

Psychological Hardiness and Mental Health

A person is silhouetted against a bright, low sun, with their arms raised in a gesture of triumph or joy. They are standing in a field of tall grass or reeds. The overall tone is warm and hopeful, with a golden-yellow light from the sunset.

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

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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%



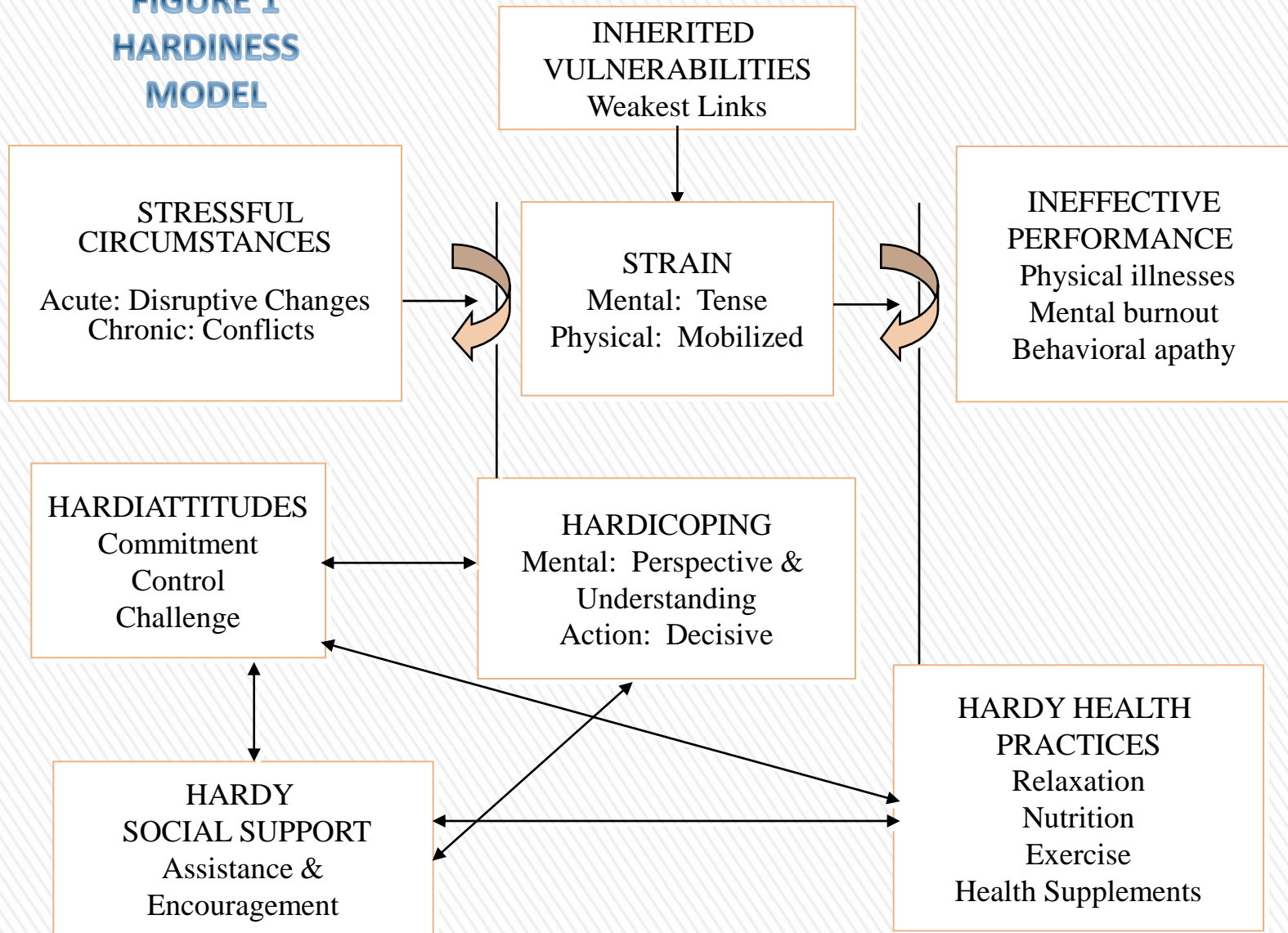
THE ANSWER?

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



FIGURE 1
HARDINESS
MODEL



Maddi, S. R., & Kobasa, S. C. (1984). *The Hardy Executive: Health Under Stress*.
Homewood, IL: Dow-Jones-Irwin.

ONGOING HARDINESS RESEARCH

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)
- » **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																								

Poll #3

Do you think your clients would benefit from Hardiness Training?

- Yes, all
- Yes, most
- Some
- Not many



SPECIFICS OF HARDINESS PRACTICE:

INDIVIDUAL LEVEL

- » **HardiTraining®**: HardiAttitudes and HardiSkills™
Workbook: Khoshaba, D.M., & Maddi, S.R. (2004). HardiTraining: Managing Stressful Change (5th Ed.), Irvine, CA: Hardiness Institute.
- » **5 Fingers of the Hand:**
 1. HardiCoping, 2. HardiSocialSupport, 3. HardiRelaxation/Meditation,
 4. HardiNutrition, 5. HardiExercise.
- » **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).

SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

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®



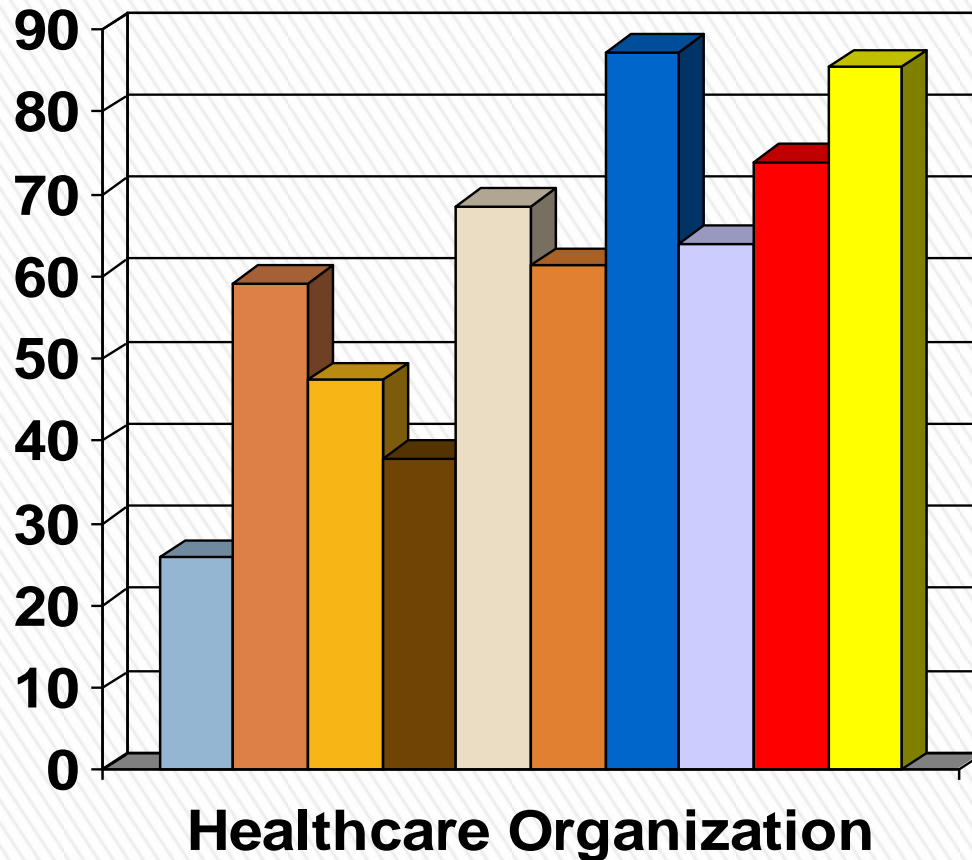
Poll #5

Would your clients benefit from
this type of training?

- Yes, all
- Yes, most
- Some
- No, not many



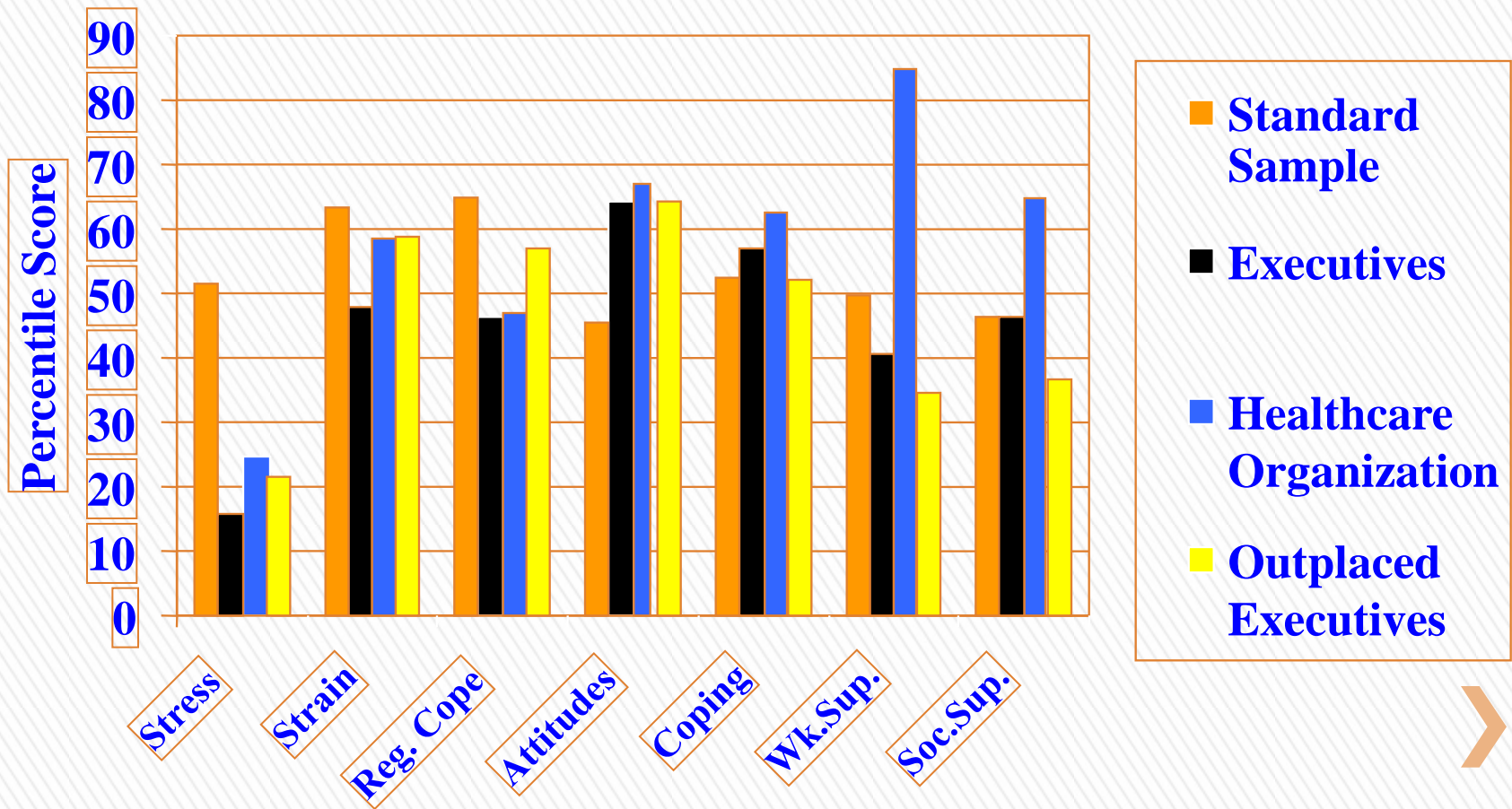
SPECIFICS OF HARDINESS PRACTICE: ORGANIZATIONAL LEVEL



- 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%



HardiSurvey[®] III-R Normative Comparisons Between Standard Sample, General Executive Sample, Healthcare Company Sample, & Outplacement Executive Sample



Poll #6

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

- Very hardy
- Somewhat hardy
- Not very hardy



Resources:

1. Hardiness Assessment.

The HardiSurvey III-R, a 65 item questionnaire, can be taken on our website: www.HardinessInstitute.com.

2. Hardiness Training: Our HardiTraining workbook can put readers through all the necessary procedures of hardiness training. The workbook reference is

Khoshaba, d.M., & Maddi, S.R. (2004) HardiTraining: Managing Stressful Chamce (5th Edition). Irvine, CA: Hardiness Institute. (This workbook is available at www.lulu.com)

3. Recent, important readings:

Maddi, S.R. (2002). The story of hardiness: Twenty years of theorizing, research, and practice. Consulting Psychology Journal, 54, 173-185.

Maddi, S.R., & Khoshaba, D.M. (2005). Resilience at work: How to succeed no matter what life throws at you. New York, NY: Amacom.

Maddi, S.R., Harvey, R.H., Khoshaba, D.M., Fazel, M., & Resurreccion, N. (2009). Hardiness training facilitates performance in college. Journal of Positive Psychology, 4, 566-577.



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Dec. 10 - Psychological Hardiness: The Key to Resilience Under Stress

Free Webinar

Presenter: Salvatore Maddi, Ph.D.

11am – 12pm PST

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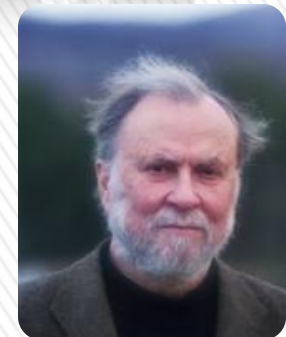
Dr. Pat Love

Dr. Lisa Firestone

Dr. Sheldon Solomon

Dr. Christine Courtois

...and more...



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