Linux Plumber’s Conference
Resiliency and Stress Reduction by building Psychological Safety

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Transformation thru Imagination
And Technology of the Mind

awakens, sparks growth, transformation

disrupt thinking

shifting thinking to activate imaginations

spark socially aware, mindful and impactful growth
Objectives

• Overview of Psychological Safety
• Supporting Team Members
• Supporting Yourself
• Stress, Anxiety and Resiliency
Psychological safety is a space created for adaptive positive behaviors that support continuous learning and empathy concerning others.

- Promotes active **listening and learning** from each other
- Team members value one another’s contributions: **Acknowledges hard work** and accomplishments observed and is **willing to jump in** if needed
- Cares about one another’s well-being
  - Seeks to provide **understanding** and empathy when a teammate appears to be **struggling**
- Creates supportive working relationships
  - Building trust and integrity through **positive acts at the right time in the right way**
- Sets a tone of positivity and collaboration
  - Creating a sense of **belonging and work routines** that create a bond of **trust, execution and support**
Common Human Behaviors/Fears Hidden Behind the Mask

- Overwhelmed
- Disrespected
- Ignored
- Rejected
Overwhelmed/Disrespected

**Overwhelmed**

- intensity of your feelings outmatches your ability to manage them

**Looks Like:**

- negative emotions, anger, fear, guilt
- repeated muscle tension, anxiety, stress, impatience, bodily aches and pains, fatigue, helpless, or hopeless, flight or fight

**Disrespected**

- centers around the idea that another person's feelings have been impolitely disregarded

**Looks Like:**

- acting rude, impolite, offensive, overtalking, gaslighting, dismissing ideas, opinion is derogatory, hurtful, and embarrassing, dismissive, aggressive acts, passive-aggressive acts, cultural or gender disrespect, stuck in the past
Ignored/Rejected

**Ignored**

Conflict can manifest in “hot” form, through heated arguments, or the “cold” form, such as ignoring someone. Both are unpleasant—empirical evidence suggests being ignored hurts more.

**Looks Like:**
- self-doubt, lack of control, not worthy of attention, bullied, anger, anxiety, depression
- jealousy, sadness, disregarded, feeling abused
- blamed, loneliness

**Rejected**

Rejection has serious implications for an individual’s psychological state and for society in general. Ostracized people sometimes become aggressive and can turn to violence.

**Looks Like:**
- hurt feelings, loneliness, jealousy, guilt
- Shame, social anxiety, embarrassment
- sadness, anger
Ways support your team members

Use collaborative language

How can I best help you?
What do you think?
Do you have any feedback for me?
What could that look like?
What could we do differently?
What if we were to do the opposite of what we’re doing now?

Show engagement

Are you okay?
Tell me more
Take me through your thought process

Encourage positivity

You got this
I’m or we’re here for you
Hold your head up

Demonstrate understanding and empathy

I understand
I see
Listening by nodding your head
What is keeping you from moving forward?
How can I best help you?
Are you okay?

Promote self-awareness

Ask Yourself: What unique skill can I offer? (Laughter, warmth, listening)
SELF SUPPORT FOR STRESS REDUCTION AND RESILENCY
STRESS And Emotional Resilience Cycle

- **Traumatic Events**
  - Death, bereavement, unemployment, poverty, sickness, humiliations, war, natural disasters

- **Emotional Resilience**
  - Self-improvement, internal strength, better adjustability, flexible, well-balances

- **Perceived Stress**
  - Emotional reaction, fight-or-flight response

- **Stress Management**
  - Coping mechanisms, communication, professional guidance, emotional support, self-regulation
“Resilience is a muscle. Flex it enough and it will take less effort to get over the emotional punches each time.” Alecia Moore

When we are resilient, we not only adapt ourselves to stress and disappointments, but we also grow the insight to avoid actions that might lead us to face such situations.
“Anxiety is often rooted in fear of the unknown and “what ifs.” Anxiety can be crippling in many ways, preventing someone from taking chances, moving forward, and experiencing life to its fullest. Left unchecked, it can harm the body physically and emotionally.”
LIMITATIONS ON PERFORMANCE

Stress and Anxiety takes a toll on personal well-being and effectiveness in the following ways:

• Decision making
• The pressure of time constraints can reduce concentration
• Limit creativity
• Make it difficult to process information
• Default to thinking in extremes
BRAINSHIFT...
Release Valves that Make You Resilient

STRESS BUSTERS
Plan Breaks, Rest and Fun
Develop Realistic Expectations
Prioritize and ask for help
Eat Well
Exercise
Learn a Mindful Technique- Mediation, Yoga, Thai Chi, Qigong
Objective: Shift from an automatic response to a mindful, more expansive thinking

- Bring your body into a comfortable position. Close your eyes.
- Turn your awareness inward and notice your breathing. Does the air feel warm or cool as it enters and leaves the body? Is your breathing deep or shallow? Where in the body do you feel the breath? Are you breathing rapidly or slowly?
- As you notice different aspects of the breath, do your best not to label or judge anything as good or bad. Just let it be. Simply by noticing and observing, your mind becomes more focused and connected to the present moment.
Derived from kinesiology, the basis of the cross crawl is rhythmic movement. In adults, it is said to help integrate the functioning of the two sides of the brain, speeding communication through the corpus callosum, improving dyslexia and boosting the immune system, amongst other benefits.

It involves alternately touching the right hand (standing) or elbow (seated) to the left knee and vice versa, 25 times each or for 2 minutes.
LAZY EIGHTS

- Make a fist with your dominant hand and position your thumb up
- Hold your arm out straight in front of you and bend your elbow slightly
- Line up your extended arm and thumb in front of your nose
- Lifting your thumb up slightly, begin making horizontal figure eights in the air for 30 seconds to a minute
- Then switch to the non-dominant hand and arm to begin another series and complete the exercise
## REMOVING ANXIETY: Relax your muscles

<table>
<thead>
<tr>
<th>Sit in</th>
<th>Use</th>
<th>Hold</th>
<th>Open</th>
<th>Continue</th>
<th>Avoid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sit in a quiet and comfortable place. Close your eyes and focus on your breathing. Breathe slowly into your nose and out of your mouth.</td>
<td>Use your hand to make a tight fist. Squeeze your fist tightly.</td>
<td>Hold your squeezed fist for a few seconds. Notice all the tension you feel in your hand.</td>
<td>Slowly open your fingers and be aware of how you feel. You may notice a feeling of tension leaving your hand. Eventually, your hand will feel lighter and more relaxed.</td>
<td>Continue tensing and then releasing various muscle groups in your body, from your hands, legs, shoulders, or feet. You may want to work your way up and down your body tensing various muscle groups.</td>
<td>Avoid tensing the muscles in any area of your body where you're injured or in pain, as that may further aggravate your injury.</td>
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Shift Your Thinking

Shifting your self talk

### Fixed Mindset
- It's embarrassing when I make a mistake.
- If I don't try new or difficult things, then I won't fail.
- When I fail, I get frustrated and give up.
- Failure means it is time to give up.
- I can't do that!
- If I don't improve right away, I get frustrated. I start to criticize myself.

### Growth Mindset
- Everyone makes mistakes and mistakes are opportunities to learn.
- I have to try new and difficult things in order to grow, even if I fail at first.
- When I fail or get frustrated, I try again using the lessons I've learned.
- I only truly fail when I stop trying.
- I can't do that yet. I'm going to keep going, try new strategies, and/or ask for help until I understand it.
- I know improvement takes time and I celebrate the small steps. Even a little progress makes a difference!

Big Life Journal - biglifejournal.com
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https://drchancecoaching.youcanbook.me

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