

# Managing Stress, Maximising Resilience

This webinar series has been developed, organised and funded by Novo Nordisk. For healthcare professionals only.

Job bag: UK20DI00224  
Date of Prep: July 2020

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# The webinar will start shortly

**Experiencing technical difficulties? Don't worry, we will email you the video link to watch on-demand afterwards**

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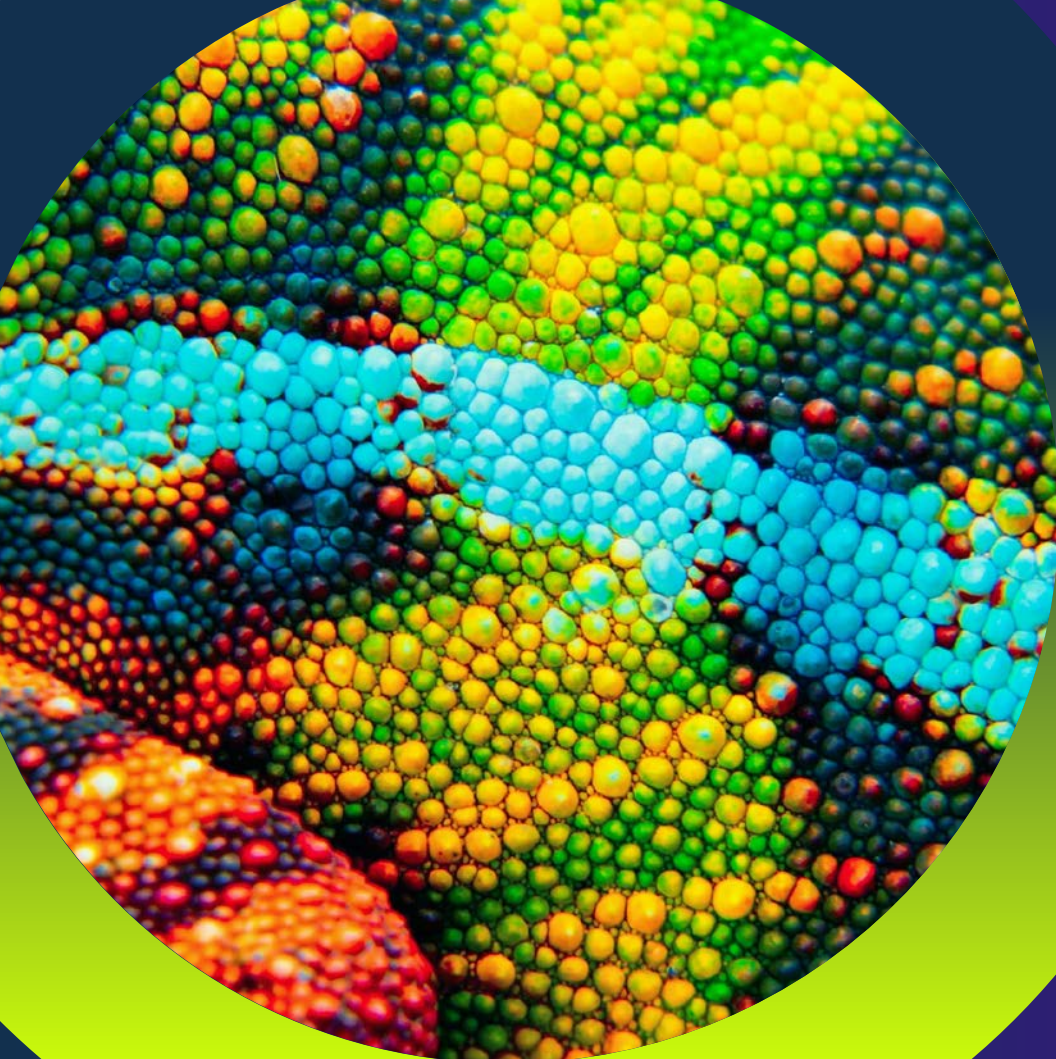
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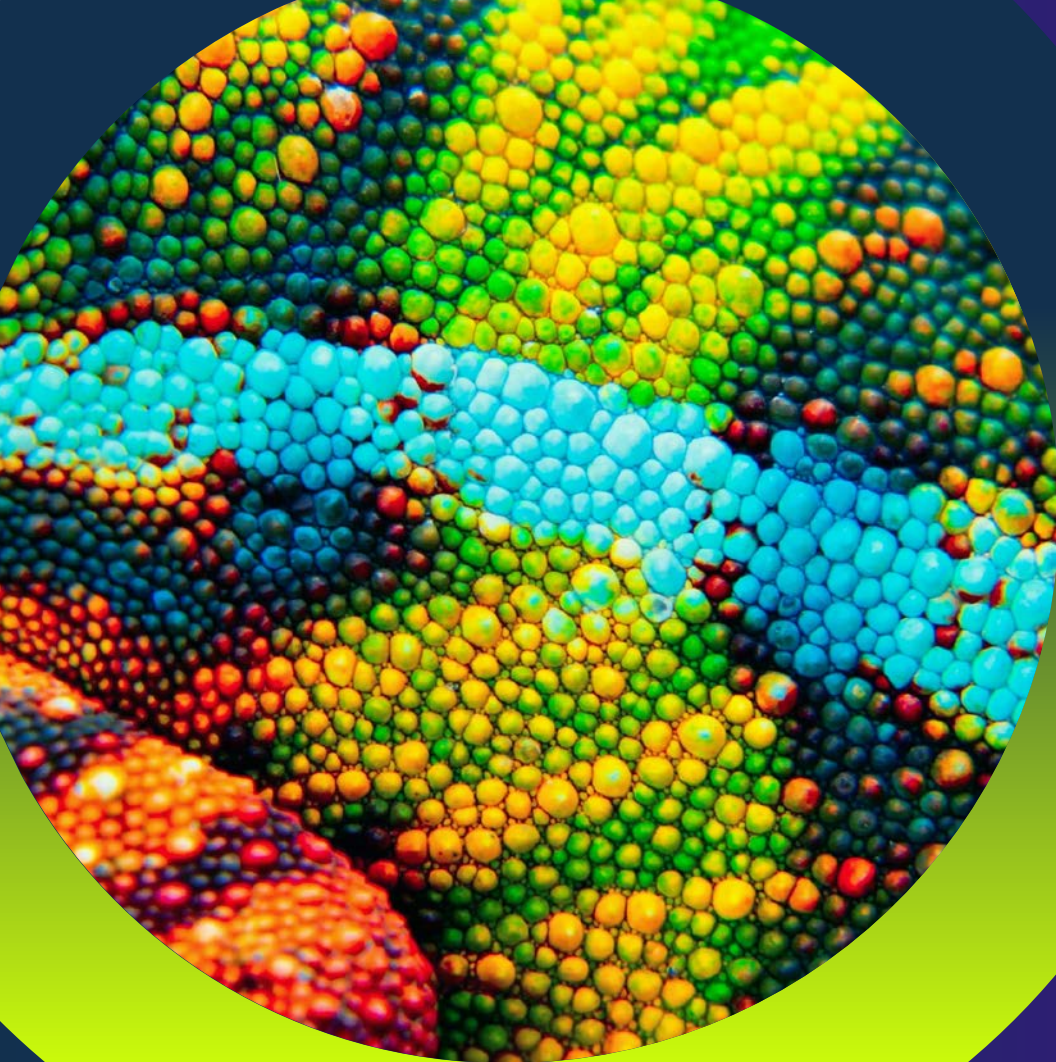
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**Jo Bonsey**

# Your 3 Part Webinar Series

**Top Tips to support you on the following topics:**

## 1. Virtual Consultations



## 2. Managing Stress and Maximising Resilience



## 3. Thriving and Surviving Change



# Housekeeping!

- 45 minute webinar
- Some interactivity – polls and posed questions throughout!
- 15 minutes dedicated to questions at the end
- Please do use the chat box to ask questions
- Keep your microphones on mute to ensure the best sound quality for all



# Today's Flow

1

**1. Psychology Of Stress**

**2. Strategies For Managing Stress**

2

3

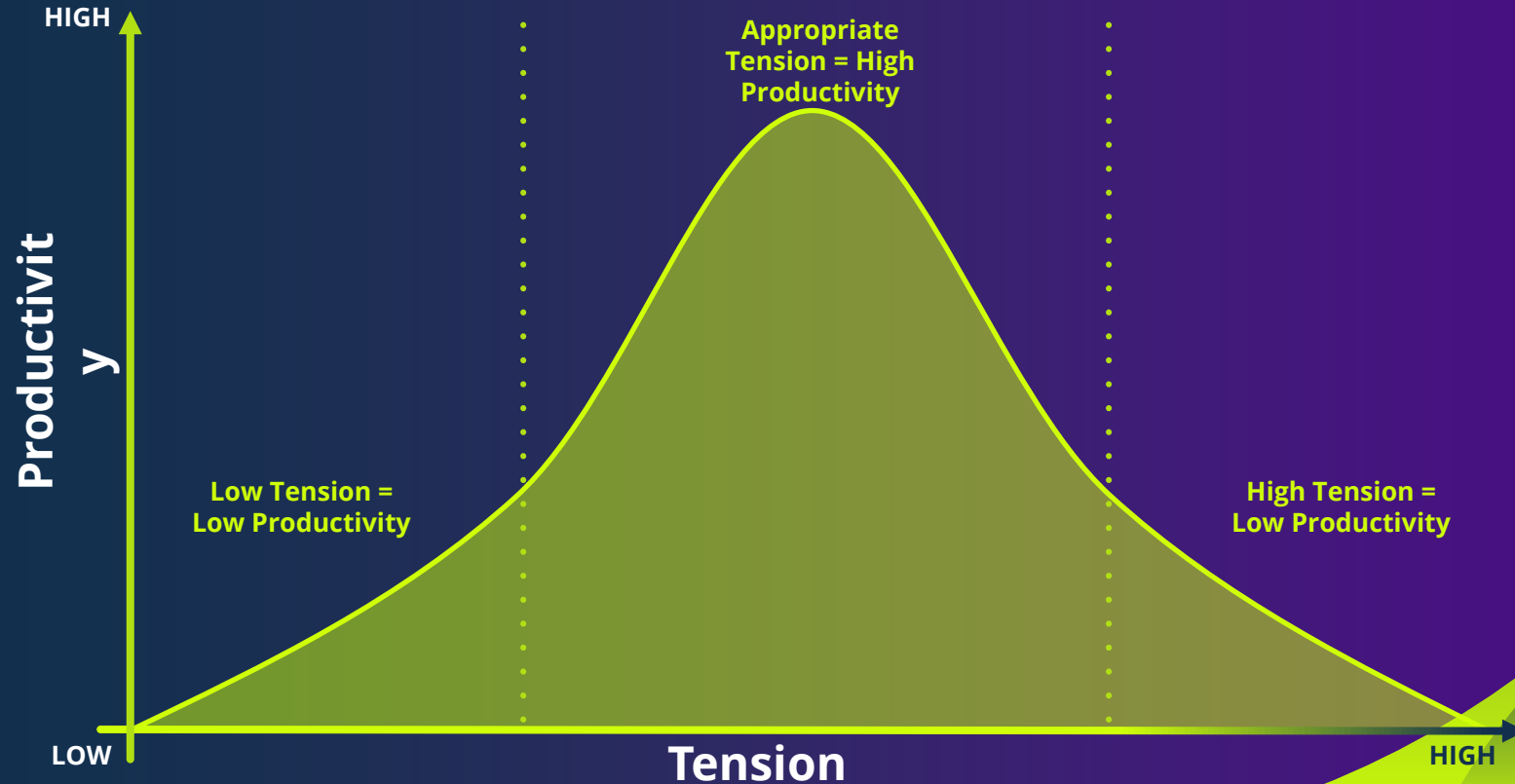
**3. Building Resilience**

4

**4. Summary & Action Planning**



# Psychology Of Stress



# Responses To Stress



F  
L  
I  
G  
H  
T

Implode

Give In



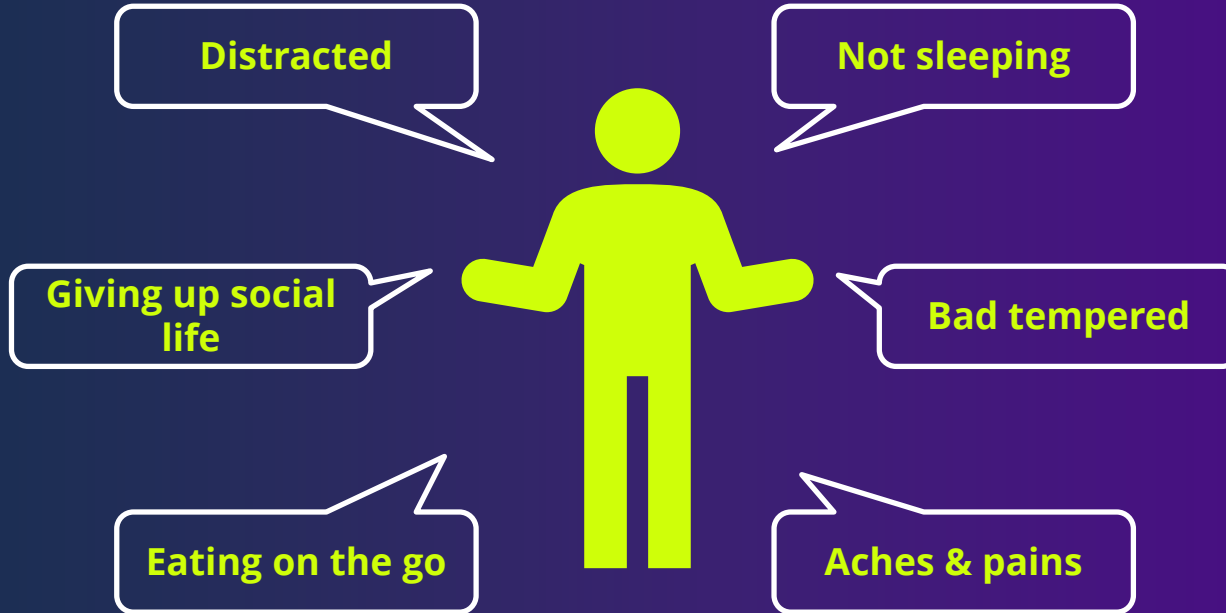
Give Orders

Explode

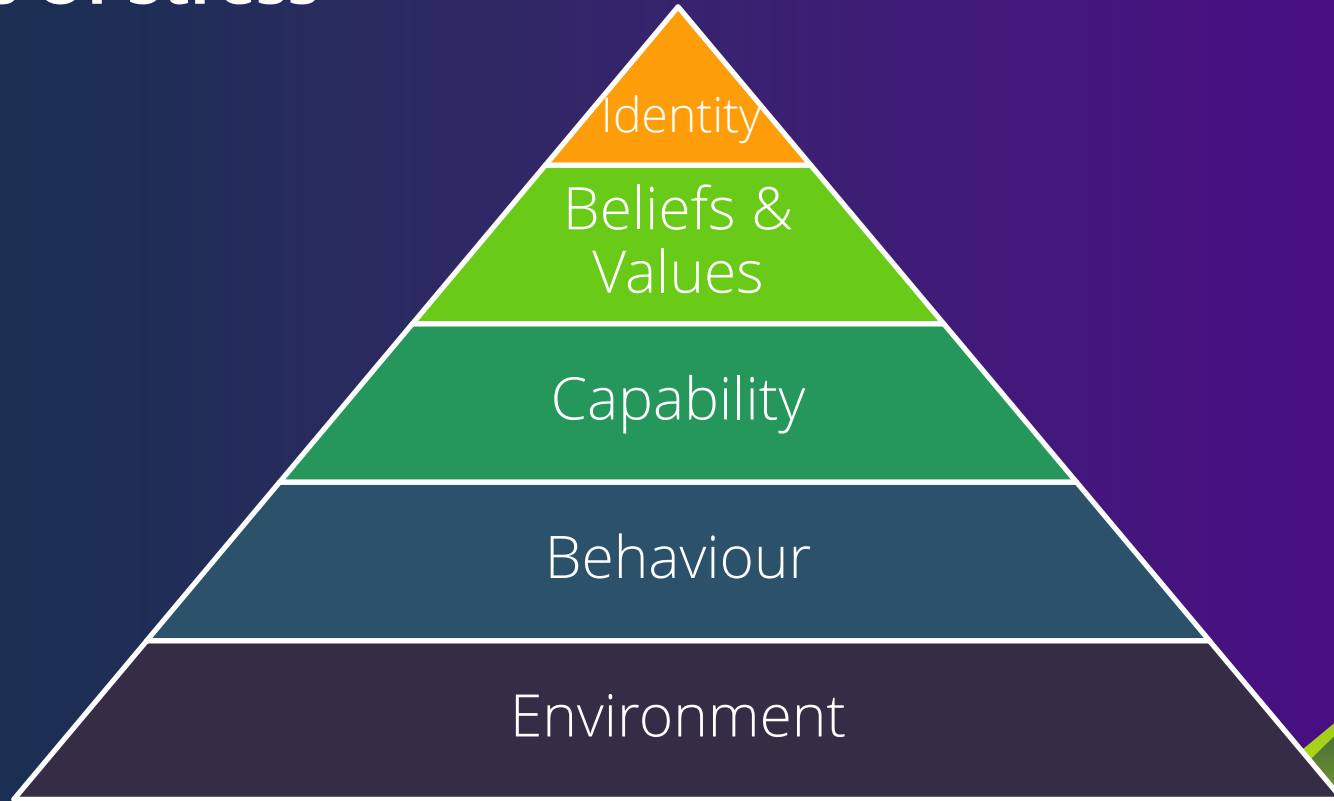
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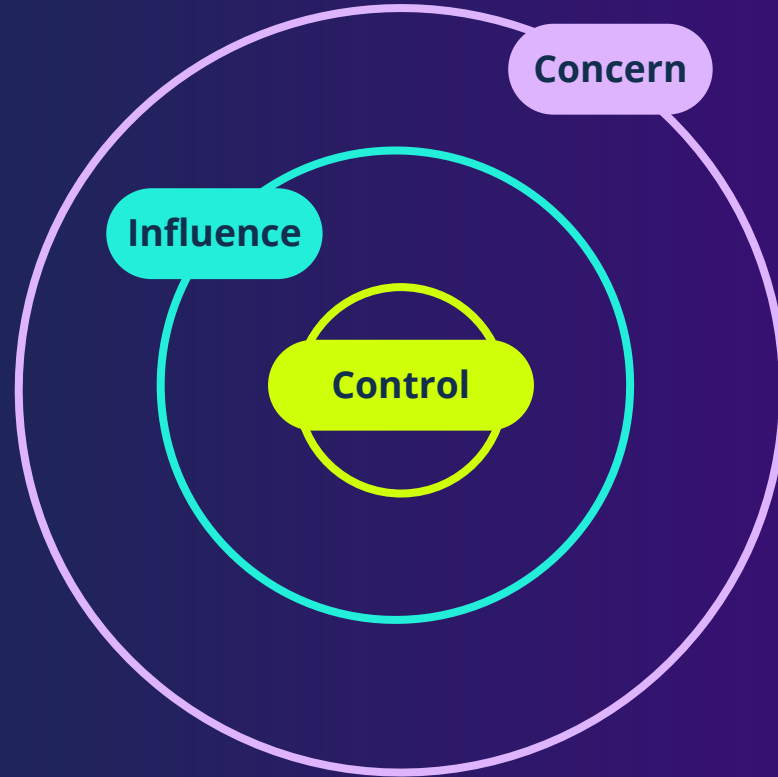
# Symptoms Of Stress



# Causes Of Stress



# Circle Of Concern





# Building Personal Resilience

## *Mental Toughness + Vulnerability*

“Do not judge me by my success, judge me by how many times I fell down and got back up again”

***Nelson Mandela***



# Building Personal Resilience



Self Awareness

Resilience Reservoir

Build Resilient Beliefs

Identifying Resilient Behaviours



# Self Awareness: What Are Your Triggers?

Words

Opinions

People

Situations

# Self Awareness

Healthy Stress  
Overwhelm

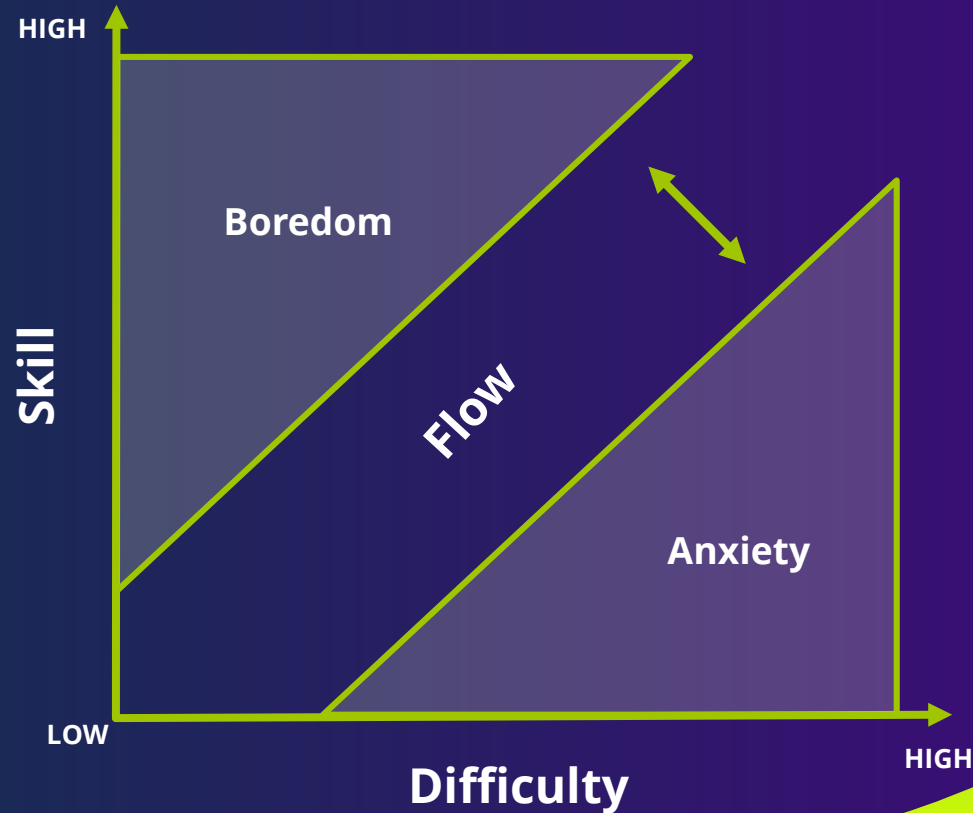


# Filling Your Resilience Reservoir



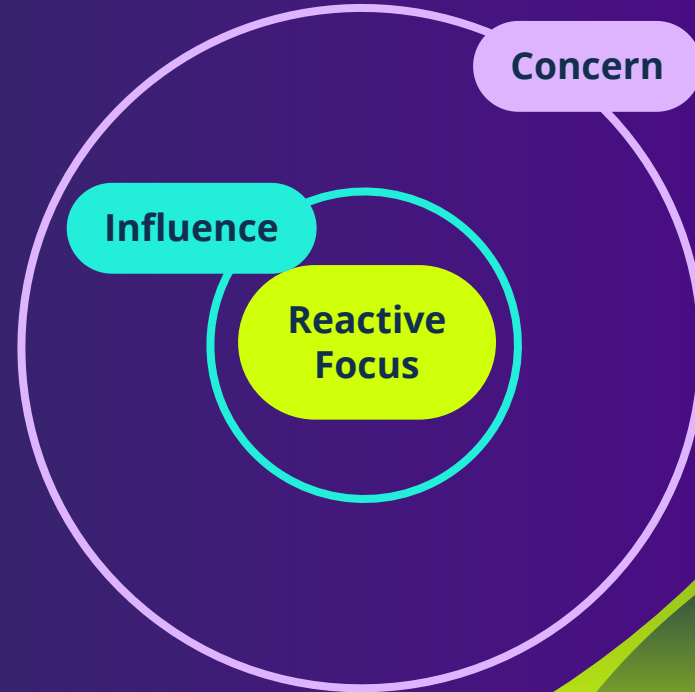
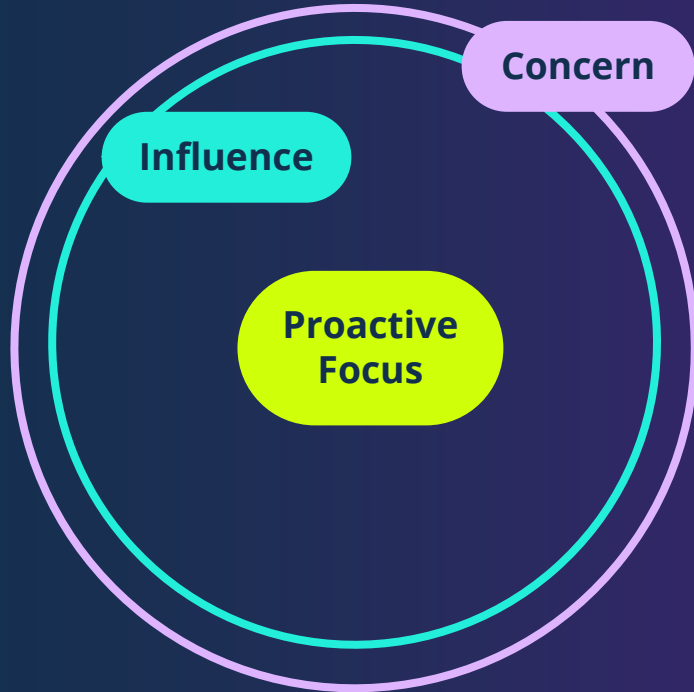


# Building Resilient Beliefs

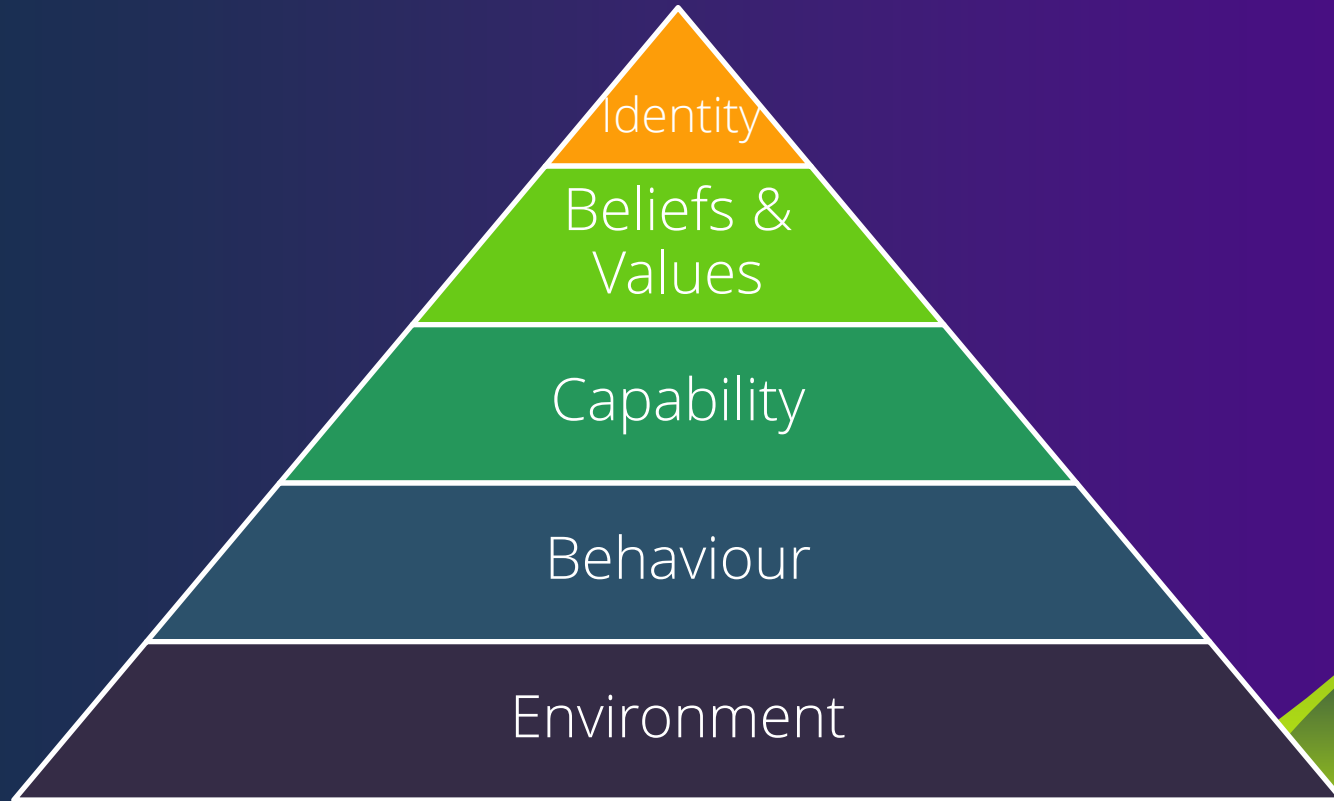


Based on research by  
Professor Mihaly  
Csíkszentmihályi

# Identifying Resilient Behaviours



# Identifying Resilient Behaviours



# Resilience: Knowing What Works For You

What are your Resilience strategies? Think about past experiences...

What beliefs helped you?

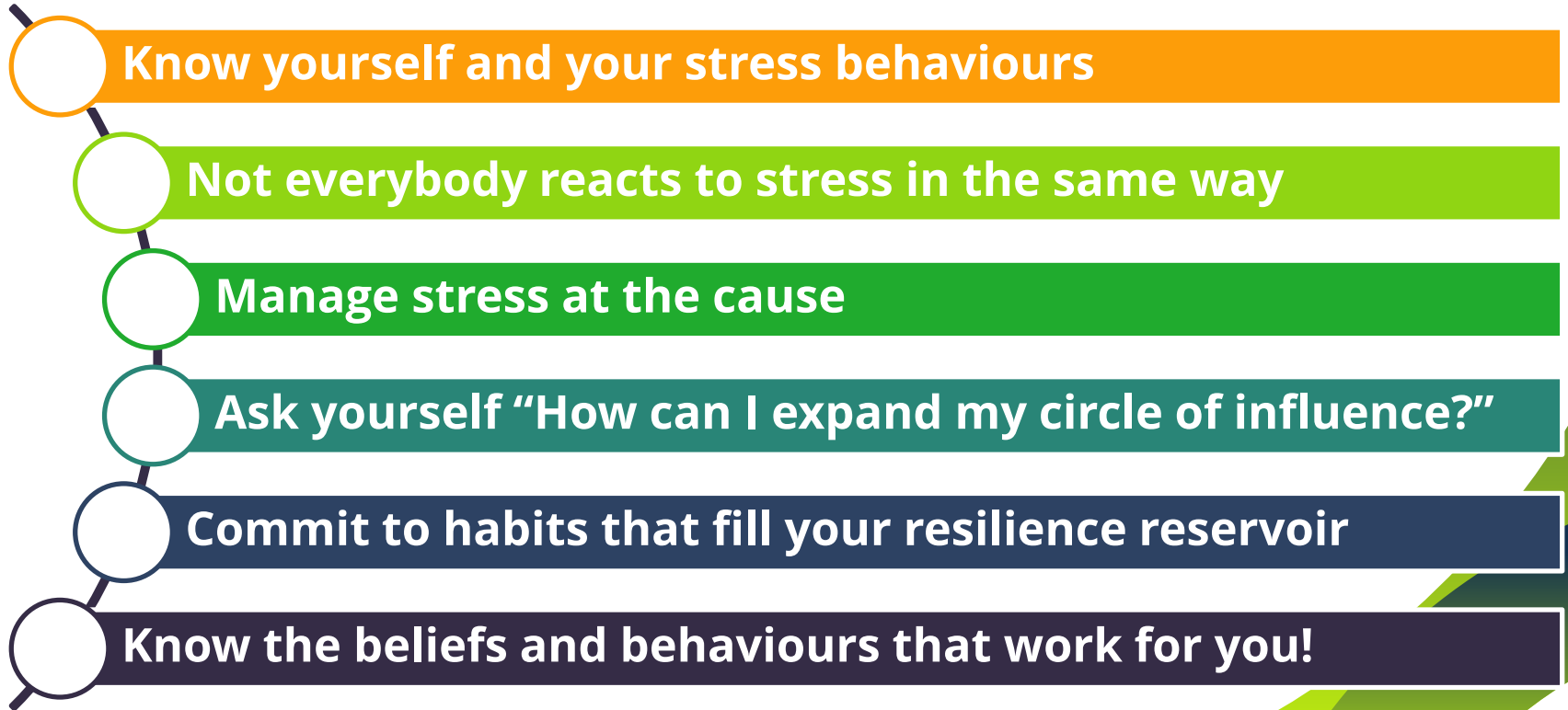


```
graph TD; A[What beliefs helped you?] --> B[What did you do to keep your resilience reservoir full?]; B --> C[What behaviours were successful?];
```

What did you do to keep  
your resilience reservoir full?

What behaviours were  
successful?

# In Summary...

- 
- Know yourself and your stress behaviours
  - Not everybody reacts to stress in the same way
  - Manage stress at the cause
  - Ask yourself “How can I expand my circle of influence?”
  - Commit to habits that fill your resilience reservoir
  - Know the beliefs and behaviours that work for you!



# Questions...?



# Thank You For Joining Us!

**If you have any further thoughts, comments or questions please do reach out!**



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