

# **hda**

## Resilience At Work.



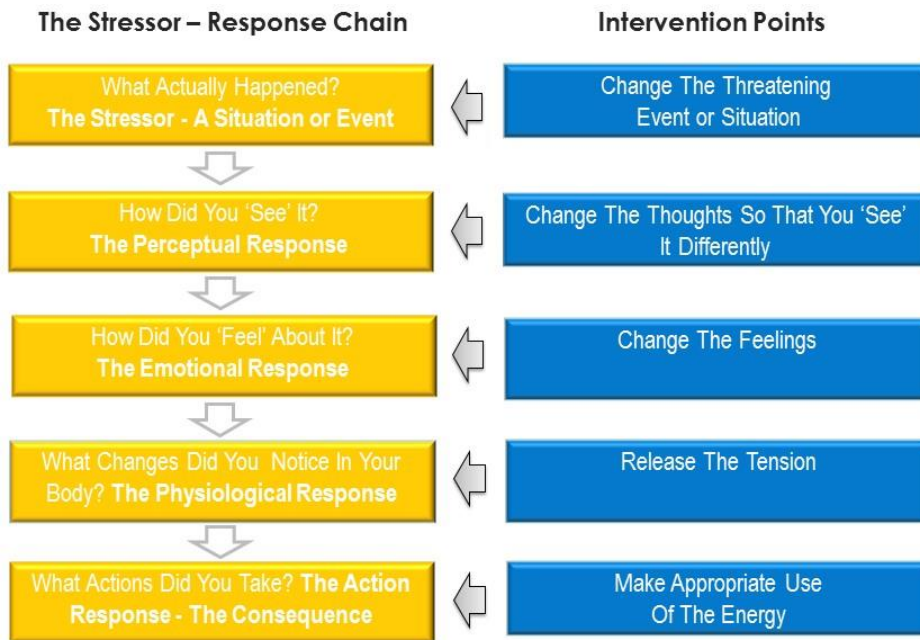
# Building Workforce Wellbeing & Resilience

## The 3-Dimensional Approach to Nurturing and Managing Resilience

Due to the misplaced belief that organisational "stress" is a weakness, many people tend to avoid a deeper understanding of what it is and, as a consequence, fail to make changes in their behaviour that would make them more able to manage its negative effects.

The result can be patterns of behaviour and illness ranging from the relatively minor, such as individuals working below their capacity or major illness.

### 3 Dimensional Resilience Model



### The 3 Dimensional Approach

It is useful to classify approaches to stress according to whether they emphasize **'stimulus'** (stressors) **'response'** (signs of strain) or **'transactional'** (intervening) variables. This forms the foundation of our resilience training.

We equip your **employees, managers and leaders** with the **vital skills they need to thrive in their work environment.**

## The Stimulus

### The **First Dimension**

According to definitions which focus on **'stimulus'** variables, stress is essentially a condition of the environment; for example, too high (or low) a temperature, or too high (or low) a level of stimulation or demand.

In simple terms, programmes for managing wellbeing which are based on this approach seek to distinguish 'stressful' from 'non-stressful' features of the environment and to reduce the former whilst providing more of the latter.

## The Response

### The **Second Dimension**

Definitions of stress which emphasise 'response' variables begin from the position that a person can be said to be suffering from stress only if sufficient **'signs of strain'** - e.g. tension, loss of appetite (or binge-eating), impaired concentration, or abnormal workplace behaviours are present.

Programmes for managing stress which are based on this approach will therefore focus upon those individuals who are showing marked **'signs of strain'** and will seek to relieve their symptoms by providing opportunities for relaxation, physical exercise and/or healthy eating.

One of the most effective techniques from within this approach is 7/11 breathing – breathing in to the count of 7 and out to the count of 11. (The figures themselves are not important. The crucial thing is that your out-breath is significantly longer than your in-breath; thus signalling to your brain-body system that the emergency has passed and that it's time to return your body to its pre-stress state).



Choose Your View



“Work & life doesn't get easier or more forgiving, we get stronger & more resilient.”

# The Transactional

## The **Third Dimension**

Finally, definitions of stress which focus upon **'intervening'** variables suggest that it is our perception of the demands facing us - rather than the demands themselves - which result in the experience of stress.

This, of course, is not a new position to take up. In the First Century A.D. **Epictetus** wrote...

“People are disturbed not by things, but by the view they take of them.”

It does, though, rather “cut-across” many current popular views of stress, which tend to see people as passive, helpless victims.

In contrast, programmes for managing stress which focus upon ‘intervening’ variables acknowledge that stress does **not** result simply from exposure to challenging demands. If it did, then all who are exposed to work-place pressures would, inevitably, succumb to the ravages of a stress-related illness. And, clearly, this is not the case - what is stressful to some is invigorating and motivating to others.

What this approach teaches us is that stress is largely a consequence of the **irrational ideas** and **demands** that **people impose upon themselves**.

## Creating An Environment of Trust, Achievement & Resilience

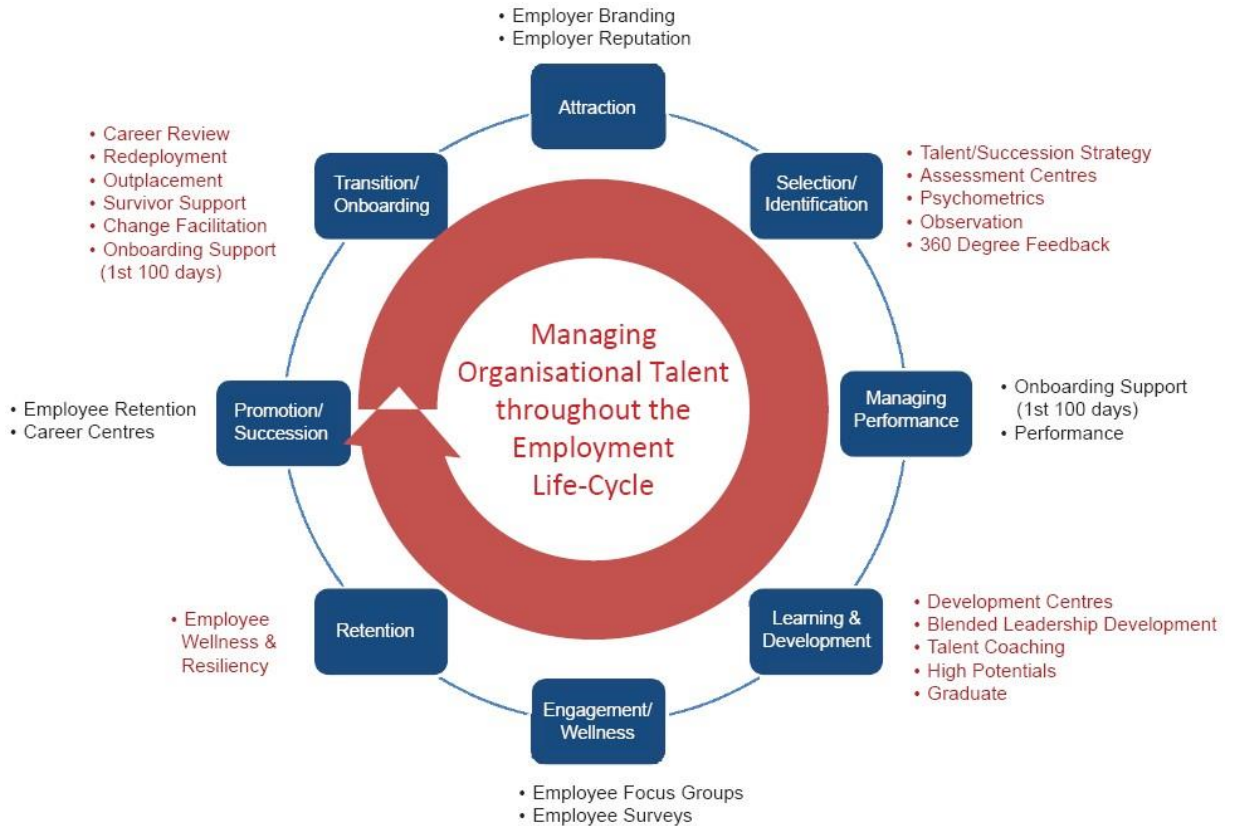
Managing wellbeing & resilience fitness from this perspective requires a commitment to a coaching and/or counselling approach so that employees better understand the relationship between their ‘perceptions’ (or ‘beliefs’) and their ability to manage successfully the increasing demands made upon them in today’s commercial environment and life in general.

Stress Comes From



irrational ideas,  
demands,  
people impose  
upon themselves

## Our Areas of Expertise:



## Just some clients who chose us:



## Contact Us

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