

**Building Resilience and Leading Through
COVID-19: Training to Support Mental Health**
Participant's Guide



Improving business. Improving lives.

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Building Resilience and Leading Through COVID-19: Training to Support Mental Health

MORNEAU SHEPELL

Canadian Federation of Independent Business

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April 24, 2020



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Introduction

Carlos Esteves B.Sc., M.Ed.



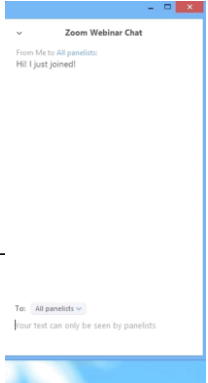
- Staff Facilitator – Queen’s Mental Health Leadership in the Workplace; **Resiliency** and **Professionalism** Workshops
- Faculty Member in Adult Education
- Cross Cultural Instructor
- IT Career - Management, National Training
- Past Corporate Facilitation Service Business Owner

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Zoom functionalities

To submit a question or a response, go to the **Chat**, which is in the controls at the bottom of your screen.

1. As an attendee, Chat will be in the controls at the bottom of your screen.
2. When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen.
3. Type your message and press Enter to send it.
You can also select who you would like to send the message to by clicking on the drop down next to :



Learning objectives

By the end of this seminar, you should be able to:

- Understand **your situation and role** as a Business Owner – which includes being community leadership member
- Understand what is **Mental Health** and the implications of COVID-19
- Apply resiliency strategies to immediately **support yourself and others** - including community and cultural events, sports teams
- Explore **bridges to resources** to assist psychological experience of uncertain times in the workplace
- Identify the importance of **social connection for business owners** in supporting, themselves, employees and communities

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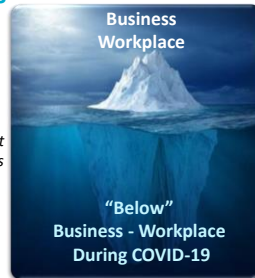
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Mental Health Problems

Mental health is... “the capacity to *feel, think and act* in ways that enhance one’s ability to enjoy life and deal with challenges.”

Temporary mental health problems can interfere with our ability to function and affect our quality of life and cause reactions, such as anxiety, to things such as:

- Changes in how we work
- Employee Management
- Financial uncertainty
- Impact on communities you serve
- Personal health and of loved ones



What factors influence your ability to deal with COVID-19?

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The present situation

- You are in unexpected, ambiguous, fluid and never before experience times
- You all have little control over what is happening
- Information flow may be slow, confusing, unvetted, insufficient or overwhelming
- Number of government programs; their applicability criteria and guidelines
- You/your organisation have little past experience to rely on
- The situation may feel stagnant or rapidly changing from moment to moment
- There are real implications for personal, team and family safety



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The reality of your situation

You do have control over:

- Your thoughts
- Your feelings
- Your actions



“What is the world’s greatest lie?” ... “It is this: that at a certain point in our lives, we lose control of what is happening to us, and our lives become controlled by fate. That’s the world’s greatest lie.”

“The Alchemist” by Paulo Coelho



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Becoming resiliency fit

- **Resilience** “... ability to succeed, to live, and to develop in a positive way... despite the stress or adversity that would normally involve the real possibility of a negative outcome.” (Boris Cyrulnik, 2002)
- “...to **adapt well** after an adversity”: (Dr. Meg Jay)
- Building resiliency requires:
 - Hardiness
 - Positive Attitude
 - Re-discovery of strengths
 - Social connections



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How resilience works



As Business Owners, who can benefit from your resilience during COVID-19?

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Poor resilience strategies

COVID-19

Poor coping strategies

Negative Outcome

- Possibility of confinement
- Fears for personal / family health
- Negative thinking
- Expecting the worst outcome
- Not eating
- Not sleeping
- Refusing to talk to others
- Taking on worries of others: employees, clients, community
- Feeling of being at the end of your rope
- Limited ability to cope

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Good resilience strategies

COVID-19

Good coping strategies

Positive Outcome

- Possibility of confinement
- Fears for personal / family health
- Positive thinking
- Limit negative thinking
- Eating on time
- Getting 8 hours of sleep
- Engaging with others
- Supporting others
- Able to cope with the situation
- Able to think clearly & with agility

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Early signs we may be using poor resilience skills

Common effects of stress on your body

- Headache
- Muscle tension or pain
- Chest pain
- Fatigue
- Stomach upset
- Sleep problems
- Neck pain

Common effects of stress on your mood

- Anxiety
- Restlessness
- Lack of motivation or focus
- Feeling overwhelmed
- Irritability or anger
- Sadness or depression

Common effects of stress on your behaviour

- Overeating or undereating
- Angry outbursts
- Substance abuse cravings
- Social withdrawal
- Panic attacks
- Unable to think clearly

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You are....

...about to have a mental breakdown. You feel overwhelmed, unable to think clearly and feel as if you just cannot continue on like this.

...constantly thinking about what can go wrong. You worry about the worst scenarios....such as you aren't eligible for financial assistance... you cannot pay your rent...you default on your loan

...feeling exhausted and guilty that you have little time to give to your business, your staff, friends and family...to look after yourself...

In the absence of information, you rely on your emotions.

"[In brain imaging studies]...words shifts activities from seat of emotions to seat of reason" ("Supernormal" Dr. Meg Jay)

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Strategy to manage your thoughts...

Challenge negative thoughts

- Pay attention to your limiting thoughts
- Start to challenge and change core beliefs....and question any "must philosophies" (Dr. Albert Ellis)

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Pay attention to your limiting thoughts

- All or nothing thinking
- Discounting the positive while focusing on the negative
- Jumping to conclusions
- "Should" statements
- Catastrophizing
- Making something personal when it isn't
- Emotional reasoning
- Overgeneralizing
- Labeling

Examples:

- Your manager forgets to invite you to a big meeting, but you insist it's because she dislikes you.
- Your bank won't return your phone call because you are not important enough.

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Start to challenge and change core beliefs...

...such as:

- I am helpless in this situation — *not true, there are things I can do.*
- The worse will happen — *There is no proof of that. There is hope.*
- I don't get to be happy — *not true, I create my own happiness*
- Nothing good ever happens in my life — *not true, I am just...*
- My life is cursed — ...
- I'm powerless to improve my situation — ...

Core beliefs associated with stress and anxiety are often tied to a negative thought about one's current situation that can put one at risk for creating metaphorical mountains in your mind out of the molehills.

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You are....

...feeling less able to cope with every passing day.

You start off feeling okay, but every additional day in this situation, you feel your ability to cope is wearing down.

...experiencing **ruminative stress** – the what if's and should of's and/or in **anticipatory stress** - the worst if going to happen...

...in a cognitive coping churn over all the emotional labour you invested in in your business being wasted

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Daily habits resilience strategies

Physical

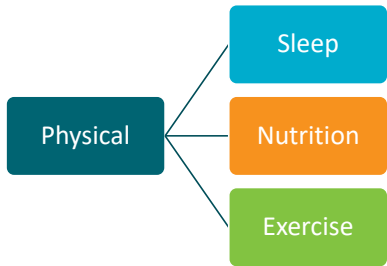
Mental

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Boost resilience through physical health

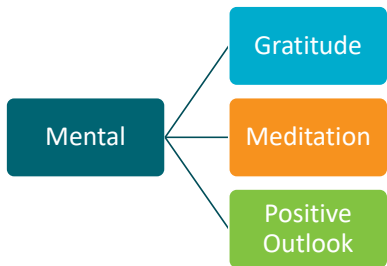


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Boost resilience through mental health

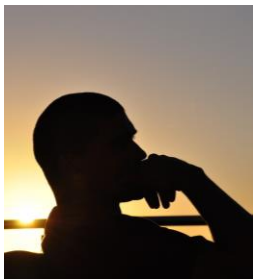


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Positive Outlook – an attribute of resilience



- What opportunities could come from this?
- Could this be a chance to re-evaluated how I am currently thinking? To...
 - Review life goals
 - Diversify my business
 - Develop my website
 - Create a new product
 - Enter a new market
 - Reflect about business, values, employees and community

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Crisis leadership techniques to support a mentally healthy workplace

- Be credible
- Provide guidance
- Instill hope
- Show empathy
- Model control
- Be knowledgeable of resources



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Individual Actions which contribute to the disruption of transmission

- Diligent handwashing
- Minimizing travel
- Working remotely
- Cancelling large gatherings
- Resources:
 - [Reduce the spread of Covid-19 - Wash your hands](#) (poster)
 - [Prevent the Spread](#) (poster)
 - Other posters from the [Canadian Centre for Occupational Health and Safety](#)

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Resources to Support Business Owners

- **Morneau Shepell Training** – Kiran Shako, Consultant
kshako@morneaushepell.com 416 726 1886
- **CFIB** – 1-888-234-2232 or cfib@cfib.ca
- [COVID-19 Small Business Help Centre](#)
- **Organization Policy Documents:** existing policies can provide solid ground for making decisions in uncertain times. Examples may include:
 - Code of Business Ethics
 - Mental Health in the Workplace Policy
- **Other Resources:**
 - [Emotional well-being during the Covid-19 pandemic](#) video
 - [Coping with Fatigue, Fear and Panic During a Crisis](#) by Harvard Business Review
 - [Tips for Coping with Covid-19, Building Resiliency](#) by Morneau Shepell

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Resources to Support Business Owners

- [Take Action on Workplace Stress](#) (poster)
- [Physical distancing: Actions for reducing the spread of COVID-19](#) (poster)
- [Help reduce the spread of COVID-19](#) (infographic)
- [Taking care of your mental health \(COVID-19\)](#) (factsheet)
- [Preventing COVID 19 in the workplace: employers, employees and essential service workers](#) (factsheet)
- More posters from the [Government of Canada](#)
- [Wellness Together Canada: Mental Health and Substance Use Support](#)

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A closing thought...

“One of the greatest fictions of all is to deny the complexity of the world and think in absolute terms.....

To survive and flourish in a changing world, we will need **mental flexibility** and **great reserves of emotional balance** to repeatedly let go of some of what [we] know best and learn to feel at home with the unknown”.

21 Lessons for the 21st Century” – Professor Yuval Noah Harari



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Your feedback is important to us!

*You will receive an **email** which links to an **online survey**.*

*Please complete **as soon as possible** to help improve and plan future training.*

*Your responses are completely **anonymous**.*

Thank you.

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