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# DEVELOPING GREATER RESILIENCY IN PUBLIC ROLES:

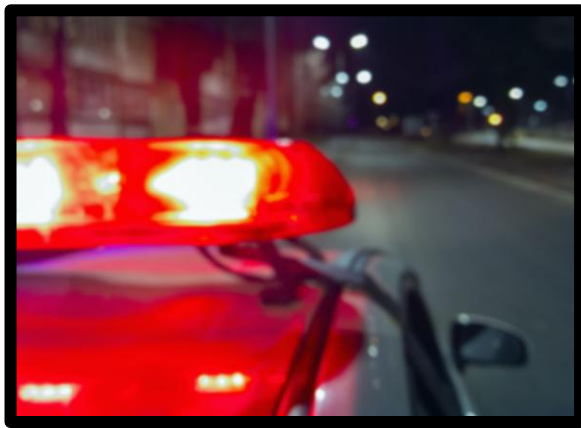
*EMPOWERING PUBLIC WORKERS  
THROUGH SELF-CARE*

**Presented by,  
Tresa Martinez, MSSW, CEAP  
EAP Organizational Consultant**



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# NAVIGATING THE PUBLIC SERVICE LANDSCAPE



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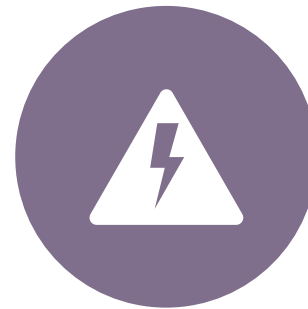
# INCREASED CHALLENGES FOR PUBLIC WORKERS



STAFFING SHORTAGES



POLITICALLY DRIVEN  
CONFLICT



POWER GRABS FOR  
RESOURCES



INCREASED CONFLICT  
AND POTENTIAL FOR  
THREATS OF VIOLENCE

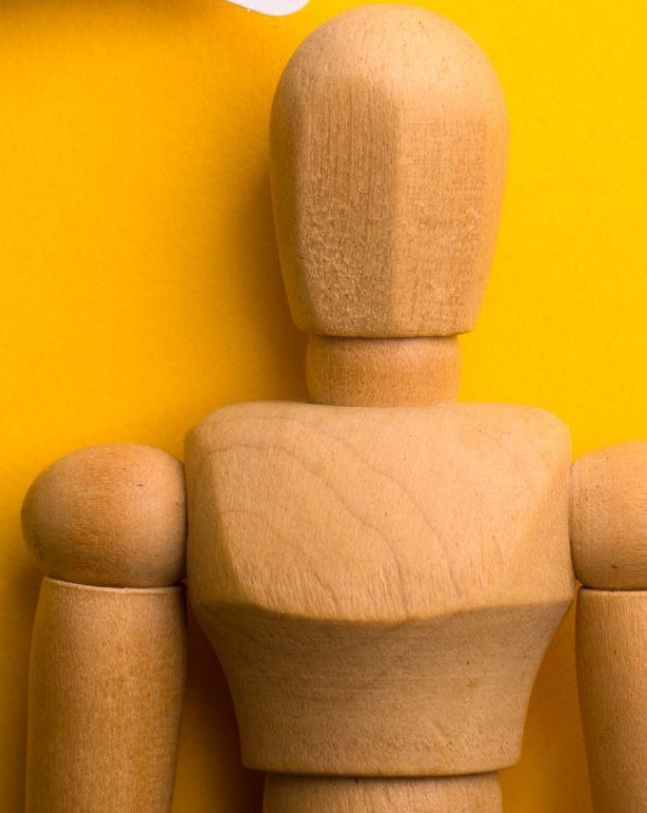
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**WHY DO WE KEEP  
WORKING IN  
GOVERNMENTAL  
AGENCIES?**

**WHAT IS OUR  
PURPOSE?**

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WHAT IS  
RESILIENCE  
AND HOW DO  
WE BUILD IT?



# RESILIENCE - THE ABILITY TO BOUNCE BACK FROM SETBACKS

Shown to positively influence work satisfaction and engagement

Enhances overall well-being

Can lower depression levels and protect us from physical illness

Commonly thought of as a kind of solitary internal “grit” that allows those of us who are strong to bounce back

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# TWO TYPES OF RESILIENCE

1. Personal

2. Relational



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## PERSONAL RESILIENCE THE ABILITY TO BOUNCE BACK ADAPT TO CHANGE AND CONTINUE MOVING FORWARD

- Relax, recharge and maintain well being - exercise, therapy, nutrition
  - Stress Management – meditate, set boundaries, time management, maintain balance
  - Reflection and Growth – seek out support, get feedback from others, include family, journal
  - Take care of your brain and body – avoid isolation and self medicating
  - **Support Network** – who can you turn to when life gets tough
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**RELATIONAL  
RESILIENCE:**

**CULTIVATING  
STRONG  
RELATIONSHIPS  
AND NETWORKS**

CAN HELP US TO  
SHIFT OR PUSH  
BACK ON WORK  
DEMANDS



OPEN US UP TO  
SEE THE  
MEANINGFUL  
PURPOSE IN WHAT  
WE ARE DOING

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# RESILIENCE NEEDS

They are personal

Shaped by our unique history,  
personality and  
professional/personal context

Collectively the relationships we  
develop are a toolbox which we can  
rely upon to navigate challenges



HARVARD RESEARCH  
HARVARD BUSINESS  
REVIEW

JANUARY 29, 2021



*Results:*

- Shows that resilience is not purely an individual characteristic
- It is also heavily supported by strong relationships and networks
- We can nurture and build it with people in our personal and professional lives



# HARVARD STUDY

## “THE SECRET TO BUILDING RESILIENCE”

### BY CROSS, DILLON AND GREENBERG

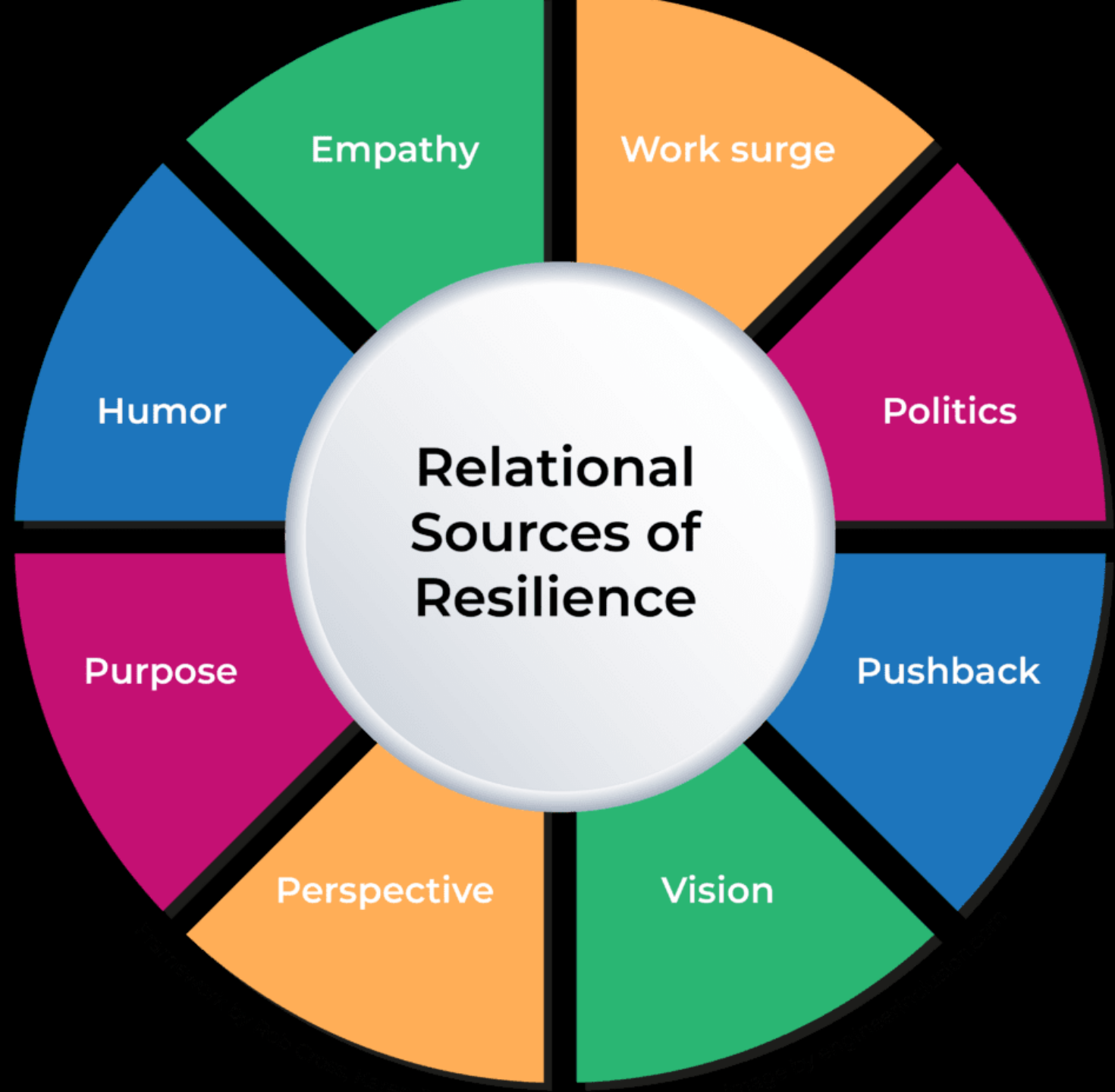
JANUARY 29, 2021

- Based on in-depth interviews with 150 leaders considered to be their “most successful”
  - Five men and five women from 15 different organizations
  - Defined how connections can help us become more resilient when we encounter major life or professional challenges
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# HARVARD BUSINESS REVIEW

“THE SECRET TO  
BUILDING RESILIENCE”  
BY CROSS, DILLON AND  
GREENBERG



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**Work Surge:** Shift or manage workload

**Politics:** Make sense of people or politics

**Push Back:** Help us with confidence and expertise

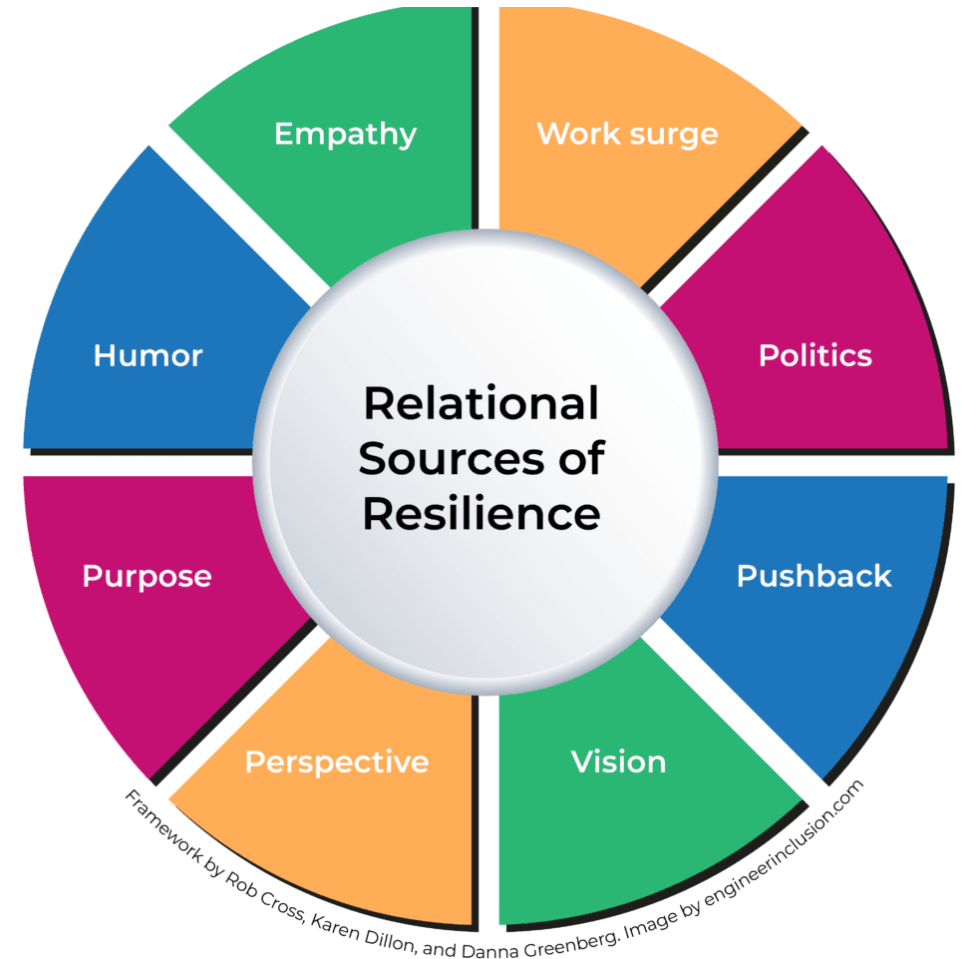
**Vision:** See the path forward

**Perspective:** See the bigger picture

**Purpose:** Remind us of the bigger meaning

**Humor:** Help us laugh at ourselves/the situation

**Empathy:** A place to get support and “say it all”



**Others??**

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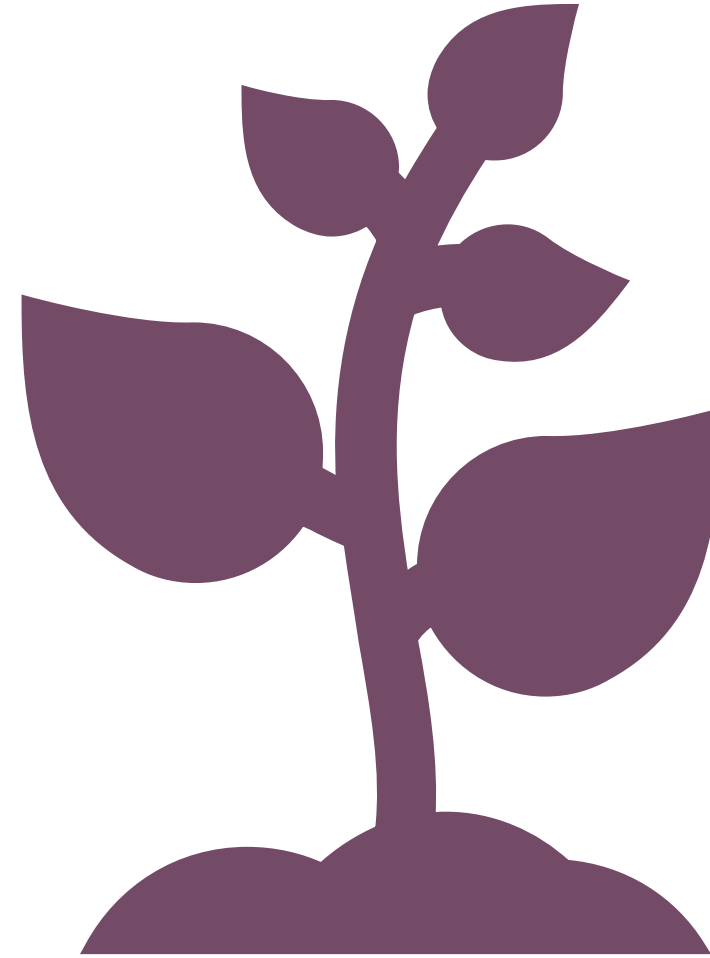
**IT'S NOT LIKE FAIRY DUST**

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**AUTHENTIC**

**CULTIVATED**

**MAINTAINED**



**We become more (or less) resilient through our interactions with others**

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# REPRESENT DIFFERENT AREAS OF YOUR LIFE

DIVERSE VIEWS ALLOWS US TO LEARN DIFFERENT WAYS OF MANAGING/LEADING/HANDLING CRISIS

Athletic pursuits

Volunteer work

Civic communities

Spiritual/Religious  
Circles

Book or dinner  
clubs

Other parents

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# TRESA'S ADVISORY TEAM

**Randy** – smart,  
ethical – colleagues  
and friends for over  
25 year

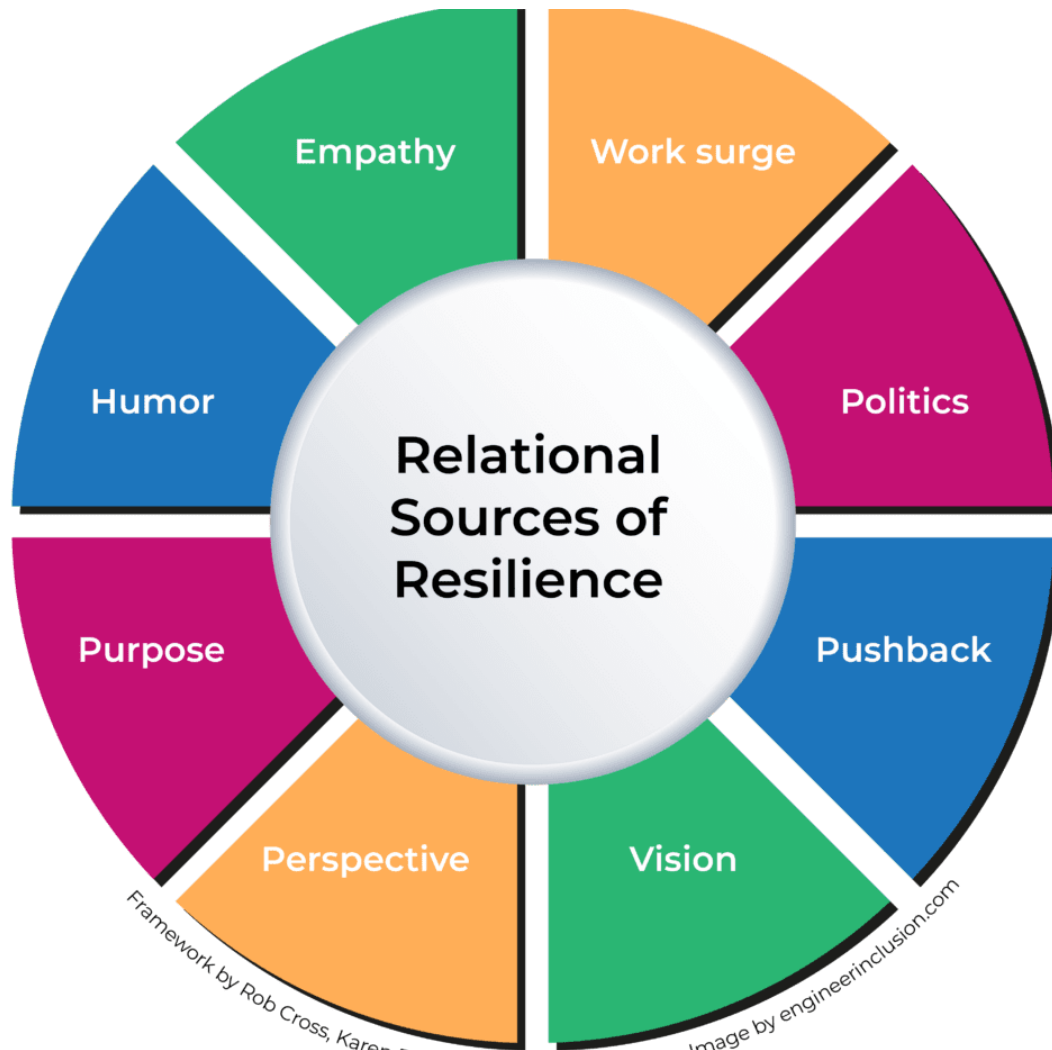
**Julie** – best friend,  
kind, empathic,  
knows how to  
navigate systems

**Nancy** – spiritual,  
always sees the  
bigger picture  
justice driven

**Jay** – wicked smart  
practical minded

**Kathy** – business  
and legal minded

**Marissa** –  
thoughtful and  
humble



**STEP ONE:**  
IDENTIFY THE TOP THREE SOURCES  
YOU WOULD MOST LIKE TO  
STRENGTHEN

**STEP TWO:**  
IDENTIFY PEOPLE OR GROUPS YOU  
CAN INVEST IN FURTHER TO  
CULTIVATE THESE THREE SOURCES

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**CRITICAL INCIDENT RESPONSE  
PROGRAM AND MANAGEMENT CONSULTATION  
SPECIALIZED TRAINING**

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