

Resilience and adversity in the workplace

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So when something goes wrong in the workplace, how do I cope? So for me, the first thing I try and.

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Do is pause.

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Take a deep breath. There's a physical reaction that happens in my body, which is usually some kind of reaction or response to her pride or self righteousness.

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Where my emotions take over, so I have to stop. I have to pause. I have to take a deep breath. I have to coach myself back from the disappointment and I have to move into a space of responding rather than reacting, which usually involves my second or my third thought and not my first.

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Thorpe, once I've opened up.

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That tool, that mechanism, then it means I'm far better able to be consistent in my behaviour throughout the day. Nothing is ever as bad as it initially feels, and 99.9% of my initial fears never actually come true. So that's why it's.

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Important.

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I'm really stressed at work and that might be.

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For work reasons, it might be for other reasons.

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I appreciate it if someone notices and they ask me if I'm alright. It's not that they can necessarily fix anything for me, but it's it's really good when someone actually notices and ask if you're.

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OK. The other thing I do is come outside.

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For me, what helps is boiling it down to, OK, this is the thought process. This is the emotion that comes from it and just compiling a an arguments as arguments of for and against sort of that feeling of not, you know, not being good at your job or not being.

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Yeah, just not being good enough and obviously the exercise, the aim of the exercise is to very quickly determine that, yes, you are. You are good at your job and.

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You, you know, it's one thing that actually can be corrected very easily and can be fixed really easily.

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So and that helps just for my my sense because when I'm I work at my best and most productive when I have sort of I have that confidence and I you know I know what I'm doing and even if I don't know what I'm doing, I have the confidence about knowing who I go to.

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And having that self esteem.

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For me, my worst days at work are when I'm working from home and I'm just sitting at my desk all day and not surrounded by people and not moving around and walking around because it's tiring and you get zoom fatigue, particularly at the moment. And I also find it difficult if you're dealing with customers who aren't that friendly or whatever you're doing. If people aren't nice then it makes it a bit more difficult.

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And when problems suddenly arise, so I like.

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To have a plan of what I'm doing, and I find that much easier.

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I've been working for four years and I do find the first couple of years of my job very stressful. Getting used to having responsibility and ultimately sometimes you make mistakes and I don't like making mistakes, but that happens and it's just.

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Part of it you just gotta learn to live with it. And the more experience you get, the less and less mistakes you make. It also took a career break to go travelling, which was very good to put stuff into perspective. And if you're thinking about that.

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I would do that. Got nothing to lose.

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What helps me if I'm having a tricky time at work is to take a little break, clear the decks and then focus on two things that I need to get done that day.

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Managing conversations with colleagues in the workplace who have different political opinions to our own can be super difficult and can feel really controversial and really, really personal. I experienced this first hand when working with ex military a few years ago on an art and theatre project for recovery.

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The views being shared in the room I felt were really unkind and empathetic and were very, very different to my own. I had a word with my boss and said that the a lot of the content was making me pretty uncomfortable and making me feel that I couldn't necessarily bring myself into the workplace. And she said that's absolutely fine and totally valid. And what we're going to do is sit down with everyone in the morning.

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And make it very clear that our political views are to be kept out of the room and this really helped as a kind of ground rule for everyone in the room to know that we left those views outside and we got on with the task in hand.

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When I've been having a bad day, I find that focusing on what I'm really grateful for helps to bring me back into a positive mindset.

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I've started journaling recently and recording my gratitude's 3 per day. I find that that really helps remind me of what's good in my life.

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We all have a bad day for me, the most effective way of blowing that away is getting out in the fresh air, putting my trainers on, getting out with my dog and just clearing my mind and thinking that tomorrow will always be a.

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Today.

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Definitely. What else? When you having a bad day at work is having a talk to your workmates about it, so you know might be a just have a joke about something going wrong or just being able to speak to them about, you know, things that might not have gone perfectly and just being a share those experiences.

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I think as a young person, if I could go back and give myself advice, I would say you don't need to be good at everything, but you'll learn your strengths and the things that that you perhaps struggle a little bit more with and those things that aren't sort of in your sphere of natural ability.

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Me.

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You'll learn to do those to to a.

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A level that's kind of good enough and and that will be OK and just get good enough at the bits of your job that you don't really totally enjoy and light your fire. Get through them, you'll learn tactics to get through them and then get on to the stuff that you really enjoy.

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Doing and kind of lean into that.

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And you know something else I'd say perhaps is, you know, just because your boss is your boss, it doesn't mean that they always know best, however, and especially by your understanding and from your perspective, however, you might just have to to suck that up until the day that you get to make all those decisions yourself. And you might just have to.

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Make make your peace with that and be OK in those relationships.

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If I've had a ruffle stressful day at work, I find the best thing to do is to get out for a walk in the forest, not have any music, just really my own thoughts to think things through, and I often find a completely different space gives me a whole new perspective.

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But then what came to mind for me was something I use a lot actually when I'm struggling in terms of communication, which is a technique called fact feel want.

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So it's 33 sentence tool. You develop the fact of what's happening can't be your opinion can't be, UM, I think you're giving me and like too many cases more than everyone else needed facts. So I looked at how many cases I've been given. And I looked at how many cases other new members of the team have been given. So I had the.

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The data had the real facts.

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And then the next sentence is feeling I feel. And then just one word. You can't say. I feel like you don't like me, which I thought, but I didn't. I couldn't feel. I had to go for. I feel one word. So I feel overwhelmed.

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And then the last sentences want. So what you want to get from the situation or what you'd like to change, so I said, I'd really appreciate it if we could come up with a a fairer way or a more transparent way of allocating cases so that I don't take as many at each of the team meetings. And actually, although my manager and I had different communication styles.

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Different personality types and ways of working. This enabled us to have a conversation based in shared data, shared reality.

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Me to sharing how I felt and me proposing a solution and and in that scenario we got through it and in the next couple of team meetings I didn't pick up any new cases and I could work through my clinical case load. And so I used fact feel want quite a lot with that manager in our relationship going forward and I use it all the time in work.

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And personal and social.

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So I found that the drinking culture in the workplace, especially in the corporate workplace where I started work in my sort of early to mid 20s, was pretty rife like there was a huge drinking culture and actually there's quite a lot of pressure to drink and and for many years.

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I didn't even comprehend not drinking because it was such a given and I think the world's changed a bit and the culture has changed a little bit and the.

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Changed a bit, but nearly seven years ago I got sober from from. Alcoholism and alcohol addiction.

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And I so I don't drink anymore. And actually how I manage that now is by going to certain drink events and having a plan in place. So I go for an hour and I let people know I'm just going to attend for an hour and then after an hour or so I leave. I try not to apologise too much because it's not. There's nothing to apologise for. It's perfectly acceptable.

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One remembers the next day anyway. I have more, shorter lunches with people, so an hour long lunch after work events. I'll just drink sparkling water and do half an hour 45 min.

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And I've basically learned to be fairly uncompromising with it and just accepting that. Actually, I don't enjoy being around people drinking for hours on end, so

I've had to become quite comfortable with that. And over time, people have just accepted. That's me. So I think it's something that becomes easier. Ultimately, it's understanding why I drank.

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So I drank because it made it made me think that things were easier.

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If you can figure out that actually the drinking isn't for you, first and foremost, and then set that as a principle and then adapt. And at that principle in your work surroundings, people will generally respect that and understand it.

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What has helped me most when I'm having a bad day at work? It's reframing, reframing what may have happened, which could be negative or has caused a challenge, an issue or a Co.

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Conflict and looking at reframing that into something positive or reframing that into how we can overcome the issue and how it creates more purpose and opportunity for growth and innovation in our jobs.