



Crestwood Recovery Resilience Solutions

## **Lori and Chris Discuss Recovery and Resilience Tools**

by Dr. Lori Ashcraft and Chris W. Martin

Hi Folks,

**Chris:** Today we'd like to talk to you about the importance of sustaining what we're building and what we built, in other words, sustaining a recovery culture.

**Lori:** You know, in our day, we've both had some experience with "do it yourself" (DIY) house building and remodeling. And we've learned before anyone builds a house, they need to have some good plans in place to set a solid foundation, erect a sturdy frame, and cover it with a roof to protect it from all those erosive elements in the climate.

**Chris:** Yes, and don't forget about those power tools- the ones to build and keep the structure in good condition.

We've both learned the hard way that for any DIY project, a person needs the right tools. And as a matter of fact, it's also important to know how to use the tools.

**Lori:** When it comes to building a recovery organization, we've also discovered that establishing one to stand the test of time takes a strategic plan of transformational training to open up the hearts, minds and possibility thinking of the staff. It also takes recovery principles, processes, and practices with use of resilience tools to sustain it.

**Chris:** You know Lori, we've experienced first-hand what happens when an organization builds an incredible recovery culture but then fails to do the upkeep work. Here is some of the structural damage that can occur:

**Lori:** The walls start leaning due to internal mission drift- staff get out of plumb from a recovery way of seeing and doing.

**Chris:** The heating system begins to falter, resulting in a distinct lack of warmth and empathy.

**Lori:** The curb appeal loses its shine, the inner lights flicker, and the welcome mat goes missing.

**Chris:** The cooling system breaks down so temperatures rise and people lose patience with each other.

**Lori:** All these “fences” pop up inside the organization, separating departments and people with “offenses” and “defenses.”

**Chris:** A “revolving door” gets installed at the entrance to accommodate the constant turnover of staff quitting, leaving and new ones arriving.

**Lori:** And with all of that.... the organization’s overall appraised value goes down due to the dramatic decrease in recovery outcomes and lack of purposeful peer support services.

**Chris:** Wow Lori, we just described what’s at stake when an organization fails to sustain its recovery culture. That’s why over the years, we’ve put such an emphasis on implementing recovery processes and utilizing resilience tools to sustain the recovery culture. The purpose and use of these resilience tools are demonstrated and practiced in our two-day Recovery Practices for Leaders Workshop and one-day Recovery Practices for Organizations.

**Lori:** Yes, we often provide these two workshops to organizations, but even if they don’t take ours, it’s still important for them to launch a recovery culture training of their own. Once they do that, then they can develop resilience tools to sustain it. This protects their investment in the training and most importantly preserves and sustains their recovery culture.

**Chris:** How about we share some of the recovery processes and resilience tools that folks can get when they take our training? Even if they don’t take our training, perhaps they’ll get some ideas to develop their own.

**Lori:** That sounds like a great idea, Chris. It’s important to know that these resilience tools have a universal and intuitive quality which makes them usable in any setting. They’re based on recovery principles we all understand such as being strengths-based, person-centered, hope-promoting, empowering, choice-oriented, and heart-focused.

**Chris:** Yes, Lori and we’ve discovered that just by the staff using these resilience tools with each other and the people they serve, it helps them keep their recovery skills honed and refined in all their interactions. The widespread use of resilience tools soon creates an attitude in which recovery is the expectation, not the exception. And as staff practice using the resilience tools, their practice soon becomes a default recovery way of being in the organization.

Let's describe the purpose of the resilience tools and maybe we can categorize them in two general ways:

- Resilience tools for Leaders
- Resilience tools for Peer Support Specialists

Some of these tools can also be interchangeable. For example, a tool that a leader might use with their staff could also be used by their staff with the people they serve.

### **RESILIENCE TOOLS FOR LEADERS**

**Lori:** Yes, and we have these tools available in multiple formats such as on paper, online fillable versions, booklets, and even phone Apps. Let's start with the resilience tools for leaders.

The first one is called the **Resilience Conversation**. It's multi-purposed for both leaders to use with their staff and staff to use with the people they serve. It's a relationship oriented, seven-step conversational model for empowering, building resilience, and facilitating a self-directed action plan for solution focused goals.

**Chris:** The **180 Recovery and Resilience Leadership Survey** This is a confidential and anonymous survey-monkey tool for staff to appraise their supervisor or manager on their recovery and resilience leadership practices. When the supervisor or manager attends the two-day Recovery Practices for Leaders Workshop, they use this confidential feedback to inform their own professional development plan as a Recovery Service Leader.

**Lori:** The **Professional Resilience Employee Plan (PREP)** is a professional development plan for all employees that empowers them to take charge of their own professional development. The staff member, in collaboration with their supervisor, identifies the skills they want to sustain and the ones they would like to grow. The plan enables them to own and operationalize their professional development.

**Chris:** **Resilient Performance Wheel** is a resilience building coaching tool that is used in a performance evaluation conversation or in ongoing supervision. The employee first rates themselves on a scale of 1-100 in five pre-selected performance areas, Then the employee meets with their supervisor to compare how the supervisor rated them. The result of the discussion informs the employee's Professional Resilience Employee Plan.

**Lori:** The **Recovery Leadership Action Plan** is a transformational strategy that a leadership team develops and implements as a result of taking the two-day Recovery Practices for Leaders Workshop.

**Chris:** **The Resilient Culture Playbook** is a little booklet that provides a leader with 100 just-in-time weekly resilient skill refreshers to help a team and the organization sustain a recovery and resilient culture. These resilient refresher skills can be provided in a 15-minute huddle or at the start of a weekly meeting.

**Lori:** The **Giving and Receiving Resilience Feedback Guide** is another multi-purposed tool that guides a person to provide feedback in a way that supports resilience and helps the person getting the feedback to receive it in a way that informs and supports growth. This tool can be used in a performance review conversation by the supervisor or by the staff with the people they serve.

**Lori:** **Eight steps to Reconciliation** is a multi-purpose tool that goes beyond conflict resolution. The supervisor can use this guide to help co-workers reconcile any fractured working relationship. And staff can use this tool as a way to support the people they serve with their needs to restore broken relationships.

**Chris:** **Getting a Viewing Point with Questions** This is another multi-purpose tool that can be used by the leader with staff and the staff with the people they serve, The model with a related set of questions helps individuals gain a broader perspective when a solitary viewpoint creates relational conflicts.

**Lori:** The **Recovery Service Interaction Checklist** is a short-hand guide for observing and appraising a staff member's real time recovery service interactions. It enables the staff to appraise themselves and then to compare their appraisal with that of their supervisor.

**Chris:** **Resilient Releases** is an App that helps a supervisor facilitate a 10 to 15-minute, trauma-informed recovery debrief process after a day's work. It can also be used in a community-based setting, a hospital, or a mobile crisis setting to close a shift change and/or begin a new one.

## **RESILIENCE TOOLS FOR PEER SUPPORT SPECIALISTS**

**Lori:** Next we will share tools developed specifically for peer support specialists to do their work.

### Resilience Tools for Peer Support Specialists

The first one is the **Resilient Solution Plan** and it's a strengths-based, self-directed plan to support people being served to develop a resilient plan for achieving a goal or solution for their life.

**Chris:** **Anchor In Resilience** This is also self-directed resilience building plan to support a person going through a grieving process and/or experience of loss.

**Lori: Recovery Discharge Plan** This is a person centered and self-directed discharge plan that a peer support specialist can use to empower a person to come up with successfully rejoining their community after a hospitalization.

**Chris: Recovery and Resilient (R & R) Recharge Plan** And this is a complimentary resource guide in which the peer support specialist and the person served complete together with updated contact information for rejoining their community or just needed to sustain recovery, resilience and wellness.

**Lori: The Self-Directed Resilience Plan:** This is a tool that the PSS can facilitate empowering the person to develop their own self-directed treatment plan based on the eight dimensions of wellness., This completed plan can ultimately inform the person's treatment plan or recovery service plan.

**Chris: The Resilience Action Plan:** This is a personal plan for living a resilient life of wellness. The plan is ideally completed during a class facilitated by a peer support specialist.

**Lori: Tai Chi with Chai Tea:** This is a class facilitated by Peer Support Specialists. It includes 12 sessions at 1-hour per session. The participants learn how to do basic Tai Chi and have a cup of Chai Tea at the close of each session while sharing about a resilience building topic. The 12th session ends with a graduation in which the participants perform a Tai Chi demonstration for invited guests.

Well Chris, I think we covered a lot of tools for building and sustaining a recovery culture.

**Chris:** Yes, Lori, we may have enough here to stock a Black and Decker store. But you folks don't need to go the store, you can just check out our webpage at [recoveryresiliencesolutions.com](http://recoveryresiliencesolutions.com) and look for our *Recovery Practices for Leaders* workshop in which we provide all of these tools.

**Lori:** Yes, and even if you don't take our class, I hope we've given you all some ideas on how to develop similar tools of your own.

**Chris:** Hey Lori, after all this building, I am ready for a coffee break, how about you?

**Lori:** Sounds great and me too! Before we sign off, I want to remind folks to check out our next Viva La Evolution episode on .....

**Lori and Chris** Thanks everyone and take care!