Tips for resilience and wellbeing
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The tips in this document bring together the main insights from the topic.

1. **Watch out for “the hump”**

   A certain amount of stress is good. It makes life interesting and improves our performance. But be alert for signs that you are moving out of your comfort zone and over ‘the hump’. You have a responsibility to yourself and others to prevent your performance from falling off as stress increases. You know your own body best, but the usual physical signs to watch out for are:
   - extreme tiredness
   - muscular tension and headaches
   - heart palpitations
   - sleeping badly
   - tummy upsets
   - skin problems

2. **Deal with external factors**

   There are different theories about the relationship between external factors and personal stress, but it obviously makes sense to reduce the external pressures if you feel they are getting to you. These are the most frequent sources of stress:
   - time pressure
   - lack of clarity, especially when things are changing
   - lack of choice in deciding when and how you work
   - lack of support, or in the worst case, actual harassment

3. **Get help**

   If you feel you are getting overstressed, do try and ask for help instead of soldiering on alone. It’s not an admission of failure. This should deal with the external factors above:
   - get advice on which tasks are priorities and which can wait
   - if tasks are unclear, don’t guess; get clarification
   - if you need more flexibility, for example to deal with issues at home, ask for it
   - actively search for support; you are part of a team and they can help

4. **Look out for your colleagues**

   Teams can get stressed as well as individuals. It’s tempting to concentrate on your own issues and ignore what’s going on around you, but it’s important to solve not only your problems but also team stress-related issues so that they don’t cause harm. Signs often include:
   - arguments and disaffection within the team
   - increase in staff turnover and difficulty in attracting new staff
   - increase in complaints and grievances
   - increased sickness absence and reports of stress
   - poor performance
   - customer dissatisfaction
5. Develop a healthy mind in a healthy body

Mind and body work best to support each other when they are in harmony. Ask yourself whether you need to do more in each of these areas to make yourself more resilient:

- talk to people instead of letting yourself get isolated
- nourish yourself with good food for the body and stimulating input for the mind
- get out and about and actively involve yourself in physical and group activities
- relax regularly and consciously to keep body and mind healthy and efficient
- broaden your interests, because ‘All work and no play’ doesn’t help

6. Develop strategies to deal with stress

These rituals have demonstrably helped people to cope with stress:

- instead of worrying in an unfocused and unhelpful way about things you have done, ask yourself two questions: what went right and what have I learnt, then close the file
- reflect on what went well before you think about what you could do better next time
- use ‘Possible Thinking’: Okay, today was a stinker, but it’s not the end of the world – tomorrow will be a better place
- use the bad experiences to learn and plan for a better future; don’t let them dictate what you will always be