tr>
<tr>
<td></td>
<td>• Increase the activation energy for habits you want to avoid</td>
</tr>
</tbody>
</table>
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.