

Resilient Manager's Toolkit: 6 Weeks to Better Work, Life and Relationships

Session One: *Resiliency as a Habit* with Drs. Cindi Baldi and Geoffrey Tumlin, October 5, Noon – 1 p.m.

Session Two: *Combatting Exhaustion* with Dr. Welela Tereffe, October 12, Noon – 1 p.m.

Session Three: *Social Support* with Dr. Amy Schmisser, October 19, Noon – 1 p.m.

Session Four: *Mental Strategies* with Therapist Maxine Trent, October 26, Noon – 1 p.m.

Session Five: *The Resilient Family* with Dr. Larry Allman, November 2, Noon – 1 p.m.

Session Six: *The Resilient Organization* with Nate Self, November 9, Noon – 1 p.m.

Session Three Overview: Social Support



Amy Schmisser, PhD, is an Assistant Professor in Communication Studies at Belmont University. Dr. Schmisser received her PhD from the University of Texas with a dissertation on emotional strain and labor at work. While at the University of Texas and as a professor at the University of Kansas she won multiple awards for research and teaching excellence. Her undergraduate degree is from Ohio University, and her master's degree is from University of Cincinnati. She teaches graduate and undergraduate courses in health and organizational communication and consults widely.



Cindi Baldi, PhD, MBA, MS, is the founder and CEO of management science firm Culsure and is the host of the *Management Muse* podcast. Her email is cbaldi@culsure.com.

Geoffrey Tumlin, PhD, MA, is the president of On-Demand Leadership, and is the author of *Stop Talking, Start Communicating*, published internationally by McGraw-Hill.

Learning Objective One: Identify the main forces that prevent healthcare professionals from seeking social support when they need it

► Why We (Healthcare Professionals) Sometimes Don't Seek Support:

1. Threat to our healthcare identity; we are supposed to have it together
2. No time because there's always another patient, another day, another shift
3. No clear or easy access to resources
4. Professional stigma

Learning Objective Two: Develop strategies for building supportive networks to support your professional role

► Building Supportive Networks:

1. Take stock of existing network; ensure a small number of positive, supporting relationships at work and beyond
2. Seek diverse people, ideas, and organizations for your network
3. Connect your network to resources and support when they need it

► Maintaining Supportive Networks:

1. Initiate and reciprocate support
2. Maintain healthy giving boundaries
3. Consistently check-in with people in your social support network

Learning Objective Three: Create a more resilient response in times of need

► Having a Resilient Response When You Need It:

1. Know your network and what you go to them for
2. Ask for support early; tell them why you need help
3. Be clear about what you need and how people can help

Action Steps/Homework:

1. Reconnect with someone you haven't spoken to for over a year
2. Support someone who is going through a tough time

Further Reading:

1. *Social Chemistry*, by Marissa King, Dutton, 2021.
2. *Give and Take*, by Adam Grant, Penguin, 2013.



Next Session: Mental Strategies with Therapist Maxine Trent, October 26, Noon – 1 p.m.

To be more resilient, we need a few mental hacks and proven tools to stop negative cognitive cycles and restart positive ones. Join cognitive guru and therapist extraordinaire Maxine Trent as she walks us through a handful of techniques we can all immediately use to make our big brains more open, resilient, and adaptable in the face of setbacks.