

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES

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 necessarily 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

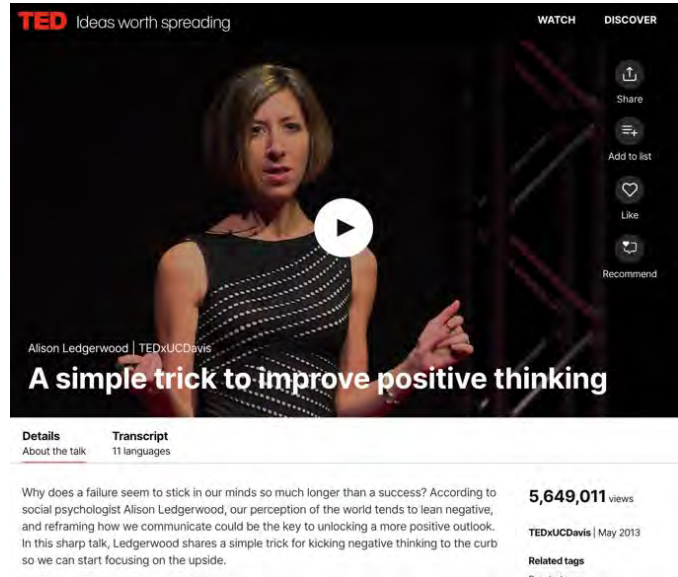
From the article [5 Unbelievable Facts About Optimists](#)

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

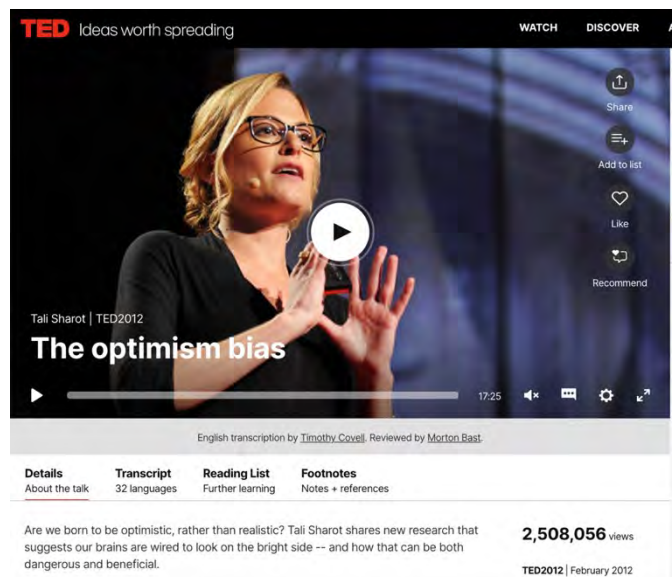
The [following video](#) will give you a laugh and remind you to reframe negative events:



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 find out if my thoughts are true?

Write down your negative thoughts

Identify your automatic thoughts

Learn what triggers your negative thoughts

Put things into perspective

Distract yourself

Learn to forgive yourself

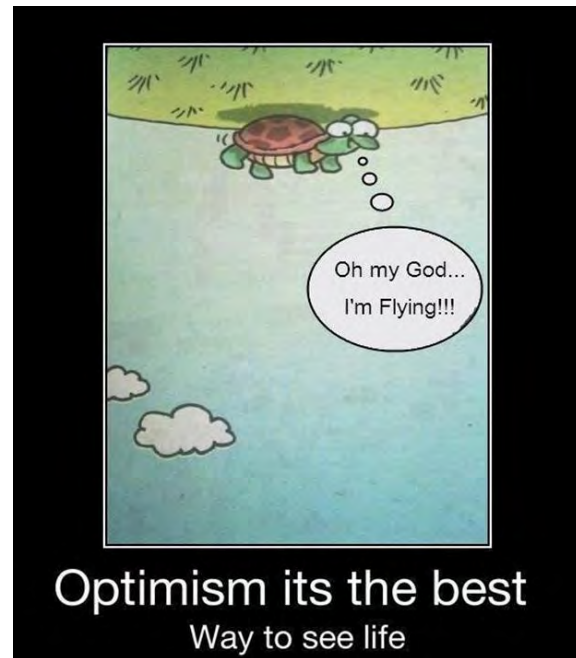
INSTEAD OF THINKING... VS TRY THINKING...

I am not good enough	I am good enough
I can't do it	I can do it
Why does this always happen to me?	This is just one bad day
Everything is always my fault	I can't blame myself for everything
I always fail	I will learn from this failure

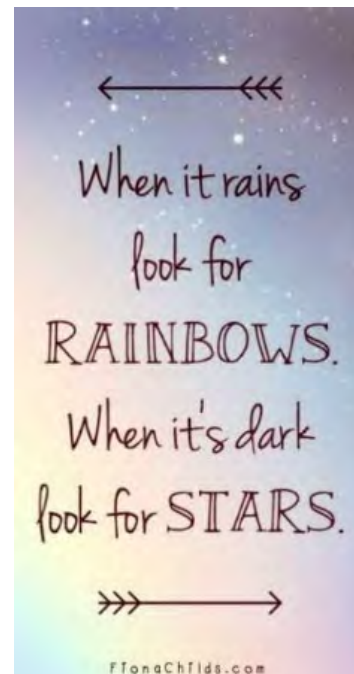
Source: believeperform.com



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



Source: Mikki the Marketer



Source: FionaChilids.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?

Source: Mental Health Counseling Posters

DEVELOPING A GROWTH MINDSET

INSTEAD OF...	SAY THIS...
I'm not good at this	What am I missing?
I give up	I'll use a different strategy
It's good enough	Is this really my best work?
I can't make this any better	I can always improve
This is too hard	This may take some time
I made a mistake	Mistakes help me to learn
I just can't do this	I am going to train my brain
I'll never be that smart	I will learn how to do this
Plan A didn't work	There's always Plan B
My friend can do it	I will learn from them

Source: Get Motivated! via Reddit

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.*

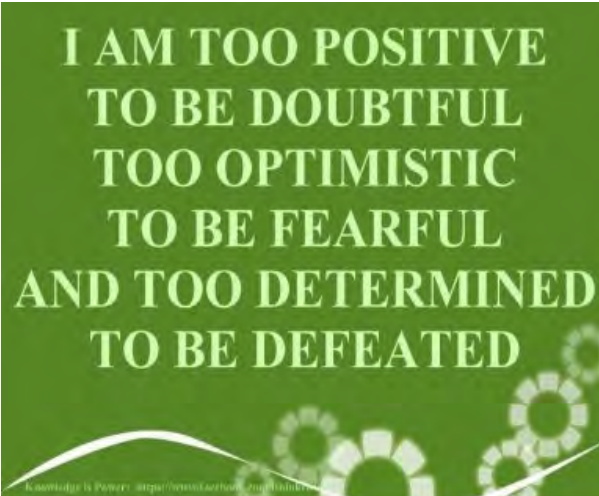
Keep your **values positive** because
your *values become your destiny.*

– GANDHI

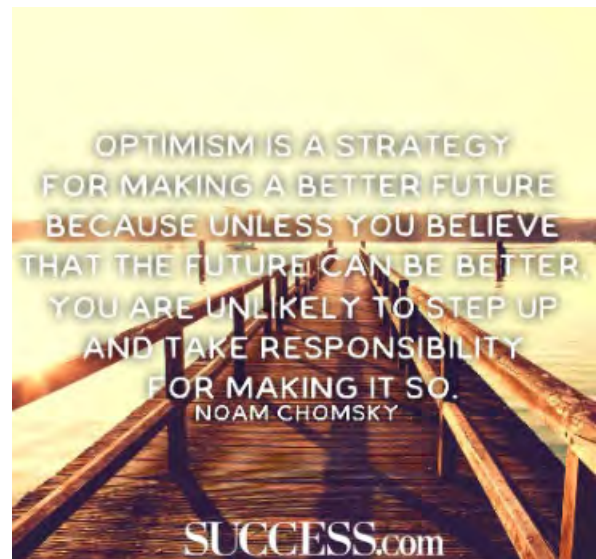
Source: www.52WLM.com | www.getorganizedwizard.com

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

Source: Jim Rohn



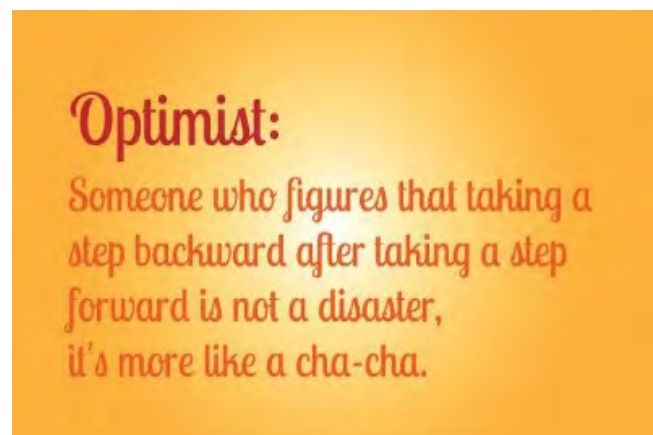
Source: QuotedIdeas.com



Source: Success.com



Source: [David Brooks](#)



Source: [Robert Braut](#)



Source: Winston Churchill



Source: cwote.tumblr.com



Source: Brandon Sykes

Collaboration: Articles and Videos

Collaboration (Teamwork)

*An essential piece of resiliency in the workplace.
Working together toward a com-mon goal and
helping each other is a crucial factor in reducing the
impact of stress on people's relationships.*

Source: Resilience Alliance Participant Handbook

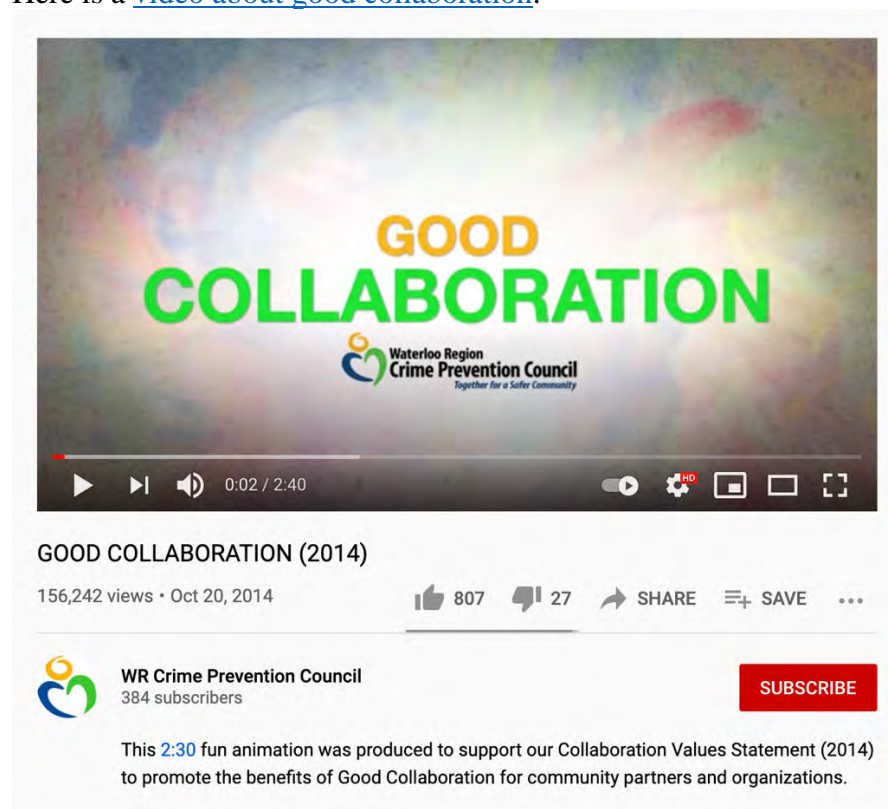
Some collaboration statistics to think about from [27 Facts and 11 Conclusions about Collaboration](#):

“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](#):



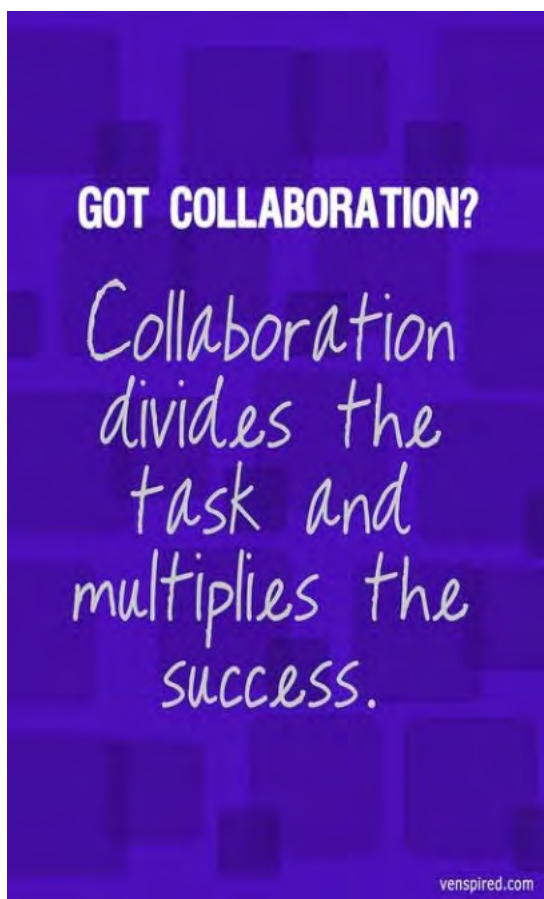
Collaboration: Images



Source: Rotten eCards User Cards



Source: callmehannah.ca



Source: venspired.com



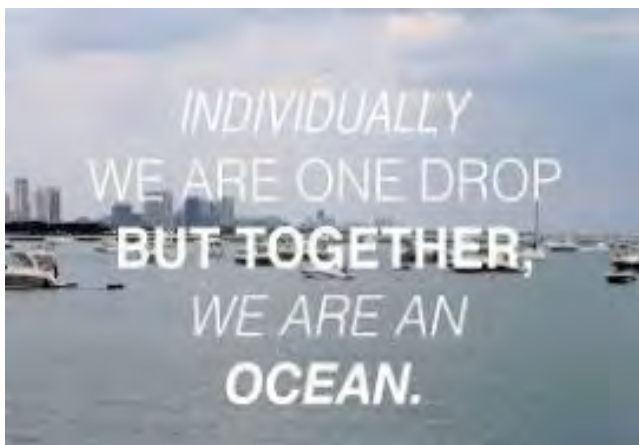
Source: HomeFinder.com



Source: memecrunch.com



Source: @thatnursebert on Twitter



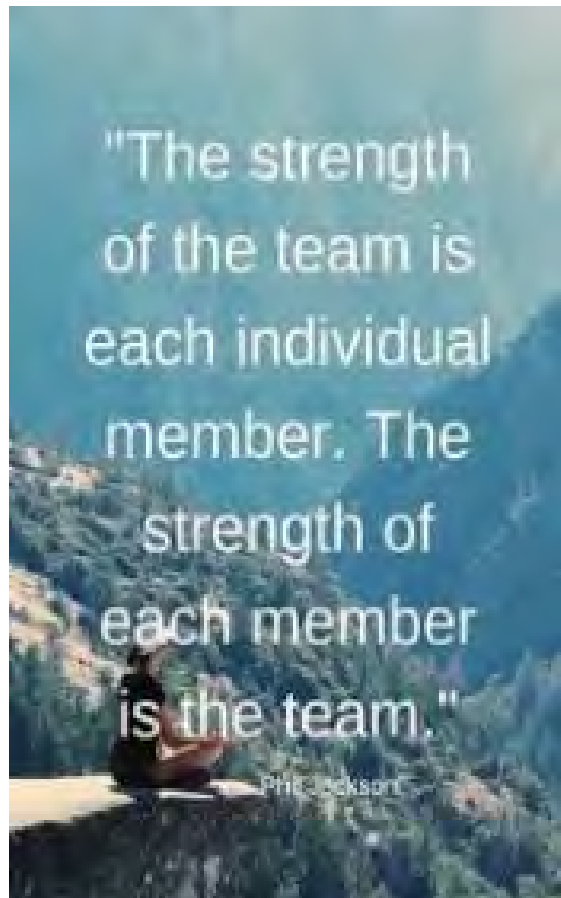
Source: Ryunosuke Satoro



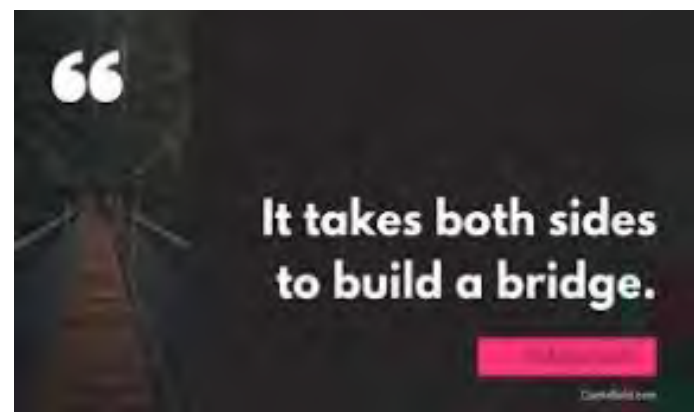
Source: Creative Notebook



Source: Robert H. Schuller



Source: Phil Jackson



Source: Fredrik Nael

Unity is strength... when there is
teamwork and collaboration,
wonderful things can
be achieved

Mattie Stepanek

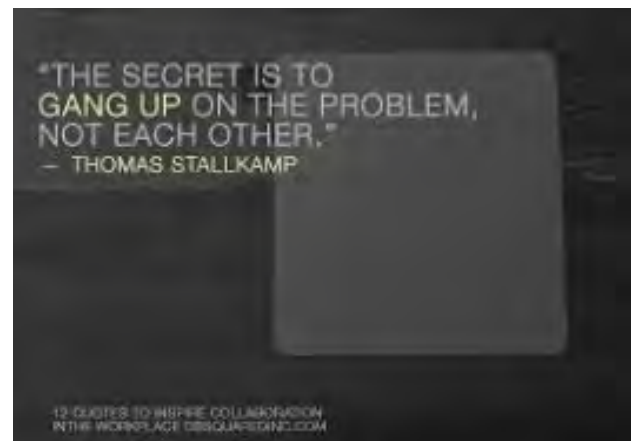
Source: Mattie Stepanek via Spirit Button

**SUCCESS TAKES
COMMUNICATION,
COLLABORATION AND,
SOMETIMES, FAILURE**

Source: Jessica Alba via picturequotes.com



Source: Patrick Lencioni via ProjectManager.com



Source: Thomas Stallkamp



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.

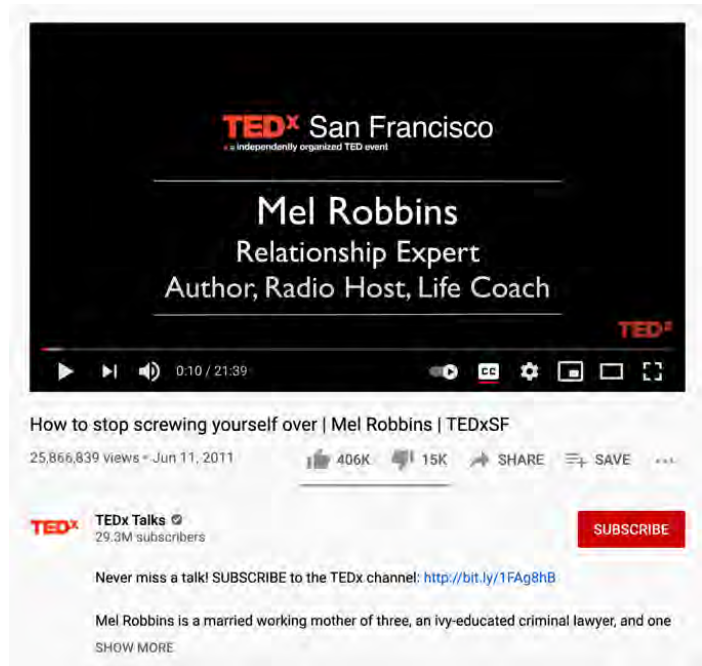
Work life balance means:

1. Clearly defining when you are working and when you are “off”
 - a. Source: Cassandra Harris via [CarrerVillage.org](https://carrer-village.org/)
2. Not being tied to your phone or computer at all times
 - a. Source: Cassandra Harris via [CarrerVillage.org](https://carrer-village.org/)
3. Having a colleague who can cover for you when you’re gone
 - a. Source: Rebecca Zucker via [Harvard Business Review](https://hbr.org/)
4. Having time to yourself after you leave the office
 - a. Source: Cassandra Harris via [CarrerVillage.org](https://carrer-village.org/)
5. Taking vacation
 - a. Source: Suzanne Gelb via [TheMuse](https://themuse.com/)
6. Not feeling guilty about asking for time off
 - a. Source: Cassandra Harris via [CarrerVillage.org](https://carrer-village.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](https://carrer-village.org/)

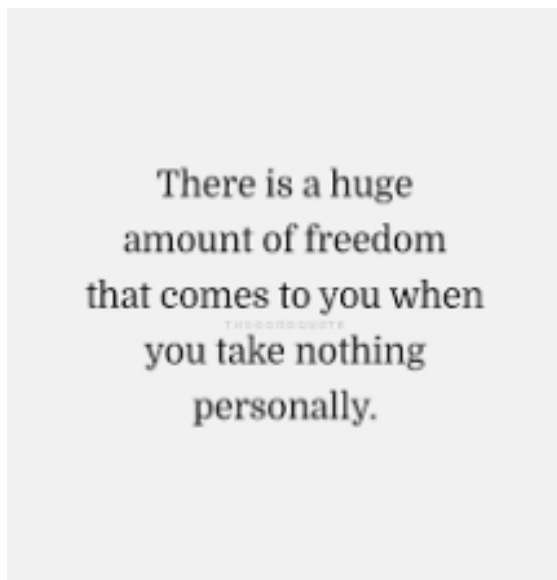
Here is a link to a TEDx Talk that you might find helpful when thinking about your own self-care plan: [Self Care: What It Really Is | Susannah Winters](https://www.youtube.com/watch?v=UW3tYUwv8p0)



Here is a [Ted Talk from Mel Robbins](#):



Self-Care: Images



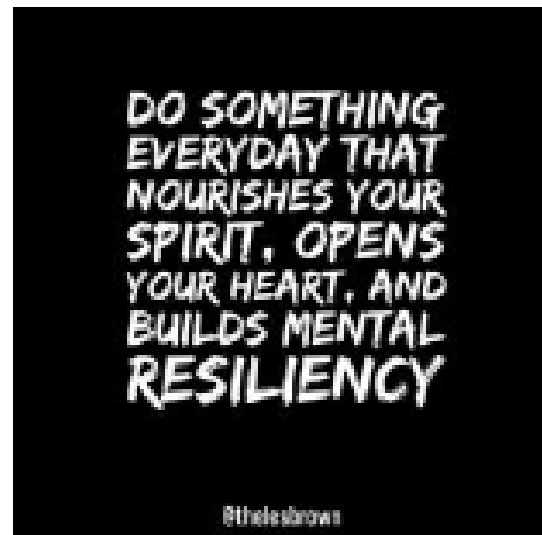
Quote by Don Miguel Ruiz
Source: TheGoodQuote



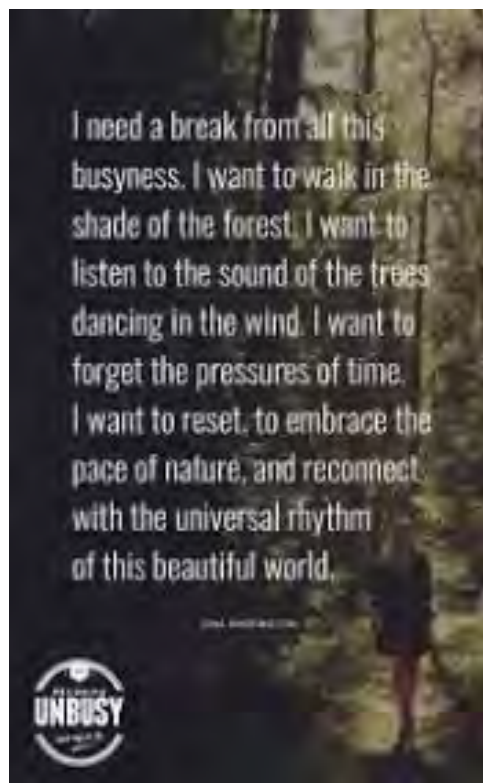
Source: J's Hallmark



Source: WisdomLoveQuotes.com



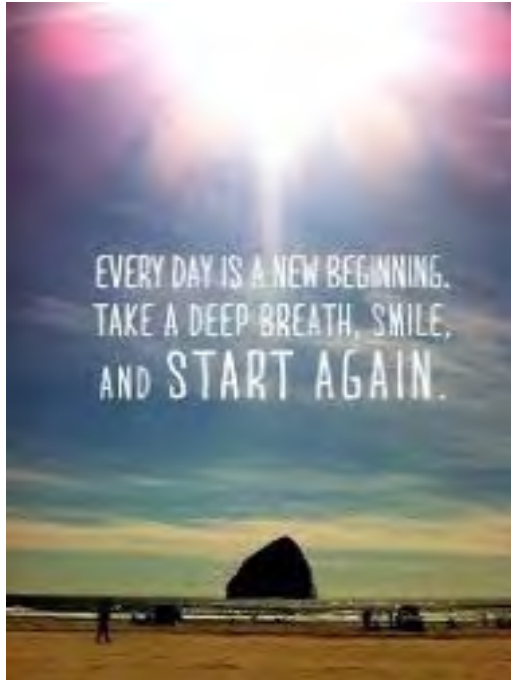
Source: [@thelesbrown](https://twitter.com/thelesbrown)



Source: [Fresh Minds Matter](https://www.freshmindsmatter.com)



Source: [Diane Von Furstenberg via purewow.com/wellness/celebrity-self-care-quotes](https://www.purewow.com/wellness/celebrity-self-care-quotes)



Source: ubranblisslife.com



Source: Massachusetts Association of School Superintendents



Source: [@AgeproofLiving](https://twitter.com/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>



Emotional Mastery: The Gifted Wisdom of Unpleasant Feelings | Dr Joan Rosenberg | TEDxSantaBarbara

1,762,536 views • Sep 21, 2016

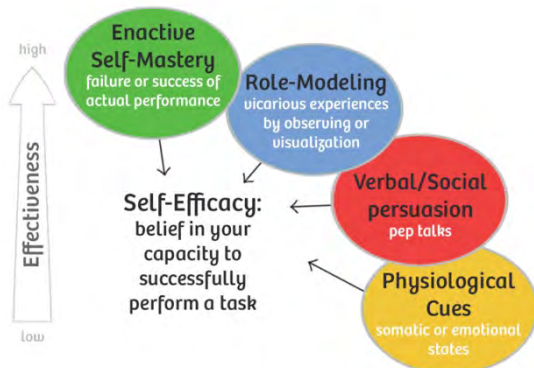
33K 1.1K SHARE SAVE

TEDx TEDx Talks 29.3M subscribers **SUBSCRIBE**

What often blocks people from feeling capable in life and from having greater success with finances, health or relationships is how they handle unpleasant feelings. Psychologist Joan Rosenberg unveils the innovative strategy and surprising keys for experiencing the

Source: The Boulder Center for Resilience

Mastery: Images



Source: Agile Coffee



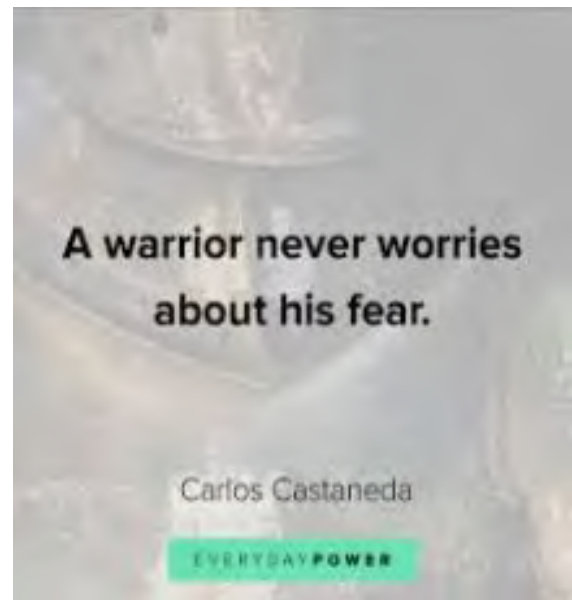
Source: MemeGenerator.net



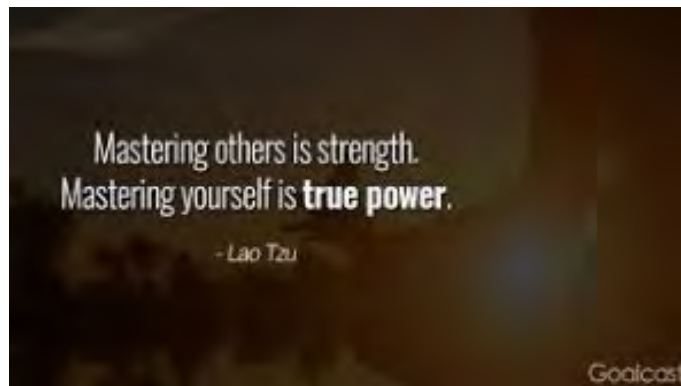
Source: Great Big Minds



Source: Brian Tracy



Source: Carlos Castaneda via Everyday Power



Source: Lao Tzu via Goalcast

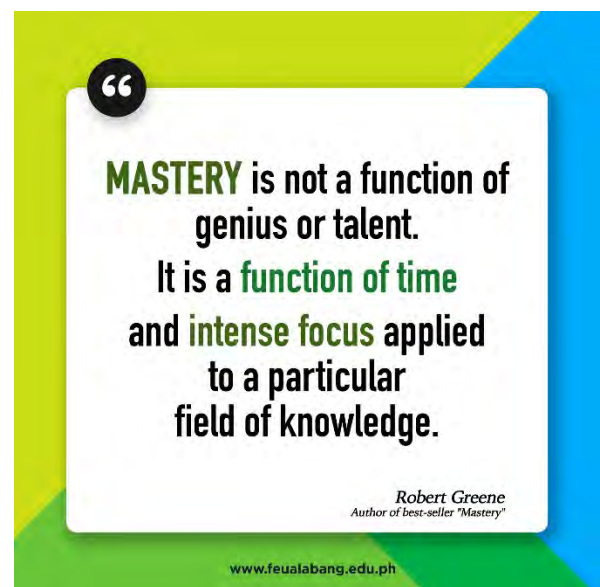


Source: HealthyPlace.com

"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: feualabang.edu.ph

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.”

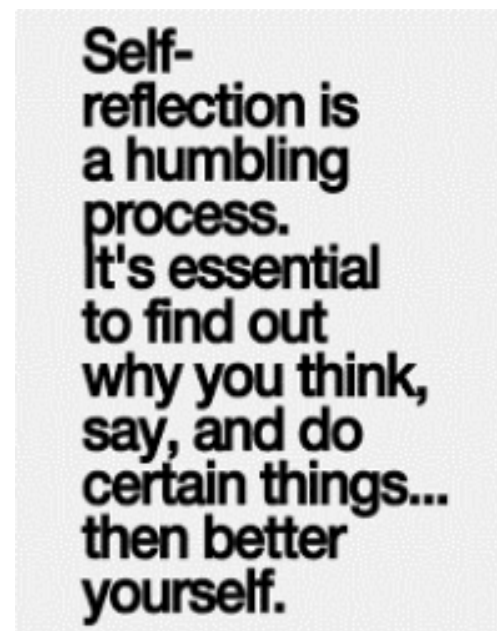
“The idea is to think ahead to what those failures.”

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

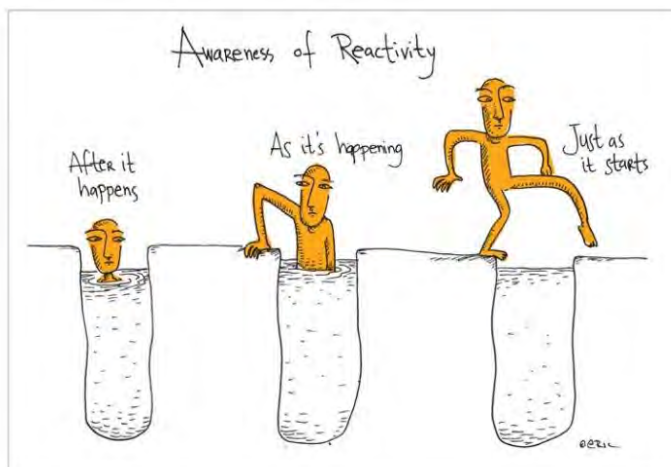
Self-Reflection: Images



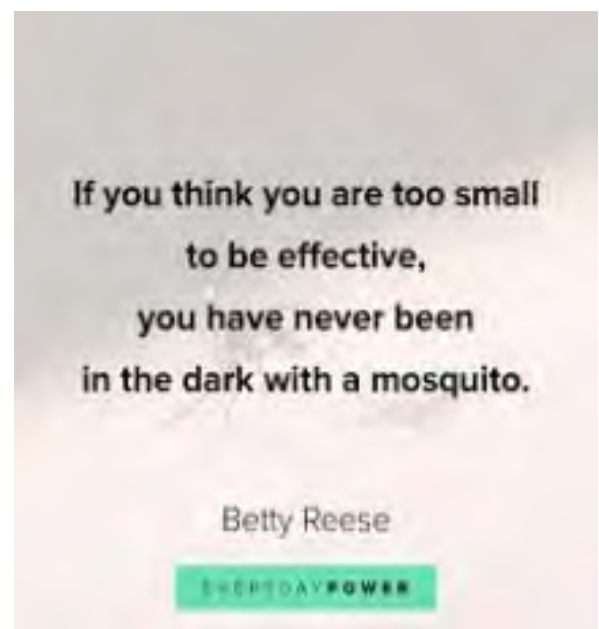
Source: Zencorkz Marketing



Source: Sonya Teclai via TheGoodVibe.Co



Source: wisdomheart.com



Source: Betty Reese via Everyday Power



Source: shinzo.com



Source: Aristotle via Motinus



Source: Next Level A

Self-Awareness: Articles and Videos

Self-Awareness

An awareness of one's own personality or individuality within the workplace (Merriam-Webster's Medical Dictionary).

Source: Resilience Alliance Participant Handbook

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](#):



The video player shows a woman, Tasha Eurich, wearing a red dress, standing on a stage with a blue background. She is holding a small object in her right hand and gesturing with her left. The video title is "Increase your self-awareness with one simple fix | Tasha Eurich | TEDxMileHigh". The video has 2,864,268 views and was posted on Dec 19, 2017. The player interface includes a progress bar at 0:18 / 17:17, a volume icon, a play button, and a share icon. Below the video, there is a TEDx logo, the text "TEDx Talks" with a verified badge, and "29.3M subscribers". A red "SUBSCRIBE" button is also present. The video description starts with "Self-awareness has countless proven benefits – stronger relationships, higher performance, more effective leadership. Sounds pretty great, right? Here's the bad news: 95% of people think that they're self-aware, but only 10-15% actually are! Luckily, Tasha Eurich has a simple

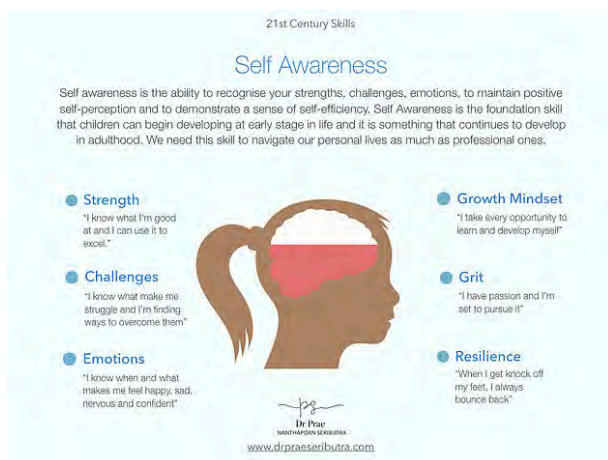
Self-Awareness: Images



Source: KiddieMatters.com



Source: psych.facts.tumblr.com



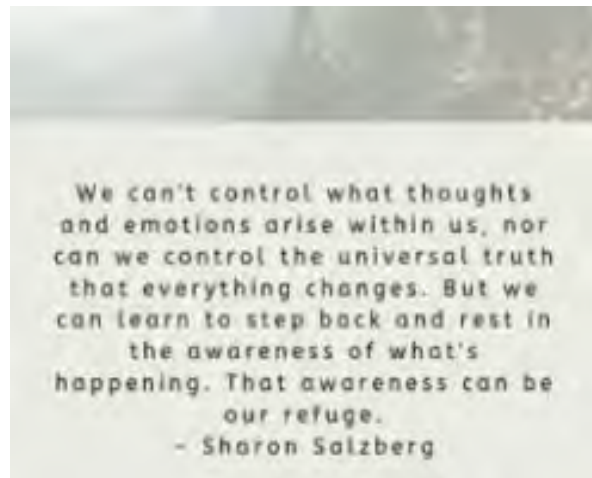
Source: www.drpraeseributra.com



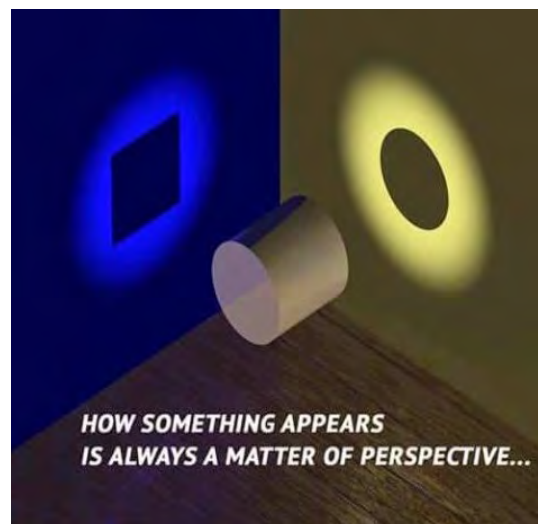
Source: Vironika Wilde via Pinterest



Source: TheUtopianLife.com



Source: Sharon Salzberg



Source: Truehope Nutritional Support



Source: Clusters of Inspiration



Source: The Power of Oneness



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.

Source: Rahsaan Patterson



Source: Super Women In Training

**IF YOU'RE NOT TWEETING,
YOU'RE SNAPCHATting. IF
YOU'RE NOT SNAPCHATting,
YOU'RE INSTAGRAMING, IF
YOU'RE NOT INSTAGRAMING,
YOU'RE FACEBOOKING.
WHEN ARE YOU IN REALITY?**
INSTAGRAM - THEGOODQUOTE

Source: TheGoodQuote via Instagram



Source: awesomeaj.com



Source: Prince Ea

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

Source: picuki.com

Acknowledgments

This guide was made possible by the work of the Nebraska Department of Health and Human Services Division of Children and Family Services (DCFS) and the Quality Improvement Center for Workforce Development (QIC-WD). Special thanks to Talana Sayre, a DCFS supervisor and Sharon Kruse, the Site Implementation Manager for leading the creation of this guide. Thanks to Mei Harrison for supporting the development of the guide. The 2020 Nebraska Workforce Project Team also included Brenda Brooks, Courtney Harrison, Jamie Maxwell, Becky Orsi, Ashley Peters, Jennifer Runge, Amanda Rutan, Kate Stephenson, Stephanie Vensky, and Jennifer Walker.

This guide was funded, in part, through the Department of Health and Human Services, Administration for Children and Families, Children's Bureau, Grant # HHS-2016-ACF-ACYF-CT-1178. The content of this publication does not necessarily reflect the views or policies of the funder, nor does mention of trade names, commercial products, or organizations imply endorsement by the US Department of Health and Human Services.

This guide was developed with public funds and can be reproduced and modified. It is part of an evaluation by the QIC-WD conducted in 2021. Suggested citation:

Resiliency Reminders: Building Resilience in the Child Welfare Workforce [A Supplement to Resilience Alliance]. Lincoln, NE: Quality Improvement Center for Workforce Development, 2021.

