

Working Well: We Heard You

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Resilience is a dynamic process that is influenced by our response to our environment. This means we need to regularly review and track how we are ‘travelling’ throughout our day. Building and maintaining resilience is a continual work in progress.

The R@W Sustain 7 [Model](#) has been designed specifically for workplace challenges that we face within organizations. Self-check-ins can help us to explore everyday actions that we can take to help us to stay mentally and [physically fit](#), thus increasing our agility. Mental fitness is defined as ‘a state of well-being and a positive sense of how we feel, think, and act’. Just as we can improve our physical health by moving our bodies, we can [improve our mental health](#) by using strategies and practices that keep us mentally well and build our resilience.

During this time of uncertainty and turbulence, increasing our resilience by interacting cooperatively with our colleagues not only promotes adaptability, but helps us to thrive in a complex work climate. COVID-19 has fundamentally challenged the way we traditionally work together, creating a demand for careful and thoughtful planning to provide excellent support and service to our provincial patients, clients, and partners. We all play a role in creating a psychologically and physically safe environment. Seeking and receiving feedback, and asking for and providing support to others is foundational for [collectively](#) managing our work during this challenging time.

As we learn how to co-exist with COVID-19, being resilient at work requires creating sustainable resilience skills rather than only coping in the moment. Awareness and application of the seven R@W Sustain factors can help us increase our self-awareness of when we need to invest in each of the factors. Through the development of individual resiliency action plans, we learn what works well for us. We CAN develop resilience and we need to regularly review and maintain the actions that support our resilience as our circumstances change.

To build a good level of overall resilience, exploring and investing in each of the seven components can help us identify what we are doing already that is working well and where we want to increase our investment in our resilience.

- S1 – Living Authentically
- S2 – Finding your Calling
- S3 – Maintaining Perspective
- S4 – Mastering Stress
- S5 – Interacting Cooperatively
- S6 – Staying Healthy
- S7 – Building Networks

Learn more

Want to learn more about the seven components above and how to maintain or boost your resilience? Register on the LearningHub for [Resilience in the Workplace – Co-Existing with COVID-19: What is your plan?](#) Ninety minute interactive Zoom sessions facilitated by R@W accredited practitioners are now being offered, either as open forum (any PHSA employees can sign up) or for teams. Leaders can request sessions for their teams through contacting psychhealthsafety@phsa.ca.

Looking for information and resources to support you during COVID-19?

- The Centre for Mindfulness is hosting Tune-in Tuesday mindfulness sessions for all PHSA staff. Join us Tuesday (7:45am-7:55am) on June 23, 2020. For the zoom information and to be added to our distribution list please email mindfulness@cw.bc.ca.
- Visit [PHSA's Supporting Our Workforce](#) page for articles, resources, and tools that provide psychosocial support during COVID-19.
- [WORKING WELL](#) is a collection of information, resources, and strategies to support you with working well during isolation.
- Starling Minds, a digital mental health tool, can help you combat the stress, anxiety, and worry related to the COVID-19 pandemic. Access their free and confidential digital mental health program with no strings attached.
- Don't hesitate to call Homewood Health, [PHSA's Employee & Family Assistance Program \(EFAP\)](#) provider, to speak with a clinical counsellor at 1-800-663-1142 or <https://homeweb.ca/>. Homewood Health offers free and confidential coaching and counselling services for staff through video, phone, private online chat, or private messaging.

PHSA's Psychological Health and Safety team supports the mental health of all employees in any PHSA program, service, or division. To learn more about the programs and services available to staff, [visit us on POD](#) or at [PHSA.ca](#). Questions? Email healthpromotion@phsa.ca.