

## (RE)BUILDING A RESILIENT MINDSET



Dr. Stephanie M. Conn, Licensed Psychologist  
First Responder Psychology

1

---

---

---

---

---

---

---

## DO YOU HAVE AN UNHEALTHY OR RESILIENT MIND?

C.A.N.T.

- Closed
- Avoidant
- Negative
- Toxic

G.R.O.W.

- Goal & Growth-oriented
- Reflexive
- Optimistic & Open
- Well-Cared For

2

---

---

---

---

---

---

---

## DO YOU HAVE AN UNHEALTHY OR RESILIENT AGENCY?

C.A.N.T.

- Closed
- Avoidant
- Negative
- Toxic

G.R.O.W.

- Goal & Growth-oriented
- Reflexive
- Optimistic & Open
- Well-Cared For

3

---

---

---

---

---

---

---

WHAT DOESN'T HELP?  
C.A.N.T.

4

---

---

---

---

---

---

---

---


**CLOSED**

Individuals:

- Pre-decided:
  - That won't work
  - (S)He's stupid
- Comfortable in (dis)comfort zone

Agency:

- Not forming partnerships
- Not asking for help
- Not soliciting input
- This is how we've always done it



5

---

---

---

---

---

---

---

---



This year thousands of men will die from stubbornness.  
NO WE WON'T

Learn the preventive medical tests you need [ahrq.gov](http://ahrq.gov)

AHRQ AHA AHA Card

6

---

---

---

---

---

---

---

---

## AVOIDANT

### Individuals:

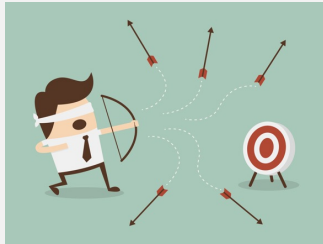
No reason to talk about/  
feel/ seek help for...

Incident Envy (Kirschman, Kamena,  
& Fry 2015)

Hides mistakes

### Agency:

- Doesn't consider or deal w/ issues, employee morale, sick time usage



---

---

---

---

---

---

---

---

7

## NEGATIVE: INDIVIDUALS

- About people, department, politics.
- Negative expectations > positive expectations
- Is contagious



---

---

---

---

---

---

---

---

8

## NEGATIVE: AGENCY

- Focuses ONLY on what employees do wrong
- Punishment as corrective action
- Group emails for individual problems



---

---

---

---

---

---

---

---

9

**AN UNHEALTHY VIEW OF TRAUMA / STRESSORS**

- Pathologic
- Presumes (Reinforces) a Sick Role
- The Price You Pay



10

---

---

---


---

---

---

---

---



Pain does not result in suffering  
Thinking about pain repeatedly results in suffering.

ERIC GREITENS, AUTHOR OF *RESILIENCE: HARD WON WISDOM FOR LIVING A BETTER LIFE*

11

---

---

---

---


---

---

---

---

**TOXIC**



<p>Individuals:</p> <ul style="list-style-type: none"> <li>• Poor diet, exercise, sleep</li> <li>• Never go to the doctor</li> </ul>	<p>Agency:</p> <ul style="list-style-type: none"> <li>• Interferes w/ healthy lifestyle</li> <li>• Shiftwork</li> <li>• Overtime</li> <li>• Long hours</li> </ul>
--	---

12

---

---

---

---

---

---

---

---

**WHAT CAN HELP?**



**G.R.O.W.**

13

---

---

---

---

---

---

---

---

**GOAL & GROWTH-ORIENTED INDIVIDUALS**

- What CAN you improve on, learn, control?
- If I can't help myself, who can I help?
- Intentionality – Life by Design, not Life by Default
- Identity guides action & leads to feeling
- Brain training
  - Focus, processing speed, memory
- Tactical Performance Imagery
- Living According To Eulogy

**IF YOU ARE NOT WILLING TO LEARN, NO ONE CAN HELP YOU.**

**IF YOU ARE DETERMINED TO LEARN, NO ONE CAN STOP YOU.**

- THE DILLON

14

---

---

---

---

---

---

---

---

**GOAL & GROWTH-ORIENTED AGENCY**

- Employee professional development
  - Mentorships, incentivized learning, annual wellness checks
- Robust leadership development
- Strong mission orientation & review of policies, procedures & practices to ensure alignment
- Awards & rewards for employee accomplishments

15

---

---

---

---

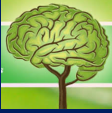
---

---

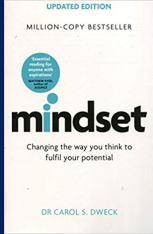
---

---

## GROWTH MINDSET



- Accepts own mistakes
- Always learning
- Accepts, even expects, change



*Mindset* by Carol Dweck

16

---

---

---

---

---

---

---

---

## REFLEXIVE & FLEXIBLE INDIVIDUALS

- What is my role here?
- Is what I'm doing working?
  - Why? Why not?
- Seeks input from trusted others
- Aware of tension in body
- Aware of mind state
- Adjusts, based on these pieces of information

When you see yourself in the mirror and realise you're a trash panda



Trash it is

17

---

---

---

---

---

---

---

---

## HEALTHY REFLEXIVITY

- Internal "situational awareness"
- *What story am I telling myself about this?*
- *What don't I know? (Be humble!)*

Guys with hair like this have a 125% chance of giving you a ticket:



18

---

---

---

---

---

---

---

---

## REFLEXIVE & FLEXIBLE AGENCY

- How are our people doing?
- What do they need from the agency to be happy? Successful?
- Employee input (& actually USED!)
- Psychological Skills Inventory-LE (*Land & Guan, Smith & Burque, 2022*)



PSI-LE Article

---

---

---

---

---

---

---

---

19

## OPTIMISTIC: INDIVIDUALS

- Self-Talk for Enhanced Performance Under Pressure (STEP-UP)
  - Action-focused
  - Instructional
- Affirmations
  - Remind ourselves of our strengths *"I have gotten through worse"* *"I am a problem-solver. I'll figure this out"*
  - If not attained yet, then *"I can learn to ....."*

(Mindighting, Mental Toughness Skills for Police Officers in High Stress Situations by Michael Asken, 2020)

---

---

---

---

---

---

---

---

20

## A RESILIENT MINDSET TO ASPIRE TO:

### THE STOCKDALE PARADOX

"You must never confuse faith that you will prevail in the end — which you can never afford to lose — with the discipline to confront the most brutal facts of your current reality, whatever they might be."

— Adm. James Stockdale



---

---

---

---

---

---

---

---

21

2 KEY QUESTIONS ABOUT YOUR THINKING:



ACCURATE?



HELPFUL?

22

---

---

---

---


---

---


---

---


THREE LENSES TO CONSIDER



Long-range



Wide-range



Reverse

23

---

---

---

---

---

---

---

---

OPEN: INDIVIDUALS

- Seek input from trusted peers
- Willing to change behaviours
  - "I'll give it a try. Why not?"
  - NOT
  - "This is who you married."
  - "This is just me."

24

---

---

---

---

---

---

---

---



## AGENCY

### OPTIMISTIC

- Believes in their people
- Recognizes accomplishments of employees

### OPEN

- Is willing to try new programs
- Is willing to hear input from employees

25

---

---

---

---

---

---

---

---

## A HEALTHY VIEW OF TRAUMA / STRESSORS

- Salutogenic
- Presumes ability
- Recognizes the goal of symptoms
- Recognizes post-traumatic growth potential
- Builds on Existing Resources (Internal & External)



26

---

---

---

---

---

---

---

---

## A WELL BRAIN/BODY: INDIVIDUAL

- Exercise, sleep, nutrition, nature
  - Reduce "inflammageing"
- Hormetic stress
- Nervous system training
  - Breathing
  - Yoga
  - Meditation



27

---

---

---

---

---

---

---

---

**A CALM MIND **REQUIRES** A CALM BODY:  
THE FIRST RESPONDER NERVOUS SYSTEM**

Parasympathetic  
(rest-digest)

Sympathetic  
(fight-flight)

28

---

---

---

---

---

---

---

---

**A WELL BRAIN/BODY: AGENCY**

- Partners w/ Nutritionists, Sleep specialists, Massage therapists, Chiropractors, Mental Health Providers, etc.
- Incorporates stress management techniques into realistic training programs
- Offers Wellness Hour / Incentives
- Offers Annual Wellness Checks

29

---

---

---

---

---

---

---

---

**RECOMMENDED HEALTH BOOKS**

SPARK  
THE REVOLUTIONARY NEW SCIENCE OF EXERCISE AND THE BRAIN  
JOHN J. RATEY, MD  
WITH ERIC HAGERMAN

RICHARD LOUV  
The NATURE PRINCIPLE  
Reconnecting with Life in a Virtual Age

OF THE AUTHOR OF THE #1 NEW YORK TIMES BESTSELLER "GRAB YOUR BRAIN"  
BRAIN MAKER  
The Power of Gut Microbes to Heal and Protect Your Brain - For Life  
DAVID PERLMUTTER, MD  
WITH JUSTIN LOMBARD

THIS IS YOUR BRAIN ON FOOD  
AN INDISPENSABLE GUIDE TO THE SURPRISING FOODS THAT FIGHT  
DEPRESSION, ANXIETY, STRESS, AND MORE  
UMA NAIDOO, MD  
National Nutrition, Mental Health & Sleep Specialist

30

---

---

---

---

---

---

---

---

**RECOMMENDED BOOKS**



**POSITIVITY**  
Discover the Upward Spiral That Will Change Your Life  
BARBARA L. FREDRICKSON, PhD



**THE HOW OF HAPPINESS**  
A New Approach to Getting the Life You Want  
Sonja Lyubomirsky



UPDATED EDITION  
MILLION-COPY BESTSELLER  
**mindset**  
Changing the way you think to fulfill your potential  
DR. CAROL S. DWECK

31

---

---

---

---

---

---

---

---

---

---

**RECOMMENDED BOOKS**



**MindSighting**  
MENTAL TOUGHNESS SKILLS FOR POLICE OFFICERS IN HIGH STRESS SITUATIONS  
Michael J. Adams, PhD



**BREATH**  
THE NEW SCIENCE OF A LOST ART  
JAMES NESTOR



Training Your Brain and Body to Thrive During Stress and Recover from Trauma  
**WIDEN THE WINDOW**  
ELIZABETH A. STANLEY, PhD

32

---

---

---

---

---

---


---

---

---


---

**MMFT® Online**



**Mindfulness-based Mind Fitness Training**

A Trauma-sensitive Online Course to Build Resilience and Thrive During Stress



Perhaps you've just read *Widen the Window*, or you've heard about the *rigorous scientific research* showing MMFT's benefits in high-stress environments. Now, you're wondering how you can take the entire MMFT course. These tried-and-tested methods for widening the window have helped thousands of people who work in high-stress environments—and now they can help you, too.

I am excited to partner with Sounds True to offer an online version of Mindfulness-based Mind Fitness Training (MMFT)®. Since launching in November 2020, it's available on demand.

33

---

---

---

---

---

---

---

---

---

---

## FIRST RESPONDER RESOURCES



34

---

---

---

---

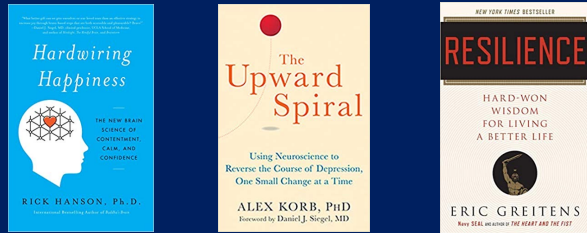
---

---

---

---

## RESILIENCE



35

---

---

---

---

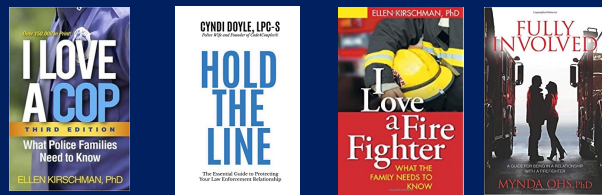
---

---

---

---

## FIRST RESPONDER RELATIONSHIP RESOURCES



36

---

---

---

---

---

---

---

---

**FIRST RESPONDER FAMILY BLOG & PODCAST**

• <https://www.firstresponderfamilypsychology.com/blog>

37

---

---

---

---

---

---

---

---

**CODE 4 COUPLES**  
HEROES DON'T DO IT ALONE

**The Impact of Authoritarian Spillover on Law Enforcement Relationships**  
May 06, 2022

Episode 61

There are different ways that behavioral conditioning from working in law enforcement and policing spillover at home and in relationships. One of those is Authoritarian Spillover.

**What is Authoritarian Spillover?**

Authoritarian spillover is caused by the regular act of having command presence on the job. Command presence is necessary for law enforcement officers to have control of a scene. This behavior is what keeps them, the public, and a scene safe many times. It keeps them coming home at night.

**What does command presence look like?**

**AUTHORITARIAN SPILLOVER**

<https://www.code4couples.com/podcasts>

38

---

---

---

---

---

---

---

---

**HELPFUL APPS**

39

---

---

---

---

---

---

---

---

PUBLIC SAFETY ASSISTANCE NETWORK



40

---

---

---


---

---

---

---

---




ConjoStudios Presents:

# PTSD 911

A Documentary Film

Tuesday, May 16, 7:00PM

**Buckley Center Auditorium**  
University of Portland  
5000 N Willamette Blvd  
Portland, OR 97203



SCAN FOR TICKETS

41

---

---

---

---

---

---

---

---



Dr. Stephanie M. Conn, Licensed Psychologist  
First Responder Psychology

[www.firstresponderpsychology.com](http://www.firstresponderpsychology.com)

[firstresponderpsych@gmail.com](mailto:firstresponderpsych@gmail.com)

971-250-1519



42

---

---

---

---

---

---

---

---