# 4 Questions

1. What do you think Mental Toughness is?

2. Is there anything that you do that enhances your Mental Toughness?

3. Can you think of anything your employer does to enhance Mental Toughness?

4. What hinders you being able to do these?

# Who did we ask

## 1. What do you think Mental Toughness is?

Ability

Remaining intact emotionally

Focus

Bounce back

Strategies
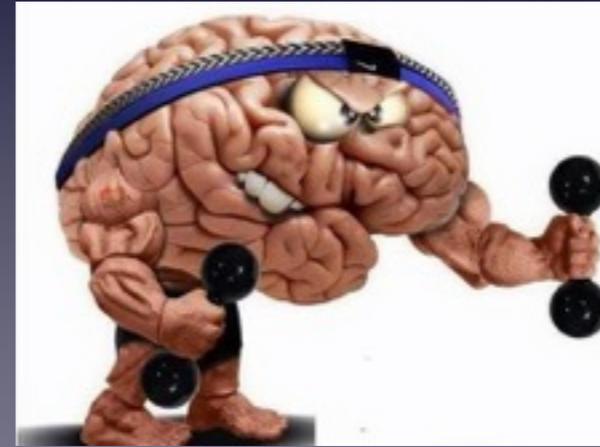
# Ability

to cope

to manage stress

to endure

to make the right decision

to stay strong


No one is born happy but every one is born with ability to create happiness.

# Focus

on the prize

goal

concentrate not crumble

with resolution

"THE SECRET OF
CHANGE IS TO FOCUS
ALL OF YOUR ENERGY,
NOT ON FIGHTING THE
OLD, BUT ON BUILDING
THE NEW."

— SOCRATES

**Remaining intact emotionally**

not take it home
not crumble
not punish self
deal with adversity and unexpected
determination with confidence and success
protect self against overwhelming emotional issues

# Bounce back

Recover

Resilience

"I don't measure a man's success by how high he climbs but how high he bounces when he hits bottom"

*General George Patton*

# Strategies

Resilience

Self awareness

Good coping mechanisms

Cope with Stress

## 2. Is there anything you do that enhances your Mental Toughness?

Techniques

Nature/nurture

Support

Awareness

Self-checking

**Techniques**

organised, don't panic
stress relieving
relax when not working
sport/physical health/hobbies
sleep
mindfulness

# Nature/nurture

Upbringing

something learnt

easier to some than others ("inborn")

Consultants more aware of strategies, less likely to say due to nature.

# Support

Partners/family/friends/
colleagues-offloading

Different perspective from
different people

Reflection
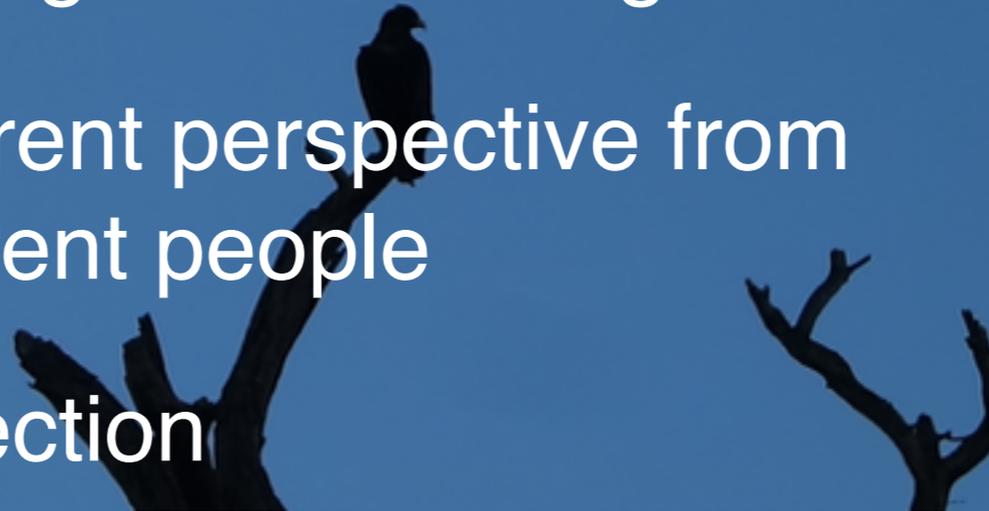
**Awareness**
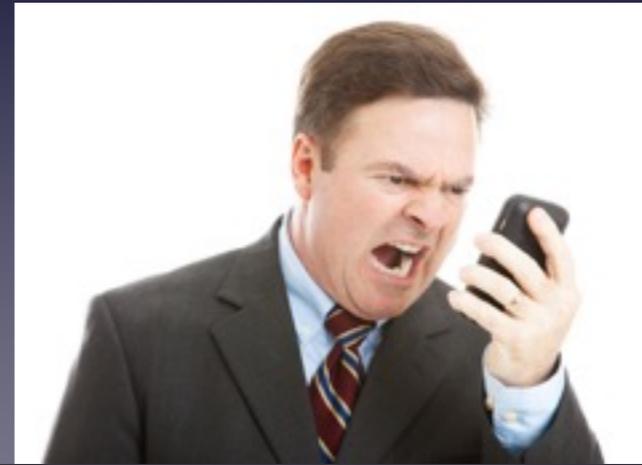
# Self-checking

stay objective

adaptable

change perspective

look for positive

true to principles

# 3. Can you think of anything your employer does to enhance Mental Toughness?

**Training**: courses

Stressful situations for training

**Support:** encouragement/feedback/services/trust

# NO!

lots of suggestions

# 4. What hinders you being able to do these?

The job: workload/time/tick box/assessments

The self: workaholic culture. can't say no, lack of sleep, toxic people, own ambition.

Learnt behaviour: creatures of habit/know answers but don't solve

Understanding-lack of understanding

lack of self awareness.

# A CHECKLIST FOR CHECKLISTS

| DEVELOPMENT | DRAFTING | VALIDATION |
|---|---|---|
| ☐ Do you have clear, concise objectives for your checklist? | **DOES THE CHECKLIST:**<br>☐ Utilize natural breaks in workflow (pause points)?<br>☐ Use simple sentence structure and basic language?<br>☐ Have a title that reflects its objectives?<br>☐ Have a simple, uncluttered, and logical format?<br>☐ Fit on one page?<br>☐ Minimize the use of color? | **HAVE YOU:**<br>☐ Trialed the checklist with front-line users (either in a real or simulated situation)?<br>☐ Modified the checklist in response to repeated trials? |
| **IS EACH ITEM:**<br>☐ A critical safety step and in great danger of being missed?<br>☐ Not adequately checked by other mechanisms?<br>☐ Actionable, with a specific response required for each item?<br>☐ Designed to be read aloud as a verbal check?<br>☐ One that can be affected by the use of a checklist? | **IS THE FONT:**<br>☐ Sans serif?<br>☐ Upper and lowercase text?<br>☐ Large enough to be read easily?<br>☐ Dark on a light background? | **DOES THE CHECKLIST:**<br>☐ Fit the flow of work?<br>☐ Detect errors at a time when they can still be corrected?<br>☐ Work easily enough that it can be completed in a reasonably brief period of time?<br>☐ Have a timetable for future review and revision of the checklist? |
| **HAVE YOU CONSIDERED:**<br>☐ Adding items that will improve communication among team members?<br>☐ Involving all members of the team in the checklist creation process? | ☐ Are there fewer than 10 items per pause point?<br><br>☐ Is the date of creation (or revision) clearly marked? | |
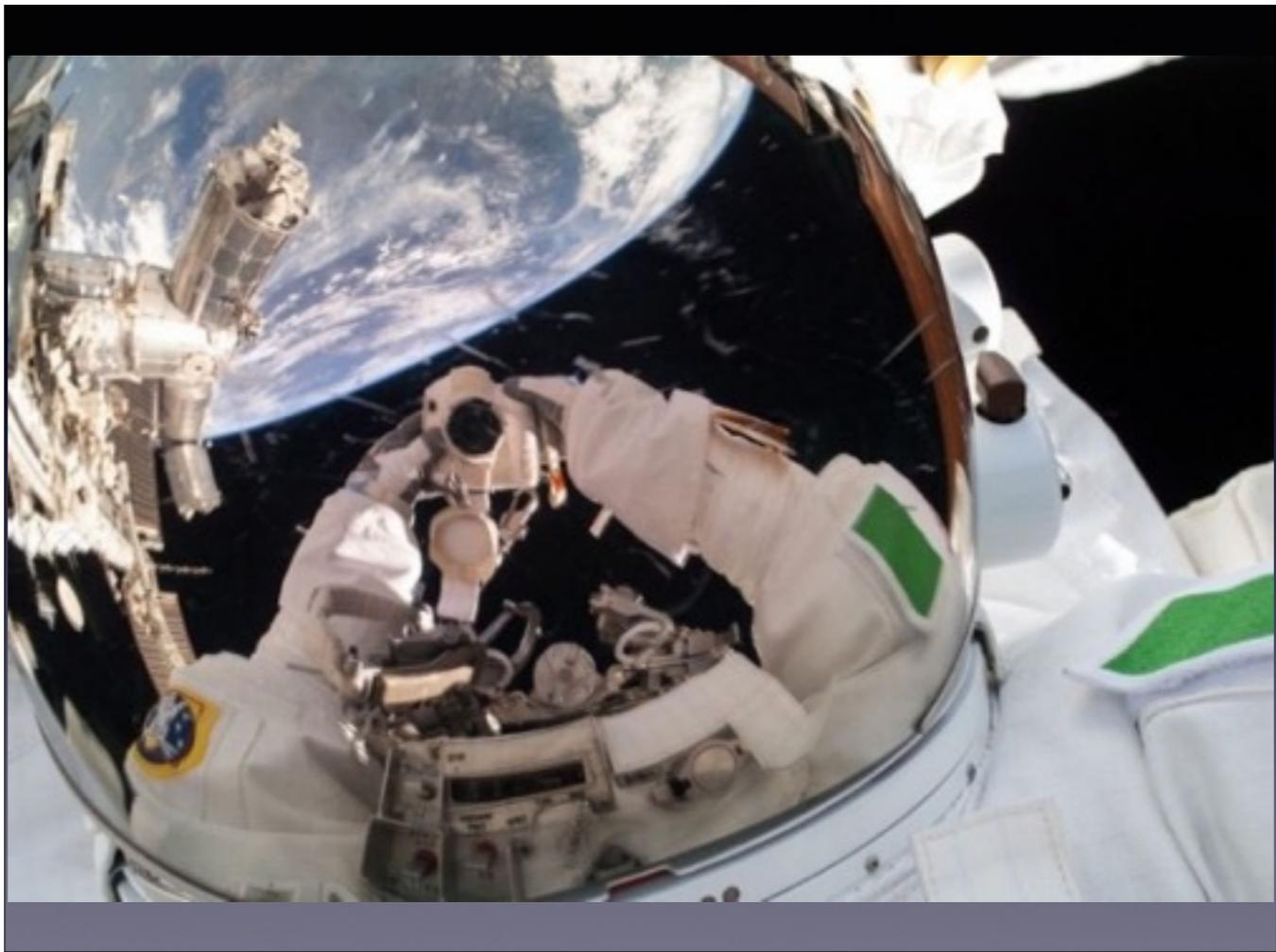
FRAGILE ———— ROBUST ———— ANTIFRAGILE
Damaged by    Resilient to    Benefits from
disorder      disorder        disorder

# Next steps

Basic stress management talk

Baker's dozen 2 hr workshop

mTRiM-peer support and delivery

Train the trainers

# Summary

- Asking more formally what your learners find useful is useful

- Feedback on the bakers dozen

- Please sir can we have more!