



Resilience and Wellbeing Toolkit

Simple techniques to increase your resilience & wellbeing whilst reducing your anxiety and stress

Contains 8 helpful tools

Including

How to achieve clarity & focus

Identify your sources of anxiety

Stop unhelpful thinking styles

Top tips for building resilience

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Beyond**

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Take some time to **look after yourself** with this toolkit

As we look back at the year 2020 so far, we can barely believe just how much energy, courage and compassion we have needed to find within ourselves and others in order to cope.

This has been such a challenging time for us all. COVID-19 has dramatically impacted our lives in so many ways, including how we live, work and play. For some it has sadly resulted in the loss of loved ones too.

All of this has affected how we think, feel and act. And yet in our work as coaches and trainers, we consistently hear inspirational stories from people who have been brave enough to reach out to others for support, search within themselves to find their own deep wells of compassion and resilience, and discover more strategies to help both themselves and those around them navigate the ongoing challenges of these extraordinary times.

To help you navigate all of this additional uncertainty, suffering, stress and anxiety, we have created this free toolkit to support you and the people you work with. Over the next 21 pages are a range of our most powerful, evidence based, coach approach tools, simple activities and tips to help you increase your resilience and improve your wellbeing.

We use these tools often, along with a range of other tools and techniques when working with organisations and individuals to deliver resilience & wellbeing coaching and training. We have seen first-hand the difference they have made to people's mental health and want this impact to be felt by as many people as possible right now. We have decided to continue to offer this toolkit for free right now.

So, as well as using this toolkit yourselves, please do feel free to share it with your colleagues, your managers to use with their teams, and your friends and family to support them during this difficult time.

Look after yourselves and take a calming breath in this moment. We will get through this together and remember that you matter. So take a little time out to care for yourself, as well as for others and build your stores of resilience.

Warmest wishes,



A stylized, handwritten signature in black ink that reads 'Lesley'.

Lesley Thompson
Founder & Lead Coach
We Are Beyond



**We are
Beyond**



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1. What happens to our brains when faced with uncertainty or threat?

When faced with uncertainty or threat, our brains often react in ways that actually hinder our ability to cope effectively with the challenge or manage the associated emotions.

Stress is a commonly used word in this context, essentially meaning any pressure or accumulation of pressures (physical or psychological) that are too much for a person to cope with comfortably.

Anxiety is just one way in which stress can manifest itself, and understanding where your anxiety begins can be really helpful in deciding on the best way to interrupt the process and identify ways of more effectively managing it.

Two different pathways to anxiety

Research has shown that there are 2 fairly separate pathways in the brain that can cause high emotional states such as anxiety, which are Cerebral or Amygdala-based.



CEREBRAL RESPONSE

Begins in the Cerebral Cortex as a response to perceived threat. Anxiety can be caused by or kept alive by negative thinking and rumination.

Examples of this include worrying about what might happen; ruminating excessively on what's happening currently; catastrophising.

AMYGDALA RESPONSE

Travels directly and immediately from an external sense of threat through the Amygdala to the nervous system.

This is a source of our emotional reactions, both positive and negative. When faced with threat, it triggers the physical experience of anxiety, often described as the "Fight, Flight or Freeze response".



1. What happens to our brains when faced with uncertainty or threat?

Self Assessment 1: Amygdala-based anxiety (fight, flight, freeze)

Work through the following examples to establish the key sources of your anxiety:

Assessing experience of rapid physiological response

- *I find that my heart is racing even when there's no obvious reason*
- *I can go from feeling calm to being in a complete panic in a matter of seconds*
- *I suddenly can't get my breathing rhythm to feel right*
- *Sometimes I feel dizzy as though I might faint. These feelings arise quickly*
- *My stomach lurches and I feel nauseous right away*
- *I become aware of my heart racing*
- *I just start trembling with no warning*

Assessing experience of inability to think clearly

- *When I'm under pressure, my mind goes blank and I can't think*
- *I know when I'm anxious, I'm unable to focus on what I need to do*
- *When I get nervous, sometimes I can't concentrate very well*
- *When I feel panicky, it's often difficult for me to focus on what I need to do*
- *Even when I calm down, it's hard for me to distract myself from how my body is feeling*
- *When I'm scared, sometimes I draw a total blank about what I should do next*

Calming your 'emotional brain' down is really important, as high levels of emotion (e.g. anxiety or anger) effectively act as a dimmer switch to your ability to think clearly, logically and rationally.

Techniques for helping with this include:

- The 7/11 breathing method: See tool 2 - 'Breathe your way to calm'
- Increasing your resilience: See tool 4 - 'Top tips for building resilience'
- Mindfulness practice – learning to be in the moment
- Setting relaxing routines to help you sleep better
- Finding an enjoyable way to unwind
- Exercise





1. What happens to our brains when faced with uncertainty or threat?

Self Assessment 2: Cortex-based anxiety

Work through the following examples to establish the key sources of your anxiety:

- *I rehearse potential problem situations in my mind, considering various ways things could go wrong and how I'll react*
- *I tend to get fearful and stuck worrying about all the different ways I could tell someone about my concerns or other topics*
- *Sometimes I just can't turn off a stream of negative thinking and it often prevents me from sleeping*
- *If there's even a small possibility that something negative could happen, I tend to dwell on that possibility*
- *I have difficulty in getting myself to stop thinking about things that make me feel anxious*
- *Even when things are going well, I seem to think about what could go wrong*
- *I picture potential problem situations in my mind, imagining various ways things could go wrong and how others will react*
- *I can almost always imagine several different scenarios that illustrate how a situation could turn out badly for me*
- *I have trouble accepting the fact that I make mistakes and I beat myself up when I do*
- *I sometimes see images of terrible events occurring*
- *I'm watchful of people's body language and pick up on subtle cues*
- *I have a tendency to expect the worst*
- *I think I take people's comments too personally*
- *I have a hard time saying no because I don't like to disappoint people*
- *When I have a setback, I find it overwhelming and feel like giving up*
- *If I know a potential conflict is looming, I spend a lot of time considering it*
- *When I know something might go wrong, it's constantly on my mind*



Techniques for helping with this include:

Generating coping thoughts, which are more likely to have a positive effect on your mental state:

- 1 "It's no use trying, things never work" vs. "I'm going to try so at least I'll accomplish something"
- 2 "I just can't cope with this" vs. "this isn't the end of the world - I'll survive"
- 3 "Why doesn't she like me? I want her to like me" vs. "no-one is liked by everyone all of the time"

Thought stopping/replacing: This can be successful in interrupting a thought by specifically telling yourself to "STOP". However, the next step is also crucial – if you replace the thought with another thought then you are more likely to keep the first thought out of your mind. Replacing an anxiety-provoking thought with something that engages your mind makes it more likely that you won't return to that thought. This takes practice; the more you do it, it will strengthen an adaptive way of thinking/become habitual (see tool 6).

Distraction: It can be useful to think of your cortex as a television. Despite having hundreds of channels to choose from, you get stuck on the Anxiety channel. One way of changing the channel is distraction by thinking about or doing something different, with one of the best kinds of distraction being PLAY and cultivating a sense of playfulness.

Shifting your thinking and therefore your emotions: By using the ABCDE model (see tool 8).





2. Breathe your way to calm

7/11 Breathing exercise

In his book, 'The Relaxation Response', expert Dr Herbert Benson showed that deep diaphragmatic breathing switches the autonomic nervous system from a state of high alert and stress to a state of calm.

This response **lowers blood pressure and heart rate, relaxes the muscular system and increases blood flow** to the brain's prefrontal cortex, giving us greater access to logical thought and decision-making capabilities. It is a simple and effective tool for **maintaining your composure during difficult conversations/situations**, and is one that is now being used by a number of GPs, for example, who are teaching it to patients with COPD, and also nurses in helping patients calm down prior to taking blood pressure readings.

Called **7/11 breathing**, this simple, easy technique works well in calming the mind and body. There are a few key elements to this breathing technique, which include:

TOP TIPS

- 1) Ensure that you are breathing from your diaphragm rather than your chest (your stomach should be rising and falling as you're doing the exercise).
- 2) Breathing out for longer than you're breathing in for – this helps calm the sympathetic nervous system and, therefore, the mind and body. The technique is called 7/11 (*7 seconds breathing in & 11 seconds breathing out*); however, you need to find the count that is right for you. For example, this may be 3/5 or 5/7; whatever works best for you. (You might want to increase the numbers over time)
- 3) Counting mentally whilst you're breathing helps to calm the emotional brain (Amygdala response) whilst connecting with the rational brain (Cortex). Counting in your mind helps distract you from any unhelpful thoughts.

HOW TO DO IT

- Before you start, it can be useful to rate your levels of stress/anxiety on a scale of 1-10.
- Now, settle yourself comfortably with your hands either in your lap or on your stomach. Close your eyes and let the muscles around them relax.
- Concentrate on becoming aware of your feet on the floor, your arms and legs where they are resting, and your back straight.
- Let your shoulders relax and take in a really deep breath, noticing your stomach expanding, and then breathe out – for longer than your "in" breath – noticing your stomach retract.
- Continue doing this, knowing that you will relax more with each breath.
- Concentrate on the counting – if your mind wanders, bring it gently back and feel the calm flowing into you.
- Continue with this for 5 or 10 breaths.
- After the exercise, rate your levels of stress/anxiety again on a scale of 1-10 and notice the difference.

The aim is to do this as often as possible to build a resilience 'reserve' and become more conscious of your breathing during the day; in particular, during times of challenge, ensuring that you're breathing correctly can be really helpful. This exercise can be very useful for people with asthma or breathing issues as well as children, although most likely counting along the lines of 3/5.



3. Changing perspectives to achieve clarity and focus



How to clarify what you can do, and what you need to let go of, in order to manage anxiety

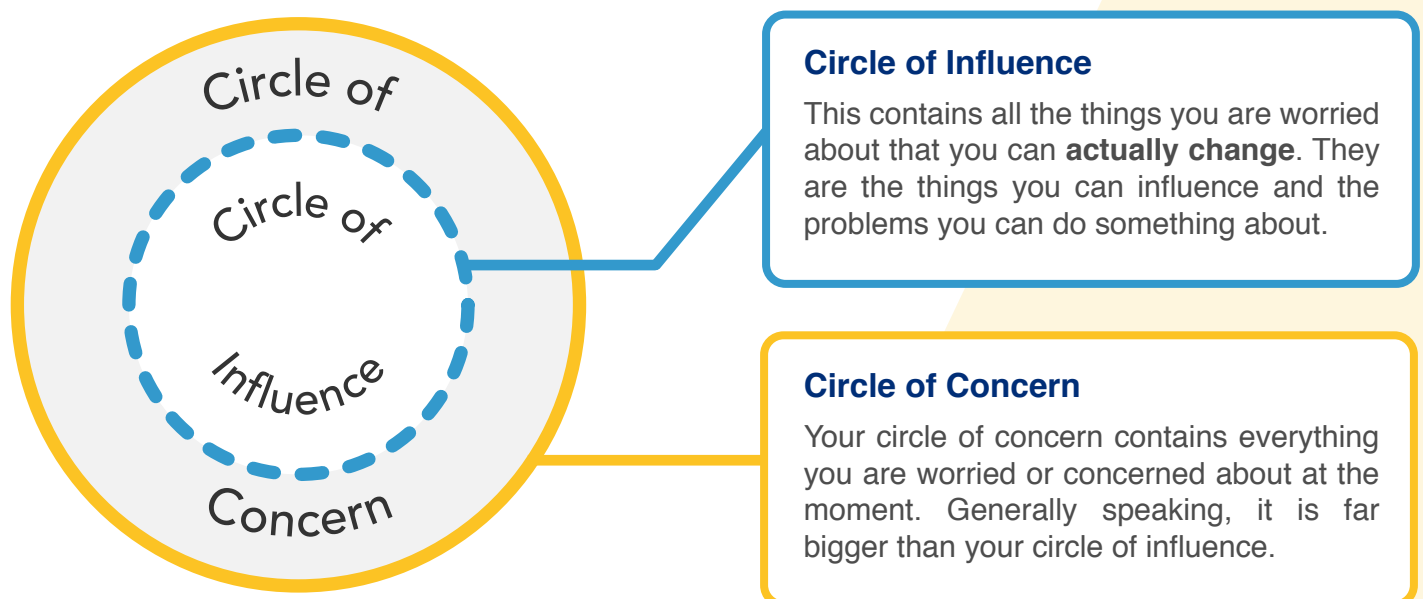
Stephen Covey first developed the concept of the **Circle of Influence** and **Circle of Concern** in his book, 'The Seven Habits of Highly Effective People'. He recognised that, as human beings, we have control over three things; what we think, what we say, and how we behave. And, to be honest, most of us struggle to control ourselves! Part of our life's mission could be seen as learning to understand and manage our own selves, so that we can better achieve the things that matter to us and to those around us.

Circles of Influence and Concern

The magic of this simple concept is that it helps us to **focus on the things we can do and influence**, which are within our ability to make a difference, increasing our sense of proactivity, agency and contribution. These are the things in our **circle of influence**; our friends, family, work colleagues and our daily tasks.

We have many other concerns and worries which actually sit in our **circle of concern**, once we stop and look at them through the lens of this tool. These are the things about other people that we can't "control", issues at work and even bigger picture concerns like the economy, Brexit (remember Brexit?!) and how soon this pandemic will be over.

Recognising that we can have very little influence over certain things, visually putting them into our circle of concern on this tool can **release anxiety**, **take a huge metaphorical weight off our shoulders**, and **give us more energy** to focus on the important things that we can influence, which sit in our circle of influence.

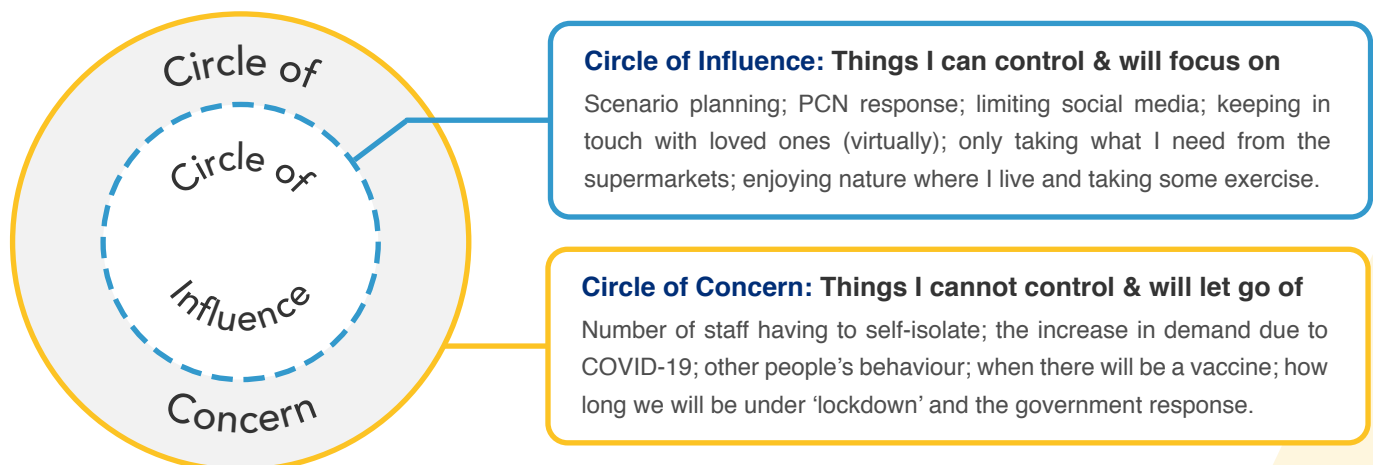


3. Changing perspectives to achieve clarity and focus



Using this tool

Draw your own simple circle of influence and concern, like the one below, and then follow the steps below. To help you with this exercise, we have given an example of the things you could put in each circle.



- Take a moment to note the challenges and problems which are causing you concern at the moment. Where do they sit for you currently; in your circle of influence, or your circle of concern?
- Draw them into the tool and notice what effect they have on you currently.
- Are you holding them too close, when there really is little you can do directly to impact them? If so, move them further out into your outer circle of concern.
- Now choose one of the concerns that are currently in your circle of influence.
- Think about what you would like to be different about it and focus on what you can do.

Developing a considered, practical response to the most important things in your circle of influence will expand that circle metaphorically and help you to feel stronger and more proactive.

Another option: Concern & Influence Table

You can also look at it by charting your thoughts, as below, which works well to help with planning. It's the simplicity of the visual concept of the 2 circles tool which seems to work so well for people.

Challenge or Problem	Area: Circle of Concern or Influence	Initial Response	Considered Response
Possible ongoing staff sickness and absence	Originally Circle of Concern. Move to focus on Circle of Influence activities	Anxiety, lots of venting and catastrophising	Develop a collaborative plan of action for a sickness rota

EXAMPLE

EXAMPLE

4. Top tips for building resilience



1. Take deep mindful breaths

Focusing on breathing in and out, and noticing how your body responds to that focused presence, can help recharge your sense of vitality and bring you back into a more resourceful state.

2. Allow yourself to acknowledge and name your emotions

It's much more healthy to acknowledge extreme human emotions, recognising that they will pass, than to bottle them up and suppress.

3. Go for a walk

Even a short one to the car park! Take a run, if you can. Climb some stairs. It helps to get moving so that your body can expel the stressful emotions and chemicals, and release some more healthy endorphins into our system.

4. Listen to music

Create some playlists of your favourite music which will immediately transport you to happy, relaxed, and wonderful memories. The transformative effect is instant.

5. Remember a time when you were resilient in your past

Think yourself back into that experience of strength and confidence. Visualise it, breathe it in and notice those positive and life-enhancing memories and emotions bringing you renewed strength right now.

6. Do some physical exercise

Engaging your physical strength helps you to feel stronger emotionally. Free weights, squats, empowering yoga poses, Pilates moves; all can help you shift out of the anxiety you are feeling and reconnect with the positive power and strength in your body.

7. Keep communication channels open

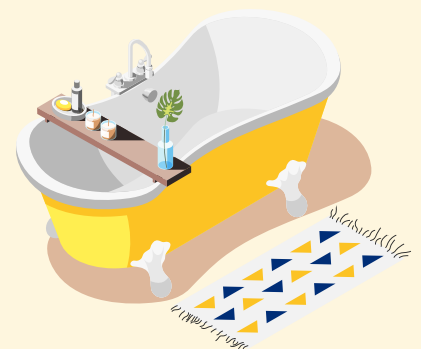
Especially with those near and dear to you. One of the key resilience competences is the ability to be able to create connections with others and act to reach out when you are feeling isolated or overwhelmed. No person is an island, and we are definitely in this together.

8. Take time off to recharge

Unplugging and stepping off the wheel of your doing can offer just the reset needed to re-find your centre. It is admirable, but foolhardy to run yourself into the ground because you are trying to care for everyone else. Learn to recognise when you are losing perspective and TAKE A BREAK! You can always call a coach to support you in stepping back.

9. Allow yourself the luxury of a bath, or a hot shower

And be completely focused on the experience in your body and the relaxing effect on your soul. This is YOU time. No thoughts other than pleasant ones allowed. Unwinding with a bath can help us decompress and relax back into our resiliency.



4. Top tips for building resilience



10. Model what others do

Think of someone you know who you admire for their balance, calm and positive mindset in the face of adversity. We humans have evolved by modelling what works in others. Focusing on what it might feel like to behave as they do can conjure up additional resourcefulness when you need it.

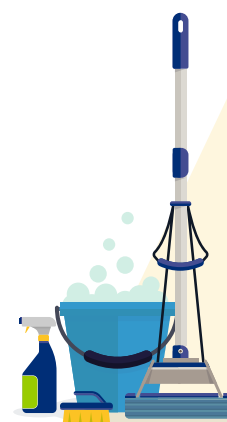
11. Meditation or prayer

When you feel particularly tested, take time out to connect with your inner self through meditation or prayer. Take yourself away from the noise and bustle for a moment to be quiet and turn your attention to what feels sacred and grounding in yourself.



12. Go about the ordinary tasks of the day

This is one of those times when doing the ironing, the Hoovering or even cleaning the fridge out can settle and distract us from other worries. There can be comfort in the familiar daily routines.

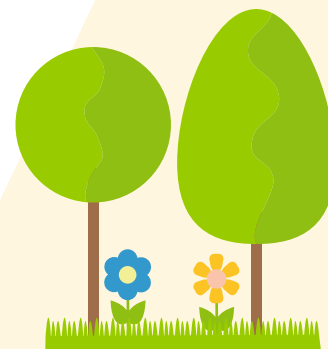


13. Take a walk in nature if you can

It is so refreshing to get outside, clear your mind, notice the season changing and feel the sun and wind on your skin. We are human animals; we feel better when we are connected with the natural world. Also be sure to get plenty of full spectrum sunlight to boost serotonin and vitamin D.

14. Write in a journal

Writing down our thoughts and feelings can help us make sense of what's going on and appreciate that life's challenges are also opportunities for growth and learning.



15. Be kind to others

We are all in this together, and compassion for others can have a huge benefit on their sense of wellbeing, as well as your own. Sometimes, the best way to reconnect with your own sense of agency is to support someone else by offering kindness and compassion.

16. Have compassion for yourself

Sometimes, the quickest way to reconnect with your resilience is to recognise that it's okay to be vulnerable, tired and emotional. Whoever said that you had to be perfect, be strong, please people, hurry up and try hard all the time? None of us are perfect!

17. Take action

When you're feeling overwhelmed and stuck, it can help to identify just one concrete step you can take to improve your situation and help you get moving again.



18. Remember you're not alone in your experience

Others also feel vulnerable and overwhelmed from time-to-time. We are all in this together, and we can be much more resilient when we understand

5. Gratitude Journal

Building your wellbeing



Positive emotions play an important role in developing emotional resilience and being able to handle stress with more resourcefulness. The ratio of positive to negative emotions you have is very important for emotional resilience. Barbara Fredrickson, a key researcher in the field, has found that a ratio of **3 pleasant emotions to every 1 unpleasant one** is the tipping point for flourishing.

TIP 1: GET A SPECIAL JOURNAL YOU'LL ENJOY WRITING IN

Find yourself a notebook that you will specifically use only for the purpose of writing a gratitude journal. As you are using it to build self-confidence, choose a really nice one that you enjoy writing in and touching.

TIP 2: WRITE DOWN AT LEAST 3 THINGS YOU ARE GRATEFUL FOR EVERY DAY

For example, you might be grateful for:

- The things that you have in your life
- The things that have gone well that day
- Your own relatively good health
- The kindnesses that people have given to you or done for you
- The specific people in your life, whether your friends, colleagues, family, or others
- The beauty in your home, garden or in the natural surroundings nearby
- The tasks that you have completed
- The colleagues you have helped
- The patients you have served
- The food you've eaten, the water you've drunk, and everything else that has nourished you

TIP 3: WRITE SPECIFIC ASPECTS OF EACH ITEM

In your journal, do not just list an item, e.g. *"my dog"* or *"my job"*. Instead say something specific that you appreciate about your dog or job that day.

- "I am so grateful my dog is so thrilled to see me every time I get home"
- "I am so grateful that my children are able to be taken care of"
- "I'm so grateful my colleagues gave me time to make a cup of tea!"
- "I am really grateful we have a Practice Manager with so much experience"
- "I'm really grateful we are supporting each other so well"



5. Gratitude Journal

Building your wellbeing



TIP 4: WRITE FULL SENTENCES OF GRATITUDE

Write a sentence in full for each item rather than listing single words or phrases. Write out whole sentences starting with phrases such as:

- "I am grateful for ..."
- "I am thankful for ..."
- "I appreciate the way that ..."

This means you will write full sentences each time. This makes practising gratitude more easily developed as a habit, and developing emotional intelligence requires you to develop good habits.

TIP 5: VARY WHAT YOU ARE THANKFUL FOR

Vary what you express thanks for each day. If each day you write the same thing, the impact of the gratitude will diminish.

By writing about different items, it will also mean that you will search for new things to be grateful for, and thus expand your ability to appreciate the different aspects of your life. Then you are increasing your chance of flourishing and having a 3:1 ratio of positive to negative emotions.

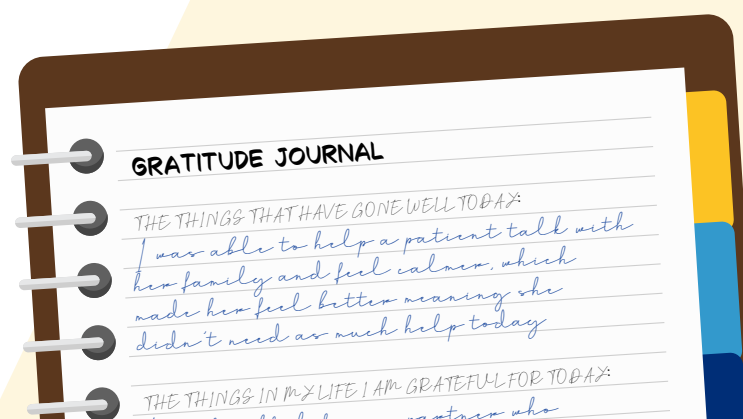
TIP 6: RE-READ YOUR JOURNAL

Regularly read back through your gratitude journal. If you practise writing at least three things a day that you are grateful for, you'll soon have a lot of items to read back through. At first you might re-read them each week, then maybe each month.

Just think how much appreciation you'll have. Your life will feel better, your positive emotions will develop, and your positivity ratio will take you on the route to flourishing and building greater resilience.

HOW GRATEFUL ARE YOU?

Start writing your gratitude journal today and watch the changes in your emotional intelligence and emotional self-management.





6. A tool for putting the brakes on



This is a very simple technique for putting the brakes on; getting some distance between yourself and whatever you're engaged in; helping you gain some clarity and perspective; and helping you feel less overwhelmed and more in control.

STOPs can be of any duration. A short STOP may last no more than a few seconds or minutes during a working day. However, it can also be useful to use at the beginning or end of the day when maybe you have a little more time. Using it at the start of the day gives you a better chance of working consciously throughout the day. Using it at the end of a day can help you to fully complete your workday so you are totally available for your non-work life.

Individuals who are visual can find it useful to imagine STOP in big letters in their minds, in a particular colour, as a signal for then working through the steps in their mind. For others, maybe writing it down, or hearing the word works better. It can be helpful to physically remove yourself from the situation whilst using this, although recognising this isn't always possible.

STOP stands for:



STEPPING BACK

Stepping back from the momentum of action, emotion, thinking and collecting yourself



THINK

Finding a place where you can think clearly, creatively and independently



ORGANISE YOUR THOUGHTS

Bringing some order to your thoughts, priorities and actions to enable you to make more 'conscious' decisions



PROCEED

Before proceeding when your purpose and next steps are clear

Questions you might want to ask yourself could be:

What am I (we) trying to accomplish?

What is the priority?

What are the likely consequences?

What do I really want/need?

How am I feeling?

What resources could I access that I'm not?

The answers to these should help you to **Organise** your thoughts and then **Proceed**





7. Identify key resilience factors to help you thrive

Resilience is a hot topic right now, but what does it really mean? Essentially, it's our ability to keep going in the face of difficulty; to rise above adversity and to manage our negative emotions more effectively. People often assume that resilience is something that some people are born with and others not. However, there is growing scientific evidence that resilience arises from a set of emotional intelligence skills that can be developed.

Following research, there are many studies which identify a number of different factors that contribute to our levels of resilience. The following are just some of the key ones that might be useful for you to reflect on currently.

PERSONAL RESILIENCE QUESTIONNAIRE

Reflect on where you are currently against each of the 10 factors described. Score yourself out of 10 on each of them to identify any areas you need to focus on to build your own levels of personal resilience.

FACTOR	Rating out of 10 when 1 is terrible & 10 is consistently good	What would increase your score by 1-2 points?	What exactly are you going to do?
PERSPECTIVE			
OPTIMISM			
HUMOUR			
EMOTIONAL SELF-CONTROL			
ENERGY MANAGEMENT			
SUPPORT			

Referenced from 'The Tree of Resilience' by Julie Hickton



7. Resilience Factors Definitions



PERSPECTIVE



Your ability to see things from a different angle, or another's viewpoint

When you stand back from a situation and/or consider it from another's or a different perspective, you are able to develop a more considered, realistic interpretation of the situation.

This in turn might have a bearing on your initial thoughts and feelings. To what extent do you tend to have 'black and white' views on situations or people, as opposed to being able to consider the possibility that you might be missing the bigger picture?

OPTIMISM



The extent to which you believe you will experience good outcomes. An ability to look for the best possible outcomes

Developing an optimistic outlook in life will have a significant impact on your wellbeing and outlook as well as your overall resilience. Research has shown that, among other things, optimism is linked with higher levels of satisfaction with life, and increased wellbeing.

Developing the ability to see setbacks as temporary and changeable, thereby enabling you to deal with them more effectively; learning to choose action, rather than procrastination and overthinking; and tenacity when dealing with issues, will all enhance your ability to cope with life's challenges better.

HUMOUR



The ability to see the humorous side and use humour to alleviate situations

Humour helps us through life's challenges – the ability to laugh at oneself and connect with others through laughter brings instant relief and lightness to a situation and can put a completely different perspective on a situation. Research from the evidence-based field of Positive Psychology has shown that, in order to really flourish in life, we need to foster a ratio of 3:1 positive to negative emotions.

This can be hard during challenging times; however, finding things to lift your spirits and make you laugh really does help counteract stress levels. Recreational, fun activities are an essential way to unwind and release tension.

7. Resilience Factors Definitions



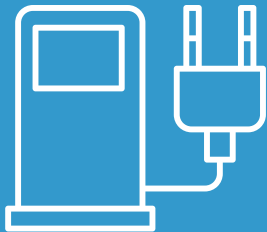
EMOTIONAL SELF-CONTROL



The ability to understand and control your impulsive emotions and feelings

People who do well in this area display an element of grace and calmness under pressure. They think clearly and stay focused, often seeming to have higher stamina, as energy is not wasted on draining emotions. Remaining cool when under pressure and not letting things escalate when provoked is a fantastic skill, which can be developed by learning to STOP, and manage your mindset. When you're more in control of how you choose to react, it can have a massive impact on you and others, especially in how you deal with difficulties and challenges.

ENERGY MANAGEMENT



There are numerous things that can help you build and maintain your energy levels:

Eating well; staying hydrated; building regular small breaks into your day; exercising; spending time in nature; breathing properly; practising 'mindfulness'; listening to music; reading. It's important to identify the things that help you to recharge your batteries. These may be small things that only take a relatively small amount of time, but which make a big difference to your ability to keep going when the pressure's on. Negative thinking and high levels of stress are clearly a drain on your energy, so finding ways to effectively manage your mindset and emotional state are key.

SUPPORT



There are three key elements to this:

Your ability to support and be kind to yourself – at times you can be your biggest supporter or worst enemy and learning how to support yourself through managing any negative 'self-talk' is a key place to start. Also, having a place where you can withdraw to, having some privacy and creating time for personal reflection is key.

Supporting others – whether this is a small 'random act of kindness' or supporting work colleagues or friends through difficult times – research has shown that providing support positively impacts on your own resilience, as well as the person you are supporting.

Your ability to ask others for help – to what extent do you feel secure and supported at home and/or in work? Do you have at least one person who you feel totally accepts and understands you? No man is an island, and it's important to recognise that asking for help from others is not a sign of weakness.



8. Unhelpful Thinking Styles

Try to avoid these when wanting to change your feelings and actions

In order to effectively shift your thoughts and, therefore, emotions and behaviour, it is important to be aware of any negative commentary running through your head. You may already be aware of it, but many people are not, because negative thinking is just an unconscious accompaniment to their daily life. Fleeting thoughts such as, "I'm not good enough", "I'll never cope", "It's all too much", are powerful; they suck up our vitality and confidence and take a lot of energy that we could better expend elsewhere. The following are just some examples of 'unhelpful' or 'self-limiting' thinking patterns that individuals can slip into, and by being aware of them, you will be able to stop them before they manifest into something bigger.

“

IT WENT WRONG
BEFORE SO WILL GO
WRONG THIS TIME!

”

All or Nothing Thinking

Thinking in black and white; things are right or wrong; because something's gone wrong on one occasion it's always going to go wrong.

“

NOTHING GOOD
EVER HAPPENS
TO ME!

”

Over-Generalising

When overly broad language is used to evaluate events or people, using words such as “always”, “never”, “ever”, “everybody” and “nobody”.

“

I HAVEN'T HEARD
BACK FROM X SO
THEY DON'T LIKE ME

”

Jumping to Conclusions

Making assumptions, rather than basing your thoughts on facts or evidence.

“

IT'S A
COMPLETE
DISASTER!

”

Catastrophising & Minimisation

Blowing things up into massive issues and minimising the positive things you have achieved/that are happening.

“

I DIDN'T GET THE
PROMOTION SO I
MUST BE BAD AT
MY JOB

”

Labelling

E.g. telling yourself you're 'stupid' because something hasn't gone well.

“

I DIAGNOSED 29
PATIENTS TODAY BUT
FOCUS ON THE ONE
I COULDN'T

”

Mental Filter

Focussing on all of the negatives rather than any of the positives.

“

YOU WOULD SAY
THAT AS YOU'RE
MY FRIEND

”

Disqualifying the Positive

For example, rationalising any positive feedback you receive as simply being down to the individual being nice to you.

“

I FEEL WORTHLESS
DESPITE BEING
VALUED BY OTHERS

”

Emotional Reasoning

Thinking that the way you feel is reality, e.g. I feel inadequate therefore I'm no good at my job.

“

I AM A DOCTOR
SO I MUST NOT
WORRY

”

Use of Should/Must

Using these words to or about yourself are not always helpful as they can evoke a strong sense of obligation or guilt and/or pressure.

“

THIS IS ALL
MY FAULT!

”

Personalisation

Taking things that have happened or comments made too personally.



Resilience & Wellbeing Coaching



Reducing stress and anxiety with 1:1 coaching

Employee wellbeing is just as much about the mental health as it is the physical health of your employees and coaching is one of the most effective ways of supporting your employees with their mental health, especially during and after periods of high stress and extreme change, such as the impact of COVID-19.

Resilience & Wellbeing Coaching is about having powerful conversations, asking important questions, reflecting on the responses, and offering observation & feedback to support individuals find their own solutions to challenges. This type of coaching also offers an opportunity to stand back, take stock, reflect, crystallise thinking and work through challenges and helps individuals to understand themselves better in order to build resilience, self-esteem and self-confidence. Resilience & Wellbeing Coaches also provides individuals with the tools and guidance to adopt positive psychology, unpick unhelpful thinking patterns and self-limiting beliefs, enabling them to reduce stress & anxiety, and significantly improve their mental health.

THE IMPACT OF COACHING

100%

increase in managing themselves more effectively and with more confidence

98%

increase in resilience due to coaching

50%

improvement in personal effectiveness

39%

reduction in stress and anxiety

1:1 Resilience & Wellbeing coaching to frontline NHS staff during COVID-19

600+

NHS frontline staff coached

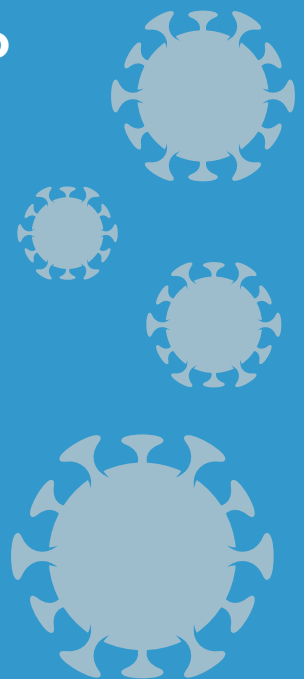
2400+

1:1 Resilience & Wellbeing coaching sessions delivered

“

“I cannot thank my coach enough. When I started the sessions I was very overwhelmed and could not see through the workload or how to manage it. I have learnt some new techniques that I've been able to try out and then discuss, which has helped me enormously in seeing a clear way forward.” - Coachee feedback

”





Resilience & Wellbeing training

Equipping your people with new skills to increase resilience

We are highly experienced in coaching and training people to increase their resilience and overall wellbeing. However since COVID-19, the need to develop greater levels of resilience has become even more important as we all face increased uncertainty, emotional burden, burnout, challenging workload pressures, a change of environment and even bereavement.

Throughout the COVID-19 pandemic, Beyond have been part of the Resilience and Wellbeing team supporting frontline NHS staff and Key Workers. We have taken all of our existing knowledge, coupled with the experience of working with frontline staff, to offer a range of resilience and wellbeing training programmes. These contain practical tools and skills that can be employed immediately by participants and shared with others, to increase their resilience and wellbeing in this new world of work.

1-Day Training

PREVENTING BURNOUT

9:30am - 3:30pm

12 (min) to
18 (max) people

Burnout isn't just a current buzzword; it is a reality for each of us and for many of our colleagues at times, especially right now in the current business environment due to the impact of COVID-19 on how we all live and work. Sometimes, we can find ourselves stressed, overburdened and concerned about a range of different things, such as unmanageable workloads, relationships with colleagues & patients, the performance of your people, challenging customers and every day life issues. This can lead to us performing at less than our full potential and feeling somewhat stressed and worn out. Help is here in the form of this one-day workshop, full of practical tools and approaches to choose from, which you can put into practice straight away.

MINI 1.5 HOUR RESILIENCE & WELLBEING WORKSHOPS

Workshop 1

How to manage stress and be kinder to yourself

Workshop 2

How to change perspectives to achieve clarity and focus

Workshop 3

How to build resilience in your team

Workshop 4

Thrive by identifying key resilience factors

Workshop 5

Use the power of your mind to boost resilience

Workshop 6

Shift your thinking for a more resilient mindset



Unlocking performance through people

Since 2003 we have helped create high performing, people-centred organisations through strategic support, employee training and coaching

If you have any
questions or want
any more information,
please get in touch



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Beyond**