Emotional Resilience for Case Management Professionals

16th Annual Case Management Conference for Health Care Professionals Interested or Engaged in Case Management

November 1, 2016

Lisa Laughman, Emotional Wellness Consultant
Wisdom Heart Life
Facilitator’s Credentials
Lisa Laughman, LMSW

28 years of clinical social work experience

Corporate Trainer since 1994

Employee Assistance Counselor since 1994

3 Principle Facilitator 1995

Michigan State University
EAP Counselor 2003

Michigan State University
Emotional Wellness Consultant 2005
• Stress Reduction Coach
• Shame Resilience Educator
• Leadership Effectiveness Coach

Founder/Director of Wisdom Heart Life 2009

Certified Daring Way™ Facilitator - Candidate
BE HERE NOW

ARE YOU HERE RIGHT NOW?
The Common State of Mind of Employees

- Pressured and Overwhelmed
- Not Good Enough
- Perfectionism and Self Criticism
- Exhaustion and Burnout
- Shame and Shame responses
- Anxiety/Panic
- Frozen
- Disengaged And Disgruntled
Basic Skills Required
for Sustainable High Performance

- Emotional Resilience
- Psychological Flexibility
- Shame Resilience
- Develop Critical Consciousness
- Self Compassion
- Clear Values and Sense of Purpose
- Mindfulness and Relaxation
“Resilience is the capacity of a system, enterprise, or person to maintain its core purpose and integrity in the face of dramatically changed circumstances”

Zolli, 2013
“Resilience is the **capacity to bounce back** from misfortune, disruptive change and failure.”

Shambaugh, 2013
“Resilience is the ability to recover from illness, depression, adversity or the like: **buoyancy**.”

Dictionary.com
WHAT CAUSES YOU STRESS?

demanding customers, public speaking, traffic, technology, coworkers, bosses, illness, caregiving, kids, parents, spouse/partner, siblings, my body, politics, terrorism, bills, deadlines, too much to do, expectations, change, weather, stupid people, lazy people, rude people, judgmental people, bureaucracy, bad drivers, cell phones, the housing market, the stock market, waiting for trains, health diagnosis, airport security, construction, lack of parking, parking tickets, flat tires, discrimination, change, oppression, weddings, births, reappointment process, moving, $, $, $, $, $, $, natural disasters, taxes, death....
The big event

Performance Anxiety

Staffing shortage =

Upset Boss

Stress Crisis (freak out)

Unhappy Client =

Repeated Interruptions
It’s Time for a New Equation

E + Physical State + Mood + State of Mind = Rule Book

Your Personal Experience in the Moment
What can we count on?

We are all born with innate emotional health and wellness.

Emotional health is sometimes described as the universal human capacity to be calm, relaxed, present, open, reflective, creative and wise.
Our Emotional Health

• Life energy, creative flow, thriving

• Our emotional health status varies moment to moment

• We can develop thought habits, emotional responses, and behaviors that block our flow of emotional health, but we can never lose our capacity to be emotionally well
Emotional Resiliency

- The ability to **connect with** and **utilize** our emotional health

- The ability to be **psychologically flexible** and navigate change, trauma, and life transitions effectively - lined up with our core values

- The ability to experience the **full range of emotions** that are natural for humans to experience
OPERATING INSTRUCTIONS:

• How do human beings create their own personal, moment-to-moment experience of reality?
Lemon
Making tea
Virtual reality
Movie projector

THE POWER OF THOUGHT
In our memory based thinking
We hold it close and tight
We let our story define us
We can create a filtering system

HOW WE CARRY THOUGHT
OVER TIME
i:he
with j/c

X

Family

Teens

Media

Education

Culture

E

E

E

E
Catch and Release

NOTICING THE FIRST THOUGHT THROUGH.

*IS IT THE ONE YOU REALLY WANT TO GO WITH?*
Being able to ask yourself in a given moment, am I operating from my emotional health and wellbeing, RIGHT NOW?

THE IMPORTANCE OF THE EMOTIONAL WELLNESS CHECK IN?
What’s up with me, right now?

your **personal reality** is variable and changes moment to moment according to what is currently happening with these internal factors:

- Physical State
- Mood
- State of Mind
- Your Personal Rule Book
Check Yourself First – Physical Health

• What is happening for you physically
  – Hormones (hot flash?)
  – Blood sugar
  – Blood Pressure
  – Tension
  – Nauseous
  – Medicine reaction
  – Hung over

• Are you WELL fed?

• Are you WELL rested?
  – sleep/awake mental rest
Check Yourself First - Mood

• How does your mood impact your thoughts, feelings, reactions, and behaviors?

• Do you know when you are in a low mood?

• Every body experiences variations in their mood.

• “False happy” is a low mood too

• Happy does not = healthy
It doesn’t matter how low you go… it is the bounce that counts.

Linda Pransky, LMSW
3 Principle Facilitator

“There is no greater protective factor then realizing we are in a low mood and our thinking and perspective has been compromised.” Lisa Laughman, LMSW
Higher Mood States
Gratitude
Satisfaction
Contentment
Cooperation
Flexibility
Interest
Curiosity
Lower Mood States
Impatience
Frustration
Boredom
Restlessness
Judgement
Blame
Self-Righteousness
Anxiety
Stress
Burnout
Conflict
Anger
Depression
Check Yourself First – State of Mind

• What is the current condition of your thought world?

• How would you describe your state of mind?

  blender brain, molasses, mud mind, foggy, “loading…”

• How busy minded are you?
Check Yourself First – Rule Book

• We collect our rules over the course of our life times. Who taught you how things were supposed to go?

• Who did the fact checking on your rules?

• Are you bumping up against one of your strongly held rules?

• Are you “shoulding” all over yourself?

• How attached to your own “personal reality” are you, right now?

• Are you shame triggered and responding in old, unhelpful ways?

• Is there any way on God’s green earth that the situation you are in and the rules you hold tightly to are compatible?
What are you supposed to do
• if you happen to catch on fire?
  • Stop
  Drop
  Reflect
  Roll
The ability to be in the present moment and respond to what is happening in a wise, value guided manner

Not needing to have it all planned out in advance

Respect for new ideas rather than only accessing what you already know

**PSYCHOLOGICAL FLEXIBILITY**

Psychological Flexibility = Mindfulness + Values + Action
Given that it is what it is, who do I want to be, and how do I want to respond?

IT IS WHAT IT IS.
Most psychological suffering is caused by **resistance**. People resist “**unwanted personal experiences**”. We try to control everything so as to avoid a future unwanted personal experience. We even try to resist unwanted personal experiences we are already having.

**RESISTING WHAT IS.**
ACT – six core concepts

- **Observing Self** – the part of the mind that is able to be aware of whatever you are thinking or doing or feeling in the moment

- **Defusion** – Detaching from currently held thought

- **Connection** – connecting fully with whatever is happening, right here, right now

- **Expansion** – opening up and making room for all feelings and sensations

- **Values** – what you want your life/work to be about (big picture)

- **Committed Action** – taking action guided by your values

CONTACT WITH THE PRESENT MOMENT
Be Here Now

ACCEPTANCE
Open Up

VALUES
Know What Matters

PSYCHOLOGICAL FLEXIBILITY
Be present, open up, and do what matters

DEFUSION
Watch Your Thinking

COMMITTED ACTION
Do What It Takes

SELF-AS-CONTEXT
Pure Awareness
Websites of Interest

• www.heath4u.msu.edu

• www.threeprinciplesmovies.com

www.thehappinesstrap.com
Books of Interest

Russ Harris, *The Happiness Trap*

Dicken Bettinger/Natasha Swerdloff, *Coming Home*

Brene Brown, *The Gifts of Imperfection*

Kristen Neff, *Mindful Self Compassion*
How to contact the facilitator

Lisa Laughman, LMSW

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517-749-4075
References


- Fleming, Kocovski, Segal. The Mindfulness and Acceptance Workbook for Social Anxiety (2013)


- Also by Russ Harris
  - The Confidence Gap (2011)
  - The Reality Slap (2012)

- ACT with Love (2009)

- ACT Made Simple (2009)

