Psychological Hardiness: The Key to Resilience Under Stress

with Dr. Salvatore Maddi
Welcome to the Webinar, Psychological Hardiness
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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
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
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)
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 |    |    |    |    |    |    |
SPECIFICS OF HARDINESS PRACTICE: INDIVIDUAL LEVEL

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

» **5 Fingers of the Hand**:  

» **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
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
1. **Hardiness Assessment.** The HardiSurvey III-R, a 65 item questionnaire, can be taken on our website: [www.HardinessInstitute.com](http://www.HardinessInstitute.com).


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