



SYNOPSIS

RECALIBRATING RESILIENCE

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Key words: resilience, neuroplasticity, individualized training, personnel management, claims management, capability development, psychological harm, secondary psychological overlay.

Purpose of your paper: An understanding of how “resilience” works discloses that it is not a single attribute, but a cluster of skills that can be learned. Testing of different skills set preferences allows the development of individualized training and higher acceptance.

Synopsis: Recalibrating Resilience

We know that our lives would be better if we had more skills to help us face daily challenges. We know that claimants with greater resilience go back to work faster and cost workers' compensation systems less.

“Resilience” training has been a disappointment because it typically offers “one-size-fits-all” recommendations unsupported by an understanding of the operational mechanism that is at work. Moreover, one-off training doesn't provide sufficient practice to create behaviour changes that allow a person to bounce back from being overwhelmed. Resilience techniques aren't often sufficiently tailored to different personalities and rejection rates are high. Training is rarely cost effective across the time periods necessary to engrain a new skill and the desired behaviours never become habitual and available in times of need.

A new understanding of the neuroplastic basis for resilience allows for the recognition of a range of resilience skills types, simple profiling of individual preferences amongst the available skills, and personally tailored resilience skills development that effectively supports management of workplace stress and prevention of primary and secondary psychological harm.

We learn through association of thoughts, sensations and emotions repeated sufficiently to become habitual. Mental repetition (“self-talk”) is often the mechanism for “learning” in social situations where the “message” may only be said once. The ability to change, quiet or modulate negative messages describes the operational mechanism of resilience.

Different personalities favour different approaches to “quieting the mind” and attempts to force someone to use an approach they do not find comfortable will be rejected. Four skill set categories are described, where each describes a range of approaches. A simple open access test allows the determination of individual preferences and a new skill suitable to the individual is quickly identified. Use of “chat-bot” or “avatar” mobile applications allows training over a sufficient period of time to allow the skill to become engrained. Individually tailored resilience training can be provided to claimants, claims personnel and others in a scalable and cost-effective manner.