

City of Milwaukee Employee Assistance Program

Developing Emotional Resiliency

What comes to mind when you hear the words *Emotional Resiliency*? Do words like grit, determination, flexibility and focus come to mind? Do you think of strength, positive attitude/mindset or motivation?

Emotional resiliency refers to one's ability to adapt and bounce back from adversity, stress, and setbacks. It does not mean that one never fails, falls or flounders. Rather, it means that one perseveres in spite of challenges and roadblocks.

Developing emotional resiliency is crucial in navigating the complexities of work and personal lives. It enables individuals to effectively manage their emotions, maintain a positive mindset, and stay motivated and focused on their goals. When we build emotional resiliency, we can enhance our mental well-being, productivity, and overall satisfaction in life.

Do you want to be more emotionally resilient? The good news is that unlike personality, which is mostly fixed through our adult lives, resiliency can be cultivated and learned.

Resiliency starts with self-awareness. When we understand our strengths, weaknesses, and triggers, we can better regulate emotions and respond constructively to challenging situations (rather than simply reacting.) Recognizing and acknowledging feelings provides us a little distance and perspective for better decision-making and problem-solving.

Resilient people seek help when needed and engage in self-care practices. Establishing healthy coping mechanisms puts us in a better position to effectively manage stress, bounce back quicker and stay motivated in pursuing our goals. Engaging in activities such as exercise, mindfulness, and hobbies can be effective stress relievers. Additionally, building a strong support network of family, friends, or professional mentors can provide a crucial source of emotional support during challenging times. When we adopt these coping mechanisms, we develop emotional resiliency and prevent burnout.

Reframing negative thinking patterns and promoting a growth mindset are integral parts of emotional resiliency. This means viewing setbacks as opportunities for learning and growth. It also involves challenging negative thoughts and replacing them with more positive and realistic perspectives. This mental shift allows us to approach challenges with a proactive attitude and a belief in our ability to overcome obstacles. Embracing a growth mindset allows us to foster a sense of resilience, adaptability, and perseverance, which are vital traits of resilient people.

Developing emotional resiliency is crucial for working-age adults in order to thrive in both our working and personal lives. Through self-awareness, healthy coping mechanisms, and a growth mindset, we can effectively manage stress, setbacks, and challenges.

Employee Assistance Program



City of Milwaukee EAP

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Speak Less, Listen More

Listening is a crucial skill that plays a significant role in effective communication. It requires more than just hearing the words being spoken; it entails actively engaging in the conversation to best understand. To become a better listener, there are several strategies that may help.

Firstly, the setting is important. Minimize distractions, find a quiet place, and put down electronic devices. Eliminating disturbances better allows for more focus on the speaker's words and non-verbal cues leading to better understanding and interpretation of the message.

Secondly, practice good *active listening* skills. Yes, it does mean giving the speaker your full attention. It also means paying attention to and being aware of non-verbal

communication such as eye contact, body posture and mannerisms. Use your own body language to signal interest through nodding and appropriate eye contact. It is crucial to refrain from interrupting or responding before the speaker finishes conveying their message. Instead, you should aim to fully understand the speaker's perspective and intent **before** responding.

Additionally, paraphrasing or repeating key points back to the speaker can help clarify any potential misunderstandings and show that you are actively engaged in the conversation.

Employing these strategies can enhance your listening skills, fostering effective communication and improved relationships.

Adult ADHD

ADHD is a developmental disorder associated with an ongoing pattern of inattention, hyperactivity, and/or impulsivity. The symptoms of ADHD can interfere significantly with daily activities and relationships. Treatment for ADHD includes medication, therapy and other behavioral treatments, or a combination of methods.

Tips for managing

- **Short To-Do Lists:** Increase your ability to manage activities and time by keeping no more than 5 items at a time on your agenda.
- **Use timers and alarms:** For each activity, setting a timer to go off will help you avoid over-committing and losing track of time.
- **Realistic Scheduling:** Most tasks take far longer than you might think they will. Be realistic when setting times for activities.
- **Task "Chunking":** Break-up large projects and big jobs into smaller pieces. This will help create momentum and avoid feeling overwhelmed.
- **Organization & Preparation:** Collect and organize all the things needed to complete a task beforehand. This may include data, equipment, tools or procedures. Preparing will help avoid being distracted and frustrated looking for the items when needed.

EAP Mission Statement

It is the mission of the Employee Assistance Program (EAP) to assist employees who develop behavioral/emotional problems that may directly affect their work performance, and to provide Key Personnel with policy and procedural guidelines for the management of these problems.

Wellness Resources

- For information about current Wellness programs and services, visit: www.milwaukee.gov/WYCM
- The City's Workplace Clinic provides free, convenient, onsite and virtual health care services for employees and spouses regardless of enrollment in the City's health insurance and dependents (18 mos and older) on the City's health insurance. Call 414-777-3413 to schedule an in-person or virtual visit.
- The City of Milwaukee Employee Assistance Program web page houses topical information and resources on a wide range of work-life issues. Visit: <https://city.milwaukee.gov/DER/EAP>
- The City of Milwaukee offers a free Care.com membership through Care@Work to employees. A Care.com membership provides unlimited access to a platform employees can use to find and manage care for children, seniors, pets and their home. Visit www.milwaukee.gov/careatwork to learn more.