



HEALTHY ARIZONA WORKSITES PROGRAM  
(HAWP) PRESENTS:

# TURNING ADVERSITY INTO GROWTH



*Presented by:*

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# WEBINAR HOUSEKEEPING

## WELCOME

*All lines have been muted.*

*Please type any questions into the chat or Questions panel and we will do our best to answer them all at the end.*

*All handouts and a copy of the presentation slides are available in the Handouts panel.*

*Please complete the survey that will be emailed out after the presentation*

*A recording will be added to the library of HAWP webinars on our website within 48 hours.*

*Special thanks to our supporting partner the Dignity Health for their generous support in making this webinar possible.*

# Turning Adversity Into Growth

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# Unbroken



Poetically translated to “golden joinery,” ***Kintsugi*** is the centuries-old Japanese art of fixing broken pottery.

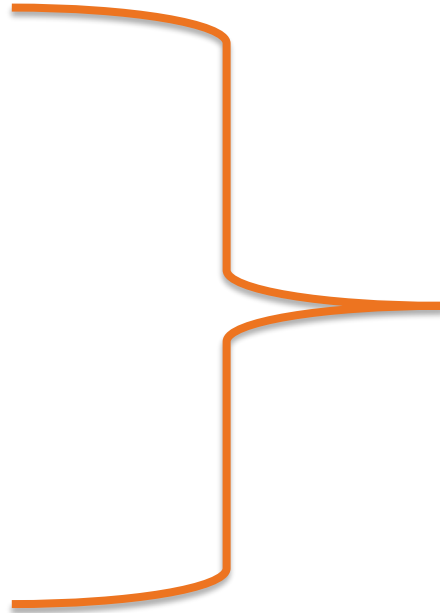
Rather than hide the cracks, the technique involves rejoining the broken pieces with lacquer mixed with powdered gold, silver, or platinum.

When put back together, the whole piece of pottery looks beautiful as ever, even while owning its *broken* history.

# Current State:

## Psychological Trauma: Feeling “broken” **Emotional Responses To The Pandemic**

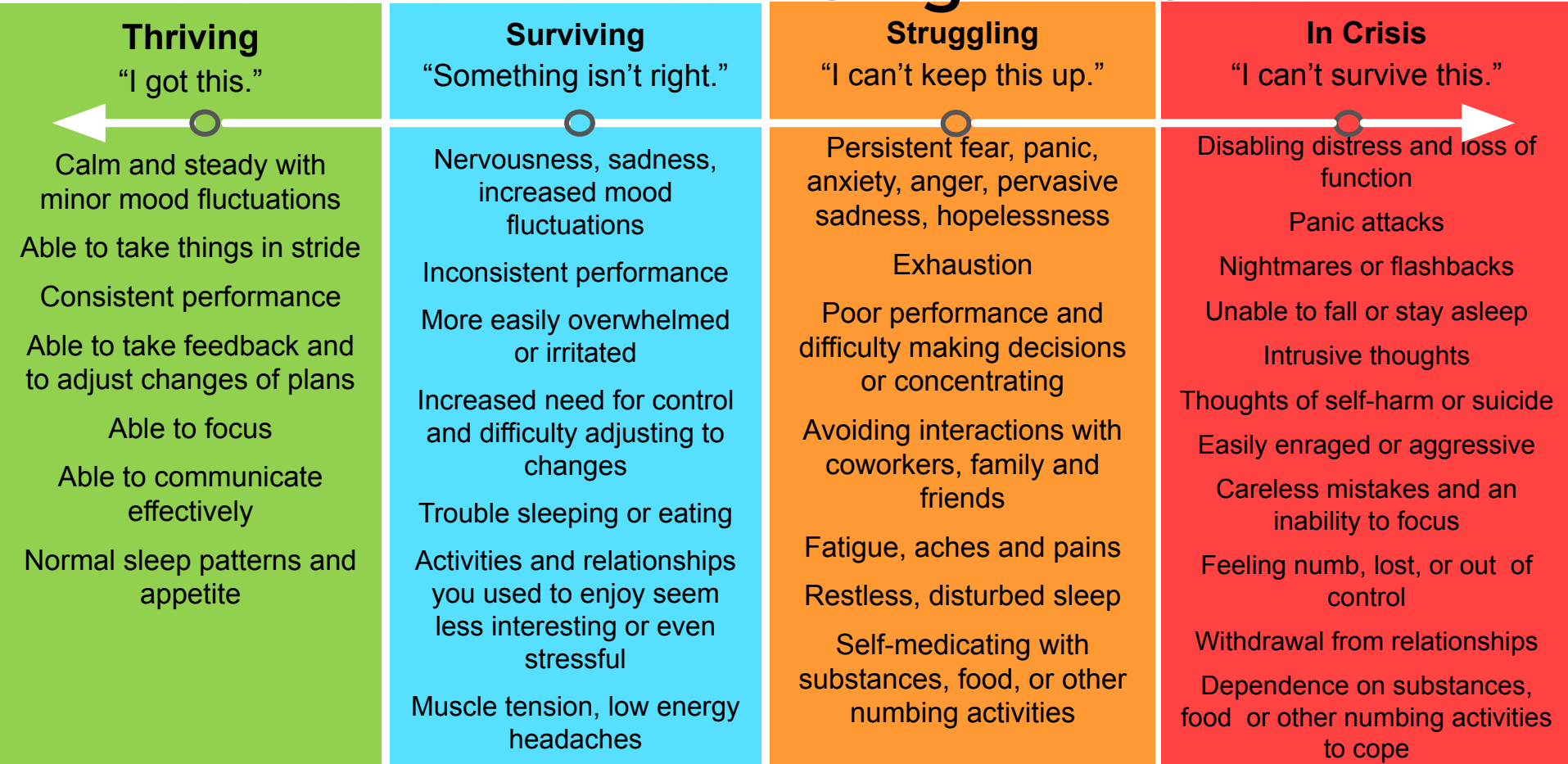
- Guilt
- Anger
- Exhaustion
- Fear
- Sadness
- Hopelessness
- Frustration
- Loss



Uncertainty



# Where Have We Been: Stages of Crisis





# Outcome of Psychological Trauma: Feeling *broken*



# Post Traumatic Stress



# Post Traumatic Growth

Anxiety

Detached

Trouble Sleeping

Flashbacks

New Outlook

Appreciation of Life

Personal  
Strength



# Posttraumatic Growth

Positive psychological change experienced as a result of adversity and other challenges in order to rise to a higher level of functioning.

- Development of deeper relationships.
- Openness to new possibilities.
- Greater sense of personal strength.
- Greater appreciation of life.
- Stronger sense of spirituality.



# Posttraumatic Growth: Examples

- Renewed passion: “I love what I do.” “I’ve made a difference.”
- Compassion and grace for self and team, or department: “What WE have all been through...”
- Recognition and celebration of new skills, strengths, abilities: “I didn’t know I had it in me!”
- Stronger sense of team and collaboration: “Band of brothers” “United because of COVID.”



# Posttraumatic Growth: Examples

- Purposeful communication to build trust, relationships, clearly define goals.
- Intentional self-care, sleeping, nutrition, exercise: Media breaks, apps, appreciation of time with family.



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### Thriving

“I got this.”

Calm and steady with minor mood fluctuations

Able to take things in stride

Consistent performance

Able to take feedback and to adjust changes of plans

Able to focus

Able to communicate effectively

Normal sleep patterns and appetite

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### Surviving

“Something isn’t right.”

Nervousness, sadness, increased mood fluctuations

Inconsistent performance

More easily overwhelmed or irritated

Increased need for control and difficulty adjusting to changes

Trouble sleeping or eating

Activities and relationships you used to enjoy seem less interesting or even stressful

Muscle tension, low energy headaches

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### Struggling

“I can’t keep this up.”

Persistent fear, panic, anxiety, anger, pervasive sadness, hopelessness

Exhaustion

Poor performance and difficulty making decisions or concentrating

Avoiding interactions with coworkers, family and friends

Fatigue, aches and pains

Restless, disturbed sleep

Self-medicating with substances, food, or other numbing activities

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### In Crisis

“I can’t survive this.”

Disabling distress and loss of function

Panic attacks

Nightmares or flashbacks

Unable to fall or stay asleep

Intrusive thoughts

Thoughts of self-harm or suicide

Easily enraged or aggressive

Careless mistakes and an inability to focus

Feeling numb, lost, or out of control

Withdrawal from relationships

Dependence on substances, food or other numbing activities to cope

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## Posttraumatic Growth

“The new me!”

Renewed passion and realistic hope

Integrated compassion and grace for oneself,

one’s team, and those one serves

Recognition and celebration of new skills,

strengths, and abilities

Balanced performance within confines of

competing stressors

Agent of positive change for self and team, those served

Able to think systemically, creatively, and innovatively

Communication serves purpose to build trust/relationship, also clearly define intent & goals

Intentionality of self-care, including sleep, nutrition, exercise, and “emotional & spiritual PPE”



# Fostering Posttraumatic Growth

- Assess how individuals and the organization have been affected
  - What can we learn?
  - What can we do differently based on what we have learned/been through?
    - ✓ Peer support program.
    - ✓ Zoom meetings.

Olson K, Shanafelt T, Shouthwick S. Pandemic-Driven Posttraumatic Growth for organizations and individuals, 2020.





# Fostering Posttraumatic Growth

- Assess how the experiences may have served to connect the organization and the individual to altruistic solutions:
  - How have we demonstrated commitment to each other and to the community?
  - What have we realized we need more of?
- ✓ Social connections/gatherings
- ✓ Vaccination clinic/COVID testing

Olson K, Shanafelt T, Shouthwick S. Pandemic-Driven Posttraumatic Growth for organizations and individuals, 2020.



# Fostering Posttraumatic Growth

- Are we taking care of ourselves and role modeling wellness?
  - How are we prioritizing the importance of wellness?
  - How are we encouraging people take care of themselves?
  - ✓ Are you scheduling time off?
  - ✓ Are you encouraging others to take time off?

Olson K, Shanafelt T, Shouthwick S. Pandemic-Driven Posttraumatic Growth for organizations and individuals, 2020.



# Fostering Posttraumatic Growth: Role Modeling *and* Prioritizing Wellness

- Four pre-wired personality traits
  - Relied upon, nurtured, encouraged, embedded into the culture of the organization.
  - The pre-wired personality traits do not encourage limitations or boundaries: Make it difficult for people to prioritize wellness AND ask for help.



# Pre-wired Personality Traits



Superhero

“I can do it all!”



Perfectionist

“I must do it perfectly.”



Lone Ranger

“I can do it alone.”



Workaholic

“I work excessive hours.”

# Pre-wired Personality Traits: Finding Balance for Wellness



## Superhero

"I can do it all!"

- ✓ Ask for help
- ✓ Doesn't mean weakness
- ✓ Recognize you can't be expected to do it all



## Perfectionist

"I must do it perfectly."

- ✓ No such thing as perfect
- ✓ Be forgiving to yourself
- ✓ Have patience and grace
- ✓ See mistakes as learning opportunities, not as a chance to be critical towards yourself



## Lone Ranger

"I can do it alone."

- ✓ Learn to delegate
- ✓ Delegating is a skill



## Workaholic

"I work excessive hours."

- ✓ Prioritize self-care
- ✓ Establish boundaries
- ✓ Learn to say, 'no'
- ✓ Listen to your body
- ✓ Know the work can wait



# Prioritizing Wellness

- Balance your four pre-wired personality traits
  - ✓ Asking for help doesn't not equal weakness.
  - ✓ There is no such thing as perfect: be forgiving of yourself.
  - ✓ Delegate.
  - ✓ Establish boundaries: say "no."
- **There is a difference between high functioning, and over functioning.**
- Be less spectacular: Right now, okay **IS** okay.



# It's Not The Trauma That Causes Growth



- How the individual and organization interprets and responds to it.
- Learning how the trauma serves as a positive catalyst for the future of your department, the organization, yourself.
- Prioritizing and role modeling wellness by balancing your pre-wired personality traits.



***We're Stronger In The Places That We've  
Been Broken -  
Ernest Hemingway***





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