Psychological Hardiness and Mental Health

with Dr. Salvatore Maddi
Welcome to the Webinar, Psychological Hardiness and Mental Health
Dr. Salvatore Maddi and Dr. Lisa Firestone, Ph.D.

Dr. Salvatore Maddi
Founder – The Hardiness Institute
Professor of Psychology & Social Behavior - University of California, Irvine

Dr. Lisa Firestone
Director of Research & Education
The Glendon Association
Senior Editor - PsychAlive.org

Follow us on Twitter
http://twitter.com/@psychalive
Tweet about this webinar:#psychalivewebinar

Like us on Facebook
http://www.facebook.com/PsychAlive
OUR TURBULENT TIMES

MEGATRENDS

- Breathtakingly fast technological advances
- Emerging globalization
- Mounting competition
- Equal opportunities for women and minorities
- Aging population

THE TRICKLE-DOWN EFFECT IS MOUNTING STRESS

- Companies reorganize, merge, startup, close down
- Job security is decreasing
- More jobs are available
- Company loyalty is decreasing
- Employers are struggling to keep and attract the best staff
- Employers are hard pressed to bring the best out of their staff
- Companies need to turn changes to their advantage
Poll #1

What percentage of your clients report high stress levels due to work issues?

- 75%-100%
- 50%-75%
- 25%-50%
- Under 25%
THE ANSWER?
RESILIENCY THROUGH HARDINESS

» The other side of stressful change is opportunity

» Resiliency is the fact of surviving and thriving under stressful circumstances

» Hardiness is the pattern of attitudes and skills that facilitates resiliency

» HardiAttitudes of Commitment, Control and Challenge (the 3Cs) give the courage and motivation to use the HardiSkills of Coping, Social Support and Self-Care

» The discovery of Hardiness
INHERITED VULNERABILITIES
Weakest Links

STRESSFUL CIRCUMSTANCES
Acute: Disruptive Changes
Chronic: Conflicts

STRAIN
Mental: Tense
Physical: Mobilized

INEFFECTIVE PERFORMANCE
Physical illnesses
Mental burnout
Behavioral apathy

HARDDIATTITUDES
Commitment
Control
Challenge

HARDICOPING
Mental: Perspective & Understanding
Action: Decisive

HARDY SOCIAL SUPPORT
Assistance & Encouragement

HARDY HEALTH PRACTICES
Relaxation
Nutrition
Exercise
Health Supplements

Hundreds of studies done all around the world that include:

» HardiAttitudes and military missions (Bartone)
» HardiAttitudes and culture-shock (Atella)
» HardiAttitudes and substance use (Maddi, Wadhwa & Haier)
» HardiAttitudes and military training (Westman)
» HardiAttitudes and leadership (Bartone)
» HardiAttitudes and billable hours (Maddi & Khoshaba)
» HardiAttitudes and creativity (Maddi and Khoshaba)
» HardiAttitudes and HardiCoping (Maddi & Hightower; Maddi & Harvey)
Poll #2

Are you familiar with the research on hardiness?
- Yes, thoroughly
- Yes, somewhat
- No
THE HARDY ORGANIZATION

- **HardiCulture**: Includes values of Cooperation, Credibility, and Creativity, as isomorphic with the attitudes of Commitment, Control, and Challenge

- **HardiClimate**: “Walking the Talk”

- **HardiStructure**: Often matrix management

- **HardiPersonnel**: Aggregate of individual hardiness profiles
SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

» **Assessment**: HardiSurvey® III-R
   ([www.hardinessinstitute.com](http://www.hardinessinstitute.com))

» **Vulnerability Factors**: Stress, Strain, Regressive Coping

» **Resiliency Factors**: HardiAttitudes, HardiCoping, HardiWorkSupport™, HardiFamilySupport™, HardiSelf-Care™
**SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL**

**HardiSurvey®III-R Score Summary**

| Percentile | 0  | 5  | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 65 | 70 | 75 | 80 | 85 | 90 | 95 | 100 |
|------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|
| Stress     | 80 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| Strain     | 90 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| Reg. Cope  | 70 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| Total Vulnerability | 88 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| HardiAttitudes | 45 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| HardiCoping  | 40 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| Social Support | 57 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| Work Support | 38 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  
| Total Resistance | 33.7 |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |  

CFMT
Poll #3

Do you think your clients would benefit from Hardiness Training?

- Yes, all
- Yes, most
- Some
- Not many
SPECIFICS OF HARDSINESS PRACTICE: INDIVIDUAL LEVEL

» **HardiTraining®**: HardiAttitudes and HardiSkills™

» **Five Fingers of the Hand**:
   1. HardiCoping, 2. HardiSocialSupport, 3. HardiRelaxation/Meditation,

» **Palm of the Hand**: HardiAttitudes

» HardiTraining® can be done in group or individual sessions

» Research shows that HardiTraining® improves performance and health (Maddi, 1994; Maddi, Kahn & Maddi, 1998; Maddi, Khoshaba, Jensen, Carter, Lu, & Harvey, 2002; Maddi, Harvey, Khoshaba, Fazel, & Resurreccion, 2009.)
Summary of HardiCoping Training

> Each stressful circumstance is worked on in turn

> **Mental Aims:** Broadened perspective and deepened understanding
  
  + Techniques: Situational Reconstruction, Focusing, Compensatory Self-Improvement

> **Action Aims:** Taking actions that turns the stress to advantage
  
  + Techniques: Planning and Taking Action

> **Deepening the HardiAttitudes:** The three sources of feedback are used in this aim
Poll #4

Do your clients lack helpful social support?
- Yes, all
- Yes, most
- Some
- No, not many
SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

Summary of HardiSocialSupport™ Training

> Each significant relationship is worked on in turn

> **Mental Aims**: Considering conflicts and what can be done to resolve them
  
  + Techniques: Ineffective Conflict Management, Situational Reconstruction, Focusing

> **Action Aims**: Resolving conflicts and replacing them with giving and getting assistance and encouragement
  
  + Techniques: Action Plan, Communicating and Listening Effectively, Giving and Getting Assistance and Encouragement

> **Deepening the HardiAttitudes**: The three sources of feedback are used in this aim
SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

Summary of HardiRelaxation™ Training:

Workday relaxation response for optimal arousal:

> Calm and centered employee functioning
> A natural flow between the employee and the work environment
> Heightened employee and organization awareness
SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

Summary of HardiNutrition Training:
Workday nutrition for optimal levels of energy and arousal:
> Calms and centers employees
> Increases their physical and mental stamina
> Optimizes brain functioning
SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

Summary of HardiExercise Training:
We emphasize workday movement and physical activities that stabilizes body and brain functioning and contributes to employees' general well being.

HardiExercise knowledge and skills:
- Calms and centers employees and contributes to their overall functioning
- Increases their physical and mental stamina
- Stimulates the release of hormones and other body chemicals that contribute to brain functioning and an overall sense of well being and satisfaction
SPECIFICS OF HARDINESS PRACTICE: ORGANIZATIONAL LEVEL

1. **Assessment**: Hardiness of culture, climate, structure and personnel
   a) **Technique**: Interviews with key personnel, review of documents, on-site observations, aggregate HardiSurvey® findings

2. **Implementation**: Proposing and facilitating needed changes
   a) **Techniques**: Recommendations, organizational consulting, coaching, HardiTraining®
Poll #5

Would your clients benefit from this type of training?

- Yes, all
- Yes, most
- Some
- No, not many
SPECIFICS OF HARDINESS PRACTICE: ORGANIZATIONAL LEVEL

Healthcare Organization

- Stress 25.9%
- Strain 59.2%
- Reg.Cope 47.4%
- Vulnerability 38
- HardiAtts. 68.6%
- HardiCope 61.3%
- Wk. Support 87.2%
- Soc.Support 64
- Resistance 74%
- Perf. Index 84.5%
Poll #6

How would you rate the organization or organizations you work for on these Hardiness practices?

- Very hardy
- Somewhat hardy
- Not very hardy
1. **Hardiness Assessment.**
The HardiSurvey III-R, a 65 item questionnaire, can be taken on our website: [www.HardinessInstitute.com](http://www.HardinessInstitute.com).


3. **Recent, important readings:**
Upcoming Webinars

Dec. 10 - Psychological Hardiness: The Key to Resilience Under Stress
Free Webinar
Presenter: Salvatore Maddi, Ph.D.
11am – 12pm PST

Visit www.psychalive.org for more information or to register for additional webinars.
Archived CE Webinars

Watch CE Webinars online at your convenience featuring expert presenters that include:

- Dr. Daniel Siegel
- Dr. Donald Meichenbaum
- Dr. James Gilligan
- Dr. Pat Love
- Dr. Lisa Firestone
- Dr. Sheldon Solomon
- Dr. Christine Courtois
- ...and more...

See the full list at http://www.glendon.org/resource-category/archived-webinars/
Contact:

Glendon@Glendon.org

800-663-5281

Lisa Firestone, Ph.D.

Director of Research and Education
The Glendon Association

Senior Editor
PsychAlive.org

THE GLENDON ASSOCIATION
(For Professionals)
www.glendon.org

PSYCHALIVE
(For the Public)
www.psychalive.org
To receive your CE’s for this Webinar:

- Upon completion of this Webinar, you will receive an email with an evaluation form and post test for you to complete online. These forms can also be emailed, faxed or mailed. Instructions will be given in the email.

- A recording of this Webinar will also be available online. Those unable to attend this live Webinar may view the recording and complete the evaluation form to receive 3 CE Units for $35. A link to this recording will be sent to you as soon as it’s available.