

# ANXIETY VS. RESILIENCY: HOW TO MANAGE ONE WHILE BUILDING THE OTHER DURING THE COVID-19 CRISIS

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Resiliency is the most  
important defense we have  
to manage stress

problems  
work  
depression mood  
pressure failure MENTAL overload  
nervous worry strain tense relationships  
upset headache pain health sadness  
exhausted anxiety fear tension despair panic angst family change  
stress fear tension WORRY despair  
negative irritability temper OVERWHELMED  
loneliness fatigue bills money stress  
problems work DEPRESSION mood swings PRESSURE failure worry  
upset headache pain health sadness  
EXHAUSTED anxiety tension  
despair panic angst MENTAL OVERLOAD  
nervous strain tense NERVES relationships  
family change negative worrying mood disorders  
irritability temper agitated overwhelmed  
loneliness FATIGUE bills money STRESS problems  
work depression mood swings PRESSURE failure  
worry upset HEADACHE pain  
health sadness exhausted ANXIETY fear tension despair  
panic angst MENTAL overload  
nervous worry strain tense  
relationships

FEAR TENSION  
PANIC ANGST nervous  
worry panic

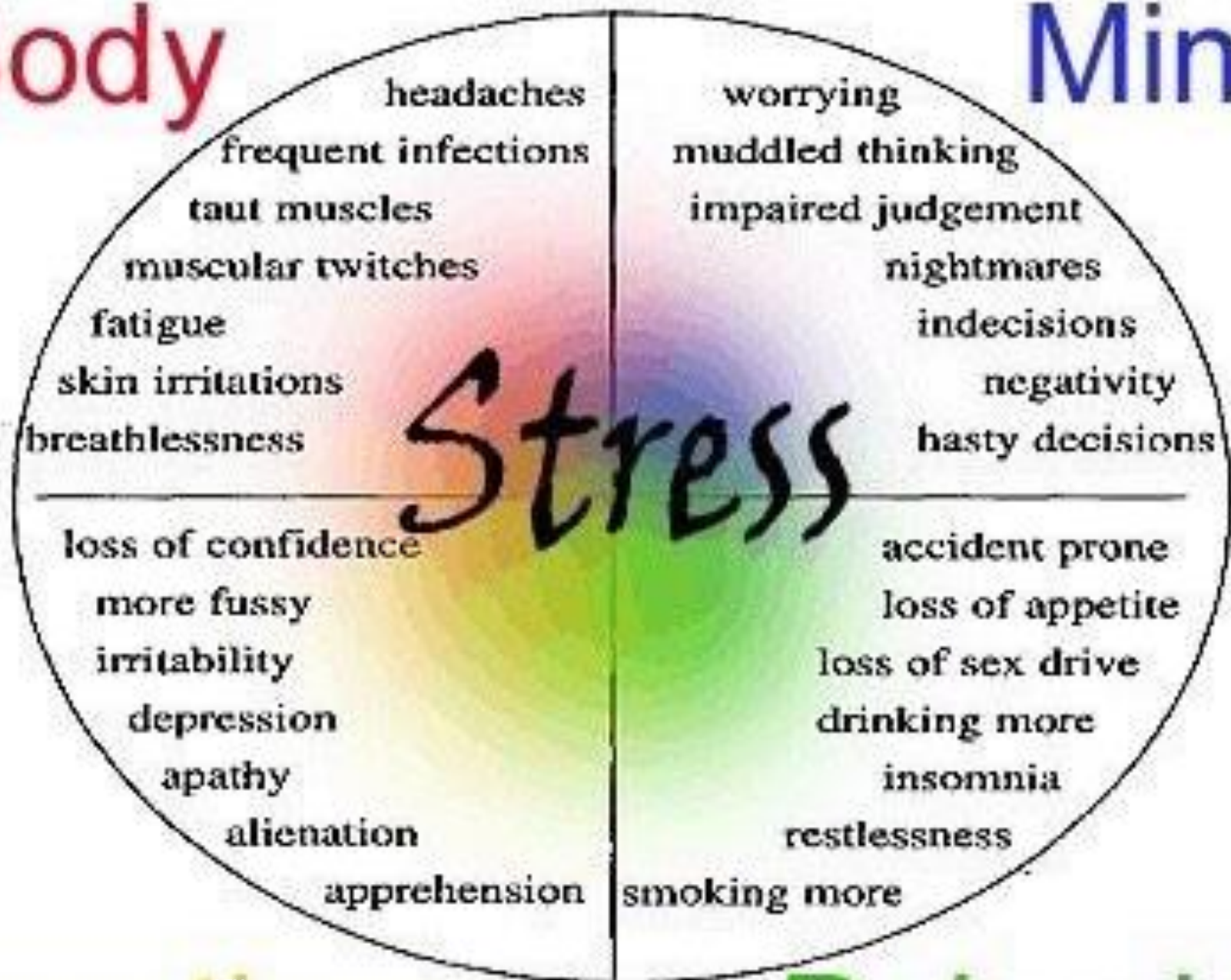
- ▶ Safety
- ▶ Trustworthiness
- ▶ Choice
- ▶ Collaboration
- ▶ Empowerment

# TRAUMA INFORMED AGENCIES

## R. FALLOT

# Body

# Mind



# Emotions

# Behavior

## **Emotional**

**Anxiety**

**Anger**

**Sadness**

**Helplessness**

**Depression**

## **Physical**

**Headaches**

**GI Distress**

**Fatigue/  
Exhaustion**

**Sleep**

**Disturbances**

## **Personal Isolation**

**Cynicism**

**Mood  
Swings**

**Conflicts**

## **Workplace Avoidance**

**Tardiness**

**Absenteeism**

**Lack of  
Motivation/  
Initiative**

# **STRESS INDICATORS**

# Create a Personal Stress Profile

**Factors that cause  
you stress**

**Warning signs of  
stress overload**

**Unhealthy stress  
management  
strategies**

**Healthy stress  
management  
strategies**

# Personal Stress Profile



1. Share your positive stress management techniques
2. What strategies would you like to add to your tool box?

# GROUP REFLECTION

We Remember Trauma Less in  
Words, and More With our  
Feelings and With our Bodies.

VANDERKOLK AND FISLER,  
1995

- ▶ **4, pause, then 4 or more**
- ▶ Reverses neurobiological response
- ▶ CALMS those around us

## RESET BREATH

- ▶ Cradling Forehead and neck
- ▶ Specific spots on the head that activate blood flow
- ▶ Suspends the stress reaction by preventing the blood from leaving the forebrain
- ▶ Interrupts the key component of fight or flight response



# CONTAINMENT SETTING NEUROVASCULAR HOLD

- ▶ Right arm under left armpit
- ▶ Left hand on top of right arm
- ▶ Gentle rocking side to side or tapping
- ▶ Suspends the stress reaction
- ▶ Interrupts the key component of fight or flight response

# CONTAINMENT SETTING NEUROVASCULAR HOLD

# BUTTERFLY TAP





- ▶ Deep Breathing
- ▶ Repetitive Prayer
- ▶ Repetitive Exercise
- ▶ Yoga
- ▶ Meditation
- ▶ Mindfulness
- ▶ Guided Imagery
- ▶ Body Scan
- ▶ Progressive Muscle Relaxation

# HARVARD MEDICAL CENTER

## HERBERT BENSON, MD



## AT WORK

- Scents (lavender, sage, citrus)
- Stretching, getting fresh air
- Breathing, mindfulness
- Knowing your limits
- Taking a time out
- Music
- Supervision, support
- Self-care buddy
- Humor
- Transition to home – leave it at the office

## AT HOME

- Exercise, eat healthy
- Develop/increase personal wellness plan
- Support from family and friends
- Vacations
- Music
- Breathing, mindfulness
- Spiritual relationships
- Visualization
- Humor

# SELF CARE TOOLS

- What helped me get through this event?
- Why and How did it help?
- What didn't help me in this situation? Why not?
- What can I learn from this experience?
- Does this case press any “hot buttons” for me?
- Is there an emotional trigger in this for me?
- Given who I am, what do I bring to this client/family/situation?

Adapted from: Heller, S.S. & Gilkerson, L. (2009). A Practical Guide to Reflective Supervision. Washington DC: Zero to Three, p. 23. and ACS-NYU Children's Trauma Institute, September 2011. The resilience alliance. New York University Langone Medical Center: New York City, NY.

# PRACTICING SELF-REFLECTION TO ADDRESS COMPASSION FATIGUE

1. What are the factors that cause me the most on the job stress (STS)?
2. What are the things that reduce my work stress?
3. What are 3 things I/we in this office can do for each other to reduce STS?
4. What are 3 things the agency can offer to reduce our STS?

# GROUP OR JOURNAL ACTIVITY

# HOW DO WE CREATE A CULTURE OF RESILIENCE AND SELF-CARE?

**SIMPLE .....BUT NOT  
EASY?**

- ▶ Provide
- ▶ Educate:
- ▶ Acknowledge
- ▶ Create
- ▶ Example

PEACE

# Provide Information

- Frequent
- Ongoing
- Multiple modalities

**P**EACE

# Educate

- Stress and anxiety indicators
- Resiliency building blocks
- Self-care techniques

**PEACE**



# Acknowledge and Validate

“I notice you look worried. Am I getting that right? It’s normal to feel worried right now; many of us do! All feelings are normal during this un-normal time. What can I offer you in this moment to help?”

“Let’s start our meeting with first sharing one word that describes how you feel today in this moment. Everyone has the choice to play or pass. ....Thank you all so much for your courage to share your feelings. Right now, all feelings are normal and expected in this uncertain time. “

“What would it be like to simply sit with the feeling, see if you can tolerate it as you simply acknowledge this feeling within you?”

**PEACE**

# Create Space and Conditions

- Build a Culture of Care
- Integrate into the day to day
- Systematize in the workflow
- Lead with self-care practices

PEACE

# Example

- Parallel Process
- Model skills: alone and with your team

PEACE

Self Care is not about  
self-indulgence; it is  
about self preservation.

**AUDRE LOURDE**

Chose 1 strategy to build resiliency in the office

Who will take the lead?

How will you accomplish the goal?

What is the timeframe?

How we will we know it is working?

# CREATE A RESILIENCY PLAN

- ▶ Insight Timer <https://insighttimer.com/>
- ▶ Headspace <https://www.headspace.com/>
- ▶ Ten Percent Happier <https://www.tenpercent.com/>
- ▶ Calm <https://www.calm.com/>

# RESOURCES

## 3 Ways to Keep Employee Morale Up During the Corona Virus

<https://www.forbes.com/sites/heidilynnekurter/2020/03/10/3-ways-to-keep-employee-morale-up-during-the-coronavirus-outbreak/#3023bfda1b43>

## National Association of Social Workers: Self Care During the Corona Virus

<https://www.socialworkers.org/Practice/Infectious-Diseases/Coronavirus/Self-Care-During-the-Coronavirus-Pandemic>

# RESOURCES

American Psychological Association: Five Ways to  
View Conora Coverage

<https://www.apa.org/helpcenter/pandemics>

How to Manage Stress and Anxiety from the  
Corona Virus

<https://www.rwjbh.org/blog/2020/march/how-to-manage-stress-and-anxiety-from-coronaviru/>

## RESOURCES