

The background of the slide features a dark, weathered wood plank texture. On the left side, there is a vertical arrangement of plumeria flowers with petals in shades of orange, yellow, and pink, accompanied by green leaves. In the top right corner, a small, dark, stylized illustration of a bird's head is visible. A thin, dashed orange line runs vertically along the right edge of the slide.

# Supporting Clients and Increasing Client Resiliency

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# About Me....



## Education



## Applied Experience



CRISIS TEXT LINE |

VALOR  
Performance

## Research Experience



HENRY M. JACKSON FOUNDATION  
FOR THE ADVANCEMENT OF MILITARY MEDICINE

# Our goals

- ♦ What is resilience?
- ♦ What are common myths associated with resilience?
- ♦ 3 ways to boost resilience through optimism and connection

# What is Resilience?

- ♦ In chat: How would you define resilience?

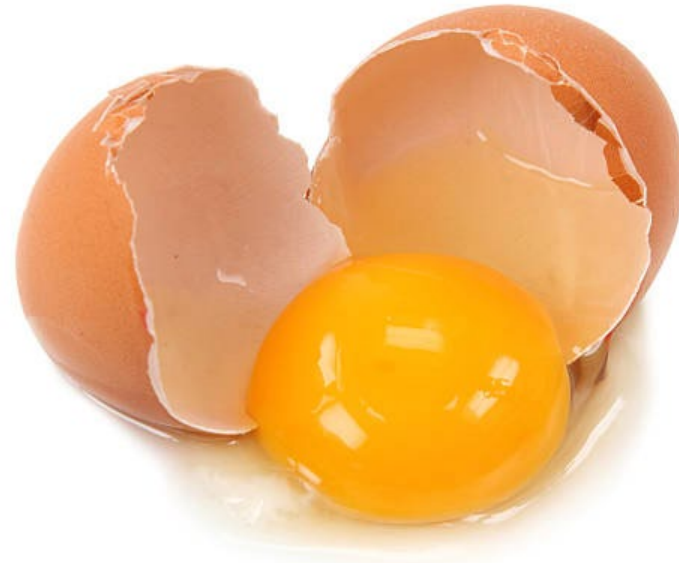
## Oxford

1. the capacity to **recover quickly** from difficulties; toughness.
2. the **ability** of a substance or object to **spring back** into shape; elasticity.

## Penn Resilience Program

“..the ability to **grow** and **thrive** in the face of challenges and **bounce back** from adversity. A resilient individual is one who is willing to take **calculated risks** and to **capitalize on opportunity**.”

# Be the Ball... Not the Egg



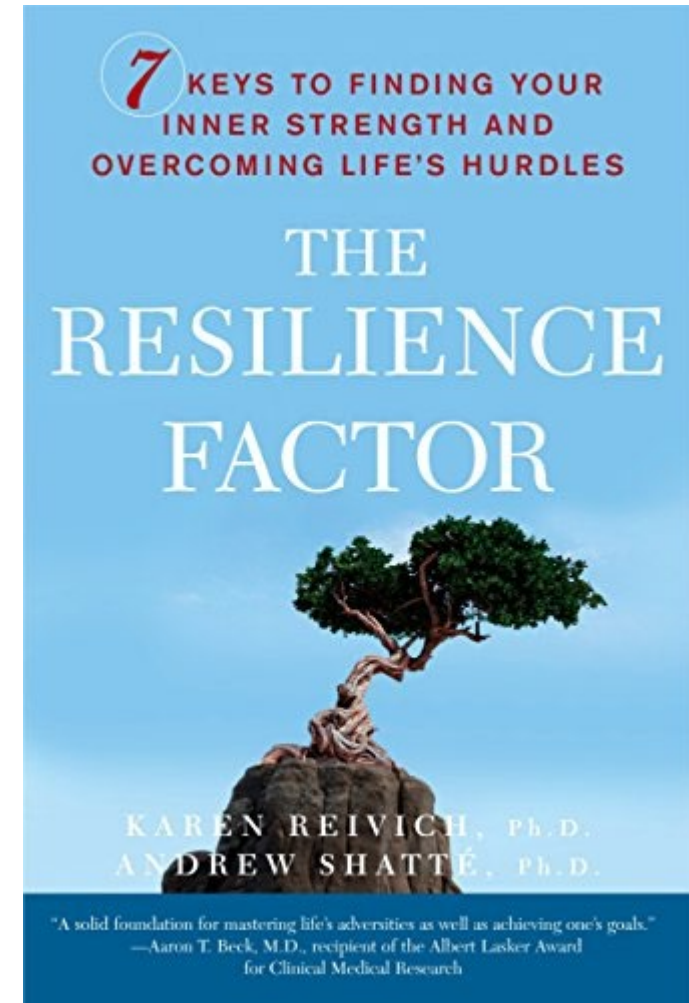
# Resilience in a Word

- ♦ In chat: How would you describe someone that is resilient?

Myth	Fact
Have it or you don't	Everyone can develop it
Completely self-reliant	About self-reliance AND relationships
Push through regardless of circumstance	Know when to slow down to recover
Don't show emotion	Know how to regulate emotion

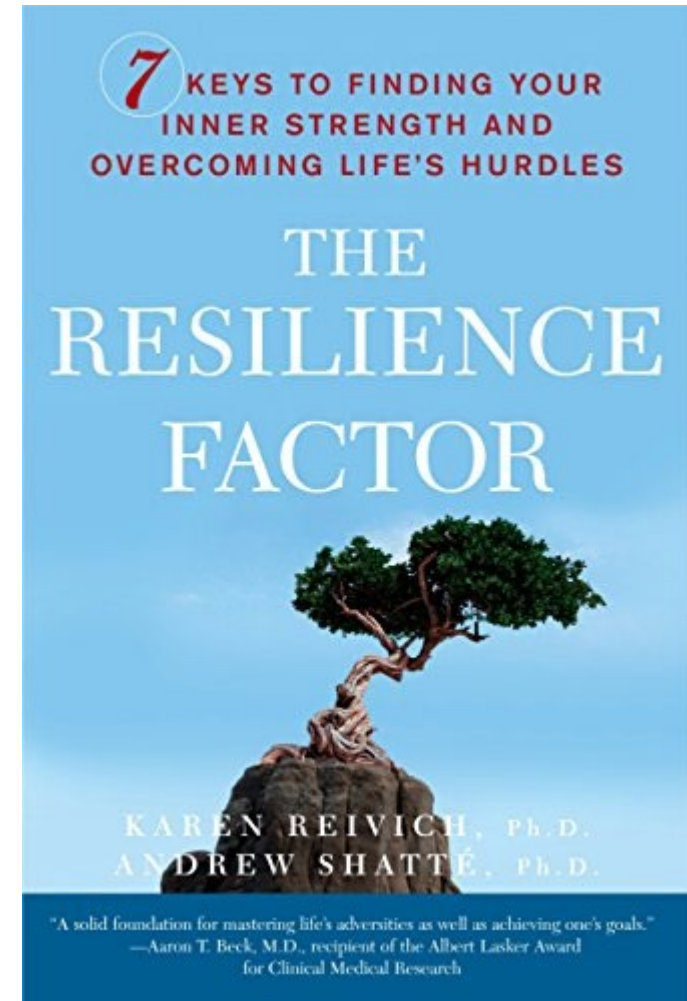
# Core Competencies

- ♦ Self-awareness
- ♦ Self-regulation
- ♦ Optimism
- ♦ Mental Agility
- ♦ Connection
- ♦ Strengths of Character



# Core Competencies

- ♦ Self-awareness
- ♦ Self-regulation
- ♦ **Optimism**
- ♦ Mental Agility
- ♦ **Connection**
- ♦ Strengths of Character



# Optimistic Thinkers

- ♦ Believe things can change for the better
- ♦ Have hope for the future and believe that they have control the direction of their lives
- ♦ Are confident in their ability to handle adversity and problem solve
- ♦ View setbacks and failures as temporary and changeable

# What we DON'T mean....



# What we DON'T mean

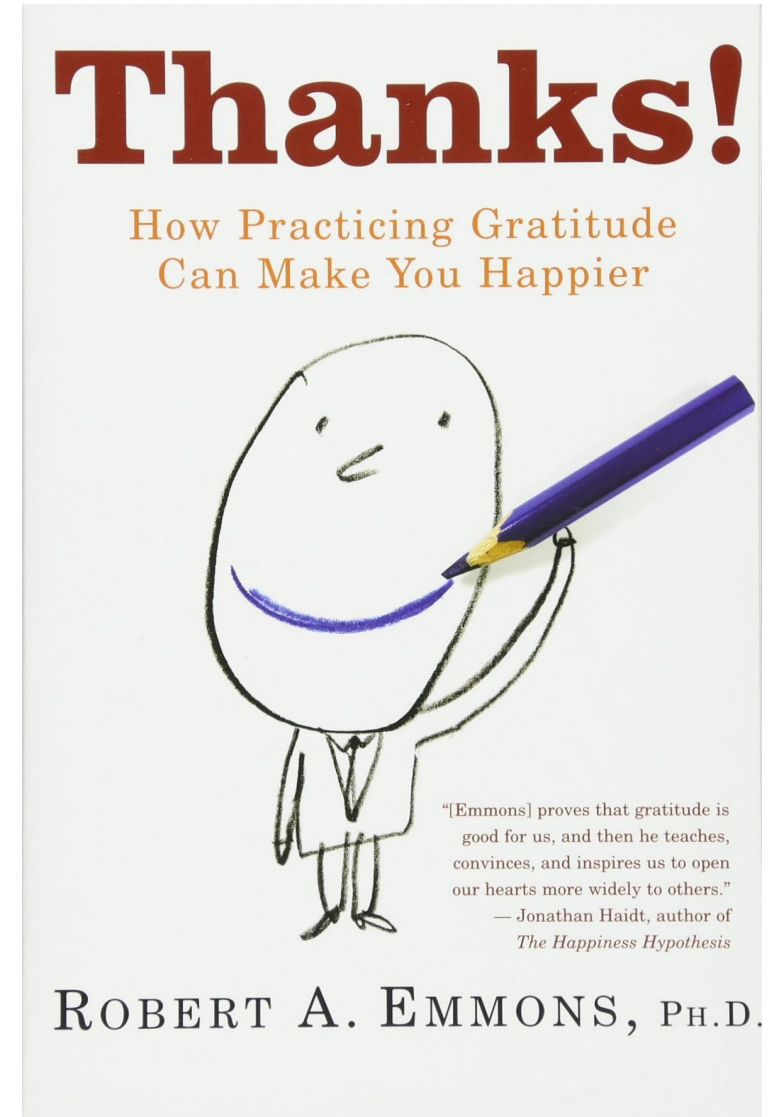


# Building Optimistic Thinking



# Why HTGS?

- ♦ Builds positive emotion, optimism, and gratitude
- ♦ Counteracts the Negativity Bias
- ♦ Leads to:
  - ♦ Better health, sleep, feeling calm
  - ♦ Lower depression, and increases life satisfaction
  - ♦ More optimal performance
  - ♦ Better relationships



# How To....

- ♦ Take note of three good things every day. Reflect about each good thing using one or more of the following prompts:
  - ♦ Why this good thing happened
  - ♦ What this good thing means to you
  - ♦ What you can do tomorrow to enable more of this good thing
  - ♦ What ways did you or others contribute to this good thing

Do it live!



# Break out

- ♦ Share some recent positive news
- ♦ Think about ways to incorporate this strategy for yourself and those you work with

# In Practice



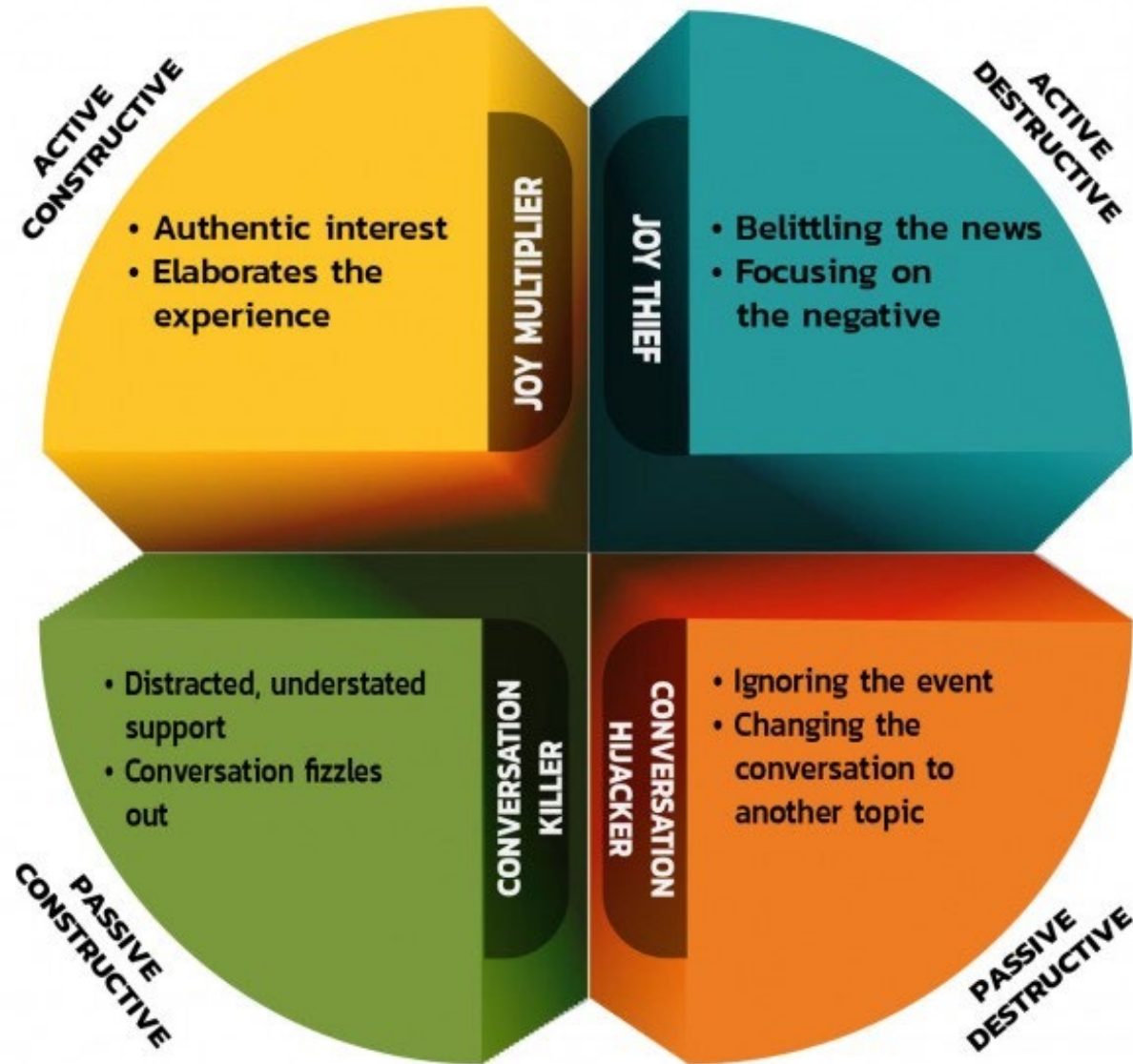
# Sharing Good News



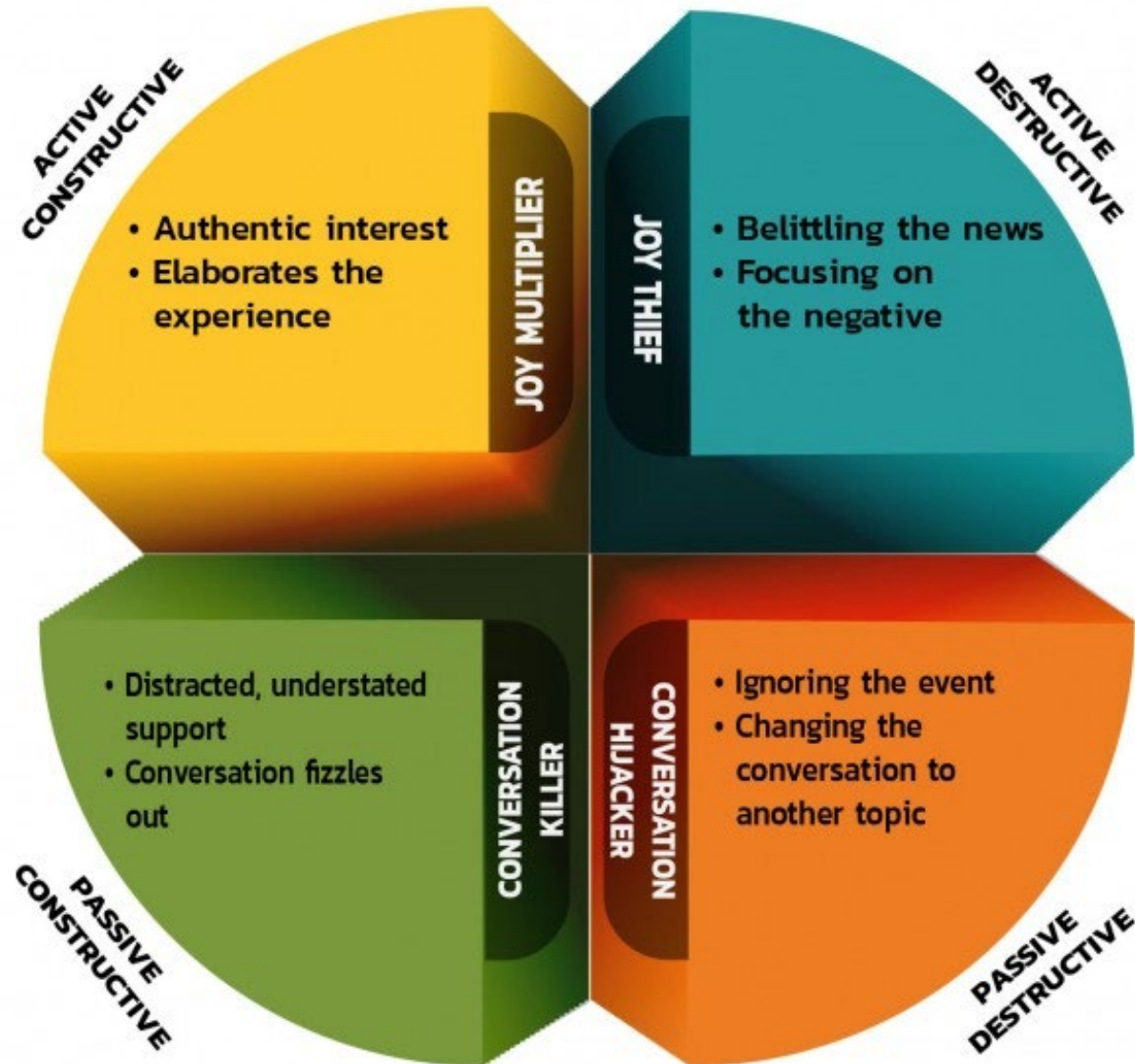
# Active Constructive Responding

- ♦ Based on the work of Shelly Gable, PhD
  - ♦ Professor and Chair at Psychological and Brain Sciences Department University of California at Santa Barbara
  - ♦ Social psychologist whose research focuses on motivation, close relationships, and positive emotions
- ♦ Findings
  - ♦ Using Active Constructive Responding leads to stronger relationships
    - ♦ Increases trust, intimacy, satisfaction, sense of belonging
    - ♦ Decrease in conflict

# Four ways to respond....



# Self-awareness moment



# Break outs

- ♦ Practice different response styles and notice feelings
- ♦ Discuss way may “get in the way” of utilizing ACR
- ♦ How can this be incorporated within your role?

# Common barriers to ACR

- ♦ I don't have enough time to listen to their good news
- ♦ I don't care about their good news
- ♦ I'm concerned about the good news
- ♦ Their good news not in alignment with my values
- ♦ Their good news is dangerous

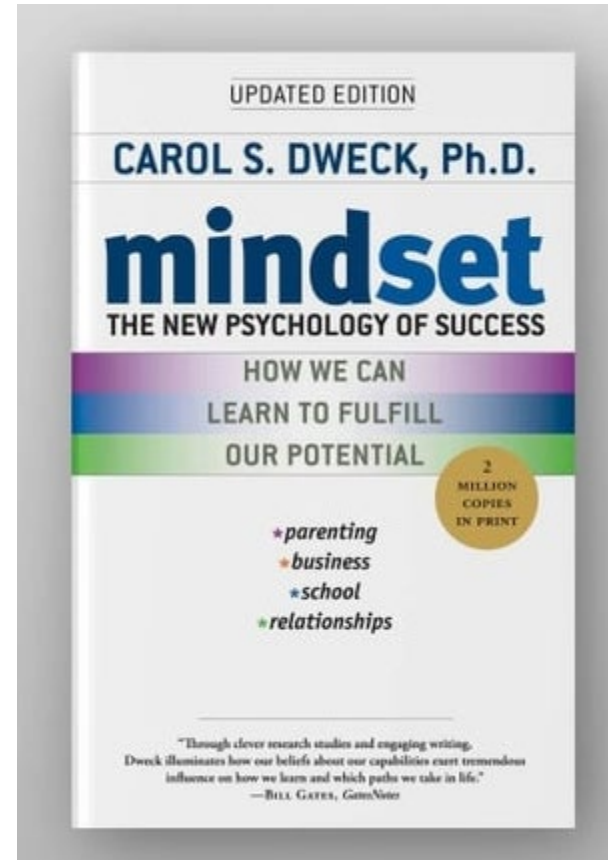
# Benefits of ACR

- ♦ Increases
  - ♦ Trust
  - ♦ Intimacy
  - ♦ Satisfaction
  - ♦ Sense of belonging
- ♦ Decrease in conflict



# Effective Praise

- ♦ Based on work by Carol Dweck
  - ♦ Stanford University Psychologist
  - ♦ Researches motivation, why people succeed (or don't) and how to foster success.
  - ♦ Effective praise is the only external motivator that provides long lasting behavior change AND increases connection



# Effective Praise

- ♦ In chat: What does effective praise look like to you?



# Effective Praise

- ♦ Goal is to point out the specific strategy, effort, or skill that led to the good outcome.
  - ♦ Example: Great job going through that mock interview with me. You answered each question thoroughly and asked really solid questions when I was done. You looked very comfortable and smiled frequently which invited me in to want to get to know you.
- ♦ Naming the strategy does three important things
  - ♦ Shows them you were paying attention
  - ♦ Demonstrates authenticity
  - ♦ Enables behavior to be replicated and promote winning streaks

# Review

- ♦ What is resilience?
- ♦ What are common myths associated with resilience?
- ♦ 3 ways to boost resilience through optimism and connection

# Questions? Reflections?





# *mahalo*

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