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# BUILDING EVERYDAY RESILIENCE

*Practical ways to stay steady under pressure.*



## WELCOME

Life doesn't have to be perfect for you to be resilient.

We all experience setbacks, pressure, uncertainty and change. Resilience isn't about pretending everything is fine or never feeling overwhelmed. It's about developing the skills that help you recover, adapt and keep moving forward, even when life feels difficult.

The good news is that resilience isn't something you're either born with or without. It's something that can be strengthened through small, consistent actions over time.

This guide introduces practical, evidence-informed techniques that can help you build resilience in everyday life. You don't need to master them all. Start with one idea, practise it regularly and build from there.

## YOU MIGHT RECOGNISE...

### UNDER PRESSURE
- Feeling overwhelmed
- Constant demands
- Difficult conversations
- Uncertainty

### AFTER SETBACKS
- Self-doubt
- Loss of confidence
- Feeling stuck
- Fear of trying again

### DURING CHANGE
- Feeling unsettled
- Worrying about the future
- Loss of routine
- Feeling out of control

### WHEN LIFE FEELS FULL
- Work
- Family
- Finances
- Health
- Relationships

**The aim of this guide:**
**Resilience isn't about avoiding life's challenges.**
**It's about building the confidence, flexibility and practical skills to respond well when challenges arise.**

## WHAT YOU'LL LEARN INSIDE

**UNDERSTAND** what resilience really means. →
**NOTICE** your strengths and habits. →
**BUILD** healthy everyday foundations. →
**RECOVER** after setbacks. →
**MOVE FORWARD** with greater confidence.

> *"Resilience isn't about never falling down.*
> *It's knowing you can get back up, one step at a time."*

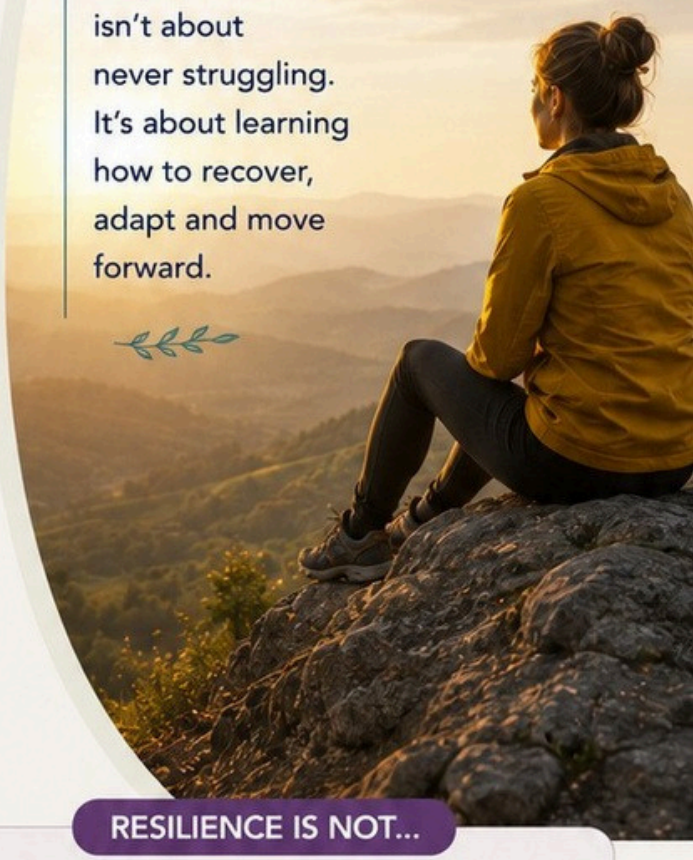
## Our Calm Principle

- **Notice** the signs.
- **Calm** the body.
- **Question** the thought.
- **Choose** what helps.

# 02 What is Resilience?

*It's the ability to recover, adapt and thrive.*

> Resilience isn't about never struggling. It's about learning how to recover, adapt and move forward.



**Resilience is not about being tough or hiding how you feel. It's about having the skills and support you need to navigate life's challenges and keep moving forward.**

**Resilience helps you to:**

- Manage your emotions and thoughts.
- Build and maintain strong connections.
- Stay motivated and focused on what matters.
- Recover and learn from setbacks.

## RESILIENCE IS...

**MANAGING EMOTIONS**
Understanding and expressing how you feel in healthy ways.

**ASKING FOR SUPPORT**
Reaching out and connecting with others.

**LEARNING FROM SETBACKS**
Using challenges as opportunities to grow.

**RECOVERING AFTER DIFFICULT DAYS**
Bouncing back and finding balance again.

**LOOKING AFTER YOURSELF**
Prioritising your physical, mental and emotional wellbeing.

## RESILIENCE IS NOT...

**NEVER FEELING STRESSED**
Stress is a normal part of life.

**BEING POSITIVE ALL THE TIME**
It's okay to have tough days.

**COPING ALONE**
Everyone needs support sometimes.

**PERFECTION**
No one has everything figured out.

**IGNORING THE PROBLEM**
Avoiding difficulties can make them harder to manage.

**Resilience is a skill that can be strengthened.**
Small, consistent actions can help you build it every day.

## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.



# 03 How Stress & Anxiety Show Up

## *Recognising the Signs*

Stress and anxiety can show up differently for everyone. Sometimes the signs are obvious. At other times, they can quietly become part of everyday life—and we may not immediately recognise that our mind and body are struggling with prolonged pressure or perceived threat.

### IN YOUR BODY

- Racing heart
- Muscle tension
- Headaches
- Shallow breathing
- Fatigue
- Digestive changes
- Restlessness
- Difficulty sleeping



### IN YOUR THOUGHTS

- Overthinking
- Racing thoughts
- Difficulty concentrating
- Forgetfulness
- Expecting the worst
- Constant "what ifs"?
- Difficulty making decisions

### IN YOUR EMOTIONS

- Irritability
- Dread
- Feeling overwhelmed
- Fear
- Frustration
- Feeling on edge
- Tearfulness
- Emotional numbness

### IN YOUR BEHAVIOUR

- Avoidance
- Withdrawal
- Procrastination
- Reassurance-seeking
- Working excessively
- Changes in eating
- Difficulty resting
- Increased reliance on unhelpful coping habits

### NOTICE YOUR PATTERN

You may not experience every sign. The important question is: What changes in you when pressure builds or anxiety takes hold?

### WHEN I'M UNDER PRESSURE, I TEND TO NOTICE...

First in my body: _____

Then in my thoughts: _____

And in my behaviour: _____

**The earlier you recognise your signs, the more opportunity you have to respond before overwhelm takes over.**

### Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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TOOL 1

# 04 Ground Yourself

## 5-4-3-2-1 Technique

When your mind is racing or you feel anxious, this simple grounding technique helps bring you back to the present moment using your senses. It calms your nervous system and helps you feel more steady and in control.

### TRY THIS

**5 — THINGS YOU CAN SEE**
Look around and name five things you can see.

**4 — THINGS YOU CAN TOUCH**
Notice four things you can feel or touch.

**3 — THINGS YOU CAN HEAR**
Listen for three sounds around you.

**2 — THINGS YOU CAN SMELL**
Take a gentle breath and notice two scents.

**1 — THING YOU CAN TASTE**
Notice one taste in your mouth. It might be subtle.

**Take your time.** Name each one slowly. Feel yourself settle.

### WHEN TO USE THIS

- When you feel anxious or panicky
- When your thoughts are racing
- When you feel overwhelmed
- When you need to refocus
- Anytime you feel disconnected from the present moment

### PAUSE AND REFLECT

How do you feel now compared to before you started?

_____

_____

_____

### TOP TIP

The more you practise, the easier it becomes. This tool gets stronger every time you use it.

**Grounding helps you return to the *here and now*.**
**In the present, you always have more choice.**

### Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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TOOL 2

# Meet the PAC Model

## Understand your internal states

*so you can choose how to respond.*

**We all have three internal states that influence how we think, feel and react. Stress often pushes us into Critical Parent or Anxious Child. Learning to access our Adult helps us respond calmly and wisely.**

### PARENT

Your learned patterns

- Critical or judging
- Protective
- Nurturing and supportive
- Rule-based thinking

Can be helpful or harsh, depending on how it shows up.

### ADULT

Your wise, balanced self

- Calm and present
- Logical and clear
- Curious and open
- Makes good choices

The best place to respond from, especially under pressure.

### CHILD

Your emotional self

- Emotional and reactive
- Playful and creative
- Anxious or fearful
- Spontaneous and expressive

Natural and important, but can get overwhelmed.

### REFLECTION

Pause and ask yourself:

*"Which state am I in right now?"*
*Is it helping me or holding me back?"*

### HOW TO SHIFT INTO YOUR ADULT

You can move between states. When you notice you're in Critical Parent or Anxious Child, try this:

1. **PAUSE** — Stop. Take a breath.
2. **NOTICE** — Which state am I in?
3. **SHIFT** — Bring curiosity and calm in.
4. **ACCESS ADULT** — Choose a helpful, balanced response.
5. **RESPOND** — Act from your wise self.

### KEY TAKEAWAY

**You can't always control what happens, but you can choose which part of you shows up next.**

*Your Adult self is always there. Come back to it.*

### Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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06

TOOL 3

# Build Your Resilience Foundations

*Small habits. Strong impact.*

**Resilience grows from the everyday choices we make. These six foundations help you stay steady, recover from setbacks and thrive under pressure.**

01

## MOVE YOUR BODY

- Movement reduces stress hormones and boosts mood.
- Aim for regular activity you enjoy.
- Even small bursts help.

02

## REST & RECOVER

- Give your body and mind time to reset.
- Prioritise quality sleep.
- Take breaks without guilt.

03

## CONNECT

- Strong relationships protect our wellbeing.
- Talk, listen and be present.
- Reach out when you need to.

04

## NOURISH YOUR MIND

- What you think shapes how you feel.
- Challenge unhelpful thoughts.
- Focus on what you can control.

05

## FOCUS ON WHAT MATTERS

- Know your values.
- Set goals that feel meaningful.
- Take small steps every day.

06

## BE KIND TO YOURSELF

- Treat yourself with compassion.
- You don't have to be perfect.
- Progress, not perfection.

## QUICK CHECK-IN

Rate how you are doing in each area today (1 = Struggling, 5 = Strong)

| Move | Rest | Connect | Mind | Focus | Kindness |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |

Choose one area to focus on this week. Small changes create big shifts over time.

**Resilience isn't built in a day.**
*It's built in the everyday.*

**DAILY** Small habits create stability.

**WEEKLY** Review and reset what matters.

**OVER TIME** You build confidence, strength and growth.

## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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07

TOOL 4

# Build Your Personal Resilience Plan

*Your plan. Your strengths. Your next steps.*

**Resilience is personal. What works for someone else might not work for you. This plan helps you identify what matters most and make a simple plan that supports you in everyday life.**

## YOUR STRENGTHS

We all have strengths. Recognising them is the first step to using them more.

My top strengths are:

1. _____
2. _____
3. _____
4. _____
5. _____

## WHAT DRAINS ME

Knowing what drains your energy helps you protect your wellbeing.

Things that drain my energy:

- _____
- _____
- _____
- _____
- _____

## WHAT RECHARGES ME

Make more time for the things that refill your energy.

Things that help me recharge:

- _____
- _____
- _____
- _____

## MY RESILIENCE ACTION PLAN

Small steps create big change. Choose 1–3 actions to focus on this month.

| 1. What I will start doing | 2. What I will do more of | 3. What I will let go of |
|---|---|---|
| • _____ | • _____ | • _____ |
| • _____ | • _____ | • _____ |
| • _____ | • _____ | • _____ |

*Progress, not perfection.*

Focus on small, consistent actions. You've got this.

## REFLECTION

Take a few minutes to reflect:

What is one thing I've learned about myself in this guide? _____

What is one small step I can take today to support my resilience? _____

Who or what can support me on my journey? _____

## REMEMBER

Resilience is a skill you can build.

- Small actions every day make a difference.
- It's okay to have tough days.
- You don't have to do it all alone.
- You are stronger than you think.

**You don't have to control everything.**

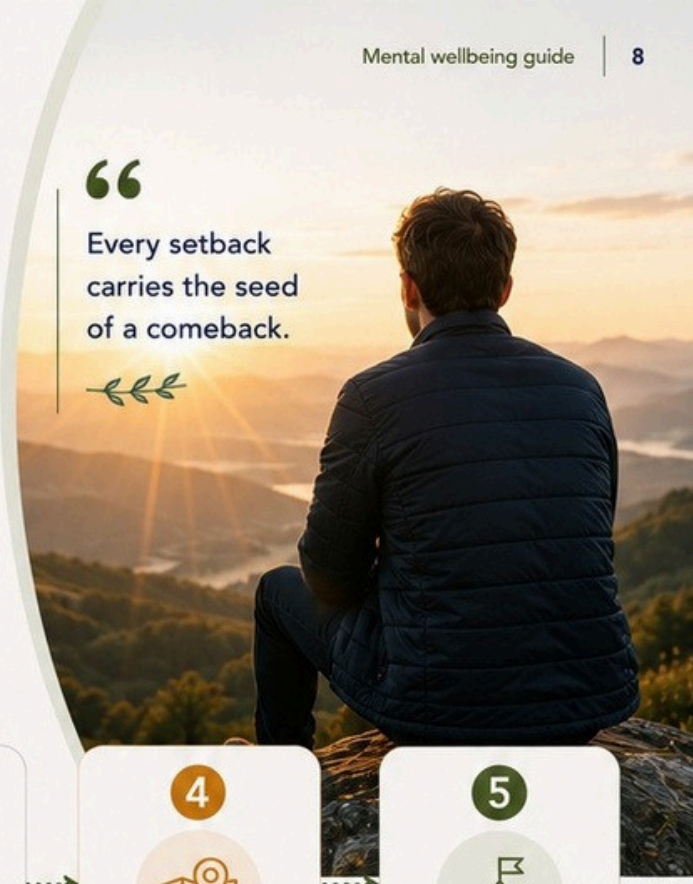
*You just need a plan for what comes next.*

## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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> Every setback carries the seed of a comeback.

TOOL 5

# 08 Bounce Back Stronger

*Turning setbacks into comebacks.*

Setbacks are part of life. What matters is how you respond. Resilient people don't avoid difficulties – they learn, adapt and keep moving forward. Use this simple framework to help you bounce back stronger.

### 1 RECOGNISE

Acknowledge what happened without judgement.

*It's okay to feel what you feel.*

### 2 ACCEPT

Accept that it's happened. Fighting it keeps you stuck.

*Acceptance is not giving up – it's moving forward.*

### 3 LEARN

What can you learn from this experience?

*Every challenge teaches you something valuable.*

### 4 ADAPT

Use what you've learned to make adjustments.

*Small changes create stronger results.*

### 5 MOVE FORWARD

Take the next step with renewed confidence.

*You've got this. Keep going.*

## REFLECTION

Think of a recent challenge. Work through the 5 steps above.

1. _____
2. _____
3. _____
4. _____
5. _____

## SELF-COMPASSION MATTERS

Be kind to yourself, especially when things don't go as planned. You would do it for a friend – do it for yourself.

- Be patient with yourself.
- Use supportive self-talk.
- Celebrate small wins.

## YOUR RESILIENCE REMINDERS

Keep these reminders visible when you're facing a tough time.

- This feeling won't last forever.
- I can handle hard things.
- I have overcome challenges before.
- I am stronger than I think.
- Better days are ahead.

## KEY TAKEAWAY

**Resilience isn't about avoiding setbacks. It's about growing through them.**

*You are not what happened to you. You are how you choose to move forward.*

## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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TOOL 6

# 09 Keep Going and Grow

*Resilience is a journey, not a finish line.*

Resilience isn't just about coping – it's about growing. By building on what works, looking after your wellbeing and staying connected to what matters, you can build a stronger, more fulfilling life.

> "Small steps today create a stronger tomorrow."



## YOUR RESILIENCE TOOLKIT

### STAY TRUE TO YOUR VALUES

- Know what matters most to you.
- Let your values guide your decisions.

### SET MEANINGFUL GOALS

- Break big goals into small steps.
- Celebrate progress along the way.

### BUILD YOUR SUPPORT NETWORK

- Surround yourself with positive, supportive people.
- Don't be afraid to ask for help.

### LOOK AFTER YOUR WELLBEING

- Protect your sleep, movement, rest and downtime.
- Your wellbeing fuels your resilience.

### KEEP LEARNING

- Stay curious.
- Every experience teaches you something.

### REMEMBER YOUR PROGRESS

- Look back at how far you've come.
- You are growing every day.

### REFLECTION

Take a few minutes to reflect and plan:

- What am I most proud of overcoming? _____
- What strengths have I discovered in myself? _____
- What do I want more of in my life? _____
- What is one step I can take this week to keep growing? _____

### DAILY RESILIENCE HABITS

Simple habits, repeated often, create lasting change.

- ✓ I start the day with a positive focus.
- ✓ I move my body in a way I enjoy.
- ✓ I take breaks and rest when I need to.
- ✓ I eat well and stay hydrated.
- ✓ I connect with others.
- ✓ I reflect and learn from my day.
- ✓ I end the day with something I'm grateful for.

### FINAL TAKEAWAY

Resilience isn't about being strong all the time.

*It's about bouncing back, learning and growing.*

Keep going – you've got this.

Resilience is the bridge between where you are and where you want to be.

## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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TOOL 7

# Practice Self-Care Every Day

*You can't pour from an empty cup.*




**Self-care isn't selfish – it's essential. It helps you recharge, stay balanced and show up as your best self. Small, consistent acts of self-care make a big difference.**

## SELF-CARE IDEAS

### LOOK AFTER YOUR BODY
- Eat nourishing food
- Move your body
- Get enough sleep
- Stay hydrated

### LOOK AFTER YOUR MIND
- Take breaks
- Limit negative input
- Practise gratitude
- Do something enjoyable

### CONNECT WITH OTHERS
- Spend time with people who uplift you
- Reach out
- Have good conversations

### REST & RECHARGE
- Slow down
- Take time to do nothing
- Let yourself switch off

### DO WHAT FULFILLS YOU
- Make time for hobbies
- Be creative
- Do what lights you up

### BE KIND TO YOURSELF
- Talk to yourself with compassion
- Let go of perfection
- Celebrate small wins

## YOUR SELF-CARE CHECKLIST

Choose 3 self-care actions you will make time for this week.

1 _____ M T W T F S S

2 _____ M T W T F S S

3 _____ M T W T F S S

Schedule it. Protect it. You're worth it.

## SELF-CARE REFLECTION

Take a few moments to reflect:

- What self-care activities help me feel my best? _____
- What stops me from putting myself first? _____
- What is one small act of self-care I can do today? _____
- What do I need more of in my life? _____

**Self-care is not a luxury.**
*It's a necessity.*

When you take care of yourself, you have more to give to the things and people that matter most.

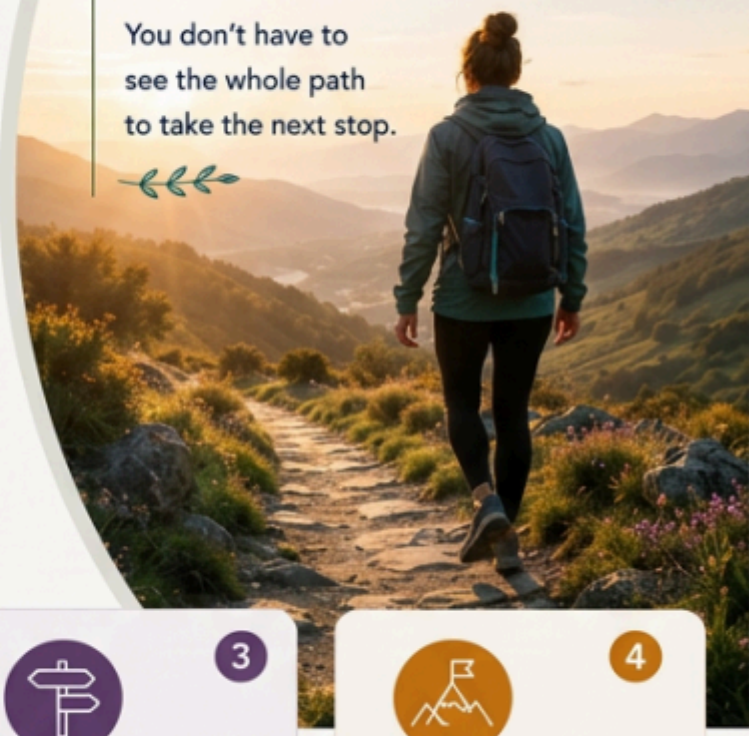
## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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> You don't have to see the whole path to take the next stop.



TOOL 8

# 11 Look Ahead with Confidence

*Hope is a choice. So is action.*

Resilience isn't about knowing what the future holds. It's about trusting yourself to handle whatever comes next. Take time to reflect, set intentions and step forward with confidence.

## 1 REFLECT

- Look back with kindness.
- Recognise how far you've come.
- Celebrate your strengths.

*You've done better than you think.*

## 2 REFOCUS

- Revisit what matters most to you.
- Realign with your values.
- Let go of what no longer serves you.

*Focus on what fuels your future.*

## 3 SET INTENTIONS

- Choose 1–3 goals that inspire you.
- Break them into small steps.
- Believe progress is possible.

*Small steps today, big change tomorrow.*

## 4 TAKE CONFIDENT STEPS

- Take action, even if it's small.
- Trust your ability to adapt and grow.
- Keep showing up for yourself.

*You have everything you need.*

## YOUR FUTURE SELF

Imagine your future self one year from now.
What are they proud of? How do they feel?
What habits and deickes helped them get them?

- What I want to feel more of _____
- What I want to create _____
- What I'm ready to commit to _____

## YOU DON'T HAVE TO DO IT ALONE

Resilience gliven in connection. Reach out when you need support and offer it when you can. We're stronger together.

Talk | Listen | Support | Connect

## YOUR RESILIENCE TAKEAWAYS

**MIND**
Understand your thoughts and choose what helps you.

**BODY**
Move, rest and movich your body every day.

**CONNECTION**
Build strong relationships and lean on others.

**PURPOSE**
Focus on what matters and time meaningful action.

**GROWTH**
Keep learning, adapting and believing in yourself.

Resilience is within you.
*Keep building it every day.*

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Thank you for taking the time to invest in your wellbeing.

*You matter.*

**NEED SUPPORT?**

If you're struggling or need someone to talk us, please reash out to your organisation's mveleting contact or a trusted support sestors.

**USEFUL REMINDERS**

- Be kind to yourself
- Progress, not perfection
- One step at e time

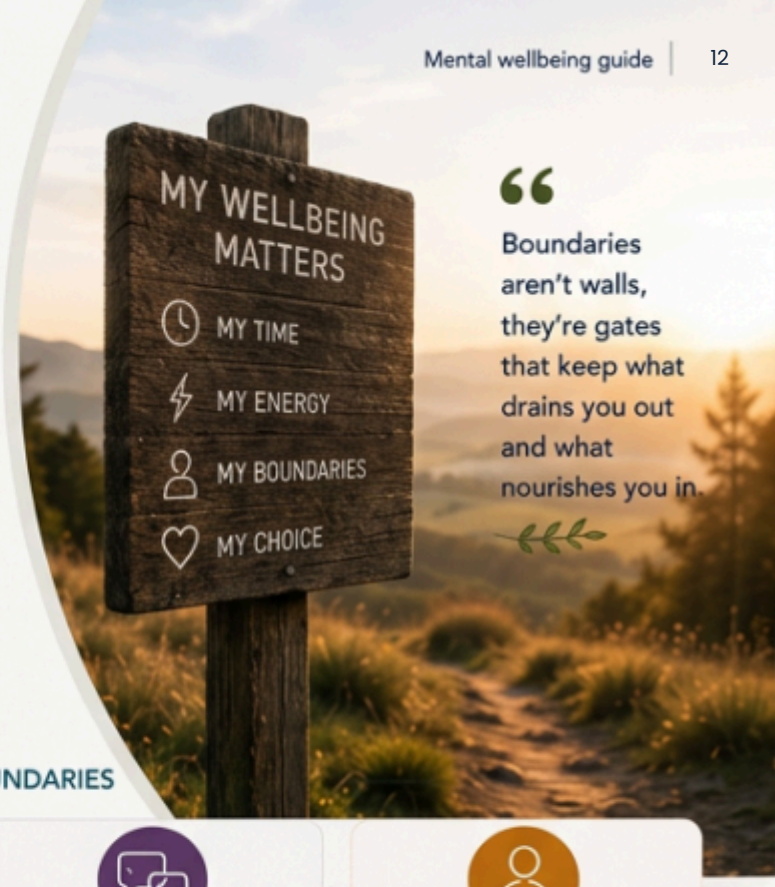
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TOOL 9

# Protect Your Resilience

*Boundaries protect your energy.*
*Boundaries build your resilience.*




> Boundaries aren't walls, they're gates that keep what drains you out and what nourishes you in.

Resilience isn't just about pushing through – it's about knowing your limits and protecting your time, energy and wellbeing. Healthy boundaries help you stay in balance and aveid burnout.

## TYPES OF BOUNDARIES

### TIME BOUNDARIES

Protect how you spend your time.

- Be clear about your availability.
- Say no without guilt.
- Schedule demntime.

*Your time is valuable. Guand it.*

### EMOTIONAL BOUNDARIES

Protect your emotional wellbeing.

- You are not responsible for everyone's feelings.
- Let go of what isn't yours to curry.
- Protect your pease.

*You can care without carrying it all.*

### COMMUNICATION BOUNDARIES

Protect how you communicate.

- Be clear, kind and direct.
- Don't over-explain or over-opologise.
- You have the right to your own opinion.

*Clean communication creates respect.*

### PHYSICAL BOUNDARIES

Protect your physical space and energy.

- Listen to your body.
- Take breaks when you need them.
- Respect your need for rest and spact.

*Your body needs care and respect.*

## SIGNS YOUR BOUNDARIES NEED ATTENTION

- You feel resentful or overwhelmed.
- You say yes when you want to say no.
- You feel drained after time with certain people.
- You neglect your own needs.
- You feel guirty for taking care of yourself.

Noticing the signs is the first step to change.

## BOUNDARY BUILDING CHECKLIST

Rate each statement: 0 = Not at all true  5 = Very true.

| | 0 | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|
| I know my limits. | ○ | ○ | ○ | ○ | ○ | ○ |
| I communicate my needs clearly. | ○ | ○ | ○ | ○ | ○ | ○ |
| I feel comfortable saying no. | ○ | ○ | ○ | ○ | ○ | ○ |
| I protect my time and energy. | ○ | ○ | ○ | ○ | ○ | ○ |
| I take time for myself regularly. | ○ | ○ | ○ | ○ | ○ | ○ |

Small boundaries today. Stronger resilience every day.

## REFLECTION

What boundary do I find most difficult?

Where do I need to set stronger boundaries?

What one boundary can I set or strengthen this week?

## PRACTICAL BOUNDARY STATEMENTS

- "I need some time to think about that."
- "I can't take that on right now."
- "I need to procttice my health."
- "That doesn't work for me."
- "I'm not available for met."

Boundaries are not about shutting people out.
*They are about making sure what matters most stays in.*

Protect your energy.
Protect your peace.
Protect your future.

## Our Calm Principle

Notice the signs. | Calm the body. | Question the thought. | Choose what helps.

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# The Resilience Bank Account

*Small deposite today, more resilience tomorrow.*

Your resilience is like a bank account. What you invest in today helps you handle life's challenges tomorrow. Keep making deposits, manage your withdrawals and protect your balance.




## DEPOSITS

Things that build your resilience

- Good quality sleep
- Regular exercise
- Healthy, balanced meals
- Positive relationships
- Time in nature
- Doing things you enjoy
- Learning new skills
- Mindfulness and relaxation
- Celebrating small wins
- Asking for help when needed

Make regular deposits. They add up over time.

## WITHDRAWALS

Things that desin your resilience

- Poor sleep
- Too much stress
- Overworking
- Negative self-talk
- Unhealthy eating
- Too much screen time
- Toxic relationships
- Avoiding rest and recovery
- Trying to do everything
- Not asking for help

Large withdrawals can leave you feeling overheleimed.

## BALANCE

Finding and maintaining the right balance

- Be aware of your current balance
- Notice when your balance is low
- Make time for deposits every day
- Limit unnecessary withdrawals
- Reviewa and restore regularly
- Review and adjust as needed
- It's okay to pause and refill
- Balance isn't about perfection
- It's about progress

A healthy balance helps you cope, adapt and drrive.

## RESILIENCE BUILDING ACTION IDEAS

**SLEEP**
Aim for 7–9 hours quality sleep.

**MOVE**
Get moving in a way you enjoy.

**NOURISH**
Fuel your body with good, balanced food.

**CONNECT**
Spend time with people who lift you up.

**RESET**
Take breaks and step esary to recharge.

**BE KIND**
Treat yourself with the same kindness you offer others.

**FOCUS**
Set meaningful goals and take one small stop at a time.

## REFLECTION

Take a few minutes to reflect on your resilience bank account.

- What have I been incenting in recently? _____
- What has been draining my energy? _____
- What's one deposit I can make today? _____
- What's one withdrawal I can reduce? _____

## YOUR PLAN

Choose 2-3 actions to invest in your resilience this week.

1. _____
2. _____
3. _____

Small actions. Big impact. Future you will thank you.

Protect your balance. Keep making deposits.

*You have the power to build a stronger, more resilient you.*

## Our Calm Principle

- Notice the signs.
- Calm the body.
- Question the thought.
- Choose what helps.

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# Continue Building Your Resilience

Resilience is a lifelong journey. Keep learning, keep practising and keep growing. Explore our workshops and resources to support your wellbeing and help you thrive.




## Resilience Workshop

Build mental strength, manage stress and develop practical strategies to baunce back stronger.

Learn more

## Emotional Regulation

Understand your emotions, stay calm under pressure and respond thoughffully in challenging sttustions.

Learn more

## Coping with Change

Navigate change with confidence, build flexibility and turn uncertainty into opportunity.

Learn more

## Manager Wellbeing

Support your team's wellbeing, lead with empathy and create a resilient workplace.

Learn more

## HELP & SUPPORT

It's okay to ask for help. You don't have to face things alone.

### Talk to Someone

Reaching out can make a big difference.

**Samaritans**
116 123 (24/7)
**samaritans.org**

**Campaiga Against Living Miserably (CALM)**
0800 58 58 58 (5pm–midnight)
**thecalmzone.net**

### Mental Health Support

Free and confidencal support for your mental wellbeing

**Mind**
0300 123 3392
**mind.org.uk**

**NHS Mental Health Support**
111 (Option 2)
**nhs.uk/mental-health**

### Online Resources

Helpful took, guides and information.

**NHS Better Health**
**nhs.uk/better-health**

**Mind**
**mind.org.uk/information support**

**YoungMinds**
**youngminds.org.uk**

### Workplace Support

Your wellbeing matters. Speak to your:

- Line manager
- HR department
- Employee Assistance Programme (CAP)

They are there to help.

### In a Crisis

If you are in immediate danger or need urgent help.

**Call 999**
For urgent mental health support, contact your local crisis team via NHS 111 (Option 2)

### Local Community Support

Find local services and support in your area.

**Find your local support services at:**
**nhs.uk/service-search**

Remember, seeking support is a sign of strength.
*You matter. Your wellbeing matters.*

Small actions.
Big impact.
Stronger together.