

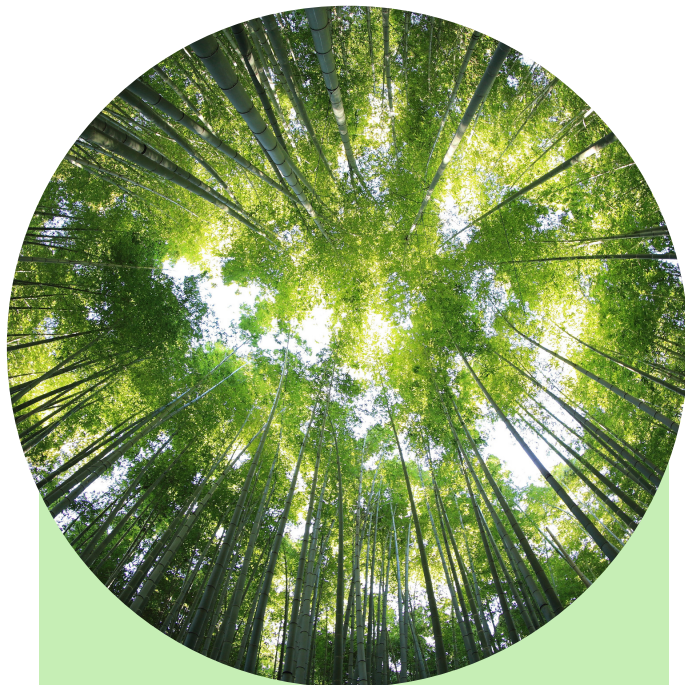
Building Personal Resilience

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service

www.cseas.per.gov.ie



Building Personal Resilience

Resilience is an essential life skill. It is the process of adapting positively in the face of challenge, adversity, trauma, tragedy, threats or other potential sources of stress. Resilience can be strengthened over time. It involves learning how to think, act and behave in a positive way. It's all about tapping into your inner strength and resources.

- Resilience levels may fluctuate depending on what else is happening in your life. Building your resilience will help you to cope better with challenges.
- People with high levels of resilience are able to utilise their skills and strengths to cope and deal with problems and challenges. These may include financial problems, illness, inter-personal difficulties, natural disasters, medical emergencies, relationship problems or death of a loved one.
- People with a lower level of resilience may become overwhelmed by such experiences and may be slower to recover from setbacks. They may also experience more psychological and emotional distress and recovery time may be slower.

On-duty EAO available at 0818 008120

Monday - Thursday: 9am - 5.15pm

Friday: 9am - 5pm

Appointments are available evening
and weekends if required

Email: cseas@per.gov.ie

www.cseas.per.gov.ie

Building resilience does not prevent difficult or stressful things happening. It can help reduce the impact that these events have on our lives and the time taken to recover from them.

Source: Mental Health Ireland

Strategies for Building Resilience

Social connections – develop relationships with people. Belonging to a group or a community can give a sense of identity and purpose.

Coping with crisis – you cannot change the fact that stressful events happen but you can change how you interpret and respond to these events.

Accept that change is part of living. Focus on the circumstances that you can change rather than those over which you have no control.

Set goals – develop some realistic goals and take action to help you achieve those goals.

Nurture a positive view of yourself – remind yourself of your strengths and accomplishments. Being more confident about your own ability to respond and deal with crises is a solid and practical way to build resilience. By doing this you will harness your inner strengths.

Maintain a positive outlook – positive thinking means understanding that setbacks are transient and that you have the skills and abilities to deal with the challenges you face.

Take decisive action – start working on the problem immediately, this way you can take steps towards making your situation better and less stressful. Focus on the progress that you have made rather than becoming distracted by the amount of work left undone.

Develop problem solving skills – meet new challenges head-on. Make a list of some of the potential ways you could overcome the challenges and experiment with different approaches. Adopting this kind of solution focused approach can help to prevent catastrophising, worrying or panicking.

Strategies for Building Resilience

Employees spend a considerable amount of time in work. Challenges may arise frequently and can include increased responsibility, interpersonal difficulties, dealing with difficult customers, deadlines, personality clashes etc. The workplace can be a dynamic and frequently changing environment. Developing strong personal resilience helps staff to build confidence and meet these challenges in a positive and creative way. This also brings a strong added value to the employer for whom a resilient and healthy workforce is key to success. Highly resilient workers are able to cope well with on-going change and challenge. They are better able to adapt to a new way of working. They maintain good health and energy even when under pressure.

Building Personal Resilience

www.cseas.per.gov.ie

Be patient with yourself in stressful situations
Understand that challenges are part of life
Ignoring the problem will not help
Link in with those who understand you
Don't isolate yourself
Remember how you managed previous challenges
Eat well – your body needs good fuel
Set realistic goals
Involve yourself in activities that you enjoy
Learning something new can bring a sense of achievement
If you are worried – share the worry
Exercise is important for your mental and physical health
Nurture a positive view of yourself – remind yourself of
your strengths
Coping with a crisis - you can't change the crisis but
you can change your response
Engage help/support, if required, from family,
friends or services such as the CSEAS, GP, HSE

Self-care

Healthy diet - this is important for both physical and mental health. Eat a balanced diet.

Regular exercise - being active can help reduce stress. Being physically active will have a positive effect on your mood and boost your energy levels.

Stress - becoming aware of the things in your life that cause you stress can help you to manage them.

Sleep - Try to develop good sleeping habits and engage in techniques to aid relaxation. A good night's rest enables the body and mind to refresh and renew itself.

Relaxation - give yourself permission to unwind. Listening to music, reading or other leisure activities can help.

Have fun - it is important to do something that you enjoy and that is just for fun and for no other reason. Introduce humour in your life.

Time management - strike a balance between the time you invest in your job, family, friends, hobbies, yourself etc. Allow time for your individual needs.

Positive thinking - this can be easier said than done however, try not dwell on the negatives of a situation. You may have coped with and overcome difficulties before and you will do so again. Focus on the solution.

Change - in so far as is possible, embrace change. If you are open to change, it is a lot less likely to provoke stress and anxiety and it can bring many benefits.

Seek help if you need it - from family, friends, CSEAS, GP.

How the CSEAS can help

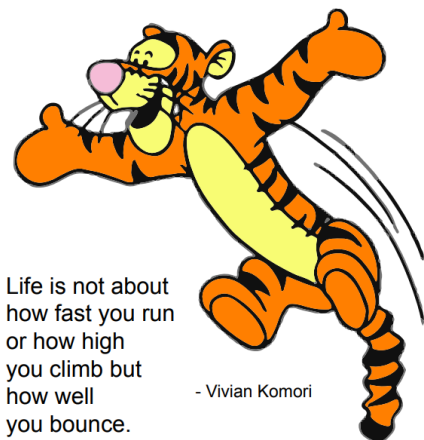
The CSEAS is a support service which offers a wide range of free and confidential* supports designed to assist civil servants in managing work and/or life difficulties. When faced with life challenges, the CSEAS can assist you in exploring the issues arising. Talking things through with an Employee Assistance Officer (EAO) may help you to work through these challenges, build your confidence and strengthen your resilience. The EAO can guide you through the CSEAS Personal Action Plan (PAP) to help you to identify your personal strengths and resources.

Please feel free to contact the CSEAS if you think we can help, or for details of CSEAS publications.

Civil Service Employee Assistance Service (HQ)
Department of Public Expenditure and Reform
4th Floor, St. Stephen's Green House,
Earlsfort Terrace,
Dublin 2, DO2 PH42, Ireland
Tel: 0818 008120

Email: cseaseper.gov.ie
www.cseas.per.gov.ie

*See website for information on GDPR and exceptions to confidentiality



Life is not about
how fast you run
or how high
you climb but
how well
you bounce.

- Vivian Komori