

R2 Resilience Expert Training

Module 8: Introduction Changing Our Community to Support Resilience

Michael Ungar, Ph.D.

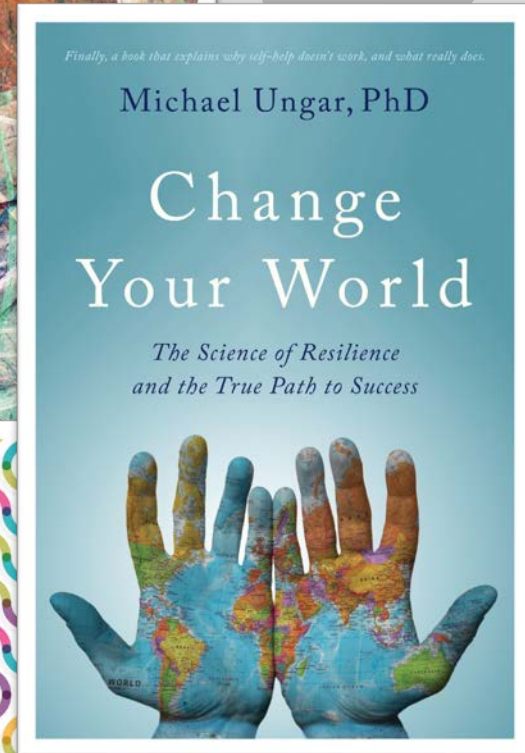
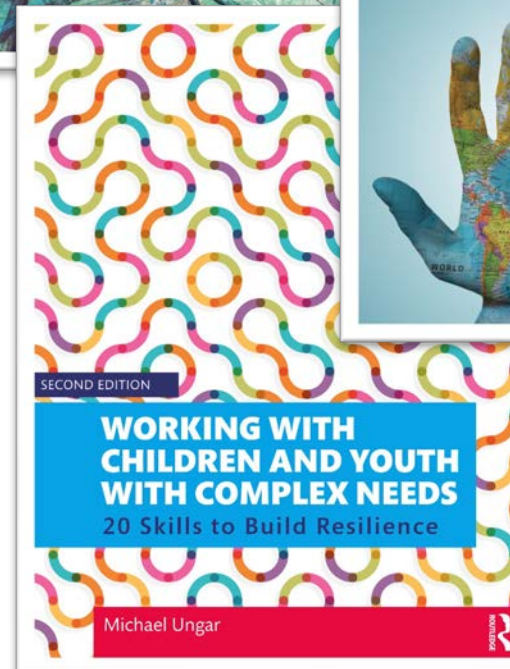
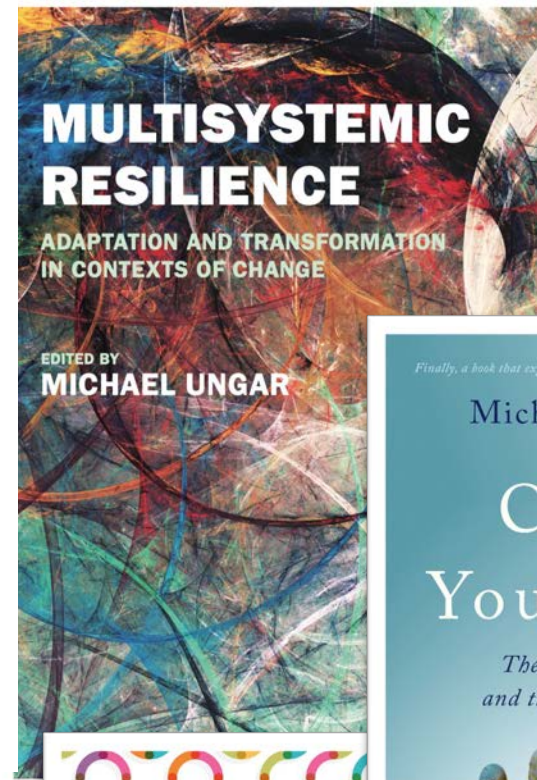
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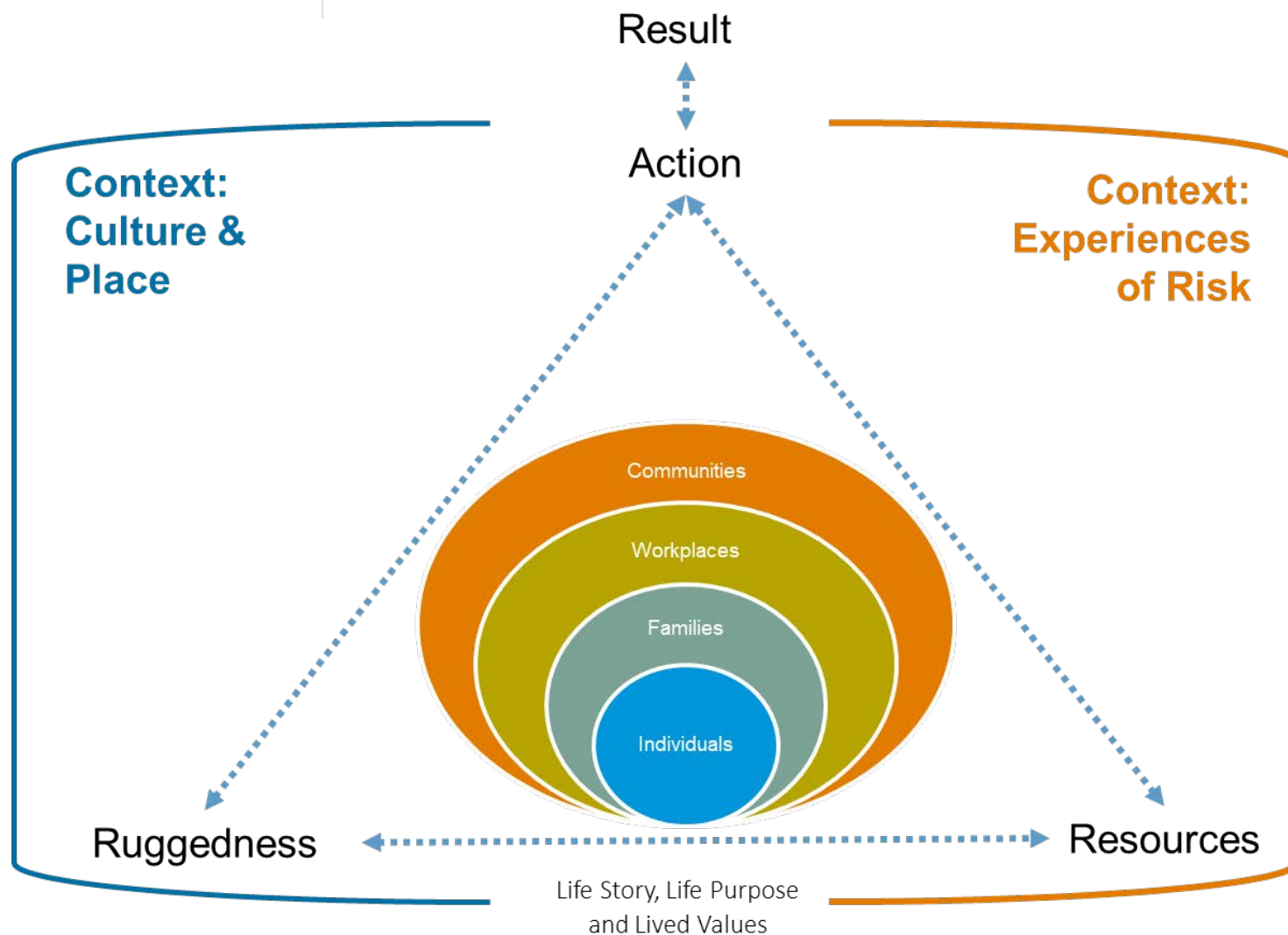
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Session 8.1 Practice Principles for Building Community Resilience

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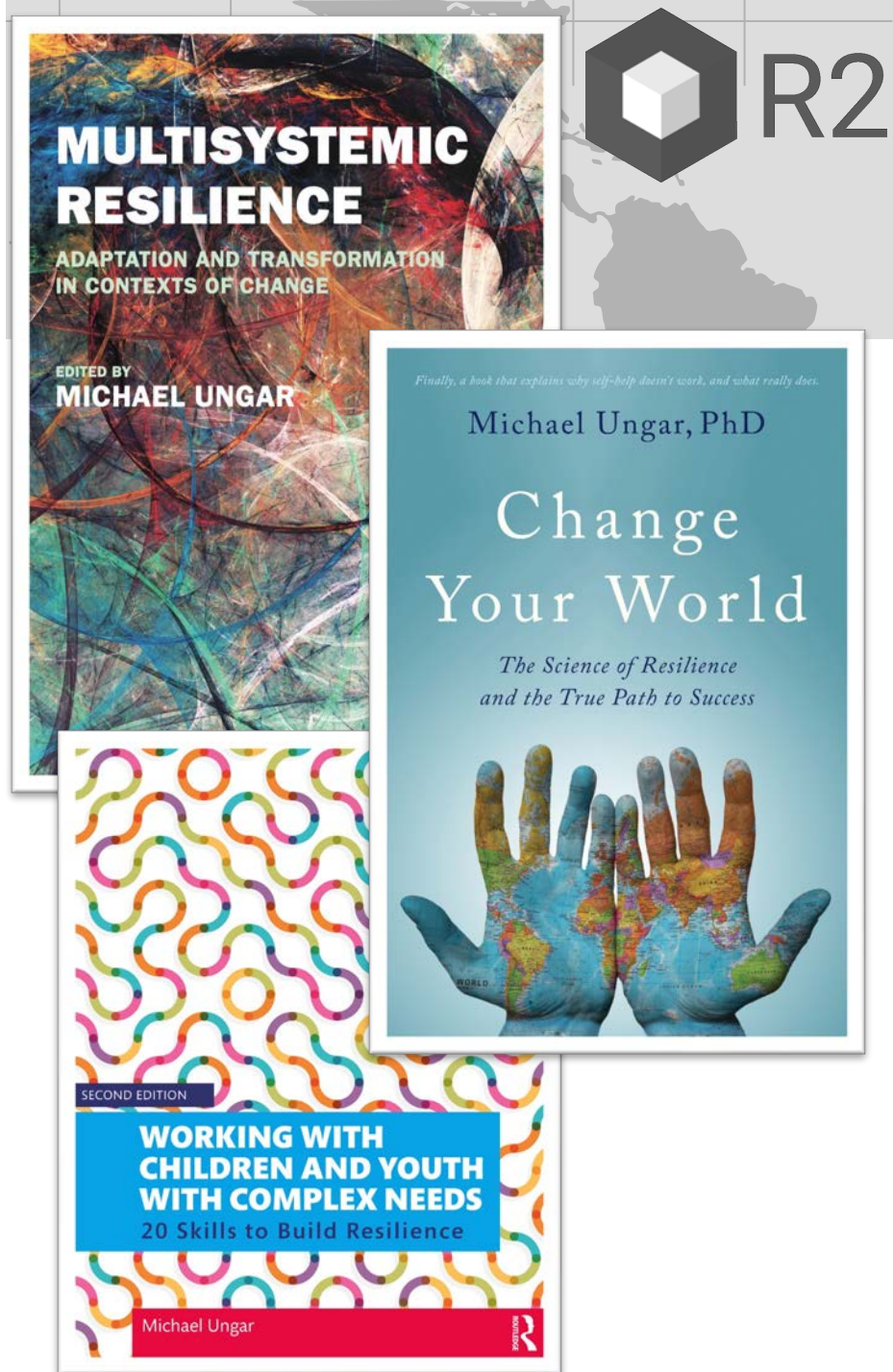
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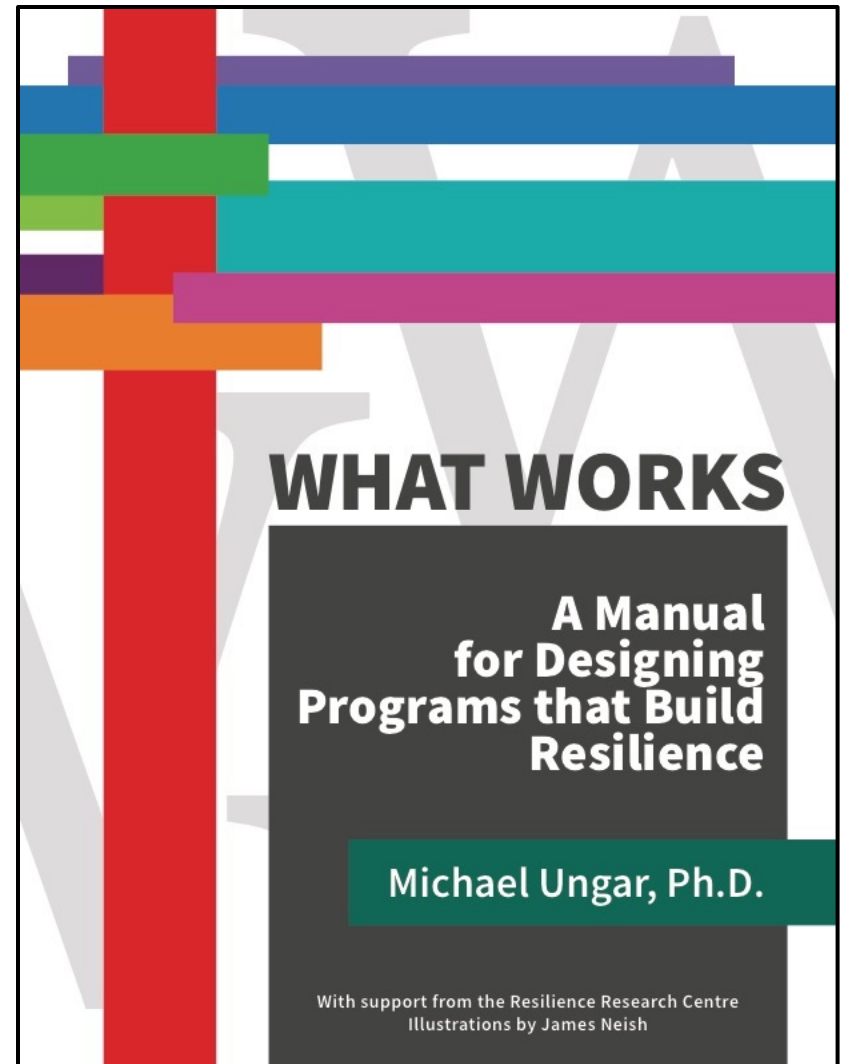
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Video

 Gulval School



Gulval School, UK



Exercise (Part 1): Appreciative Inquiry

- 🌀 Describe an experience where you have been able to help people navigate and negotiate effectively for the resources they needed to be resilient (An intervention you made? The way you designed a program or supported someone in need?)
 - 🌀 Be very specific when describing the service or support that was provided
 - 🌀 Where was the service or support offered?
 - 🌀 When was it provided?
 - 🌀 What other details can you provide?



Exercise (Part 2): Appreciative Inquiry

- 🌀 Who, and/or what, was required to make this experience possible?
 - ▣ Again, be as detailed as possible. What would someone see you doing to help?
 - ▣ What did your colleagues, government, families and others in your community do?





Seven Principles for Programs that Build Resilience

1. Help People to Navigate
2. Help People to Negotiate
3. Think About Systems
4. Coordinate Services and Supports
5. Provide Continuous Support
6. Be Relevant to Place and Culture
7. Share Responsibility for Solutions



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Session 8.2

Stages of Program Design

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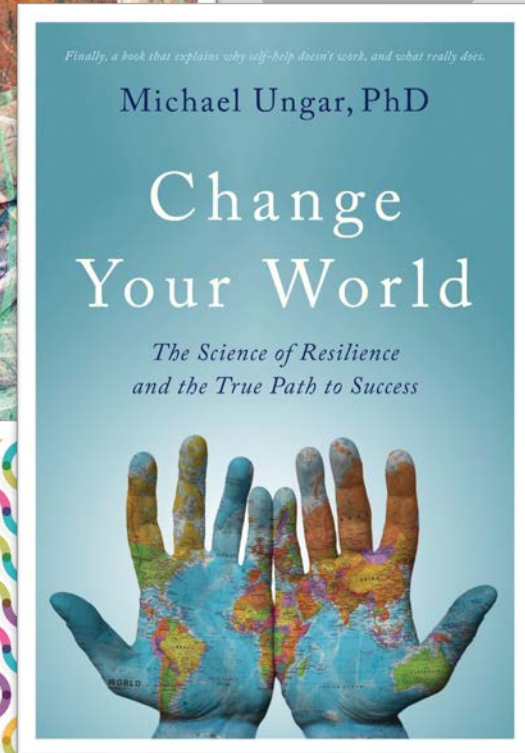
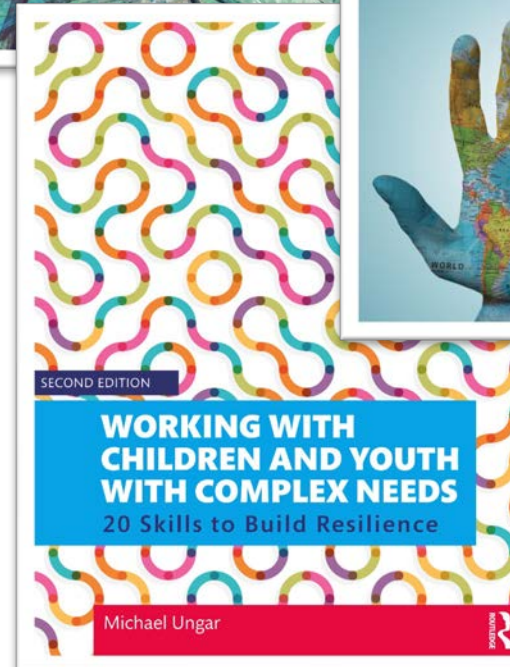
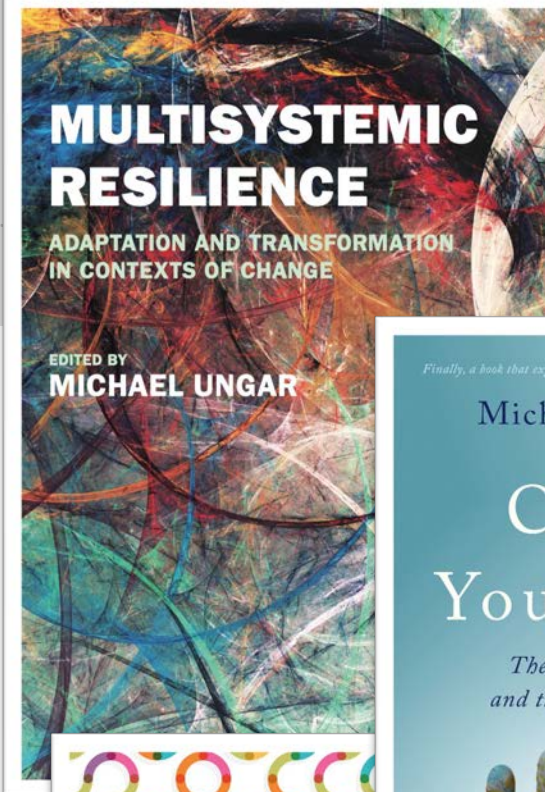
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Seven Stages of Program Design

- ✚ Step 1: Choose a Program
- ✚ Step 2: Create Your Program Outline
- ✚ Step 3: Gather Your Resources
- ✚ Step 4: Build Links from Your Program to Other Services and Supports
- ✚ Step 5: Adapt Your Program to the Local Context
- ✚ Step 6: Track Your Success
- ✚ Step 7: Plan for Sustainability



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Session 8.3 Program Effectiveness

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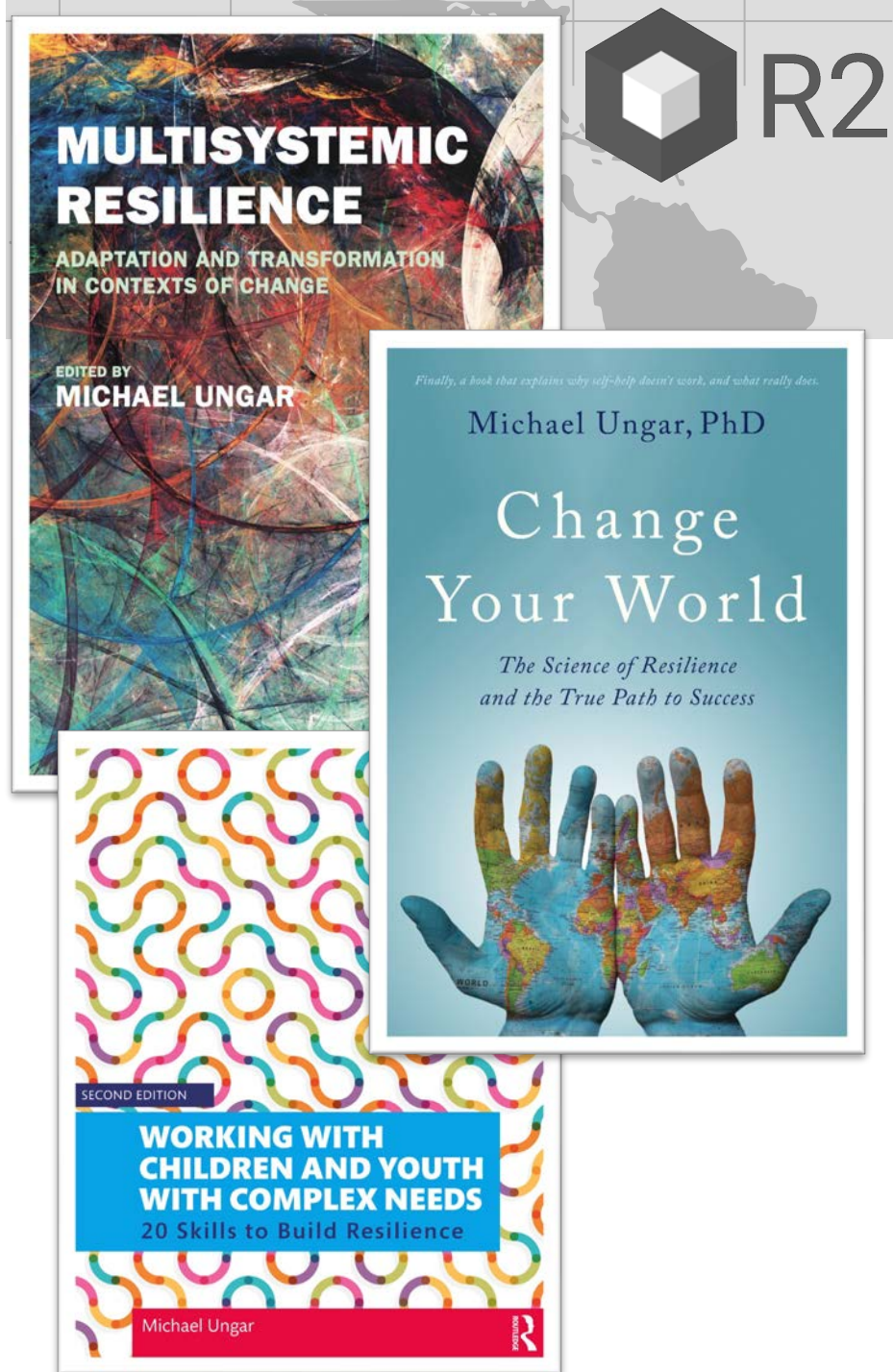
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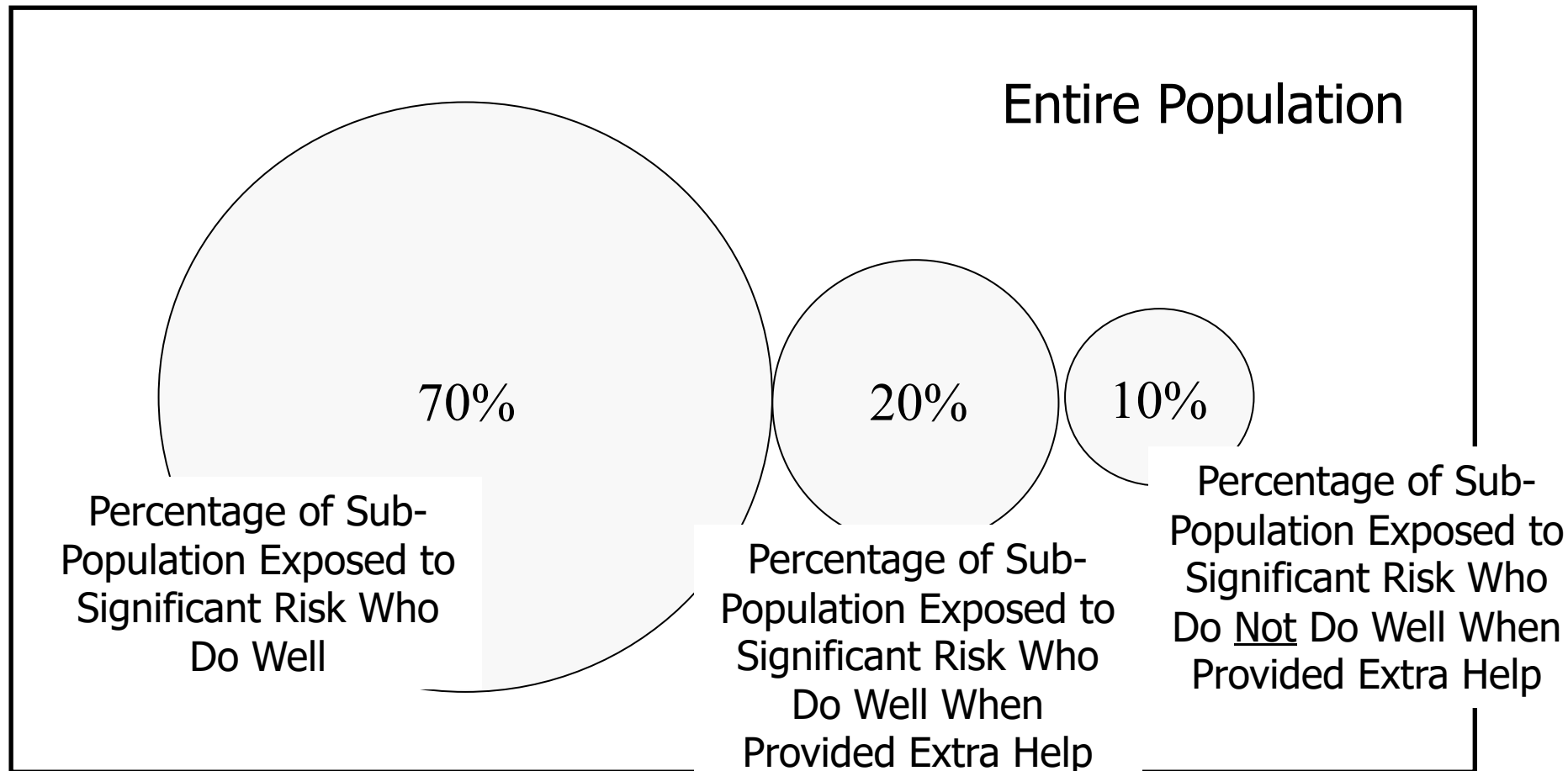
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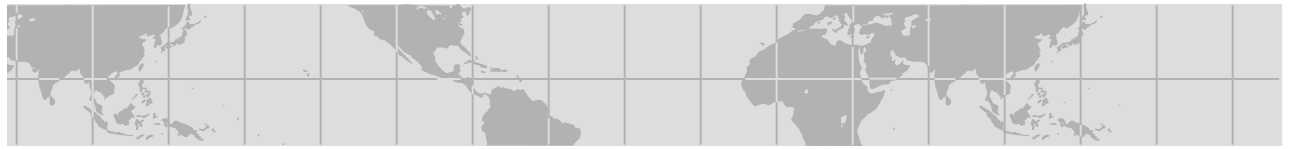
Changing Social Ecologies Can Create Resilience



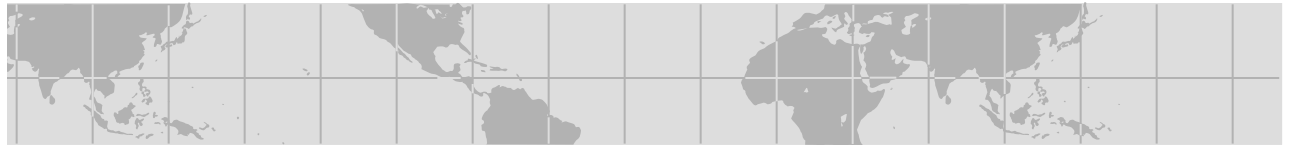


Exercise: Service Use Satisfaction Questionnaire

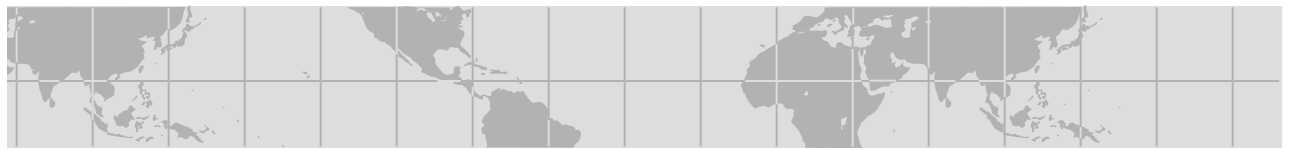
- ✚ Thinking about a service you have referred children, youth, or families to, answer the following questions *from the perspective of the those receiving the service:*



1. Overall, I am satisfied with the services I received
2. I helped choose my services
3. I had a say in how this service was delivered to me and could ask for what I wanted
4. I received services that were right for me



5. I could get the service when I needed it
6. This was the service I needed
7. Staff respected my religious and spiritual beliefs
8. Staff spoke in a way that I understood
9. Staff were sensitive to my cultural and ethnic background



Exercise: How is your program/service doing?

- ✚ Thinking about a program/service or other type of help that you offer, recall an individual that did not engage
- ✚ How would they have answered the nine Service Use Satisfaction questions?









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Session 8.4 Changing a Community One Step at a Time

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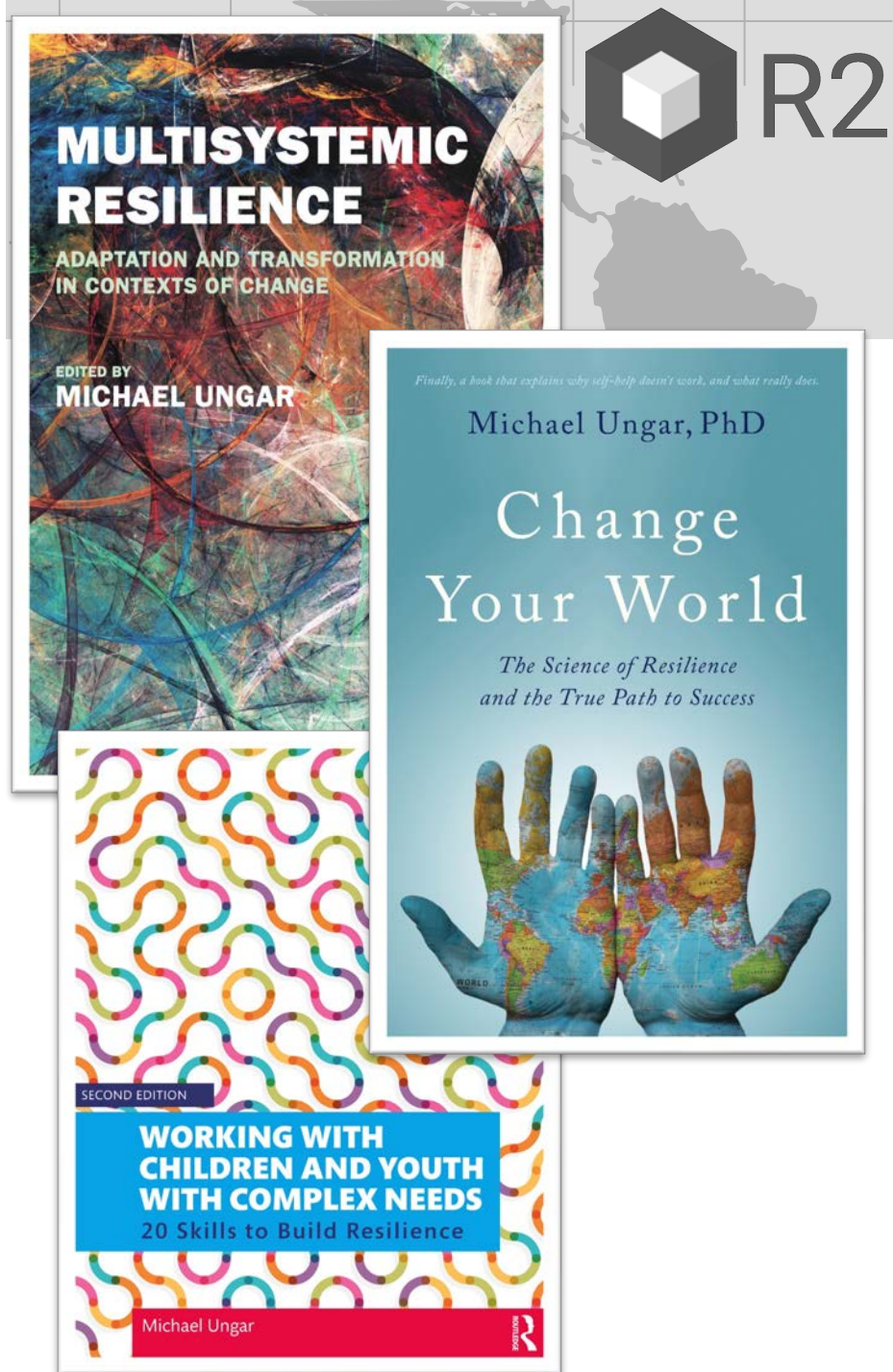
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WARNING: THE NEXT IMAGE IS UPSETTING

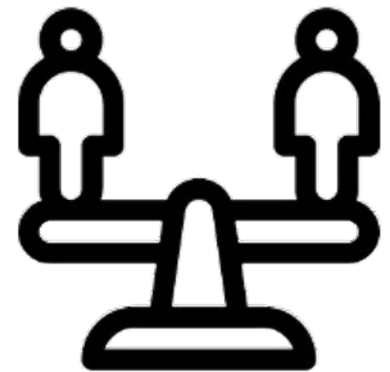


Alan Kurdi

Experiencing fair treatment and social justice means fair treatment within our families and social networks as well as in the workplace, our communities, or society in general

Fair treatment supports resilience by:

- ✿ Ensuring supports and services are delivered well
- ✿ Reducing problems accessing the supports and services we need when we need them



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Session 8.5 Helpers as Change Leaders

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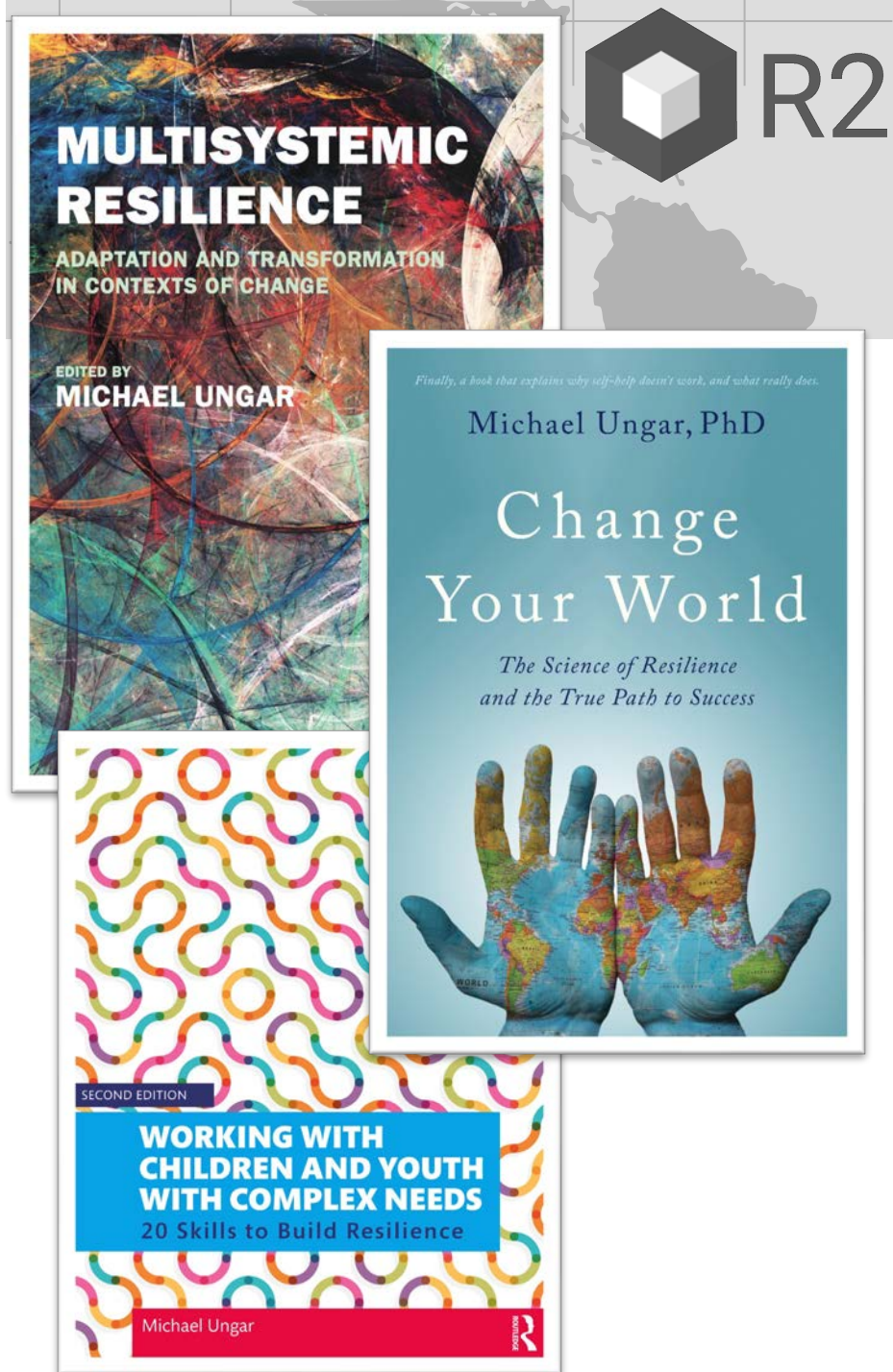
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Leadership practices to foster resilience

- ✚ Creating a clear shared vision/purpose
- ✚ Consistent leadership, visibility and availability
- ✚ Transparent and inclusive leaders
- ✚ Be conscious of your 'leadership shadow'



The Leadership Shadow (DHL Group)

When your actions are
in tune with your
words

**What I
Say**

**What I
Do**

Your shadow will be
deep and powerful,
defining the
culture you
aspire to create

You signal what really
matters,
and then
measure it

**What I
Measure**

**What I
Prioritize**

You can empower
the organization to deliver
success

My
Leadership
Shadow

Organizational culture can support resilience

✚ Resilient organizational cultures:

- See challenges as learning opportunities, and use these experiences to develop capabilities that improve their resilience
- Nurture a positive creative climate for experimentation; reward innovation; show tolerance for failure; create an atmosphere in which people felt safe to share new ideas
- Are flexible in how they apply policies/practices

Exercise: Firehall dinner

- ⊕ Was the Deputy Chief empowered as a leader to support his employee?
- ⊕ What qualities of resilience do you think are being impacted in this case study?
- ⊕ How might resilience factors (being rugged and resourced) be better supported in this workplace?



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Session 8.6 Vicarious Resilience

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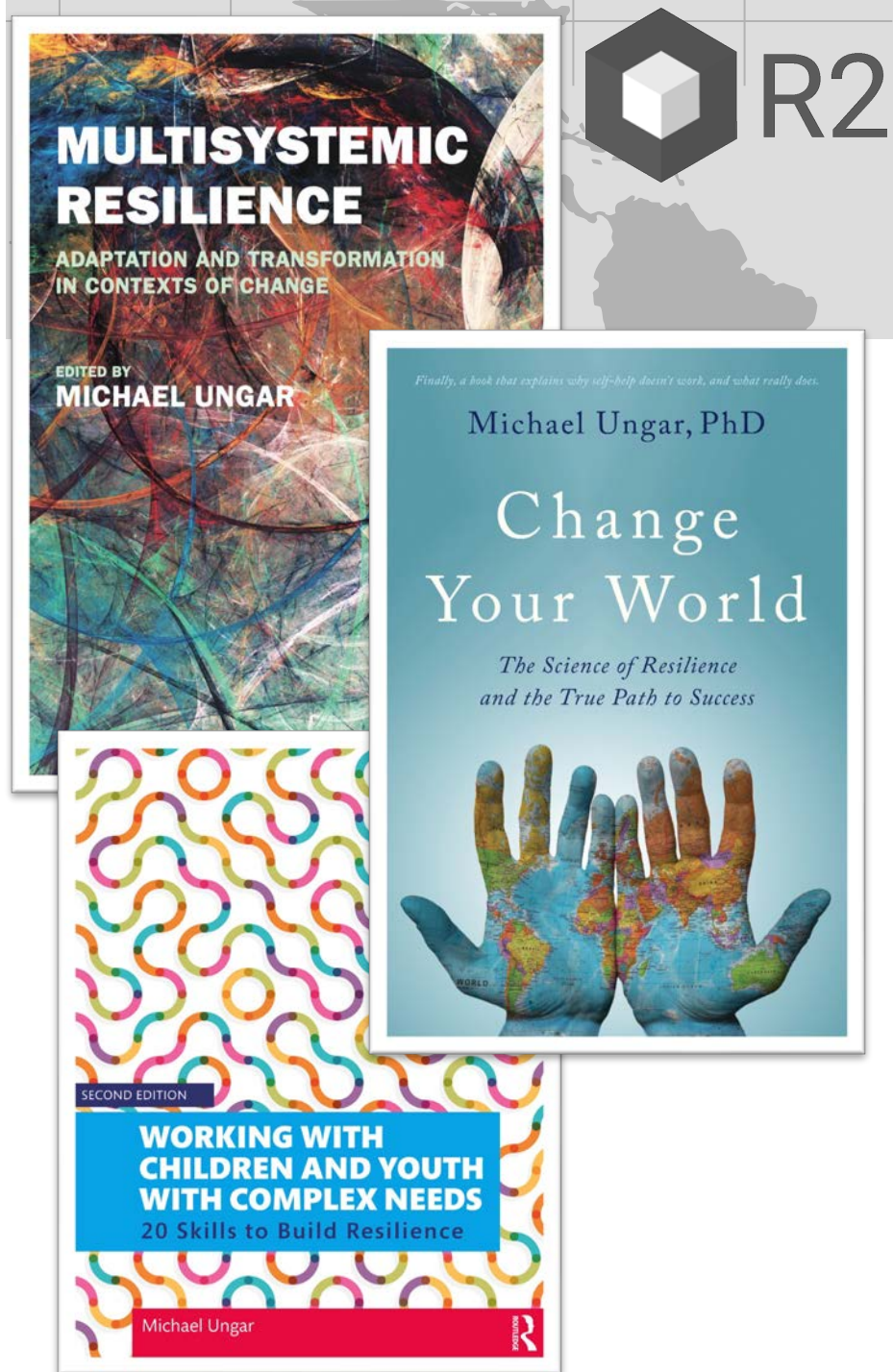
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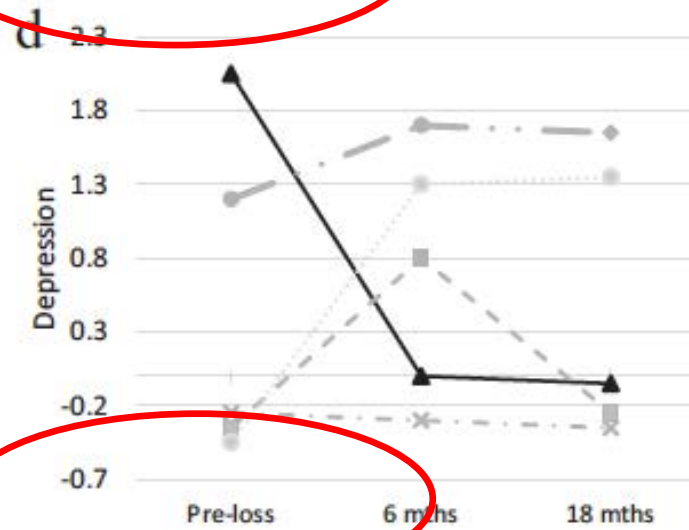
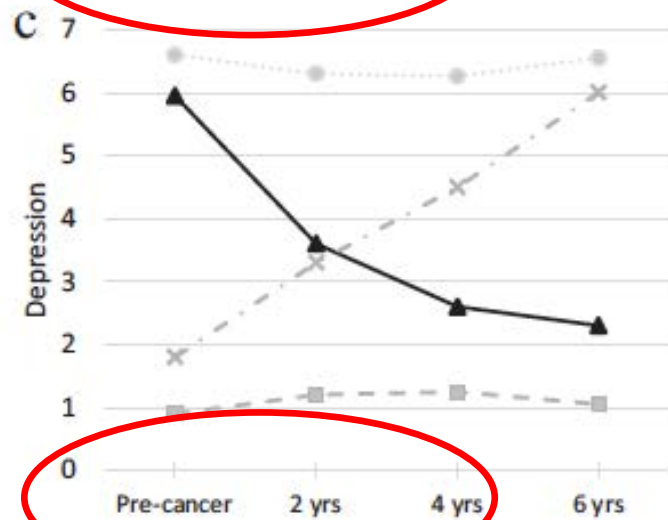
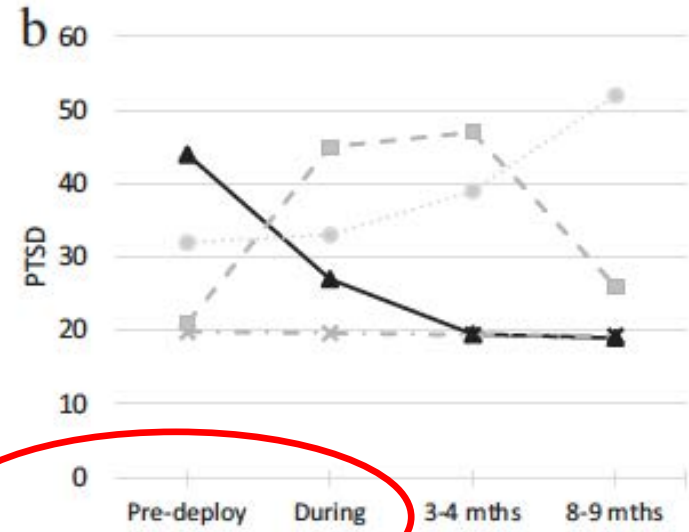
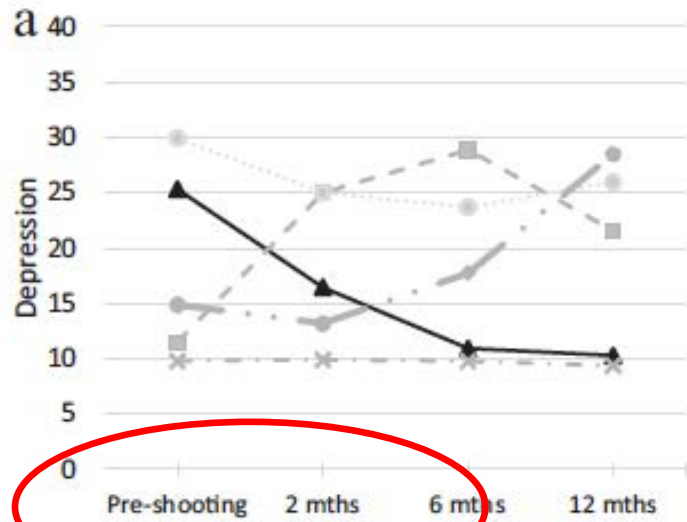


Good News: There is a Stress Advantage

- ✚ Bruce Ellis and colleagues refer to “Hidden talents in harsh environments”
 - Enhanced abilities that develop as a result of unpredictable/challenging circumstances
 - Adaptive intelligence-accomplishing what needs to get done despite adversity
- ✚ Anthony Mancini describes “psychosocial gains from adversity” (PGA)

Ellis, B.J., Abrams, L.S., Masten, A.S., Sternberg, R.J., Tottenham, N., & Frankenhuis, W.E. (2020). Hidden talents in harsh environments. *Development and Psychopathology*, [Urn:issn:0954-5794](https://doi.org/10.1017/S0954579420000000).

Mancini, A. (2019). When Acute Adversity Improves Psychological Health: A Social–Contextual Framework. *Psychological Review*, *126*(4), 486-505.



Vicarious Resilience (VR)

- ✚ Pilar Hernandez-Wolfe describes VR as:
 - ▣ The positive impact in domains of one's life that result from traumatic exposure
- ✚ Our work can be a source of growth and VR

Assessing our VR (a selection of items)

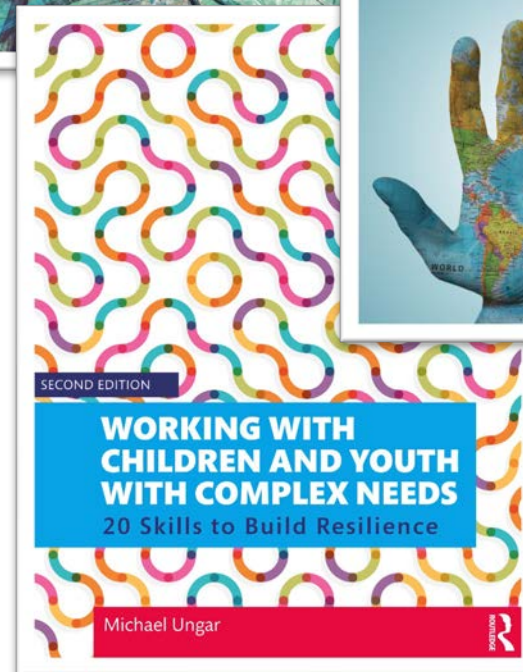
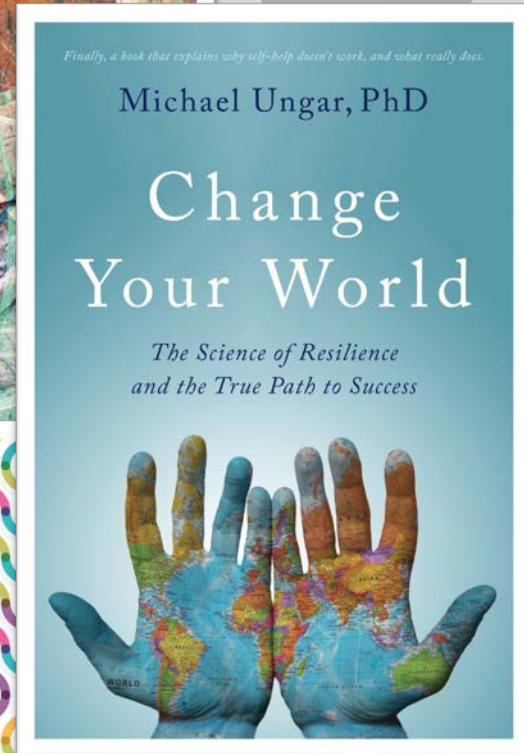
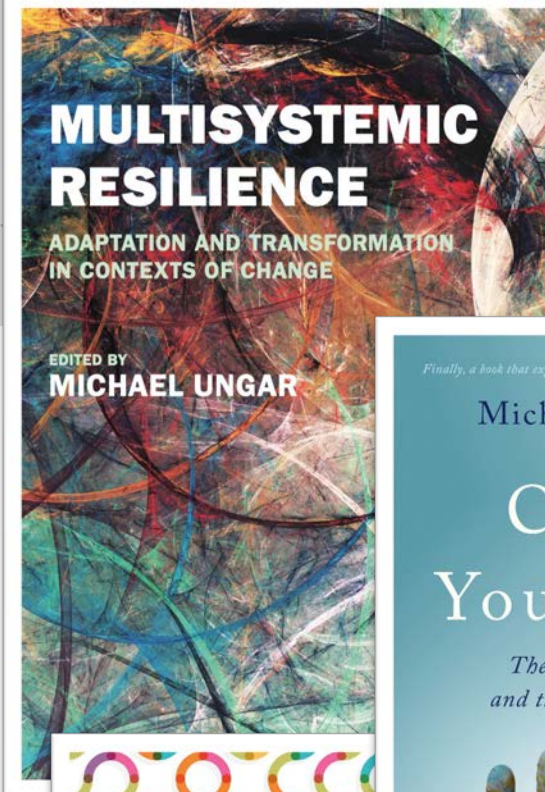
- ✚ Since you began working in your current career, how often have you experienced the following:
 - I am more hopeful about people's capacity to heal and recover from traumas.
 - I am inspired by people's capacity to persevere through awful circumstances.
 - I increasingly perceive people's strengths in the face of pain and uncertainty.

Continued ...

- ✚ I am inspired when I consider the many obstacles (political persecution, racism, cultural barriers) that the people I work with had to overcome.
- ✚ I am encouraged to continue my efforts to make a difference.
- ✚ I appreciate better the opportunities I have in my life.

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Wrap-up



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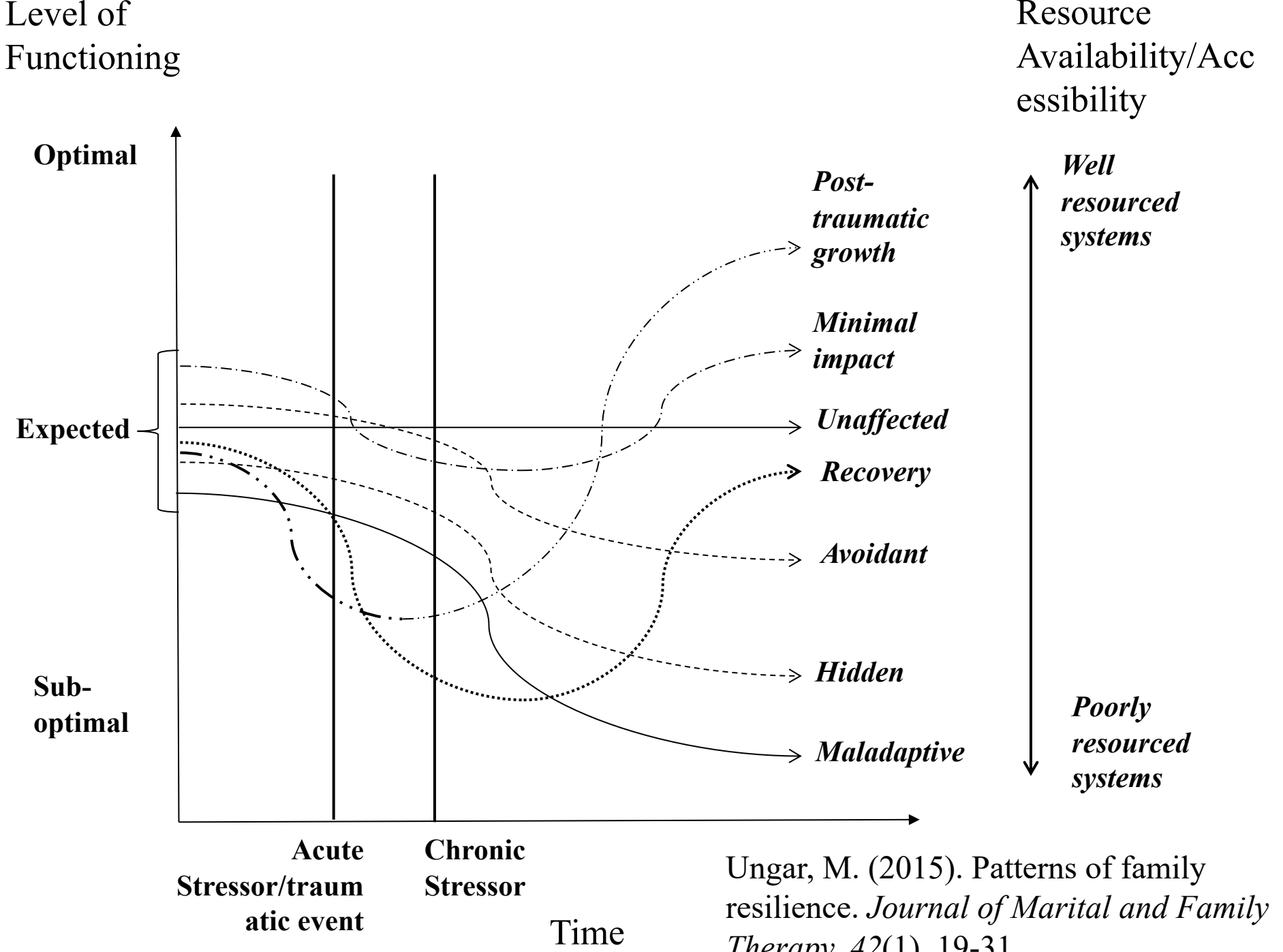
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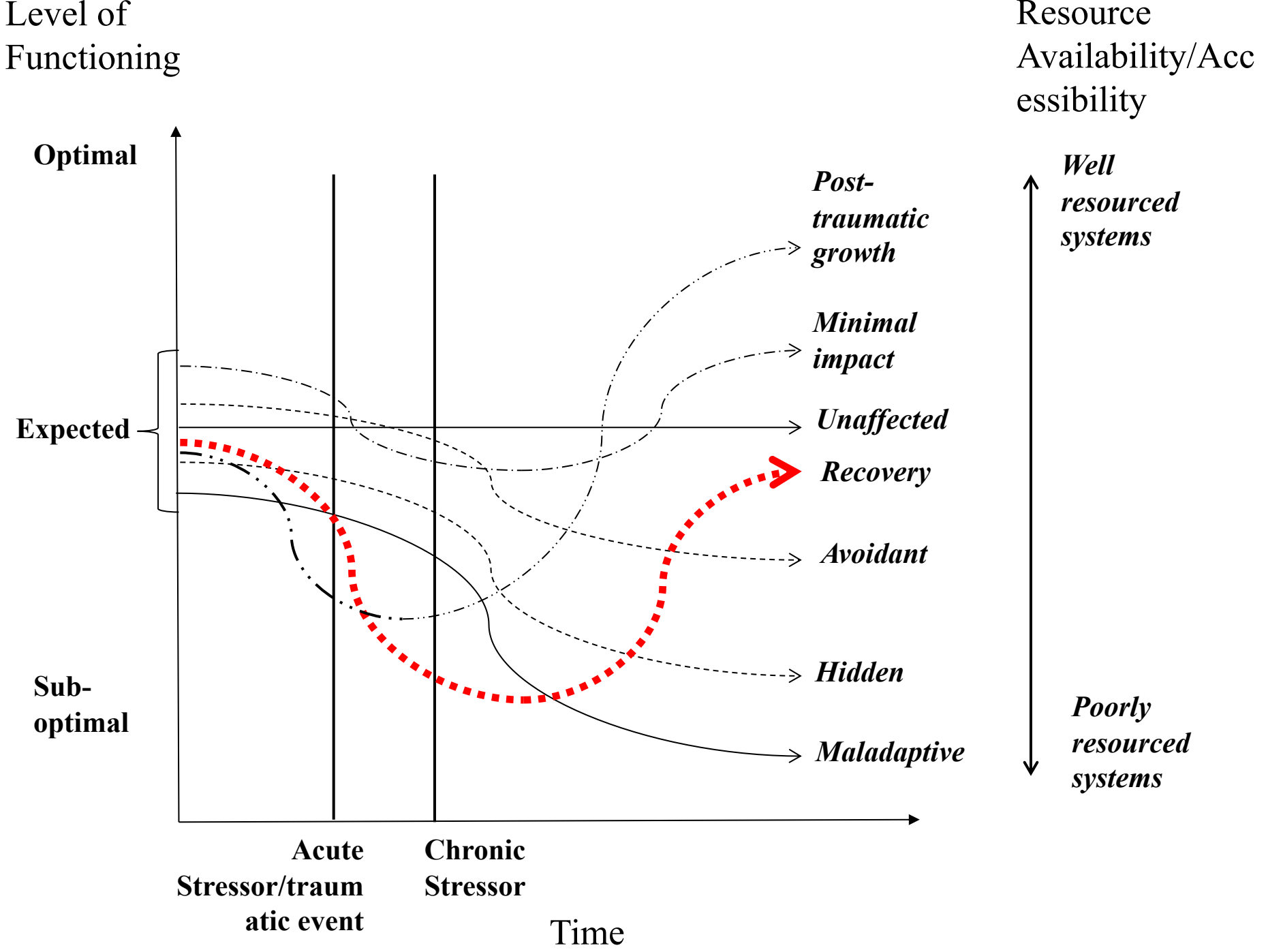
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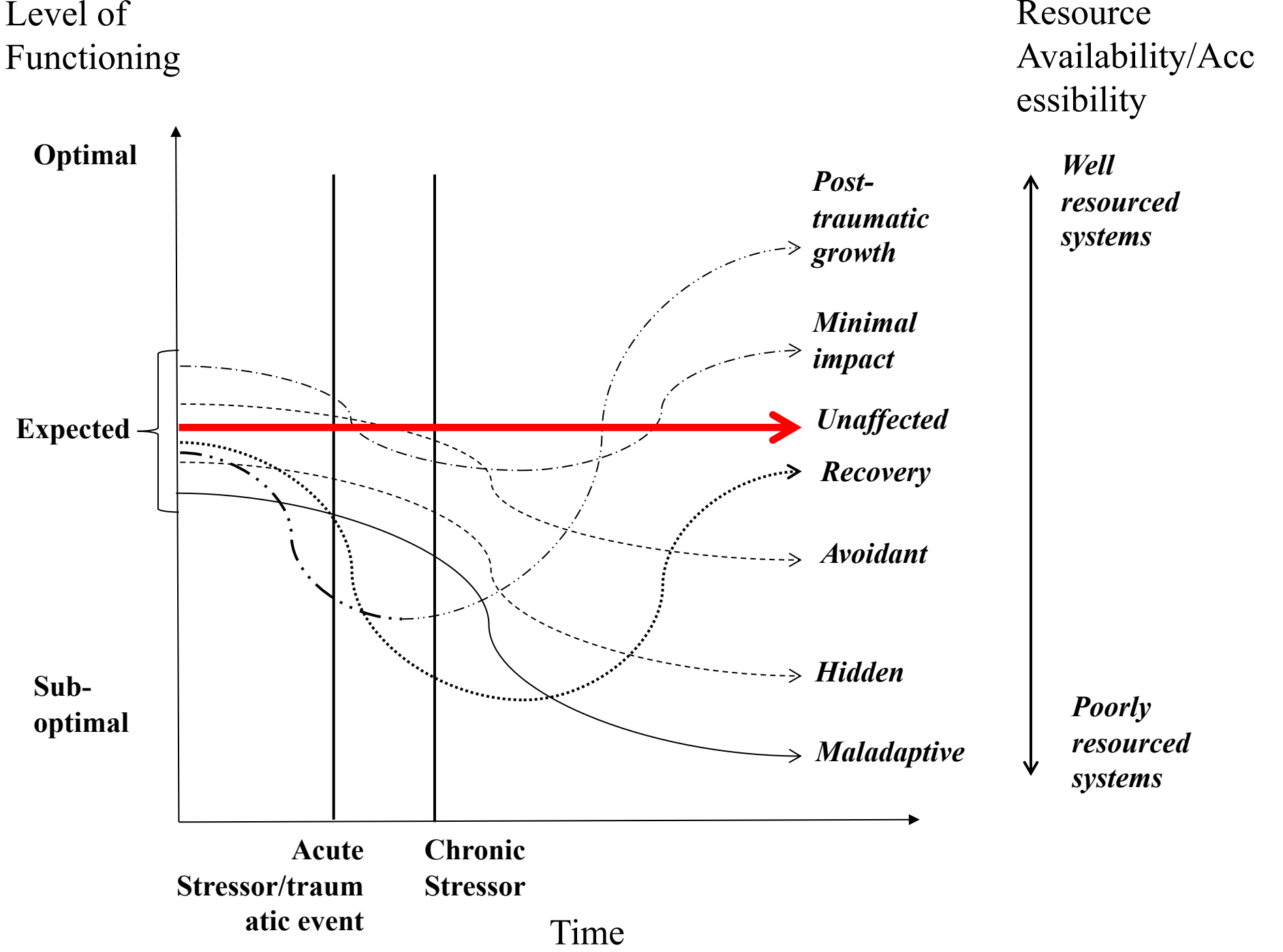
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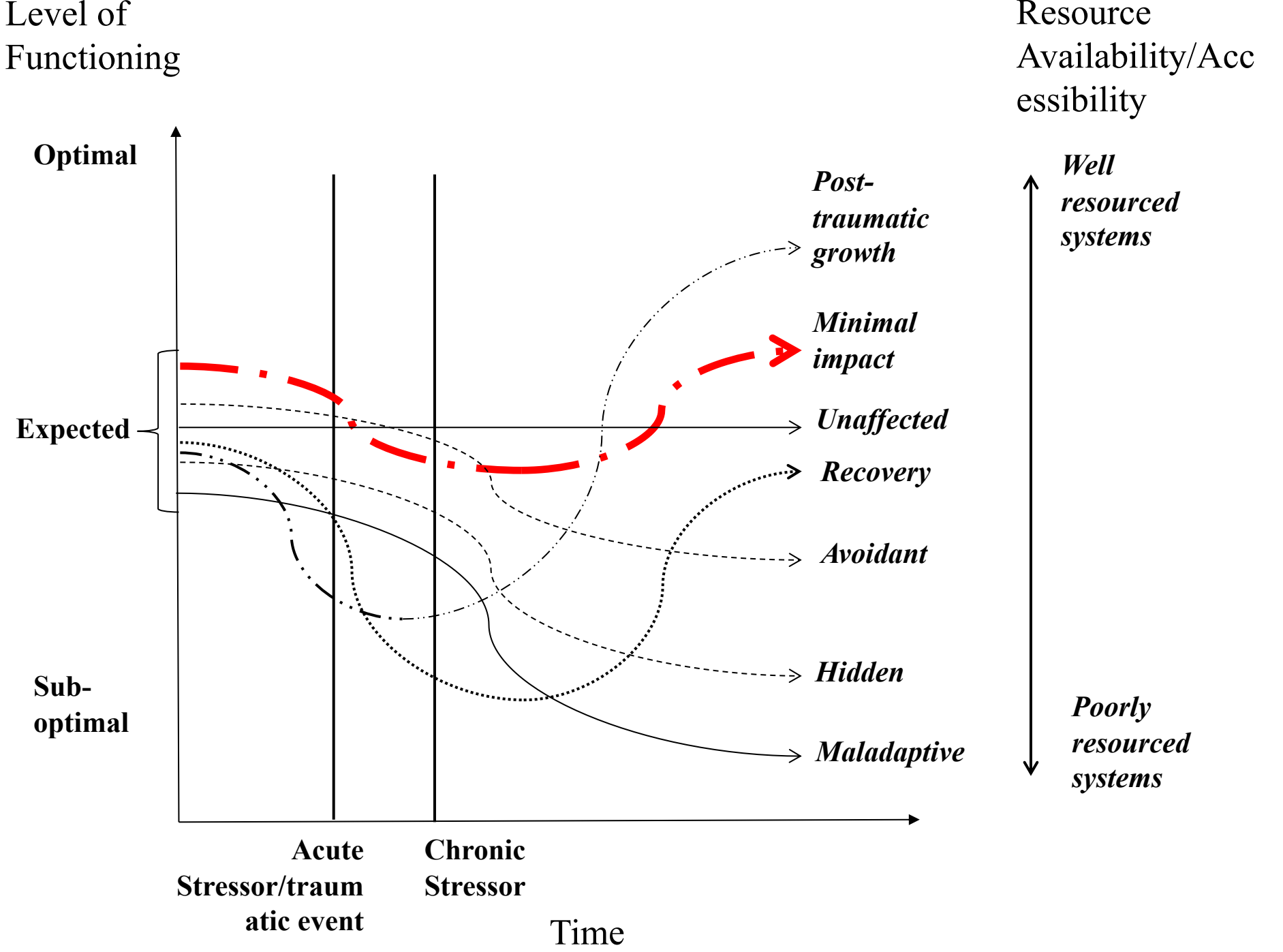
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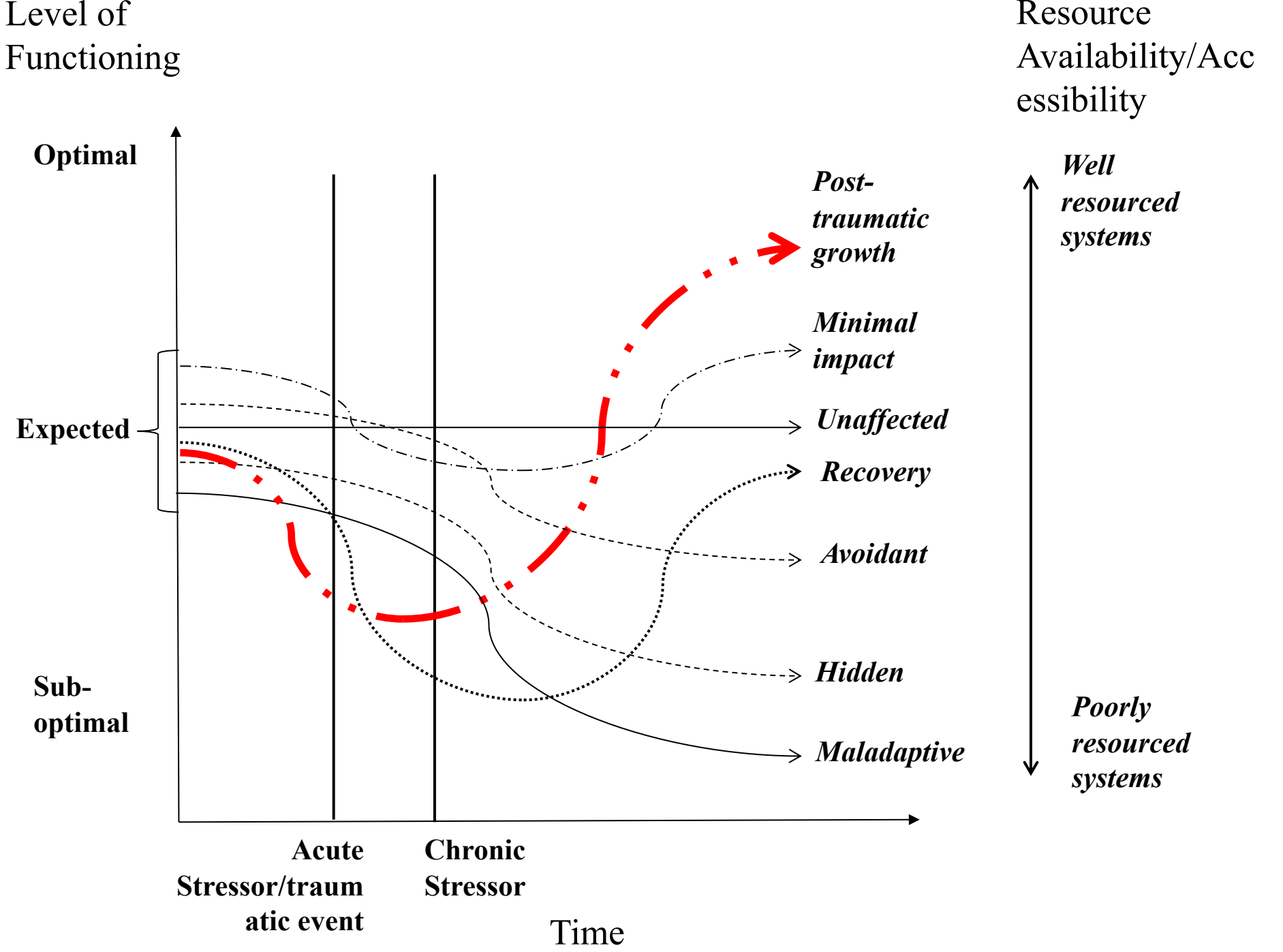
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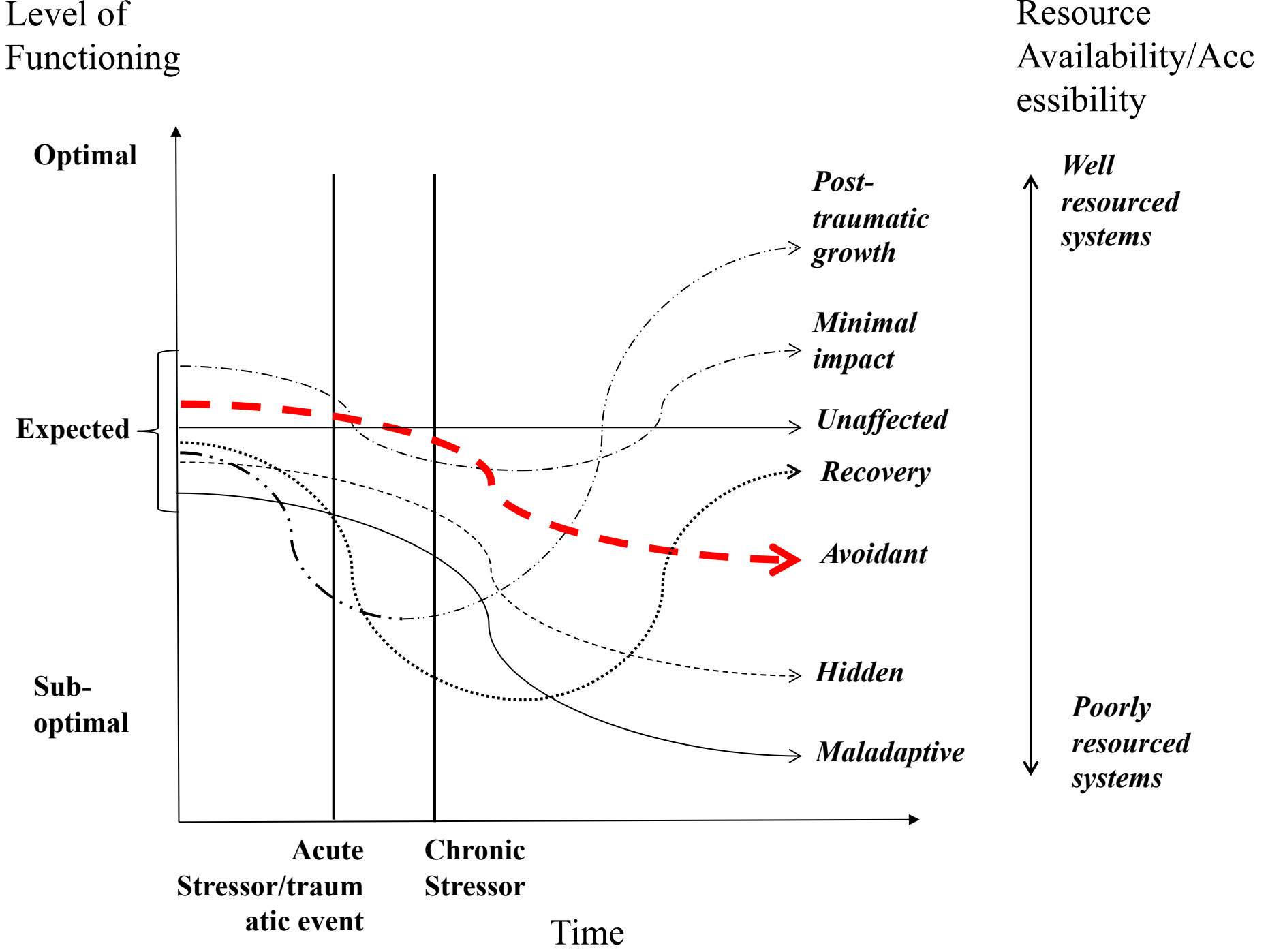


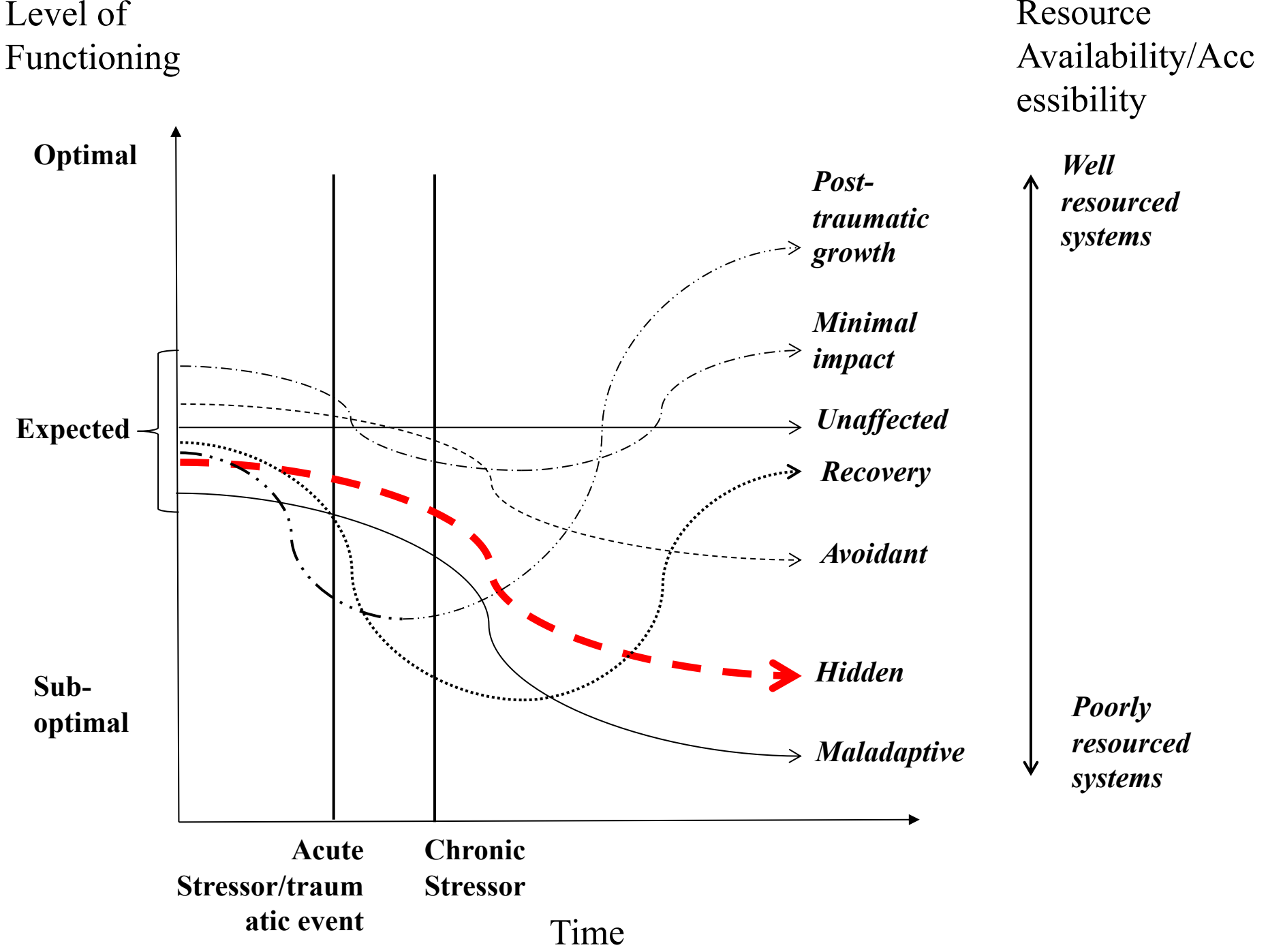


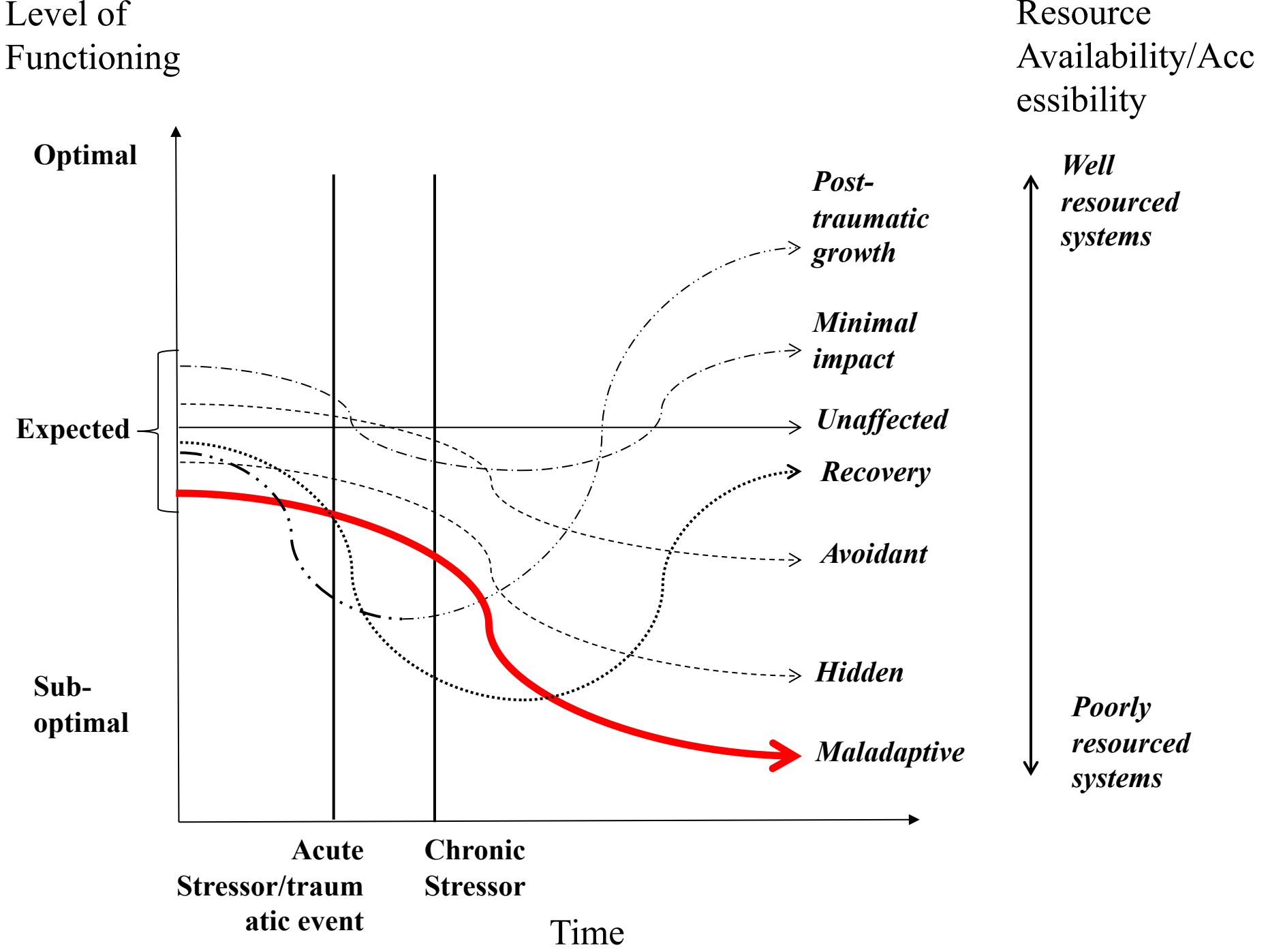


Principle:

**When a resource is unavailable,
inaccessible, or potentially
harmful, we cope as best we can
with what we have.**









"Well, we might as well put it on board—although I'm not sure what use we'll have for a box of rusty nails, broken glass, and throwing darts."

Lesser Slave Lake Fire (May, 2011)



Post-traumatic Growth (Cognitive Change and Opportunities for Growth) (Botey & Kulig, 2013)

- ➊ After the fire, many families committed themselves to achieving important life goals
- ➋ Many set new priorities, established new routines, changed attitudes towards life for the better
- ➌ Many changed within family patterns of communication
- ➍ Many developed new values and perceptions of what they needed

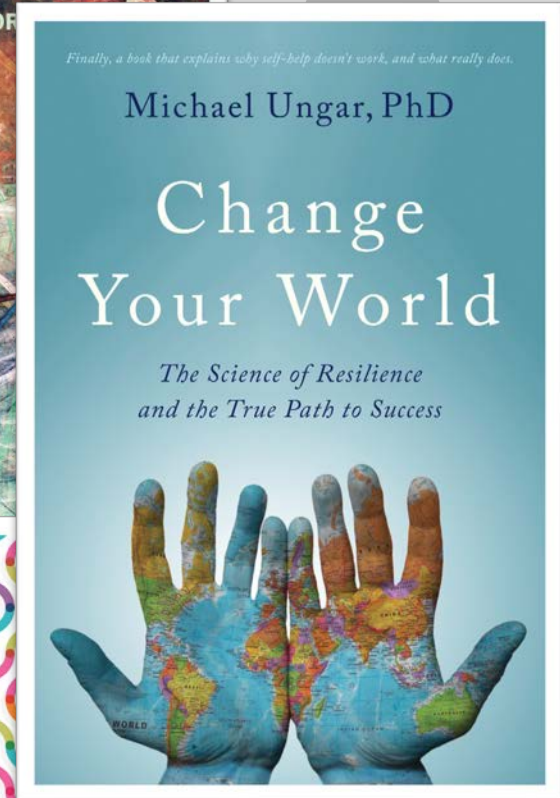
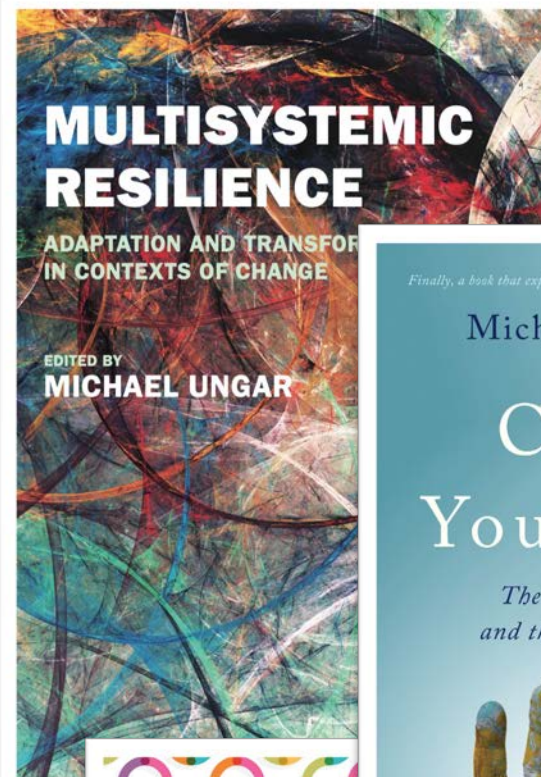
Jack

and the

Beanstalk



Thank you!



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