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A Resource Center for Today's Case Manager

7 Ways to Build Resilience—As a Person, As a Case Manager



Dr. Chantrise Sims-Holliman
Author, Speaker, Educator, Resilience Coach



MaryBeth Kurland, CAE
Chief Executive Officer
Commission for Case Manager Certification



A Resource Center for Today's Case Manager

Agenda

- Welcome and Introductions:
 - Nancy Freeborne, DrPH, MPH, PA-C
 - Senior Advisor, Health2 Resources and CEO, Freeborne Health Advising
 - MaryBeth Kurland, CAE
 - CEO, Commission for Case Manager Certification

- Presentation:
 - Dr. Chantrise Sims-Holliman

- Closing Remarks



Learning Outcomes Overview

After the webinar, participants will be able to:

- Recognize the 7 ways to build resilience
- Identify practical steps for accomplishing each of the seven ways
- Begin to map out a plan to build resilience within themselves



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PACE™



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The screenshot shows the website's navigation bar with the following links: LOG IN, FIND A CCM, CCM VERIFICATION, JOBS, FOUNDATION, MEDIA, CONTACT. Below the navigation bar is the CCMC logo (Commission for Case Manager Certification) and a search bar. The main navigation menu includes: About CCMC, Get Certified, Stay Certified, Develop Others, and Workforce Development. The 'Workforce Development' menu is open, listing: CM Learning Network, CM Learning Network at a Glance, Free Webinars, CCMC's New World Symposium, Case Management Body of Knowledge (CMBOK), Career Center, Pre-Approved Continuing Education (PACE), Care Management Journal (ACCM), Workshops, WorkForce Development Toolkit, Workforce Development Assessment, 2017 Compendium, and Issue Briefs. A central banner features a microscopic image of a virus and the text: 'COVID-19 Virus Information. To assist our community & protect our staff & volunteers, taking several immediate steps. READ MORE'. The footer contains logos for CM Learning network, CCMC, PACE (Pre-Approved Continuing Education), Case Management Body of Knowledge (Find it. Now. CCMC), and CDMS.



COVID-19 Resource Page

<https://ccmcertification.org/covid-19-virus-information>

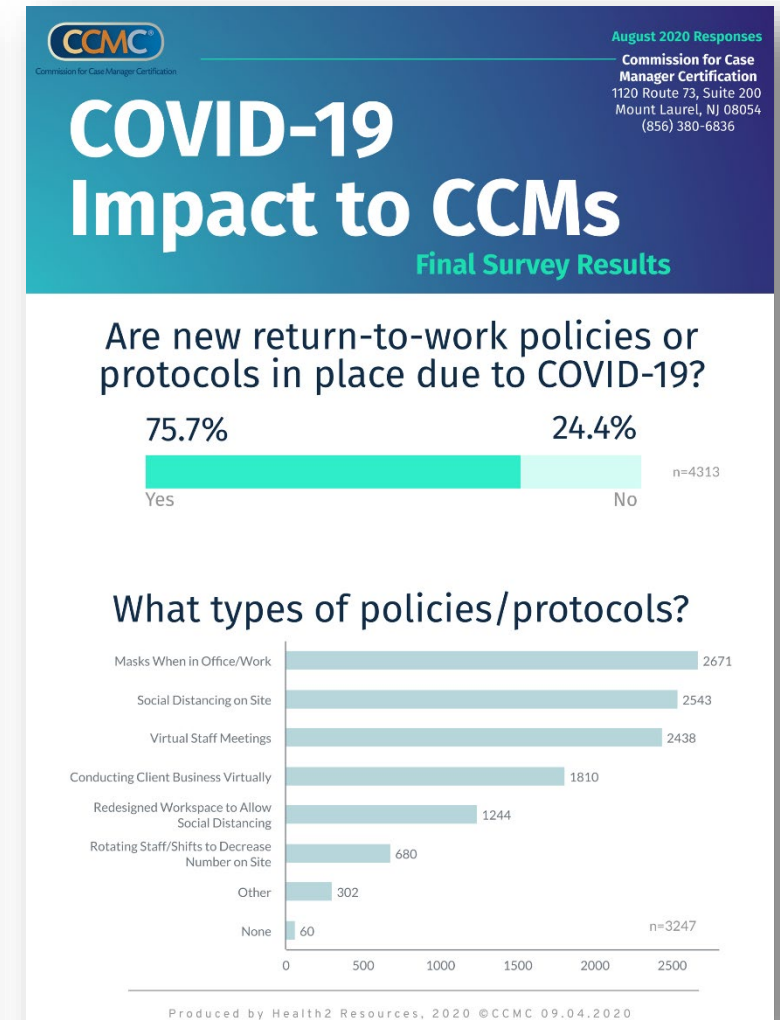
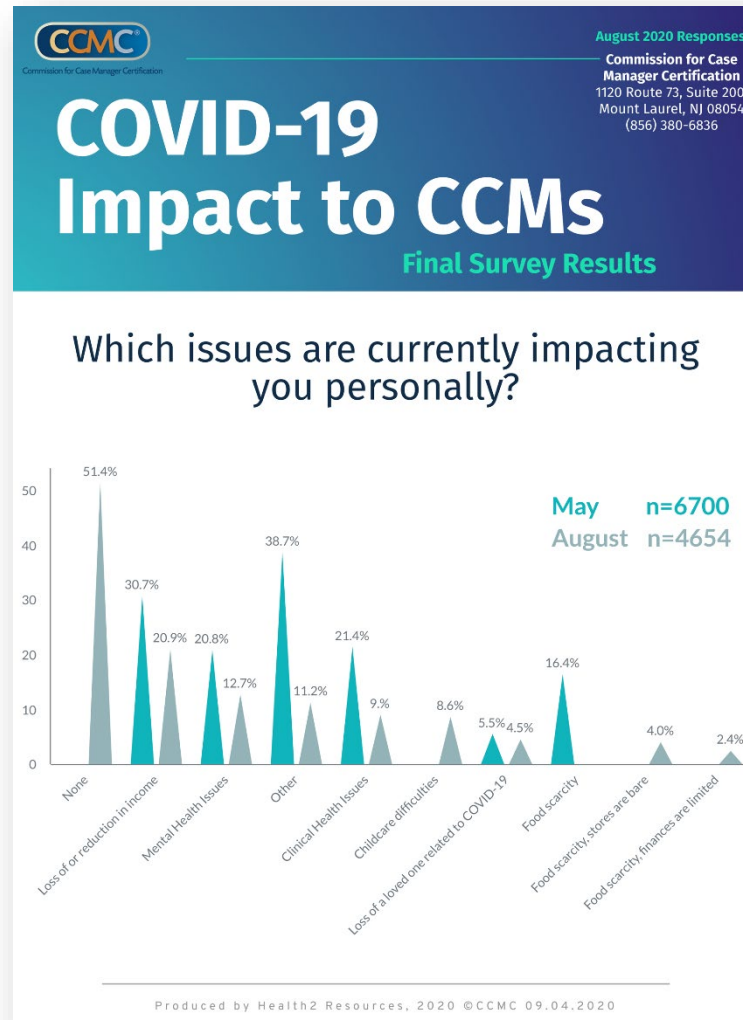
COVID-19 Virus Information

Additional Resources:

- Listen to our Take a Listen™ COVID-19 podcasts featuring:
 - MaryBeth Kurland, CAE: COVID-19: The Commission's updates affecting certification and renewal applicants and New World Symposium participants
 - Michelle Baker, BS, RN, CRRN, CCM: Four tips to help you get a handle on the COVID-19 pandemic
 - Jared Young, Psy.D., CAC, LCSW, CCM: What are we feeling during COVID-19 and how can we manage those feelings?
 - Chikita Mann, MSN, RN, CCM: Tips for successfully handling social isolation during the COVID-19 pandemic
- [Prometric Test Center Scheduling Availability](#)
- [Blog | Understanding the enemy: A curated list of COVID-19 resources for case managers](#) by MaryBeth Kurland, CEO, CCMC
- [See the "Checking in with our CCMs" survey results based on responses from thousands of Certified Case Managers](#)
- [A Message to Our CCM & CDMS Community – Response to COVID-19](#)
- [April 2020 CCM Exam Candidate Notification](#)
- [Changed New World Symposium 2020 registration from in-person to virtual attendance](#)
- [A Call to PACE Providers](#)
- [New World Symposium Partner, Marriott, Community Caregiver Rate](#)



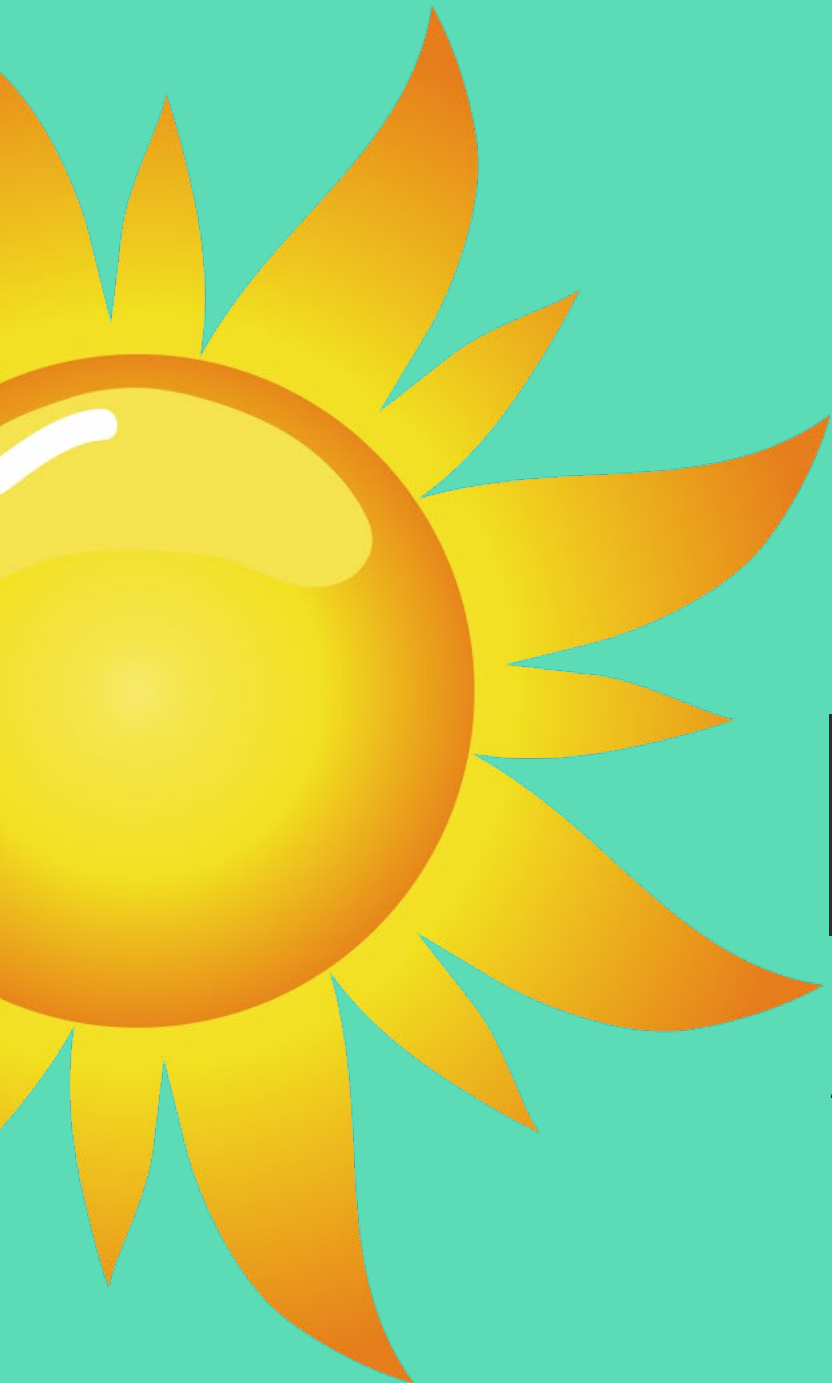
Checking back in with our CCMC community



7 Ways to Build Resilience—As a Person, As a Case Manager



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Coming Back to Life!

7 Ways to Build Resilience-
As A Person, As A Case Manager

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Author, Speaker, Educator, Resilience Coach

RESILIENT
WINNING
with Dr. Chantrise



Things You'll Need

GRAB THE FOLLOWING IF THEY'RE NEARBY

- Notebook or paper (Something to record notes on)
- Pen, pencil, marker (Something to write with)
- An open mind
- A willingness to grow
- A sense of humor



PONDER ON THIS

RESILIENCE IS FALLING DOWN
BUT MAKING THE
CONSCIENTIOUS CHOICE TO
CONTINUE GETTING BACK UP.

-Dr. Chantrise

Before We Begin

Dr. Chantrise Sims-Holliman, Resilience Expert



The short version of the story is that two years ago, I survived what is commonly referred to as a "Widow Maker" heart attack. I coded nine times and as a result of the trauma and complications, I found myself partially paralyzed from the waist down and a bilateral lower limb amputee. If I thought I understood what resilience was prior to this, I was wrong. It wasn't until I made the conscious decision to take back my life that I REALLY began to appreciate what resilience really means.

What We'll Discuss



TOPIC OUTLINE

What Does Resilience Mean?

Recognize the 7 Ways to Build Resilience

Identify Practical Steps for Accomplishing Each of the 7 Ways

Map Out the Plan



Resilience

Let's Begin!

**WHAT IS YOUR DEFINITION OF
"RESILIENCE?"**

When you think of the word, what are some thoughts that come to mind? What people do you associate with it? What are some other words you can use (don't open up the thesaurus app on your phone either!)



What is Resilience?

The ability to easily recover from illness, depression, anxiety, or any other manner of adversity; the ability to channel your inner Chumbawumba.





INTRODUCING

The Resilience Road Map

7 Ways to
Build Your Resilience

#1: SELF-AWARENESS

- One way that we practice self-awareness is by understanding, and embracing, who we are, what we value, and what we believe. It means being able to evaluate ourselves objectively and take an honest look at who we are.
- Another way that we practice self-awareness is by overcoming challenges. We are our most authentic selves when all hell is breaking loose. If you've ever tried to maintain your composure when someone has ticked you off then you know exactly what I mean. Who we truly are always surfaces when circumstances kick us in the teeth.

1

TO THY OWN SELF BE TRUE

If you're going to be honest with anybody, you need to start by being honest with yourself.



PRACTICAL STEPS FOR SELF-AWARENESS



RECOGNIZE YOUR STRENGTHS AND WEAKNESS

By knowing what you're good at and what you need to work on, you can focus on improvements in the areas of concern.



SELF-REFLECT

Thinking about our actions, decisions, responses to stressors, etc. is an excellent way for us to address any issues that might have gone unnoticed.



ASK FOR FEEDBACK

When we don't have an accurate view of ourselves it's important that we get honest feedback from someone we trust.

#2: POSITIVE ATTITUDE

2

WATCH YOUR MOUTH

The words we speak create the bricks that we use to build the houses we live in.

- Much of our capacity for recovery comes from what goes on inside of our heads. It's what we say to ourselves when no one else is around. But the truth is, sometimes this is much easier to say than it is to do especially when everything around us is falling apart.
- But, it's when everything around us is falling apart that we have two choices: we can stay down or we can get up. What we choose is based on how we view whatever situation we find ourselves in.
- Defeat is falling down and choosing to stay there. Failure is falling down and choosing not to. Choosing failure means we can see the positive side of a thing while defeat means we can't.



PRACTICAL STEPS FOR A POSITIVE ATTITUDE



CHOOSE TO BE HAPPY

Some situations warrant sadness or anger but not all of them do. Make a choice to try and see the bright side of a situation.



STOP COMPLAINING

Everything isn't bad. Some things may be. Heck, a lot of things may be, but not everything. Find the good stuff.



DO SOMETHING NICE FOR SOMEONE

And that someone can be someone else or that someone can be you (although I find my attitude improves more when I do something nice for someone else.)

#3 SELF-CARE

3

YOU CAN'T POUR FROM AN EMPTY CUP

Loving yourself allows you to love others better. Put the mask on yourself.

- There are three areas where you need to prioritize self-care and they are your body, your mind, and your soul/spirit.
- When we prioritize self-care in our bodies, we drink plenty of water and take care of our physical needs.
- When we prioritize self-care in our minds, we do things that put our mind at ease, like coloring or reading a good book.
- When we prioritize self-care of the soul and spirit, we choose to do things that protect our inner peace like pray, meditate, or enjoy some quiet time in nature.



PRACTICAL STEPS FOR SELF-CARE



EAT HEALTHY

While the double espresso and glazed doughnut might help you get through your morning, what you eat contributes to how you feel.



“NO” IS A COMPLETE SENTENCE

You don't need to say “yes” to others until you've said “yes” to yourself. Make yourself your #1 priority.



TAKE A VACATION

Go away and while you're there only do what you want to do, even if that's nothing.

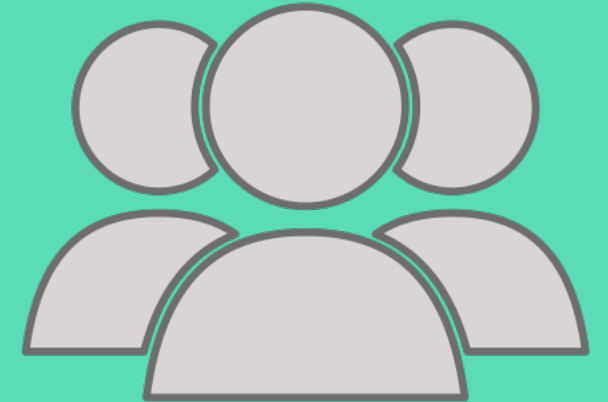
#4 ROLE MODELS

4

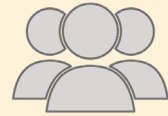
BUT A ROLE MODEL PROVIDES MORE THAN INSPIRATION

Their very existence is confirmation of possibilities that "yes, someone like me can do this."

- Our dreams and aspirations become both believable and achievable when we can look to someone else who has done what it is that we want to do.
- Having a role model lets us know that not only can it be done but that it's already been done which means it can be done again, by us.
- Whether in our personal or professional lives, we often need the reassurance of seeing someone else accomplish great things to inspire and encourage us to do the same. The same is true when we are trying to increase our resilience.



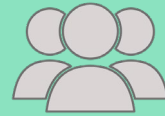
GREAT EXAMPLES OF ROLE MODELS



OPRAH WINFREY: TELEVISION & MEDIA MOGUL

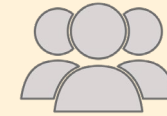
Look on most lists about resilient people and you are sure to find Oprah Winfrey among them. The story of her life is one that, by all indications, should've never turned out the way it has.

But...



J. K. ROWLING: AUTHOR

Before her wildly successful books about a young wizard made her a multi-millionaire, Rowling was an impoverished single mother battling depression and unemployment.



STEVEN SPIELBERG: DIRECTOR

USC Film School is widely considered to be one of the best film schools in the United State.

George Lucas and John Singleton can count themselves as alumni. The one person who cannot is Steven Spielberg because he was rejected three times.

#5 FEAR-LESS

5

**FEARLESSNESS
IS NOT THE
ABSENCE OF
FEAR. IT'S THE
MASTERY OF IT.**

It's okay to be afraid as long
as it doesn't prevent you
from fulfilling your destiny.

- One important way to become more resilient is to face your fears, and then push them away. This is especially important if what you are afraid of falls into the category of “irrational.” Holding on to this type of fear is unhealthy and can keep us from moving forward.
- We understand that some fear is healthy. It’s the healthy fear that helps keep us safe when we are in a dangerous environment.
- Usually, what you are afraid of is something that you don’t feel confident in. Fear is also present when you get caught in the “what-if” cycle. We can paralyze ourselves thinking about all the bad things that could happen so we avoid dealing with whatever it is.



PRACTICAL STEPS TO BECOMING FEAR-LESS



SPEAK TO IT

At the moment fear shows up stop and address it. We need to ask it what it wants. What is it trying to get us to avoid? If it's trying to keep us from doing something that can be for our benefit, we need to dig a little deeper and figure out the reason why.



DO IT SCARED

Sometimes the best way to conquer fear is to do the thing we fear. Whether our fear disappears in the midst of doing the thing or it simply diminishes, eventually, what we fear will no longer frighten us.



RE-FRAME IT

Instead of worrying about what might happen, we can ask “what’s the worst that could happen” or even better, “what’s the best that could happen?” This moves the “what if” cycle from being fear based to being reward based.

#6 INNER CIRCLE

6

**"NO PERSON IS
YOUR FRIEND
WHO DEMANDS
YOUR SILENCE
OR DENIES
YOUR RIGHT TO
GROW."**

Check the people in your circle. The wrong ones can do more harm than good.

- One of the biggest enemies to self-resilience is having people in our lives who aren't good for us. Those who never have anything nice to say about us (or anyone else for that matter) are not people who need to be occupying space in our lives.
- Your Inner Circle are the people I affectionately refer to as "your crew." These people will cry with you and for you, laugh with you and for you and, if necessary, fight with you and for you.
- These are also people who you can vent to and know that it's not going to go beyond the two of you. It's a matter of trust and when you're working on becoming more resilient, you need to be around people you can trust.



PRACTICAL STEPS FOR YOUR INNER CIRCLE



CHECK YOUR CIRCLE

Check who's a part of your crew. If you are giving more than you're getting you might need to reevaluate who you allow to get close to you. Push out anyone who doesn't have your best interest at heart.



LEVEL UP

"Don't make friends who are comfortable to be with. Make friends who will force you to level up."

-Thomas J. Watson

In other words, don't have friends who are complicit in your complacency. If they're not pushing you to be better cut them loose.



THE VIP SECTION

"Everyone doesn't deserve a front row seat to your life." To put it another way, make sure the people in your VIP section are actually there to cheer you on. Not everyone who is with you is actually for you

#7 OUTER CIRCLE

7

NO MAN (OR WOMAN) IS AN ISLAND.

It doesn't matter how independent we are. It helps to have people outside of our inner circle who have a vested interest in our success.

- When you're in a new environment, or even if you're in an old one, having people who are in your corner can make you more resilient simply because you know you have people who are going to help guide you and offer you advice.
- Your Outer Circle are the people who might act as your mentor or your "sponsor," someone who can get you into rooms or at tables that you might not otherwise have access to.
- Having an outer circle also means that you're a part of someone else's outer circle too. You develop resilience by sharing how you conquered your issues. When you share your stories of triumph you offer hope and let them know that they aren't alone in their mishaps, missteps, or mistakes.



PRACTICAL STEPS FOR YOUR OUTER CIRCLE



JOIN AN ORGANIZATION

Many of the people you might need or want in your outer circle can come from organizations you are a part of. Fraternities, sororities, social clubs, sports teams, even religious orgs. can be great places to make connections.



YOU BECOME WHO YOU HANG AROUND

Take a good look to the people you find yourself drawn to professionally or socially. If you want to build resilience surround yourself with people who understand how to overcome adversity.



FIND YOUR ALLIES

An ally is someone who offers you backing, assistance, advice, protection, and possibly friendship. These are the people who “have your back” and with whom you share similar interests, goals, or concerns.

SO...WHAT'S YOUR PLAN?

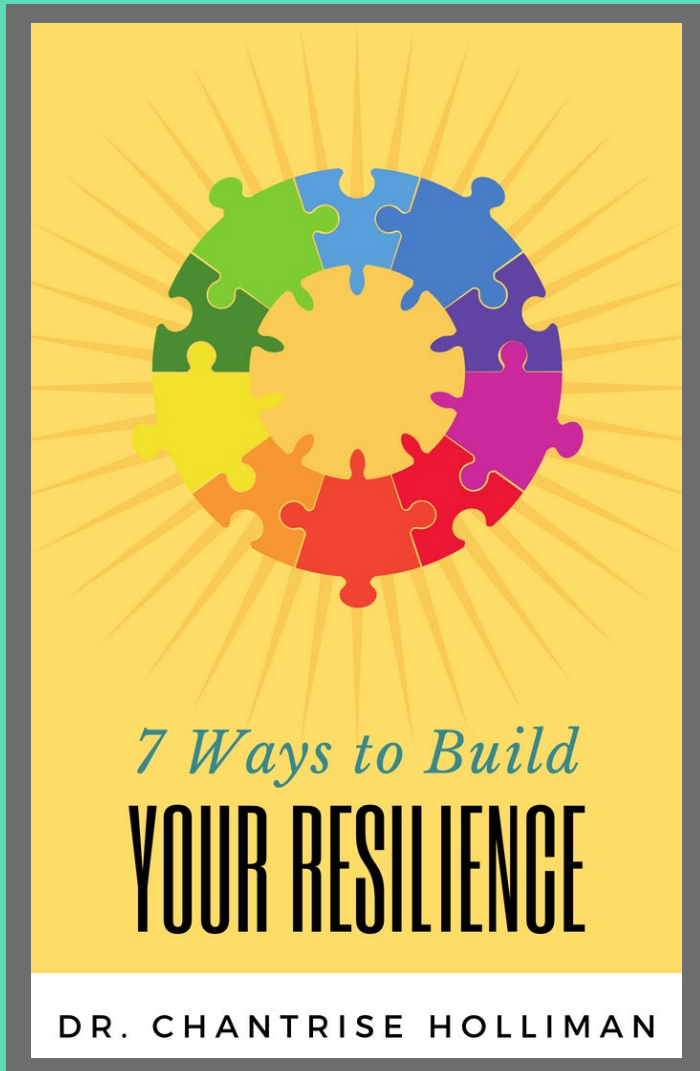
Step One: Which of the 7 Ways do you need to work on most? List them in order of importance.



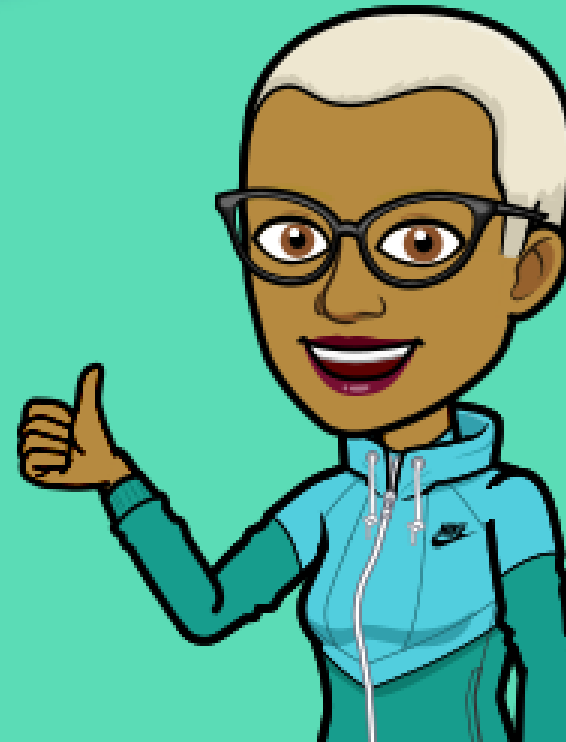
Step Two: 3x3: Choose your top 3 ways and then come up with 3 steps you will commit to doing over the next 21 days for each . (Did you know you can form a new habit in 21 days?)

Step Three: Choose 1 Way then download a habit tracker or grab a dated journal/agenda that you can use to keep track of your steps.

Step Four: After 21 days, choose your next way and start working on a new habit!



FREE



CONNECT WITH ME



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@Resilient and Winning



TWITTER

@DrChantrise



INSTAGRAM

@DrChantrise



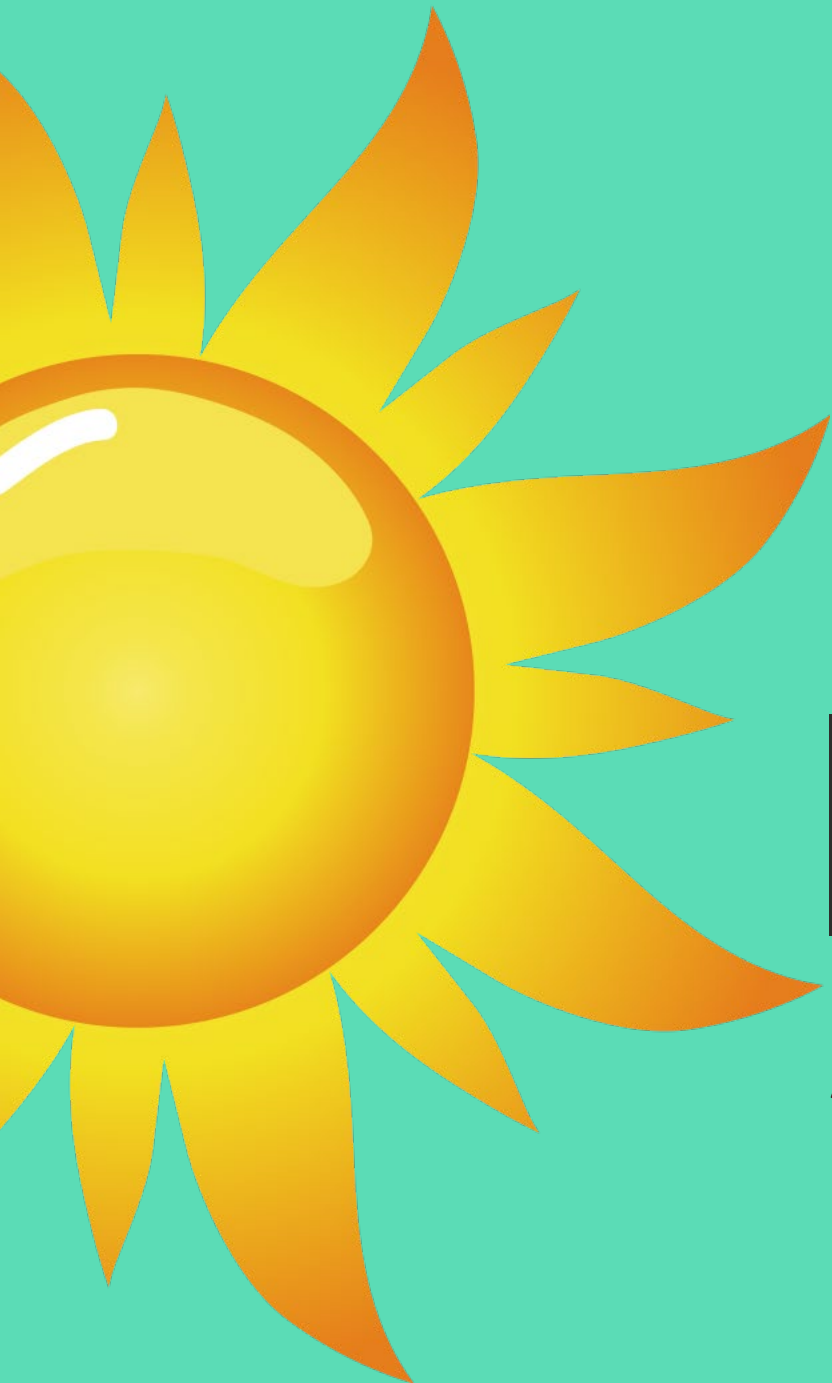
EMAIL

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"It's your reaction to adversity, not adversity itself that determines how your life's story will develop."

-Dieter F. Uchtdorf





Coming Back to Life!

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Closing Remarks



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Thank you!

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