



# Strengthening Personal Resilience

The prevention of stress at work

**Derek Mowbray**



[www.wellbeing-and-performance-group.org.uk](http://www.wellbeing-and-performance-group.org.uk)

**MAS**

[www.mas.org.uk](http://www.mas.org.uk)

# Derek Mowbray

Chartered Psychologist  
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Founder of The WellBeing and Performance Group  
Mentor



**‘One hell of a fabulous guy!’**

Bramble. Golden Retriever. 2006



## The WellBeing and Performance Group

**Our mission** – to ‘make the workplace a fabulous place to work’

**Our purpose** –

- to prevent stress from occurring in the first place;
- to facilitate peak performance and productivity;
- to strengthen corporate and personal resilience.

**Our approach** – to establish psychologically healthy workplaces by facilitating the implementation of The WellBeing and Performance Agenda

**Our services** – applied organisation health psychology; consultancy; facilitation; assessments; organisation development; leadership and team development.

[www.mas.org.uk](http://www.mas.org.uk)

[www.wellbeing-and-performance-group.org.uk](http://www.wellbeing-and-performance-group.org.uk)

[www.orghealth.co.uk](http://www.orghealth.co.uk)



# **The waiting game** *allows incubation to occur*

**Employers often tackle stress  
from the wrong end.**

**They wait until someone becomes ill, then hope they get better**

**The costs of waiting for people to become ill are enormous**



# Solutions

**Events and Behaviours**



**Personal responses**

## Events and Behaviours

Adaptive  
Culture

Adaptive  
Leadership

Adaptive  
Working  
Environment

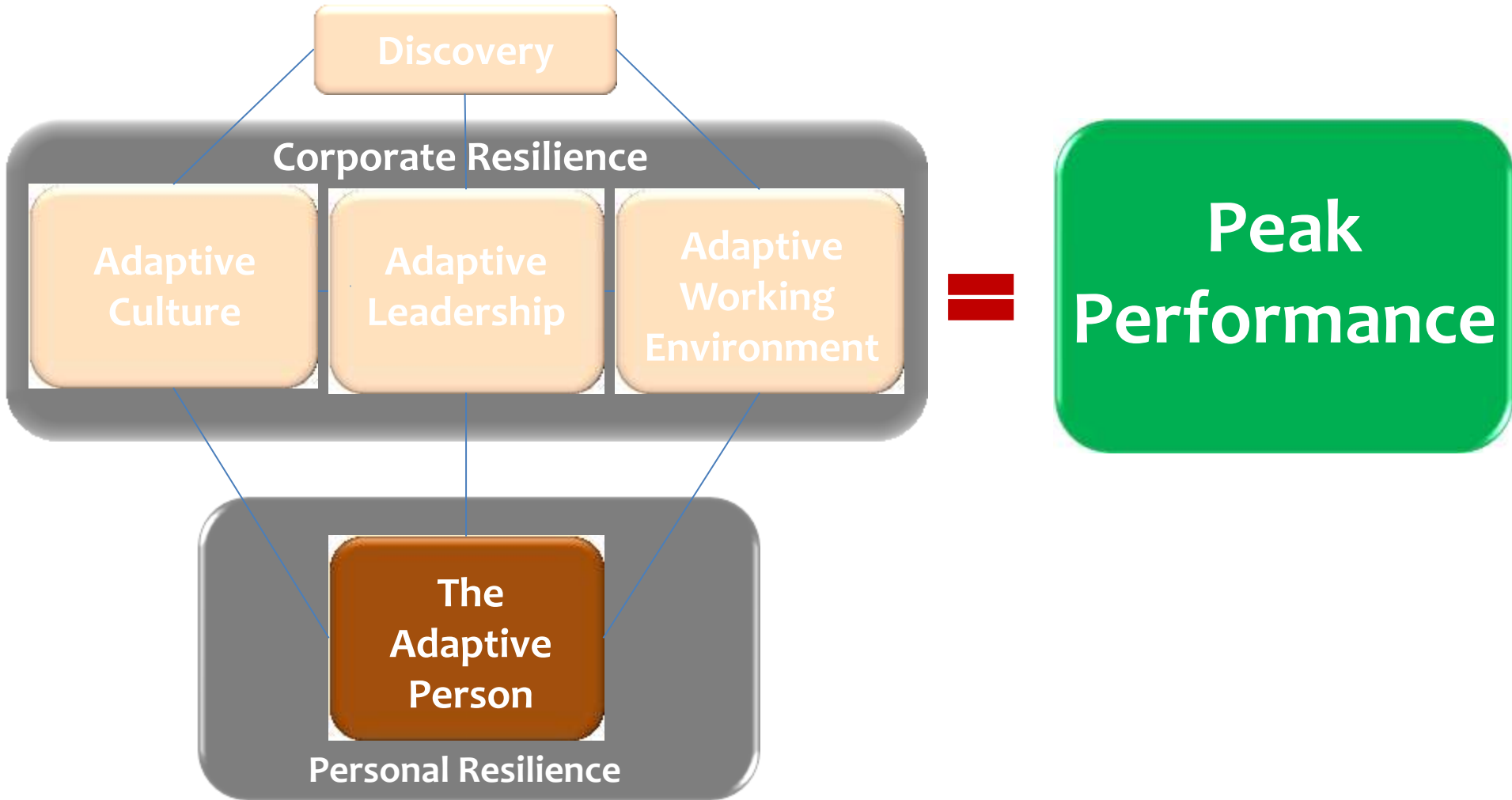
The  
Adaptive  
and  
Resilient  
Person

Personal responses



Peak  
Performance  
and  
Productivity

# The WellBeing and Performance Agenda





# What is personal resilience?

*‘the capacity to maintain personal control and robust attitudes in the face of challenging events and behaviours.*

**(Derek Mowbray 2010 revised 2013)**

# Ideas about resilience

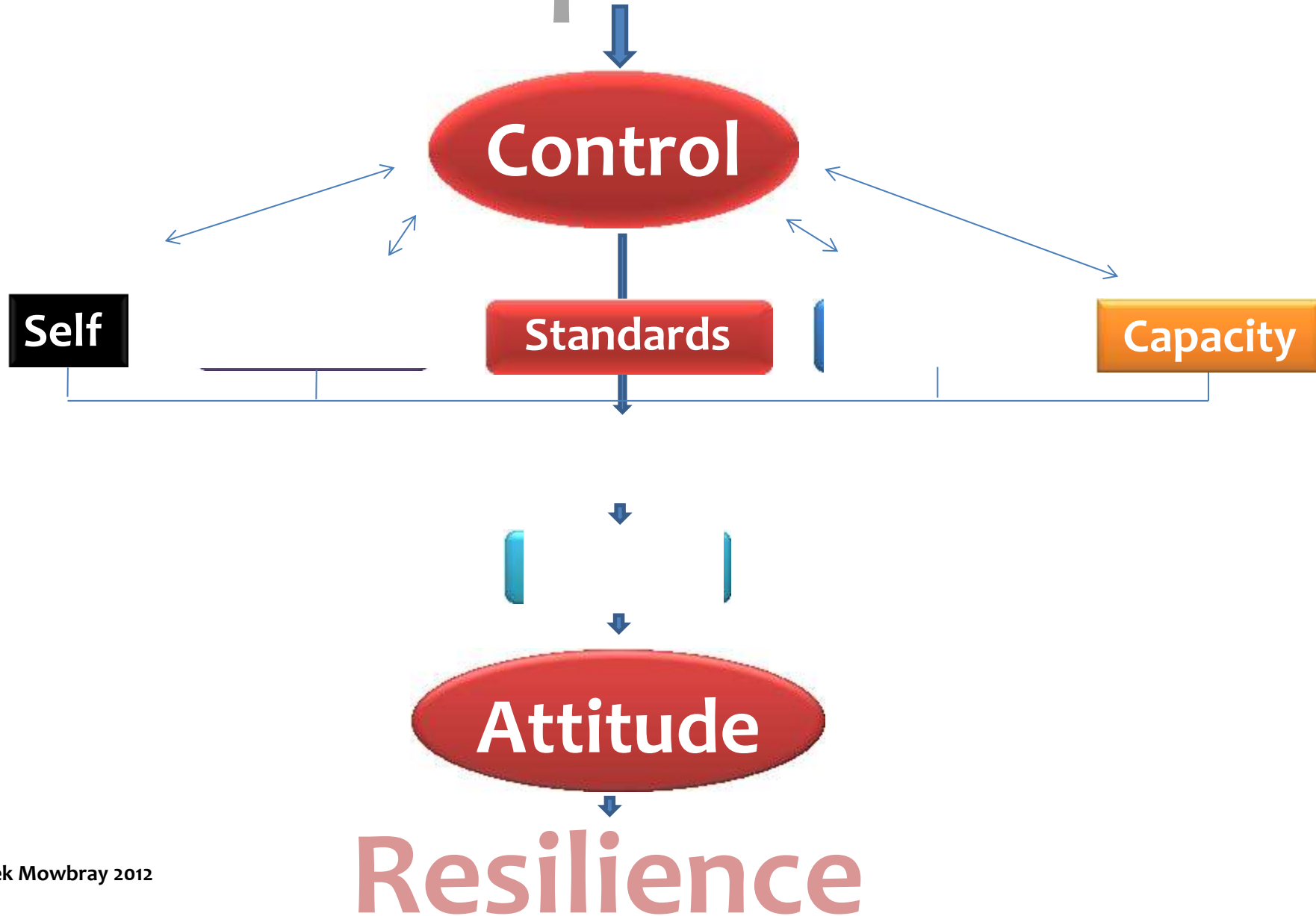
**A bubble that enables you to concentrate**

**Contingency arrangements – plan B**

**Immunise or vaccinate against stress**

**Aircraft**

# The person



# Evaluation/Meaning

Appropriateness  
Timeliness

Objective  
evidence

Emotional  
evidence

Context

Expectation  
Anticipation

Social proof

Experiences

Fairness



# Choice

Take action

Take no action

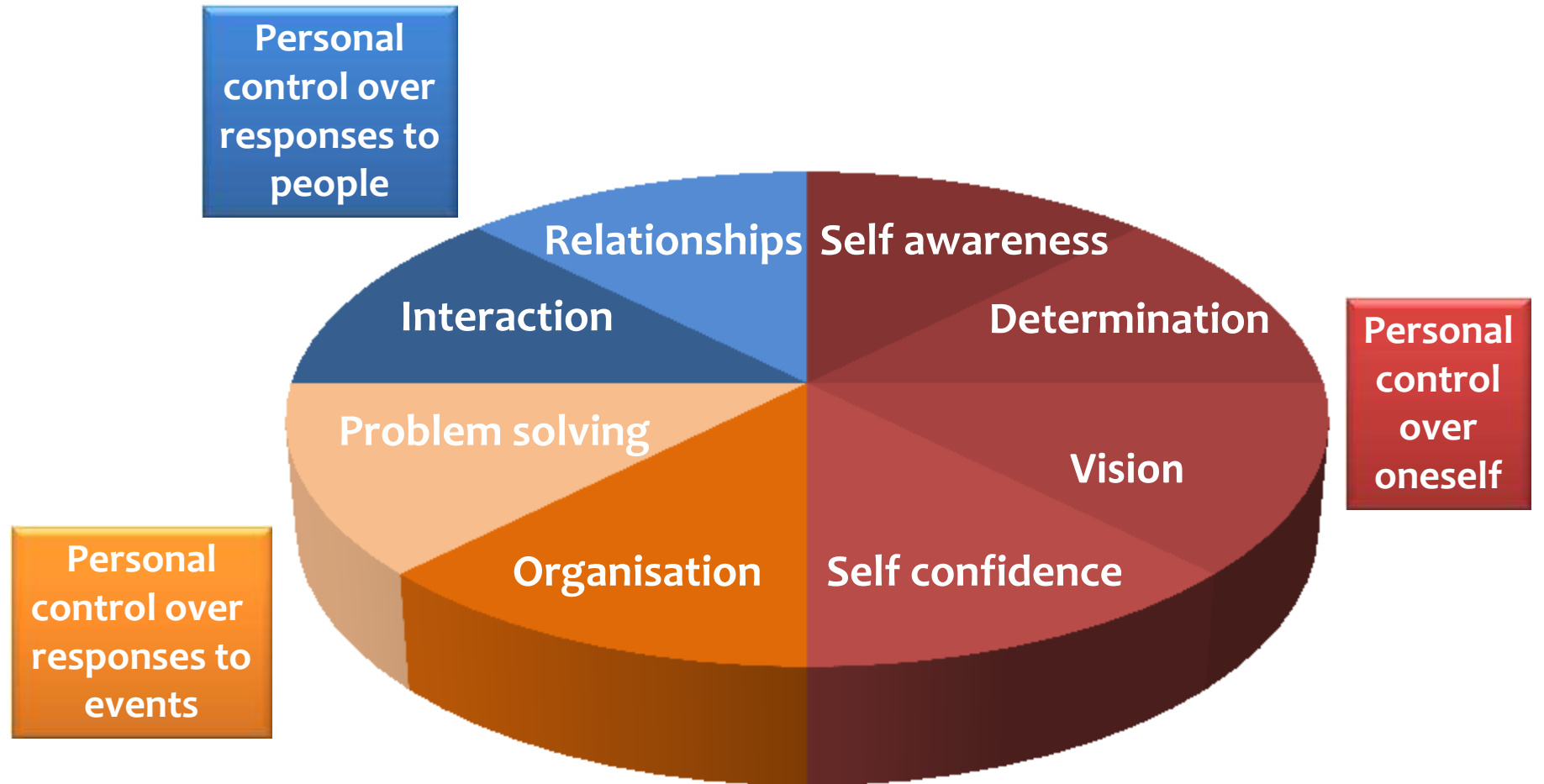
Deferred action

Inaction

Learned helplessness

Enforced action





## The Resilient and Adaptive Person Development Framework



# Self Awareness

*'knowing others is intelligence; knowing yourself is true wisdom; mastering others is strength; mastering yourself is true power'*

**Question:**

***I usually know how others perceive me?***

(Score: 1 = never.....5 = always)



# Self Awareness

Link to resilience:

The more you understand yourself and who you are the more you feel confidence in yourself, and the better you understand others





# Self awareness

*Being self aware makes you attentive to others*

Write down 5 bullet points on:

- Why **you** are so fabulous!





# Determination

*'As long as you're going to think anyway, you may as well think big'*

**Question:**

***I am determined to achieve my lifetime ambitions***

(Score: 1 = never.....5 = always)



# Determination

Link to resilience:

The more determined you are the easier it is to overcome challenges successfully



# Determination

*Your core values are what drives you and makes you determined*

## **80<sup>th</sup> Birthday Party**

**At your 80<sup>th</sup> birthday party what **two comments** are your guests whispering in your ear that makes you feel terrific! (apart from being alive, of course)**

Do those comments link closely to your own values?





# Vision

*'If you don't know where you're going you will probably end up somewhere else'*

**Question:**

*I can see my future clearly*

(Score: 1 = never.....5 = always)



# Vision

Link to resilience:

If you have a long term goal, short term diversions don't matter too much



# Vision

What do you really, really, really want to do?

Write down **two things** you really, really want to do with your life





# Confidence

*Ever notice that 'what the hell' is the right decision?*

**Question:**

***I normally feel comfortable in a new situation***

(Score: 1 = never.....5 = always)







# Confidence

Link to resilience:

If you feel confident you can do anything you wish



# Confidence

*If you feel confident you can overcome anything*

***Rosy Glow***





# Organisation

*If everything is under control you're not going fast enough*

**Question:**

*I plan my next day in advance*

(Score: 1 = never.....5 = always)



# Organisation

Link to resilience:

If you keep control of yourself at times of chaos, you'll get through it



# Organisation

*Being organised in times of chaos*

**168 – how do you spend your time?**

168 are the hours in a week. There are no more, nor no less hours available to us



# 168 – list how you spend your time

Sleep	52
Bathing, getting dressed etc	14
Eating/cooking/washing up	14
Shopping	4
Housekeeping	6
Commuting	7
Recreation	28
School run	14

**Add other activities and how long they take during the week**

**What time do you have over for:**

**Work?**

**Strengthening your resilience?**



# Problem solving

*Some people take no mental exercises apart from jumping to conclusions*

**Question:**

*I enjoy the challenge of unravelling and solving problems*

(Score: 1 = never.....5 = always)



# Problem solving

Link to resilience:

If you can solve problems you can solve anything that's thrown at you





# Problem solving

*Solving problems increases your ability to cope*

**How many pieces of cake can you make from four straight cuts?**



**8, 10, 14, 16, 19 or 24?**



# Problem solving

Answer: 16





# Interaction

*'If you always approach everyone with cheerful optimism, you will find that they simply have no choice but to respond in kind'*

**Question:**

***In general, I like people***

(Score: 1 = never.....5 = always)



# Interaction

Link to resilience:

People who know how to handle others are in control



# Interaction

*Those who persuade others to do things they might otherwise not wish to do without causing distress*

## *The Assertive Message*





# Relationships

*relationships are the bedrock of survival*

**Question:**

***My most important relationships are my strongest***

(Score: 1 = never.....5 = always)



# Relationships

Link to resilience:

People with important and strong relationships can withstand almost anything



# Relationships

*These should help you achieve success and happiness*

## ***Mutual expectations***

**My expectations of you and your expectations of me**





**My  
expectations of  
you are....**

**Your  
expectations of  
me are .....**

**Do we have  
mutual  
expectations?**





# **Top Tips for Personal Resilience**

- 1. Always think and believe you are a fabulous person**
- 2. Always think and believe you can achieve the big things in life**
- 3. Always try to keep an open mind about everything**
- 4. Always try to stay tranquil, peaceful and calm**
- 5. Always be attentive to other people**

# Resources

**Derek Mowbray's Guide to Personal Resilience**

[www.mas.org.uk](http://www.mas.org.uk)



# Thank you

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