

Module 10

Developing Resilience



Innovation • Partnerships
Safer Neighborhoods

Office for Victims of Crime

OVC

"Putting Victims First"



Learning Objectives

- ❖ Identify negative and positive effects of doing trauma-related work.
- ❖ Describe the five core elements of resilience.
- ❖ Develop personal strategies to strengthen your resilience.



What Is Resilience?

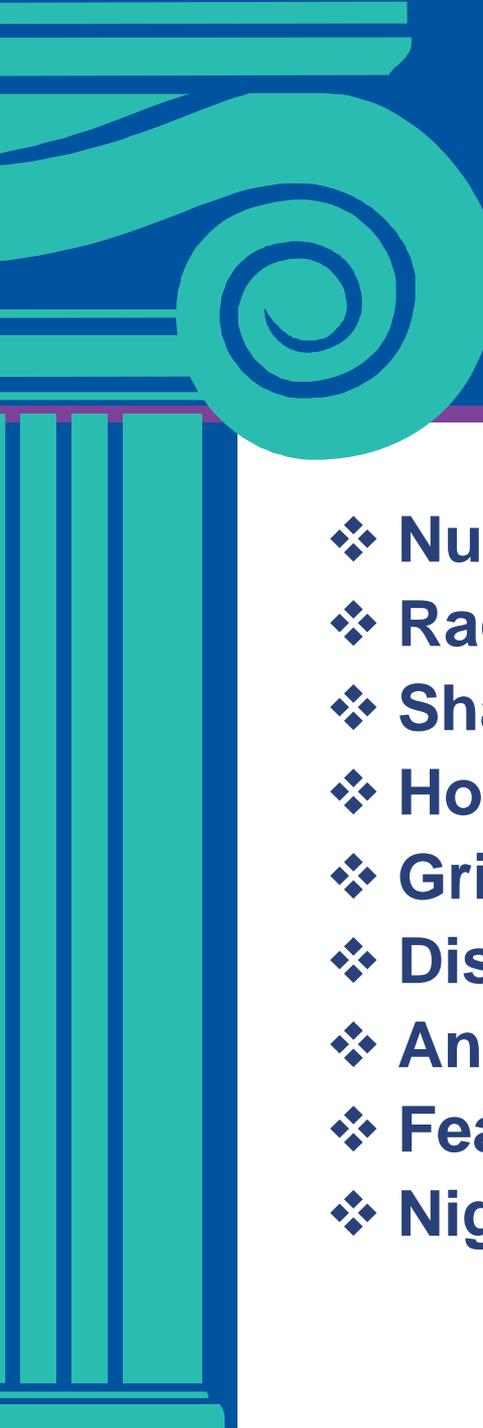
We know what we are, but not what we may be.

~William Shakespeare



Negative Impact of Trauma Work

- ❖ **Secondary stress**
- ❖ **Burnout**
- ❖ **Compassion fatigue**
- ❖ **Vicarious traumatization**
- ❖ **Cumulative stress**
- ❖ **Countertransference**
- ❖ **Emotional contagion**



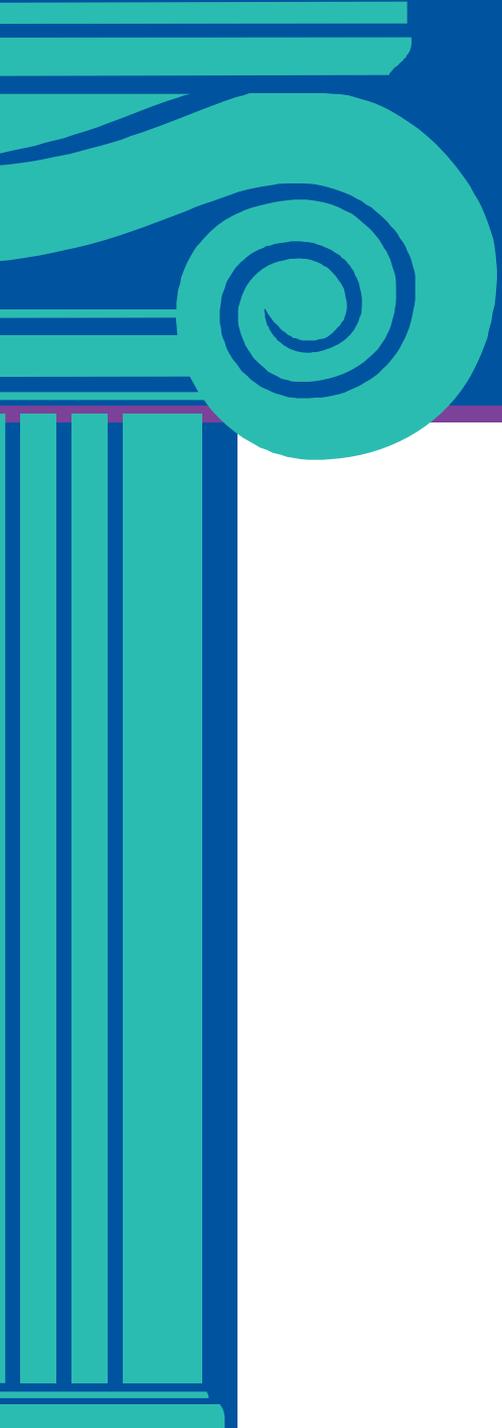
Negative Personal Effects of Working in the Trauma Field

- ❖ Numbing defenses
- ❖ Rage
- ❖ Shame
- ❖ Horror
- ❖ Grief
- ❖ Disturbed sleep
- ❖ Anger
- ❖ Fear
- ❖ Nightmares
- ❖ Flashbacks
- ❖ Irritability
- ❖ Anxiety
- ❖ Alienation
- ❖ Loss of control
- ❖ Suicidal thoughts
- ❖ Physical distress
- ❖ Low self-esteem
- ❖ Disturbing images

Positive Aspects of Working in the Victim Service Field

Many victim service workers are strengthened and energized by the work that they do.





Activity

***What Keeps You
Coming Back?***



Resilience

- ❖ **One's ability to return to healthy functioning after being in a stressful situation.**
- ❖ **The power to cope with adversity and adapt to challenges or change.**



Five Core Elements of Resilience



Core Elements of Resilience

- ❖ **Self-knowledge and insight**
- ❖ **Sense of hope**
- ❖ **Healthy coping**
- ❖ **Strong relationships**
- ❖ **Personal perspective and meaning**



Activity

Five Core Elements

Discuss in groups:

- ❖ **What does the element mean to you?**
- ❖ **How have you used it?**
- ❖ **How has it affected you? Others?**



Activity

- ❖ **Define the element and the components associated with it.**
- ❖ **Provide strategies for implementing this core element.**
- ❖ **Share one or two stories about how you have seen this element affect yourself or others you have worked with.**



Resilience Core Element 1: Self-Knowledge and Insight

- ❖ **Knowing who you are.**
- ❖ **Having a clear sense of what you believe and how you feel.**
- ❖ **Identifying your strengths and weaknesses.**



Components of Self-Knowledge and Insight

- ❖ **Positive self-esteem**
- ❖ **Strong inner locus of control**
- ❖ **Independence**



Strategies To Develop Self-Knowledge and Insight

- ❖ Explore motivation for working with victims of crime.
- ❖ Identify own strengths and challenges.
- ❖ Identify themes associated with discomfort.
- ❖ Clarify goals, mission, and boundaries of organization.



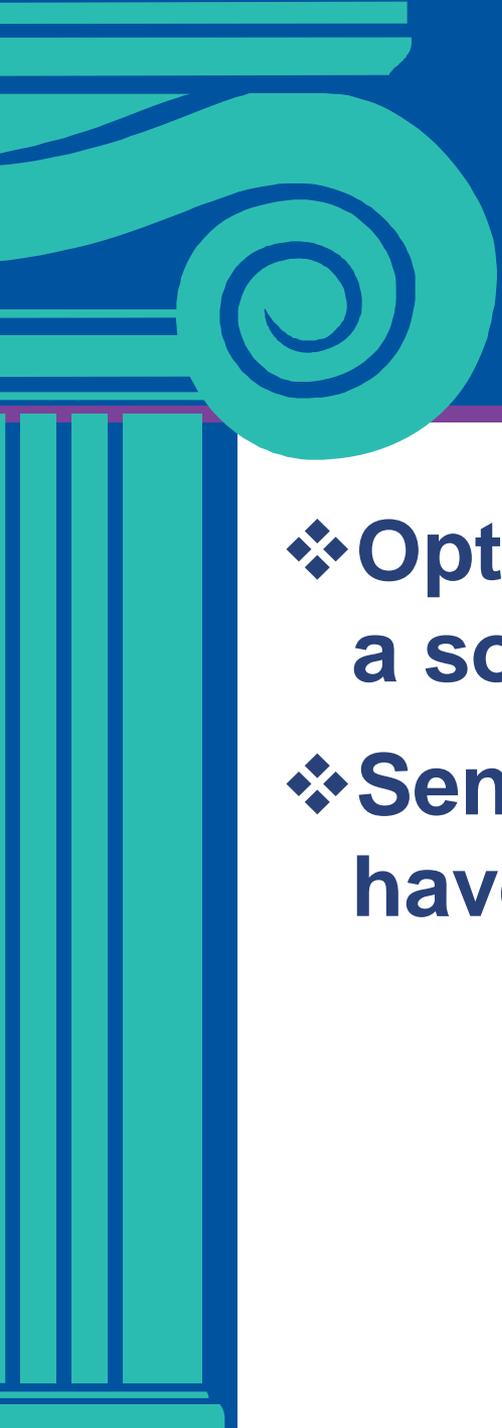
Strategies To Develop Self-Knowledge and Insight

- ❖ **Know your code of ethics.**
- ❖ **Recognize limits of control.**
- ❖ **Get adequate training.**
- ❖ **Individualize services to each victim.**



Resilience Core Element 2: Sense of Hope

- ❖ **Believe that situations can get better.**
- ❖ **Believe that future will be better than the present or past.**
- ❖ **Recognize difficulty of the experiences of the victims you serve, yet maintain a positive view of the challenges of life.**



Components of Sense of Hope

- ❖ **Optimism: Capacity to envision a solution**
- ❖ **Sense of humor and ability to have fun**



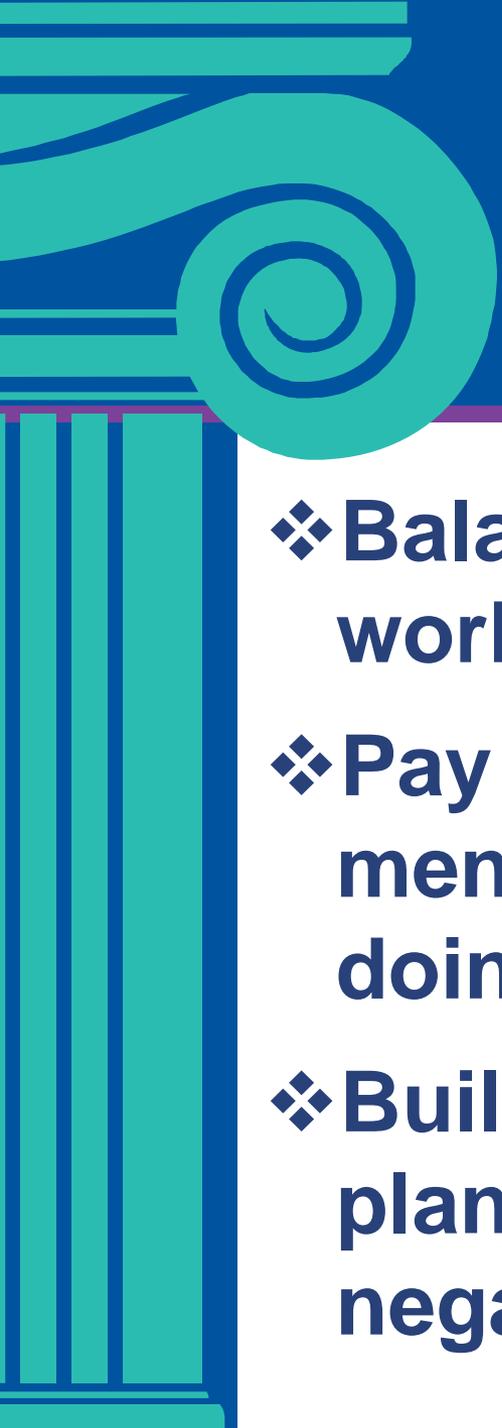
Strategies To Develop Sense of Hope

- ❖ **Develop opportunities to succeed.**
- ❖ **Practice gratitude.**
- ❖ **Change or expand your job description.**
- ❖ **Give praise.**



Strategies To Develop Sense of Hope

- ❖ **Diversify client types.**
- ❖ **Seek advanced professional development.**
- ❖ **Decorate your office.**
- ❖ **Find appropriate ways to have fun.**



Resilience Core Element 3: Healthy Coping

- ❖ **Balance the negative aspects of work with positive activities.**
- ❖ **Pay attention to physical, emotional, mental, and spiritual needs and doing something about them.**
- ❖ **Building on skills and abilities, and planning for and addressing negative feelings proactively.**



Components of Healthy Coping

- ❖ **Utilization of skills and abilities**
- ❖ **Creativity**
- ❖ **Effective planning**
- ❖ **Addressing negativity proactively**



Strategies to Develop Healthy Coping

- ❖ **Learn to identify your physical stress reactions.**
- ❖ **Balance your life.**
- ❖ **Get adequate sleep.**
- ❖ **Change the pace.**



Strategies to Develop Healthy Coping

- ❖ **Develop calming and modulation techniques.**
- ❖ **Assess safety in your work environment.**
- ❖ **Use regular supervision.**
- ❖ **Use technology and resources wisely.**

BE
GOOD
TO
YOURSELF.







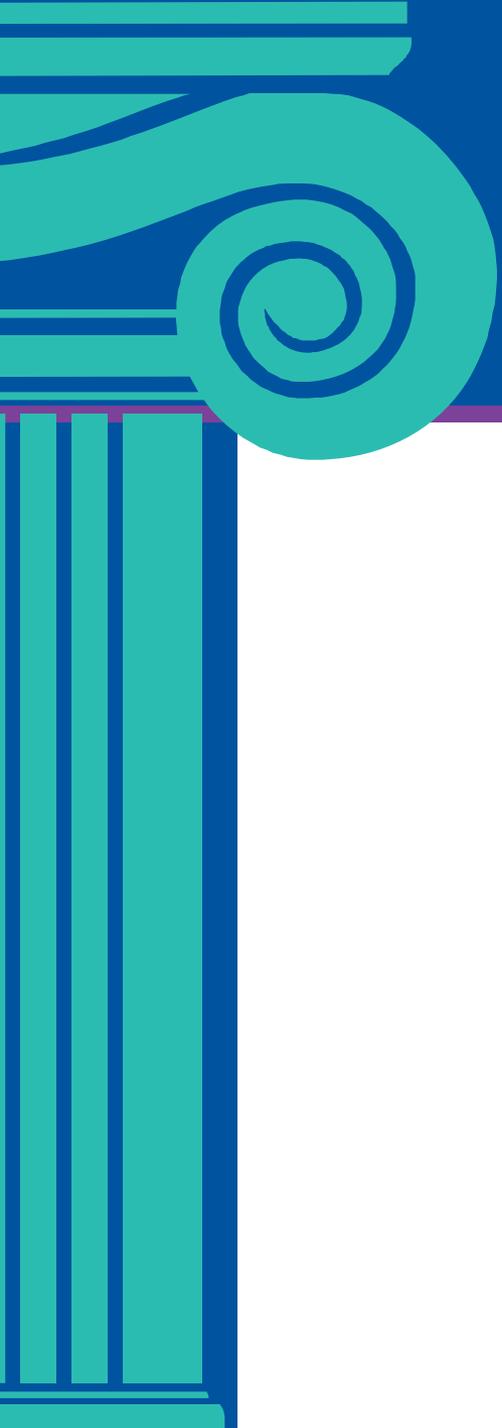
Resilience Core Element 4: Strong Relationships

- ❖ **Belonging is a basic human need.**
- ❖ **Positive connections with others.**
- ❖ **Personal networks of support.**

Components of Strong Relationships

- ❖ Attachments to others
- ❖ Seeking and giving support

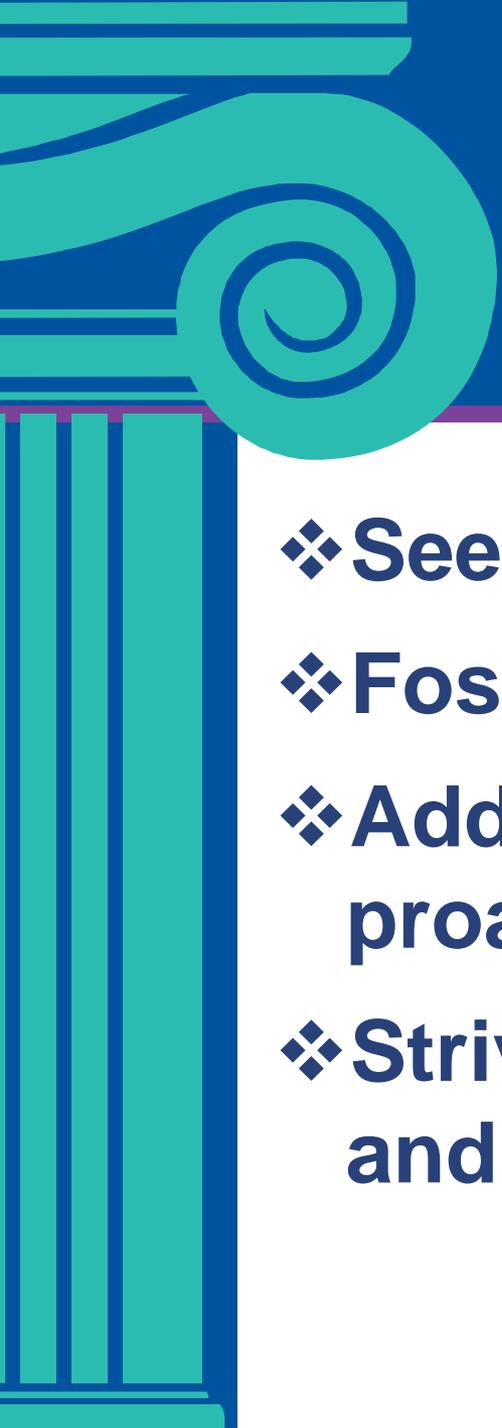






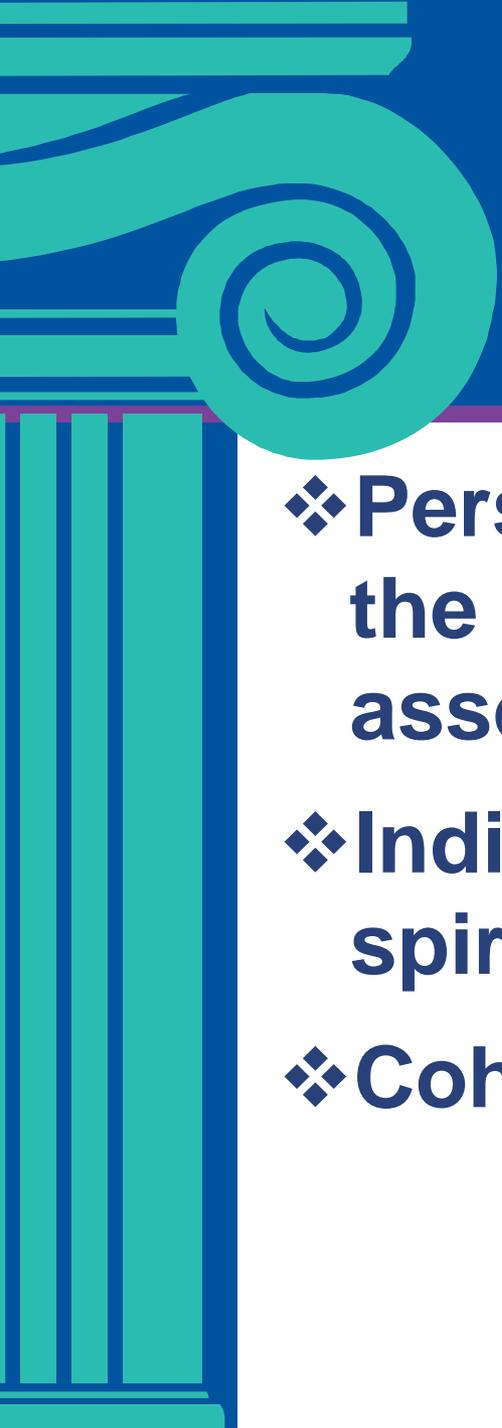
Strategies To Develop Strong Relationships

- ❖ **Enhance communication skills.**
- ❖ **Learn boundaries of confidentiality.**
- ❖ **Collaborate.**
- ❖ **Discuss cases.**



Strategies To Develop Strong Relationships

- ❖ **Seek inclusiveness and diversity.**
- ❖ **Foster a team approach.**
- ❖ **Address conflict resolution proactively.**
- ❖ **Strive to be genuine, empathetic, and warm.**

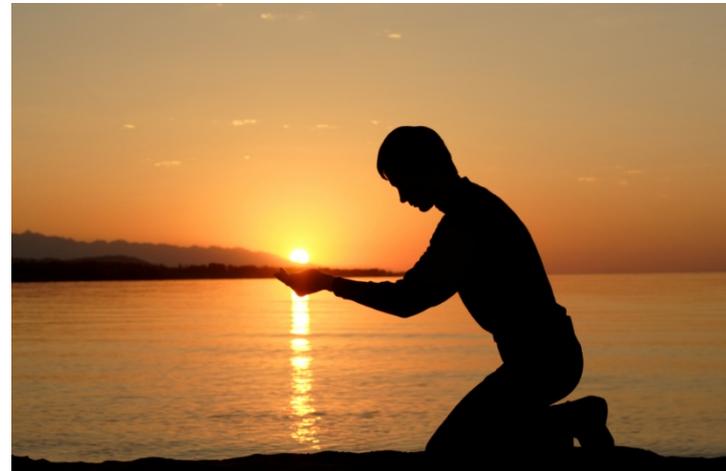


Resilience Core Element 5: Personal Perspective and Meaning

- ❖ **Personal points of view—weighing the costs, losses, and benefits associated with victim services work.**
- ❖ **Individual morality, integrity, spirituality.**
- ❖ **Coherent meaning for life.**

Components of Personal Perspective and Meaning

- ❖ **Morality and integrity**
- ❖ **Spirituality**
- ❖ **Coherent life meaning**





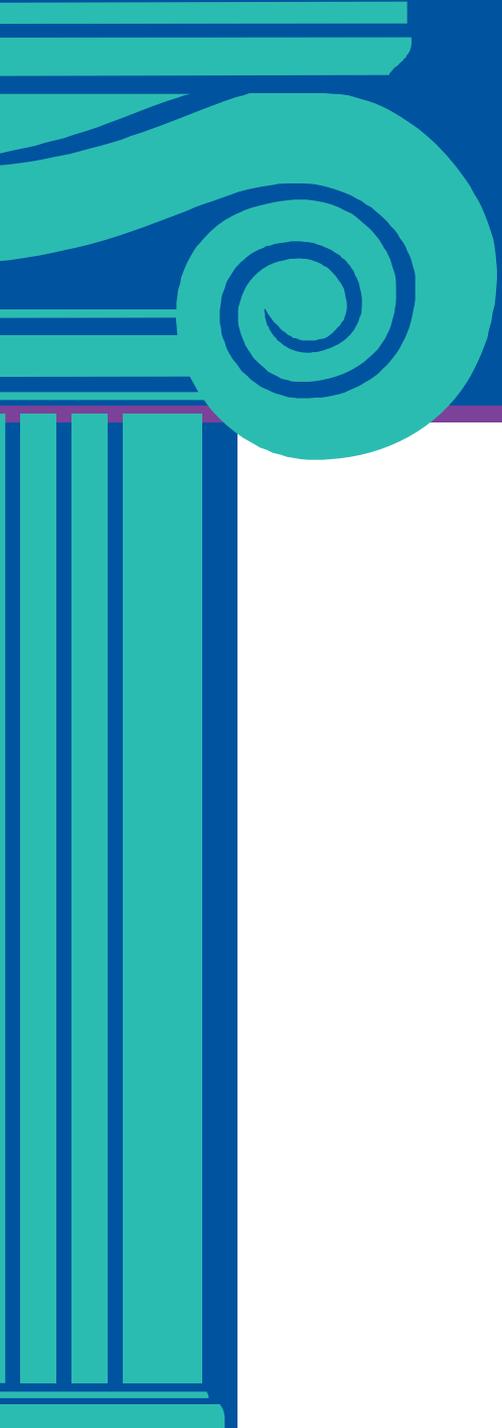
Strategies To Develop Personal Perspective and Meaning

- ❖ **Assess your personal values.**
- ❖ **Integrate new understanding in your work.**
- ❖ **Assess your perspective of suffering.**
- ❖ **Question old beliefs.**



Strategies To Develop Personal Perspective and Meaning

- ❖ **Foster altruism.**
- ❖ **Engage in social activism.**
- ❖ **Include values in assessment of victims' strengths.**
- ❖ **Discard activities that are not coherent with values.**



Personal Resilience Development Plan



Activity

Personal Resilience Development Plan

Worksheets 10.1, 10.2, 10.3



Review of Learning Objectives

- ❖ Identify negative and positive effects of doing trauma-related work.
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Closing of Module 10

- ❖ **Questions?**
- ❖ **Comments?**