CFS Strong

Building a Resilient Workforce

Resiliency Reminders

QIC-WD QUALITY IMPROVEMENT CENTER FOR WORKFORCE DEVELOPMENT
Introduction

This guide is intended for child welfare professionals implementing a workforce effort to address secondary traumatic stress (STS). It was developed as part of CFS Strong, a joint effort of the Quality Improvement Center for Workforce Development (QIC-WD) and the Nebraska Department of Human Services’ Department of Children and Family Services (CFS), to address the cumulative effects of STS that is part of the day-to-day work of the child welfare workforce. CFS Strong included: (1) an adaptation of Resilience Alliance (RA) to teach skills and strategies to manage STS and build team cohesion, (2) Restoring Resiliency Response (RRR) to allow workers to debrief after an acute traumatic event, and (3) PSGs to reinforce the skills taught in RA and provide a positive peer group for child welfare workers to feel supported in their work. The resources in this guide were designed to be sent via text message to reinforce the core competencies included in RA and PSG: optimism, mastery, collaboration, self-awareness, self-care, and self-reflection.

This guide contains short messages (e.g., curriculum reminders, tips, rhetorical questions, links to articles and videos) and images that can be shared via text message or email to remind frontline workers and supervisors of key messages introduced during RA and PSG sessions. Resiliency Reminders were sent out via text a few days after a RA session and before the next one to support on-going learning and use of resiliency skills. Messages were sent from a central contact and standardized so that all CFS Strong participants received the same message each week (throughout all 24 weeks of RA and 24 weeks of the PSG). The addition of Resiliency Reminders between groups is an adaptation of the original curriculum intended to enhance learning and support use of the tips and skills taught in the RA sessions.

This guide is organized by core competency and includes articles and videos that correspond to each topic which can be used to design modules for weekly programming. The Resiliency Reminders can be used in a variety of ways such as reminders of core resiliency messages or as tools for supervisors or peers to use in a peer support or supervisory session.

This guide was developed by the Nebraska Workforce Project Team’s (the implementation team guiding CFS Strong) Content Workgroup through its collaboration with the QIC-WD. It draws from publicly available on-line resources as of the time of publication (April 2021). The QIC-WD is funded by the Children’s Bureau and does not necessary reflect their views.
Optimism: Articles and Videos

Optimism

*Using positive thinking and maintaining positive emotions in the face of adverse situations.*

Source: Resilience Alliance Participant Handbook

From the article 5 Unbelievable Facts About Optimists

1. Optimists Live Longer
2. Optimists Have Better Love Lives
3. Optimists are More Successful
4. Optimists Take Fewer Sick Days
5. Optimists Bounce Back Faster and Stronger

The following video will give you a laugh and remind you to reframe negative events:

![Video](https://via.placeholder.com/150)
See the following Ted Talk about reframing negative experiences:

See this Ted Talk to learn about optimism bias:
Optimism: Images

How to Manage Negative Thoughts

- Challenge your thoughts
  - What is the best thing that could happen?
  - What is the most likely thing that will happen?
  - What is the worst thing that could happen?
- Check for evidence
  - What is my evidence for my thinking?
  - What is my evidence against my thinking?
  - How can I tell if my thoughts are true?

Instead of thinking...

<table>
<thead>
<tr>
<th>TRY THINKING...</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am not good enough</td>
</tr>
<tr>
<td>I can’t do it</td>
</tr>
<tr>
<td>Why does this always happen to me?</td>
</tr>
<tr>
<td>Everything is always my fault</td>
</tr>
<tr>
<td>I always fail</td>
</tr>
</tbody>
</table>

Source: Mikki the Marketer

Optimism is the best Way to see life

Source: believeperform.com

When it rains look for rainbows. When it’s dark look for stars.

Helen Barry Positive Vibes Amalayana: http://www.helenbarry.ie/

Source: FionaChilds.com
**How to Challenge Cognitive Distortions**

- How do I know if this thought is accurate?
- What evidence do I have to support this thought or belief?
- How can I test my assumptions/beliefs to find out if they’re accurate?
- Do I have a trusted friend who I can check out these thoughts with?
- Is this thought helpful?
- Are there other ways that I can think about this situation or myself?
- Am I blaming myself unnecessarily?
- What or who else contributed to this situation?
- Is it really in my control?
- Am I overgeneralizing?
- Am I making assumptions?
- What would I say to a friend in this situation?
- Can I look for “shades of gray”?
- Am I assuming the worst?
- Am I holding myself to an unreasonable or double standard?
- Are there exceptions to these absolutes (always, never)?
- Am I making this personal when it isn’t?

**Developing a Growth Mindset**

<table>
<thead>
<tr>
<th>Instead Of...</th>
<th>Say This...</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m not good at this</td>
<td>What am I missing?</td>
</tr>
<tr>
<td>I give up</td>
<td>I’ll use a different strategy</td>
</tr>
<tr>
<td>It’s good enough</td>
<td>Is this really my best work?</td>
</tr>
<tr>
<td>I can’t make this any better</td>
<td>I can always improve</td>
</tr>
<tr>
<td>This is too hard</td>
<td>This may take some time</td>
</tr>
<tr>
<td>I made a mistake</td>
<td>Mistakes help me to learn</td>
</tr>
<tr>
<td>I just can’t do this</td>
<td>I am going to train my brain</td>
</tr>
<tr>
<td>I’ll never be that smart</td>
<td>I will learn how to do this</td>
</tr>
<tr>
<td>Plan A didn’t work</td>
<td>There’s always Plan B</td>
</tr>
<tr>
<td>My friend can do it</td>
<td>I will learn from them</td>
</tr>
</tbody>
</table>

**Keep your thoughts positive because your thoughts become your words.**

**Keep your words positive because your words become your behavior.**

**Keep your behavior positive because your behavior becomes your habits.**

**Keep your habits positive because your habits become your values.**

**Keep your values positive because your values become your destiny.**

— Gandhi

"If you just communicate, you can get by. But if you communicate skillfully, you can work miracles."

Source: Mental Health Counseling Posters

Source: Get Motivated! via Reddit

Source: Jim Rohn

Source: www.52WLM.com | www.getorganizedwizard.com
I am too positive to be doubtful, too optimistic to be fearful, and too determined to be defeated.

Source: QuotelIdeas.com

Optimism is a strategy for making a better future because unless you believe that the future can be better, you are unlikely to step up and take responsibility for making it so.

Source: Success.com

Almost every successful person begins with two beliefs: the future can be better than the present, and I have the power to make it so.

Source: David Brooks

Optimist:
Someone who figures that taking a step backward after taking a step forward is not a disaster; it’s more like a cha-cha.

Source: Robert Brault
“A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.”

Source: Winston Churchill

Some days are better than others. And all we can do is hope tomorrow is one of the better days.

Source: cwote.tumblr.com

I am in charge of how I feel and today I am choosing happiness.

Source: Brandon Sykes
Collaboration: Articles and Videos

Collaboration (Teamwork)
An essential piece of resiliency in the workplace.
Working together toward a common goal and helping each other is a crucial factor in reducing the impact of stress on people’s relationships.
Source: Resilience Alliance Participant Handbook

Some collaboration statistics to think about from 27 Facts and 11 Conclusions about Collaboration:
“88% agree that a culture of knowledge-sharing correlates to high employee morale and job satisfaction.”
“60% of respondents have experienced change in their way of thinking due to collaborations.”

Here is a link to an article that you might find interesting from Forbes Coaches Council: 12 Techniques For Being Less Reactive and More Intentional With Workplace Communication

Here is a video about good collaboration:
Collaboration: Images

Sometimes I can't figure out if I'm in preschool or high school.
Oh wait... I'm at work.

Source: Rotten eCards User Cards

IN THOSE MOMENTS WHEN YOU'RE STRESSED OUT, MISUNDERSTOOD, OR OVERWHELMED, STOP. REMEMBER YOUR WHY. WHY DID YOU START? WHY DO YOU DO IT? AND THEN, KEEP GOING.

HANNAH ALPER

Source: callmehannah.ca

GOT COLLABORATION?
Collaboration divides the task and multiplies the success.

Source: venspired.com

5 Ways to Create a POSITIVE WORKPLACE

1. Give Benefit of Doubt (even if you think to other people's action)
2. Practice Generosity of Spirit (don't wait for someone else to share or help – do it first)
3. Speak Well of Others (and if you nothing nice to say – shut up)
4. Look at What Works (there is always something positive in every situation – find it)
5. Show Appreciation (say thank you more often)

Source: HomeFinder.com
Source: memecrunch.com

Source: @thatnursebert on Twitter

Source: Ryunosuke Satoro
“Competition makes us Faster; Collaboration makes us Better.”

Source: Creative Notebook

Optimism refuses to believe that the road ends without options.

Source: Robert H. Schuller

"The strength of the team is each individual member. The strength of each member is the team."

Source: Phil Jackson

It takes both sides to build a bridge.

Source: Fredrik Nael
Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved.

Mattie Stepanek

SUCCESS TAKES COMMUNICATION, COLLABORATION AND, SOMETIMES, FAILURE

Jessica Alba via picturequotes.com

“Trust is knowing that when a team member does push you, they’re doing it because they care about the team.”

Patrick Lencioni via ProjectManager.com

“The secret is to gang up on the problem, not each other.” — Thomas Stallkamp

Thomas Stallkamp

“None of us is as smart as all of us.”

Ken Blanchard

Source: Ken Blanchard
Self-Care: Articles and Videos

Self-Care

The strategies and techniques by which one addresses the impact of work-related stress on one’s professional and personal health.

Source: Resilience Alliance Participant Handbook

Some information on lowering stress levels:

- Research has shown that dark chocolate reduces stress hormones such as cortisol and other fight-flight hormones. Additionally, cocoa is rich in antioxidants called flavonoids.
  - Source: Elizabeth Scott at Verywell Mind
- Chewing gum lowers stress levels, which is why the ancient Greeks and Mayans kept on chomping on resin gums.
  - Source: The American Institute of Stress
- Stress balls originated in ancient China around 1368 AD as hard Baoding Balls, that are still used today, and these traditional balls are intended to be rotated in one’s palm, and are said to stimulate a person’s acupressure points on the hand.
  - Source: History of Stress Balls

From the Article 10 Surprising Things That Trigger “Fight or Flight”:
1. Feelings of Loneliness
2. Hunger
3. Selling your soul for a paycheck
4. A pessimistic world view
5. Toxic Relationships
6. Worry wart thoughts
7. Childhood traumas
8. Unforgiven resentments
9. Anger
10. Feelings of Helplessness

From the article 3 Realistic Tips for Better Work-Life Balance:

1. Outsourcing gives you time back—have others shop, clean, handle errands that take a lot of time. If you have a partner or children who are old enough share the burden. Take advantage of shortcuts (online shopping, grocery delivery, laundry service, etc) as long as they make sense for you and your family.
2. Working out keeps you healthy and sane—enough said.
3. Figure out your most productive hours and block that time out for your must-do items on your to-do list.
Work life balance means:

1. Clearly defining when you are working and when you are “off”
   a. Source: Cassandra Harris via CarrerVillage.org
2. Not being tied to your phone or computer at all times
   a. Source: Cassandra Harris via CarrerVillage.org
3. Having a colleague who can cover for you when you’re gone
4. Having time to yourself after you leave the office
   a. Source: Cassandra Harris via CarrerVillage.org
5. Taking vacation
   a. Source: Suzanne Gelb via TheMuse
6. Not feeling guilty about asking for time off
   a. Source: Cassandra Harris via CarrerVillage.org
7. Not cancelling your weekend or dinner plans (except on rare occasion) because of an emergency at work
   a. Source: Cassandra Harris via CarrerVillage.org

Here is a link to a TEDx Talk that you might find helpful when thinking about your own self-care plan: Self Care: What It Really Is | Susannah Winters
Here is a Ted Talk from Mel Robbins:

Self-Care: Images

There is a huge amount of freedom that comes to you when you take nothing personally.

Quote by Don Miguel Ruiz
Source: TheGoodQuote

Source: J's Hallmark
Feelings are much like waves, we can't stop them from coming but we can choose which one to surf.

Source: WisdomLoveQuotes.com

Do something everyday that nourishes your spirit, opens your heart, and builds mental resiliency.

Source: @thelesbrown

I need a break from all this busyness. I want to walk in the shade of the forest; I want to listen to the sound of the trees dancing in the wind. I want to forget the pressures of time; I want to reset, to embrace the pace of nature, and reconnect with the universal rhythm of this beautiful world.

Source: Fresh Minds Matter

"The most important relationship is the one you have with yourself.

Diane Von Furstenberg

Source: Diane Von Furstenberg via purewow.com/wellness/celebrity-self-care-quotes
Every day is a new beginning. Take a deep breath, smile, and start again.

Source: ubranblisslife.com

Self-care is not selfish. You cannot serve from an empty vessel.

Source: Massachusetts Association of School Superintendents

12 Steps To Self Care
1. If it feels wrong, don’t do it
2. Say “exactly” what you mean
3. Don’t be a people pleaser
4. Trust your instincts
5. Never speak bad about yourself
6. Never give up on your dreams
7. Don’t be afraid to say “No”
8. Don’t be afraid to say “Yes”
9. Be kind to yourself
10. Let go of what you can’t control
11. Stay away from drama & negativity
12. LOVE

Source: @AgeproofLiving on Twitter
Mastery: Articles and Videos

Mastery
The ability to complete one’s job successfully and to manage negative emotions. Having mastery over job skills builds confidence and self-worth, which in turn inoculates an individual against feeling overwhelmed. Setting realistic expectations for oneself and others is a key part of mastery.
Source: Resilience Alliance Participant Handbook

Here is a video about emotional mastery: https://www.youtube.com/watch?v=EKy19WzkPxE

Source: The Boulder Center for Resilience
Mastery: Images

Source: Agile Coffee

Source: MemeGenerator.net

Source: Great Big Minds

Source: Carlos Castaneda via Everyday Power

Source: Brian Tracy
"DO NOT THINK THAT WHAT IS HARD FOR YOU TO MASTER IS HUMANLY IMPOSSIBLE; AND IF IT IS HUMANLY POSSIBLE, CONSIDER IT TO BE WITHIN YOUR REACH."

MARCUS AURELIUS

Source: Marcus Aurelius via John Nagina

Source: HealthyPlace.com

"MASTERY is not a function of genius or talent. It is a function of time and intense focus applied to a particular field of knowledge."

Robert Greene
Author of Four books: "Mastery"

Source: feualabang.edu.ph

Source: Lao Tsu via Goalcast

You’re not going to master the rest of your life in one day. Just relax.
Master the day. Then just keep doing that every day.

Source: HealthyPlace.com
Self-Reflection: Articles and Videos

Self-Reflection

Careful consideration of the impact of work-related stress on one’s physical, mental, and social behaviors.

Source: Resilience Alliance Participant Handbook

Here is a blog with information on self-reflection: Self-Reflection: How to Make the Most from Every Experience

Here is a Ted Talk by James Schmidt on self-reflection:

Some Facts on Self-Reflection from Daniel Levitin’s TED Talk

You’re not at your best when you’re stressed. In fact, your brain has evolved over millennia to release cortisol in stressful situations, inhibiting rational, logical thinking but potentially helping you survive, say, being attacked by a lion.

Neuroscientist Daniel Levitin thinks there’s a way to avoid making critical mistakes in stressful situations, when your thinking becomes clouded—the pre-mortem. “We are all going to fail now and then,” he says might be.”

“The idea is to think ahead to what those failures.”

The sooner you are aware of your own reactivity level, the easier it is to avoid feeling overwhelmed and caught up in negative feelings.
Self-Reflection: Images

We don’t learn by doing, we learn by reflecting on what we've done.

Source: Zenworkz Marketing

Self-reflection is a humbling process. It's essential to find out why you think, say, and do certain things... then better yourself.

Source: Sonya Teclai via TheGoodVibe.Co

Awareness of Reactivity

After it happens
As it's happening
Just as it starts

Source: wisdomheart.com

If you think you are too small to be effective, you have never been in the dark with a mosquito.

Betty Reese

Source: Betty Reese via Everyday Power
Everything in your life is a reflection of a choice you have made. If you want a different result, make a different choice.

Source: shinzo.com

Knowing yourself is the beginning of all wisdom.

Source: Aristotle via Motininus

Source: Next Level A
Self-Awareness: Articles and Videos

Some Notes on Self-Awareness:
One thing that has been shown to consistently combat anger is humor. Not only do most people enjoy humor, but it breaks the attention and stress caused by feeling angry and refocuses it on something less physiologically taxing.
Source: MentalHelp.net

Self-efficacy refers to an individual’s belief in his or her capacity to execute behaviors necessary to produce specific performance
Source: The Resilience Alliance Participant Handbook and the American Psychological Association

Here is a video about increasing your self-awareness:
Self-Awareness: Images

Source: www.drpraeseributra.com

Source: psych.facts.tumblr.com

Source: KiddieMatters.com

Source: www.drpraeseributra.com

Source: Vironika Wilde via Pinterest
12 Essential Self-Awareness Exercises TO HELP YOU SUCCEED IN LIFE

1. The 3 Why's
   Question your inner critic, find 3 reasons for a decision.

2. Break visceral reactions.
   Stop at breath, think the matter before acting.

3. Expand your emotional vocabulary.
   Get better at understanding how you feel.

4. Be accountable in your favor.
   Acknowledge your mistakes in order to improve.

5. Pay your brain's attention.
   Acquire mental strength through repetition.

   Stop negative and critical self-commenting. Celebrate your unique qualities.

7. Take a constructive feedback, regularly.
   FROM MENTORS AND PEOPLE YOU RESPECT.

8. Improve your body language awareness.
   Change your postures and your hand gestures.

9. How your personality type.
   Keep your strengths and improve your weaknesses.

    Keep a journal and track your progress.

11. Meditation.
    Start with 1 minute a day. Increase your practice.

12. Start.

Source: TheUtopianLife.com

Source: Sharon Salzberg

We can't control what thoughts and emotions arise within us, nor can we control the universal truth that everything changes. But we can learn to step back and rest in the awareness of what's happening. That awareness can be our refuge.

- Sharon Salzberg

Source: Truehope Nutritional Support

HOW SOMETHING APPEARS IS ALWAYS A MATTER OF PERSPECTIVE...
“When you know yourself, you are empowered.
When you accept yourself, you are invincible.”

Tara Lifford

Source: The Power of Oneness

THE ULTIMATE LEVEL OF SELF-AWARENESS IS TO SEE YOURSELF IN A THIRD PERSON’S PERSPECTIVE

Source: OurMindfulLife.com
Yes love yourself. But also, analyze and be critical of how you think, act, and behave. Self love without self awareness is useless. Be accountable.

"Self Awareness doesn't Keep you from making mistakes, It allows you to learn from them."

Source: Rahsaan Patterson

You Have To Do What Is Right For You... No One Walks In Your Shoes.

Source: awesomeaj.com

IF YOU'RE NOT TWEETING, YOU'RE SNAPCHATTING. IF YOU'RE NOT SNAPCHATTING, YOU'RE INSTAGRAMMING, IF YOU'RE NOT INSTAGRAMMING, YOU'RE FACEBOOKING. WHEN ARE YOU IN REALITY?

Source: TheGoodQuote via Instagram

Source: Super Women In Training
IF YOU CAN’T FIND PEACE WITHIN YOURSELF, YOU WILL NEVER FIND IT ANYWHERE ELSE.
UN KNOWN

Your perception of me is a reflection of you; my reaction to you is an awareness of me.

Source: Prince Ea  Source: picuki.com
Acknowledgments

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