

# Bite Sized Resilience Science and Tools

**Dr. J Bryan Sexton, PhD, MA**

While you are waiting for us to start, perhaps you could send a quick text to someone important to you, to send a kind thought their way.



# Physician Burnout

## A Potential Threat to Successful Health Care Reform

Liselotte N. Dyrbye, MD, MHPE

Tait D. Shanafelt, MD

**D**ISCUSSIONS OF BARRIERS TO SUCCESSFUL IMPLEMENTATION of the Patient Protection and Affordable Care Act have largely focused on legislative, logistical, and legal hurdles. Notably absent from these discussions is how the health care reform measures may affect the emotional health of physicians.

Burnout is common among physicians in the United States, with an estimated 30% to 40% experiencing burnout.<sup>1</sup> Many aspects of patient care may be compromised by burnout. Physicians who have burnout are more likely to report making medical errors, score lower on instruments measuring patient satisfaction, and are more likely to retire early.

and have been associated with increased medical errors and patient dissatisfaction. Burnout is a state of emotional exhaustion, depersonalization, and reduced personal accomplishment. It is a result of chronic stress, and is often associated with loss of control, autonomy, and a sense of helplessness. Burnout in physicians.<sup>4,35</sup> Some aspects of health care reform are likely to exacerbate many of these stressors and thus may

such as those expenses associated with reporting quality-based measures, will be an additional ongoing practice expense. These and other new regulations and reporting requirements (eg, requiring reporting of patient outcome data and guideline adherence for payment) will also increase the administrative burden for physicians on each patient for whom they provide care. Indeed physicians in Massachusetts report seeing more patients,<sup>8</sup> reducing the time they spend with each patient, dealing with greater administrative requirements, and experiencing a detrimental financial impact after implementation of the Massachusetts Health Insurance Reform Law.<sup>9</sup> If physicians nationally have a similar experience with health care reform, it is likely to result in increased workload that will exacerbate the challenge physicians have balancing their personal and professional life. Thus, health care

**Burnout is common among physicians in the United States, with an estimated 30% to 40% experiencing burnout.**

reform that are likely to improve patient care and reduce physician workload and stress. The introduction of a

**Table 4 | Nurse outcomes in 12 European countries and the US. Data are number of nurses reporting outcome/total number of nurses surveyed, and percentage**

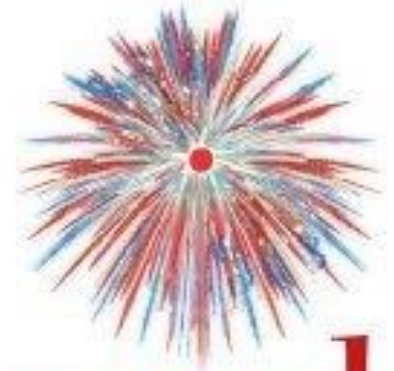
Country	Reported ward to have poor or fair quality of care		Gave ward poor or failing safety grade		Regarded themselves to be burnt out		Dissatisfied with job		Intended to leave their job in the next year		Not confident that patients can manage own care after hospital discharge		Not confident that hospital management would resolve patients' problems	
Belgium	886/3167	28	199/3150	6	730/2938	25	680/3159	22	934/3164	30	1921/3153	61	2518/3134	80
England	540/2899	19	191/2895	7	1138/2699	42	1136/2904	39	1261/2896	44	981/2901	34	1856/2893	64
Finland	141/1099	13	76/1095	7	232/1047	22	300/1114	27	546/1111	49	441/1098	40	890/1094	81
Germany	526/1507	35	94/1506	6	431/1430	30	561/1505	37	539/1498	36	473/1505	31	879/1504	58
Greece	170/361	47	61/358	17	246/315	78	199/358	56	177/358	49	231/358	65	311/356	87
Ireland	152/1389	11	117/1385	8	536/1293	41	581/1383	42	612/1380	44	588/1385	42	872/1381	63
Netherlands	756/2185	35	123/2187	6	211/2061	10	240/2188	11	418/2197	19	889/2195	41	1781/2200	81
Norway	468/3732	13	199/3712	5	823/3501	24	773/3729	21	942/3712	25	2097/3710	57	2739/3698	74
Poland	683/2581	26	463/2579	18	929/2321	40	663/2584	26	1056/2387	44	1890/2571	74	2196/2571	85
Spain	897/2794	32	173/2784	6	787/2670	29	1053/2786	38	740/2774	27	1554/2779	56	2370/2767	86
Sweden	2750/10051	27	1117/10035	11	2788/9477	29	2251/10027	22	3418/10013	34	2833/9995	28	7308/9988	73
Switzerland	324/1604	20	71/1606	4	228/1563	15	338/1610	21	447/1623	28	564/1612	35	1216/1612	75
US	4196/26316	16	1628/26772	6	9122/27163	34	6692/26935	25	3767/27232	14	11449/25110	46	15240/26717	57



**Psychotherapy works to alleviate suffering, these interventions facilitate well-being and as a side effect, also help to alleviate suffering...**

"A compelling view of a positive human future, for individuals, corporations, and nations, brilliantly told."  
—Tony Hsieh, author of *Delivering Happiness* and CEO of Zappos.com, Inc.

**A Visionary New Understanding  
of Happiness and Well-being**



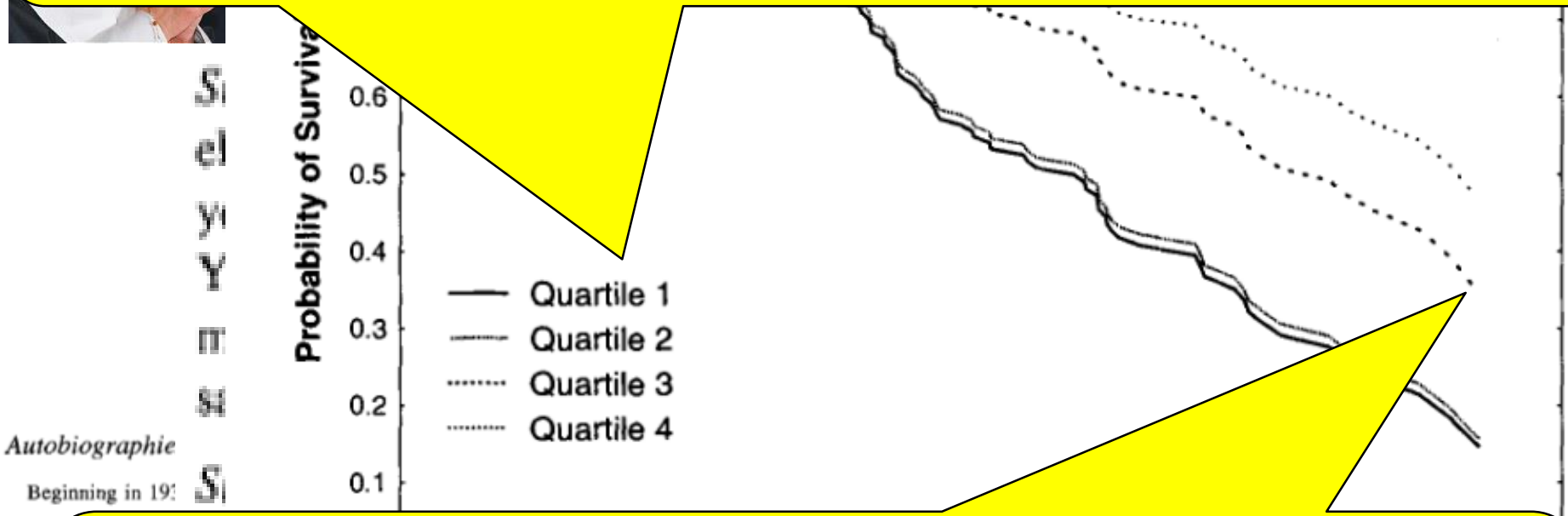
# **Flourish**

**Martin E. P. Seligman**

BESTSELLING AUTHOR OF  
*AUTHENTIC HAPPINESS*



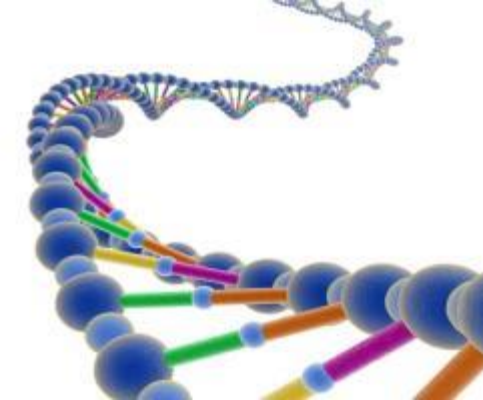
Age 85: 90% of 1<sup>st</sup> Quartile still alive; 34% of 4<sup>th</sup>  
Age 94: 54% of 1<sup>st</sup> still alive, compared to 11% of 4<sup>th</sup>



the nuns who expressed more positive emotions lived, on average, a decade longer than their less cheerful peers

# Barbara Fredrickson Summary:

- All emotions are useful in the right circumstances – pathology comes from excessive lingering.
- Resilient people are very attuned to the correct circumstances while burned out people stay with an old emotion
- The key to resilience is to see the current circumstances with clear eyes whether positive or negative.



# “Genetic Dispositions”



Our Darwinian DNA utilizes some negative-emotion mechanisms to help us pass our traits on to offspring:

- Ability to worry about the future
- Remember bad things that happened to us
- Anticipate new things that could go wrong
- **These help us with survival, but not with happiness**

**Positive emotions expand awareness to allow for the discovery of new knowledge, new alliances, and new skills (i.e., to build enduring resources).**

# **Positive Emotions are Temporary but the Resources Built are Durable/Lasting**

## **Durable Personal Resources:**

- Physical**
- Social**
- Intellectual**
- Psychological**

# Adversity and the Immune System

Chronic adversity is associated with:

- Increased expression of pro-inflammatory genes
- Reduced expression of antiviral genes
- Reduced expression of antibody synthesis genes

- Cole (2013) American Journal of Public Health, 103, S84-S92



# Cultivating Positive Emotion:

## Ratio of positive to negative

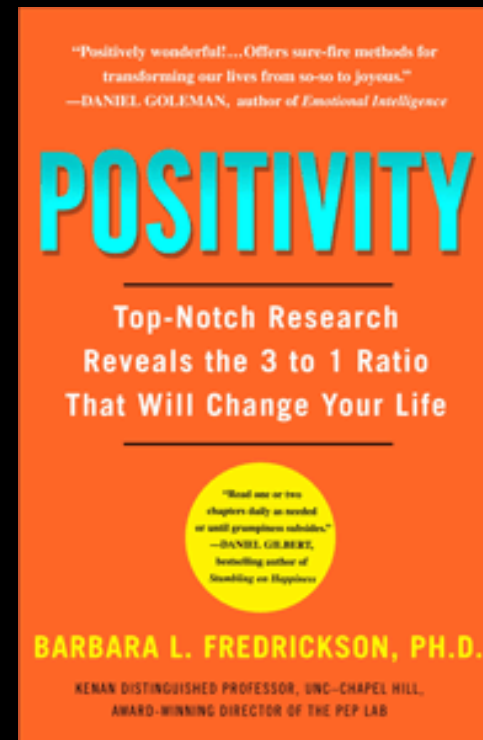
Low Performance Groups= 1:1

Mid Performance Groups= 2:1

High Performance Groups= 6:1

**High performers** asked questions as much as they defended their own views, and cast their attention outward as much as inward.

**Low performers** asked almost no questions, and showed almost no outward focus (not listening, rather, waiting to talk to defend their own view).



# Cultivating Positive Emotion:

Low Performance Groups= 1:1

- **Divorcing couples/Depression/Anxiety (0.5-1):1**

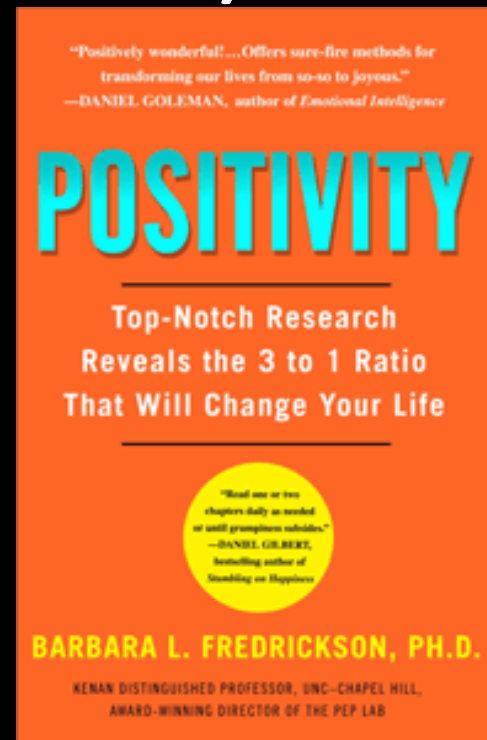
Mid Performance Groups= 2:1

- **Most people are 2:1 (more like 1:1 than 3:1)**

High Performance Groups= 6:1

- **only 20% are 3:1 or higher**

- **flourishing marriages average 5:1**



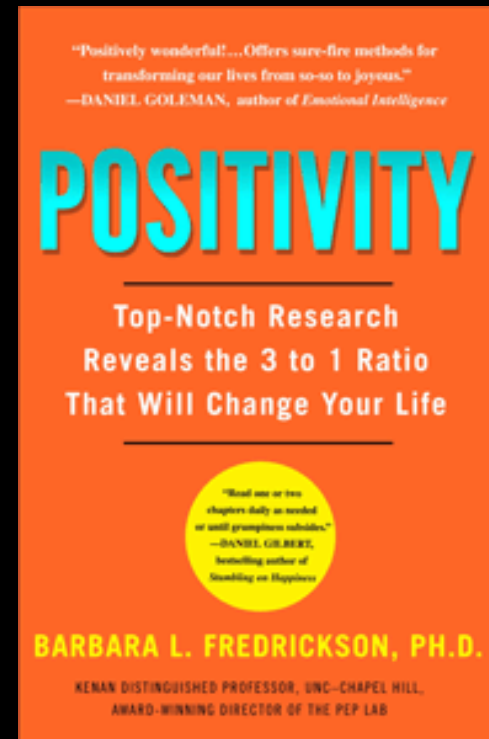
# Cultivating Positive Emotion:

## Ratio of positive to negative

Upper bound for flourishing?

11:1

*“if you jump really high in the gymnasium, you will hit your head on the ceiling...”*



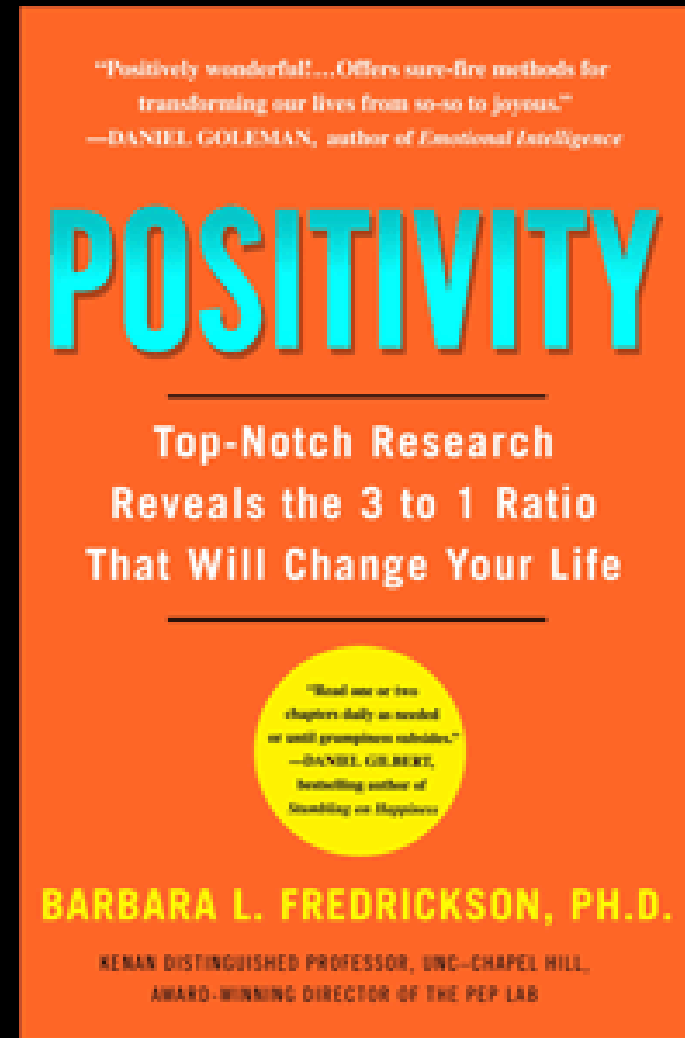
# Cultivating Positive Emotion:

## 3 to 1 Ratio

### Chapter 3: What Is Positivity?

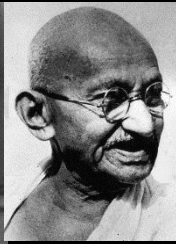
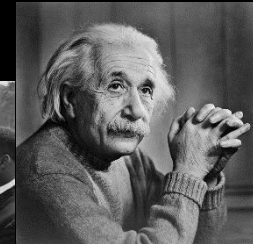
#### The 10 Forms of Positivity

Joy  
Gratitude  
Serenity  
Interest  
Hope  
Pride  
Amusement  
Inspiration  
Awe  
Love



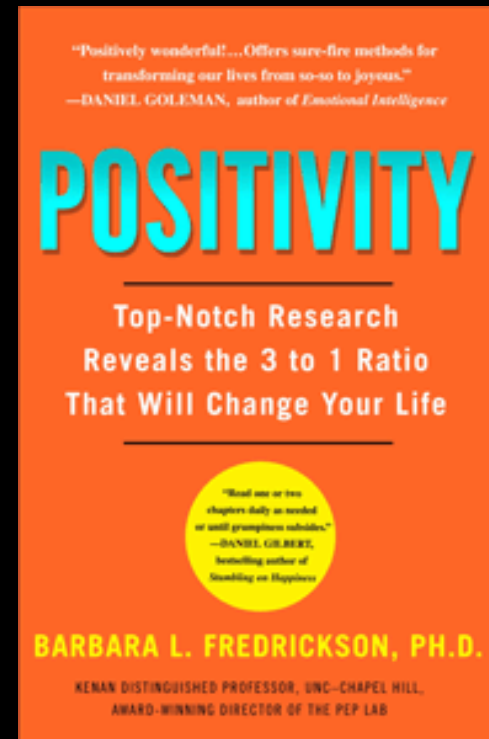


Joy  
Gratitude  
Serenity  
Interest  
Hope  
Pride  
Amusement  
Inspiration  
Awe  
Love



# Cultivating Positive Emotion: 3 to 1 Ratio

Meeting agenda item:  
What are we doing well?





Don't use defensive framing when asking questions of frontline staff:

“So how are we going to kill the next patient around here?”

## FRAMING:

- Use the 3:1 ratio for psychological safety
  - “Please share three things that are going well around here, and one thing that could be better.”
- Make it about what you can do
  - “How can I help to remove barriers, so that the safety defects you are most concerned about can be better addressed?”

Staff meetings:

- Round Robin: “What is one good thing so far this week?”

# Bite Sized Resilience

J. Bryan Sexton, PhD  
Director, Duke Patient Safety Center

**While you are waiting for us to start, perhaps you could send a quick text to someone important to you, to send a kind thought their way.**



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# Bobby McFerrin





# Star Size Comparison







# Neil Degrasse Tyson



- **Enhancing Caregiver Resilience: Burnout & Quality Improvement Full Course**

(2 days with a 2 hour follow-up webinar - Offered in January, May & November)

- Course Description
- Registration Information; May 9 & 10, 2016
- Registration Information; November 15 & 16, 2016
- Registration Information; January 23 & 24th, 2017
- Registration Information; May 23 & 24, 2017
- Registration Information; November 14 & 15, 2017

\*Also available upon request. If interested Click Here.

- **Enhancing Caregiver Resilience Essentials (1 Day)**

- Course Description
- Registration Information; April 12, 2016
- Registration Information; September 13, 2016
- Registration Information; January 26, 2017
- Registration Information; April 20, 2017
- Registration Information; September 12, 2017

- **Executive Leadership in Patient Safety & Quality (1 Day)**

*\*CME Credit is available for this course*

- Course Description

*\*Course Available Upon Request*

**Want to learn more about 3 Good Things?**

**Bite Sized Resilience: Three Good Things**

**To enroll 2015/2016 cohorts please select one of the following:**

**Mar 21 - Apr 4, 2016  
April 11 - 25, 2016  
May 9 - 23, 2016**

- **Patient Safety Leadership Training & Certification Course**

(3 days - Offered in April & September)

- Course Description
- Registration Information; April 11 - 13, 2016
- Registration Information; September 12 - 14, 2016
- Registration Information; April 19 - 20, 2017
- Registration Information; September 11 - 13, 2017

\*Also available upon request. If interested Click Here.

- **TeamSTEPPS Advanced Master Trainer Curriculum**

- Course Description

- **TeamSTEPPS™ Essentials - (4 Hours)**

*To attend a class held at DRAH, please register in API.*

*Enter Code: DMIE0039*

- Registration Information; May 13, 2016
- Registration Information; August 26, 2016
- Registration Information; October 14, 2016
- Registration Information; December 9, 2016

- **TeamSTEPPS™ Master Trainer Course (Internal)**

- Course Description

- **TeamSTEPPS™ Master Trainer Course – National**

- Course Description
- April 28 -29, 2016
- June 16-17, 2016
- July 28-29, 2016
- Registration Information

[View all course descriptions](#)

**For additional information on the WISER Study please go to:**

**WISER Study**





# DISAPPROVAL

You'll know it when you see it.



**DukeMec**

## Approaching awe, a moral, spiritual, and aesthetic emotion

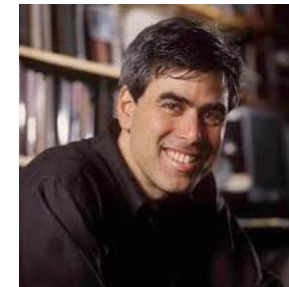


Dacher Keltner

*University of California at Berkeley, USA*

Jonathan Haidt

*University of Virginia, Charlottesville, USA*



In this paper we present a prototype approach to awe. We suggest that two appraisals are central and are present in all clear cases of awe: perceived vastness, and a need for accommodation, defined as an inability to assimilate an experience into current mental structures. Five additional appraisals account for variation in the hedonic tone of awe experiences: threat, beauty, exceptional ability, virtue, and the supernatural. We derive this perspective from a review of what has been written about awe in religion, philosophy, sociology, and psychology, and then we apply this perspective to an analysis of awe and related states such as admiration, elevation, and the epiphanic experience.











**What is the one thing you never  
have enough of?**



# Awe Expands People's Perception of Time, Alters Decision Making, and Enhances Well-Being

Psychological Science  
23(10) 1130–1136  
© The Author(s) 2012  
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[sagepub.com/journalsPermissions.nav](http://sagepub.com/journalsPermissions.nav)  
DOI: 10.1177/0956797612438731  
<http://pss.sagepub.com>

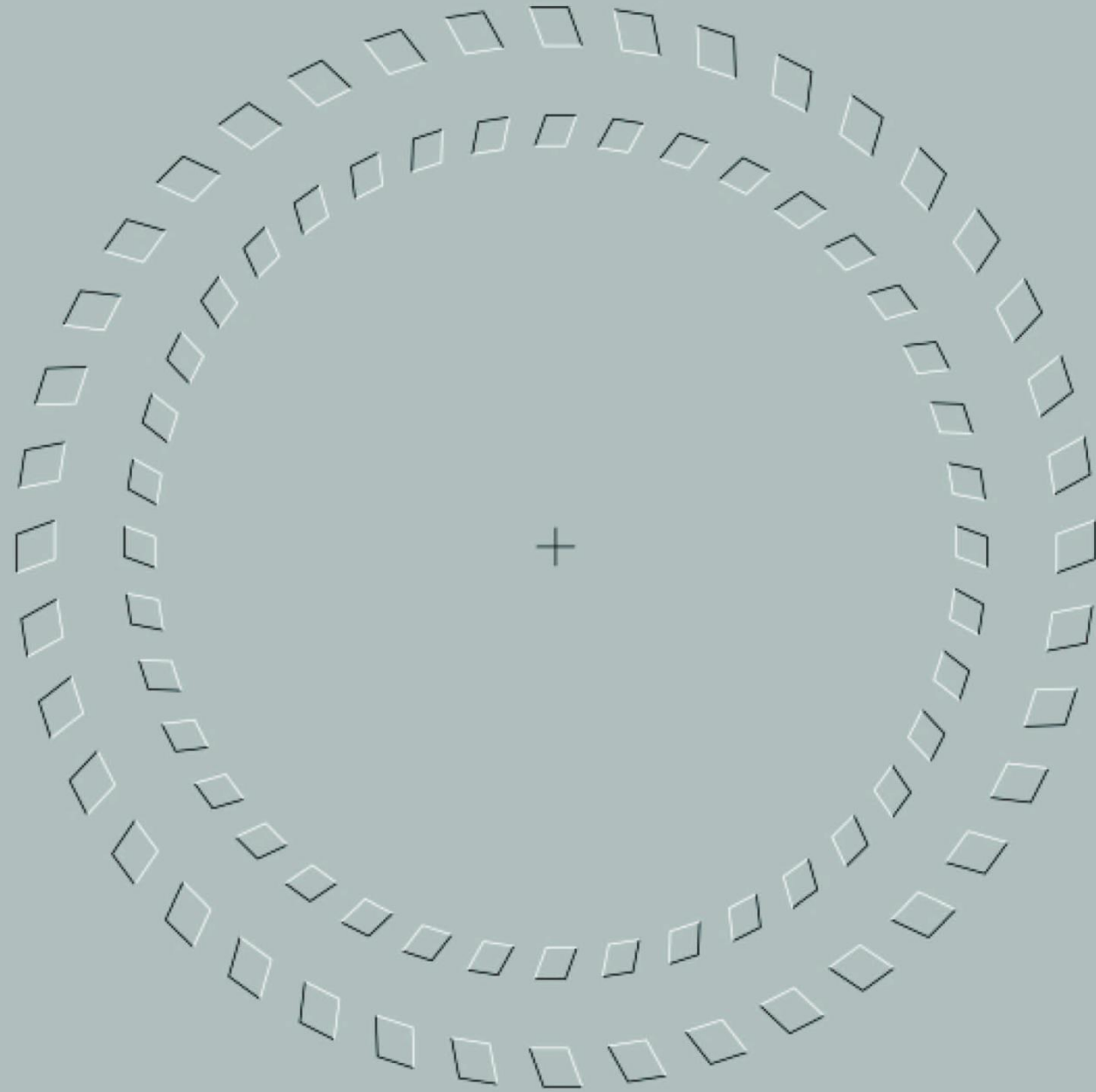


**Melanie Rudd<sup>1</sup>, Kathleen D. Vohs<sup>2</sup>, and Jennifer Aaker<sup>1</sup>**

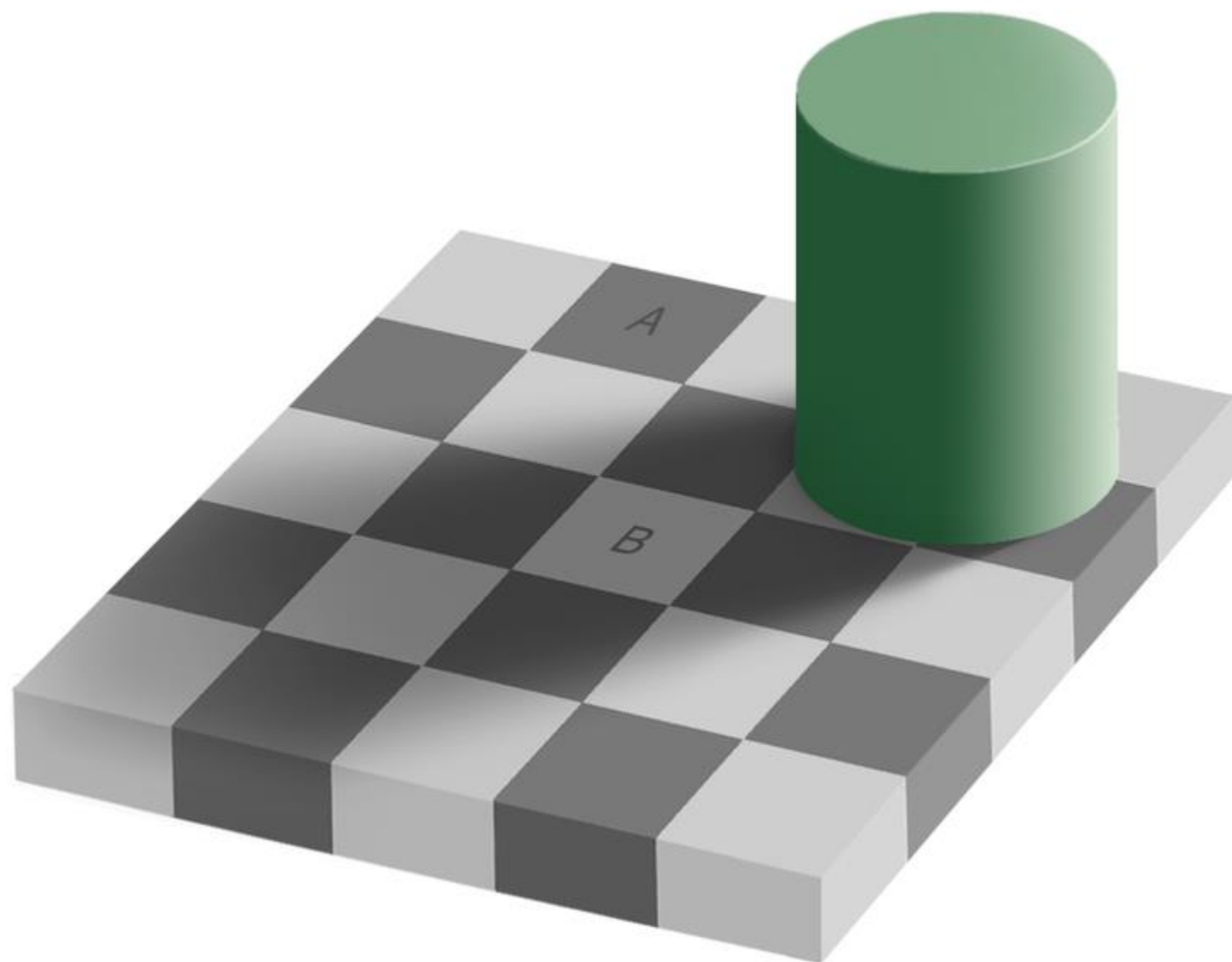
<sup>1</sup>Graduate School of Business, Stanford University, and <sup>2</sup>Carlson School of Management, University of Minnesota

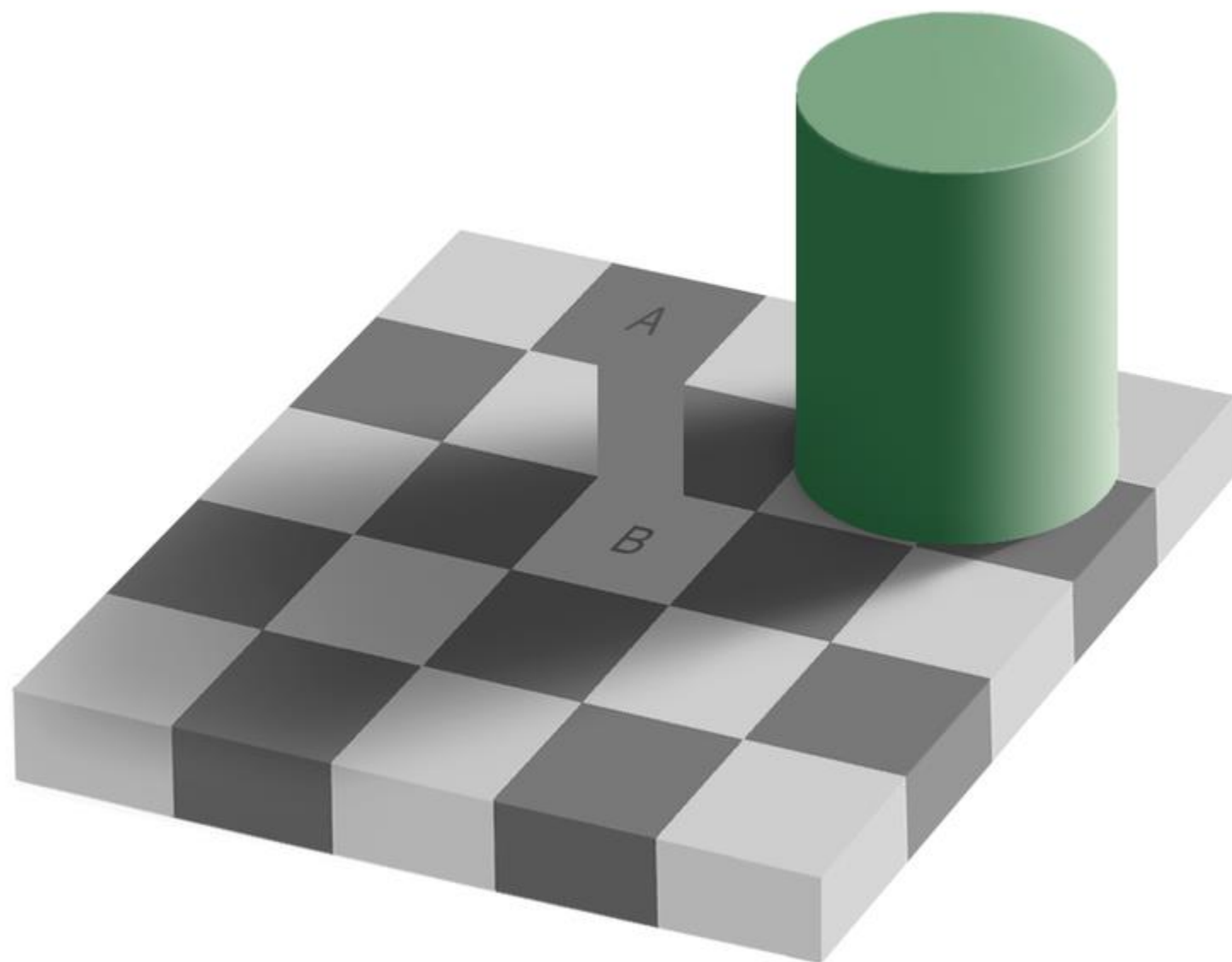
## Abstract

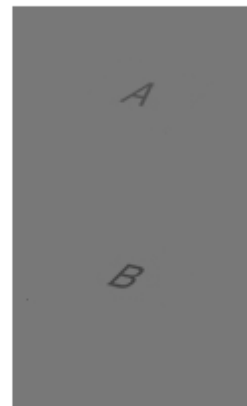
When do people feel as if they are rich in time? Not often, research and daily experience suggest. However, three experiments showed that participants who felt awe, relative to other emotions, felt they had more time available (Experiments 1 and 3) and were less impatient (Experiment 2). Participants who experienced awe also were more willing to volunteer their time to help other people (Experiment 2), more strongly preferred experiences over material products (Experiment 3), and experienced greater life satisfaction (Experiment 3). Mediation analyses revealed that these changes in decision making and well-being were due to awe's ability to alter the subjective experience of time. Experiences of awe bring people into the present moment, and being in the present moment underlies awe's capacity to adjust time perception, influence decisions, and make life feel more satisfying than it would otherwise.

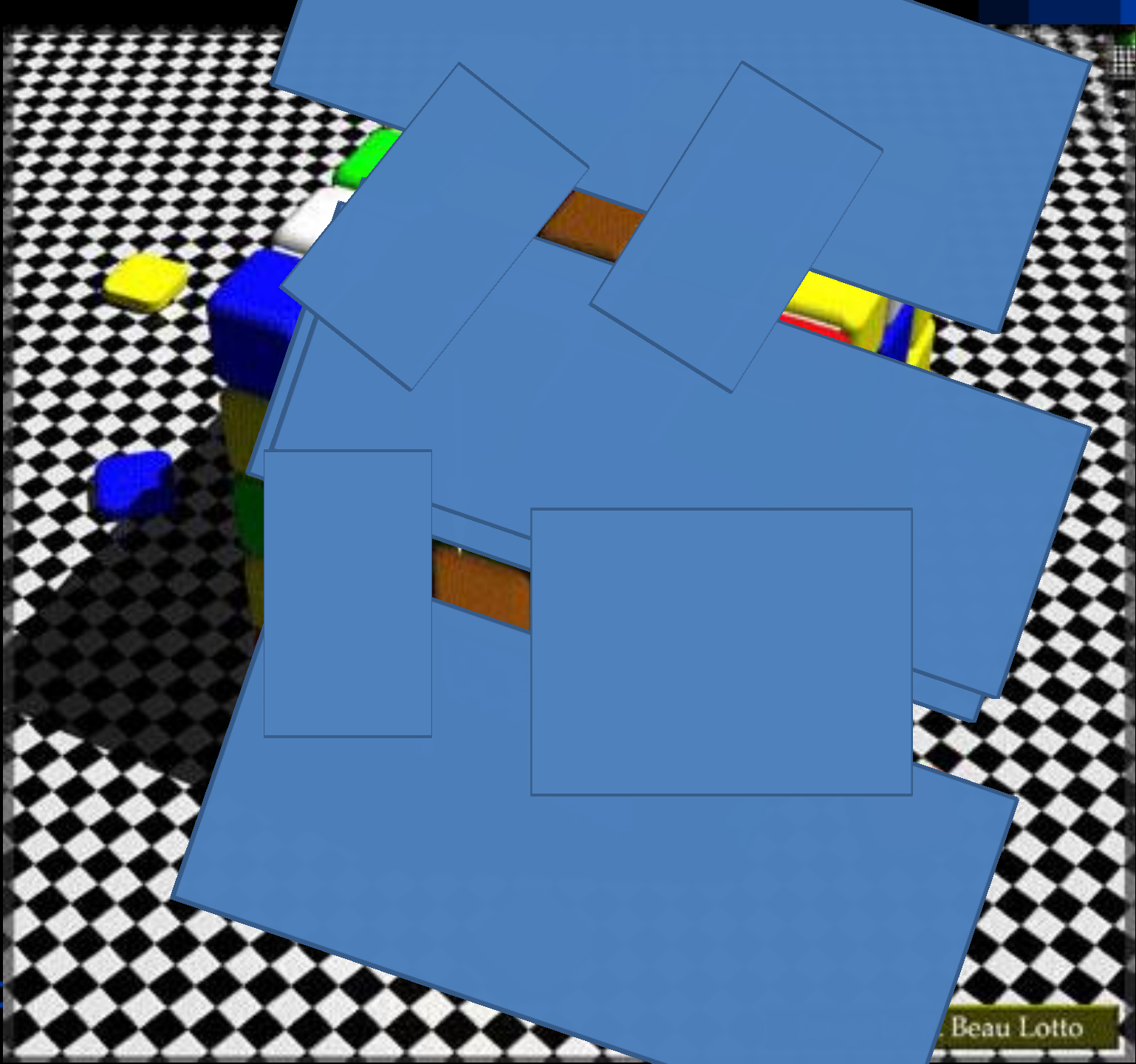


Duke









Beau Lotto





Good



**X**





# Caenorhabditis elegans

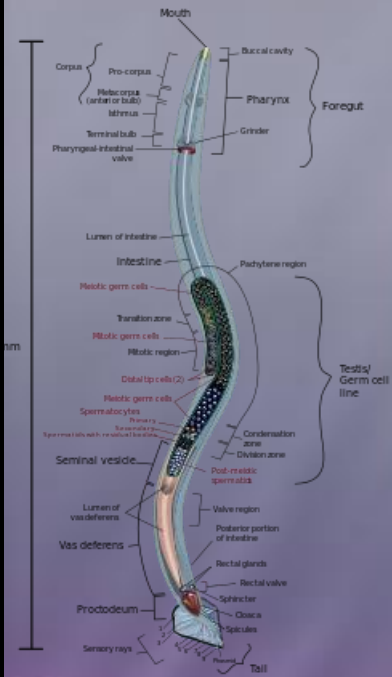




























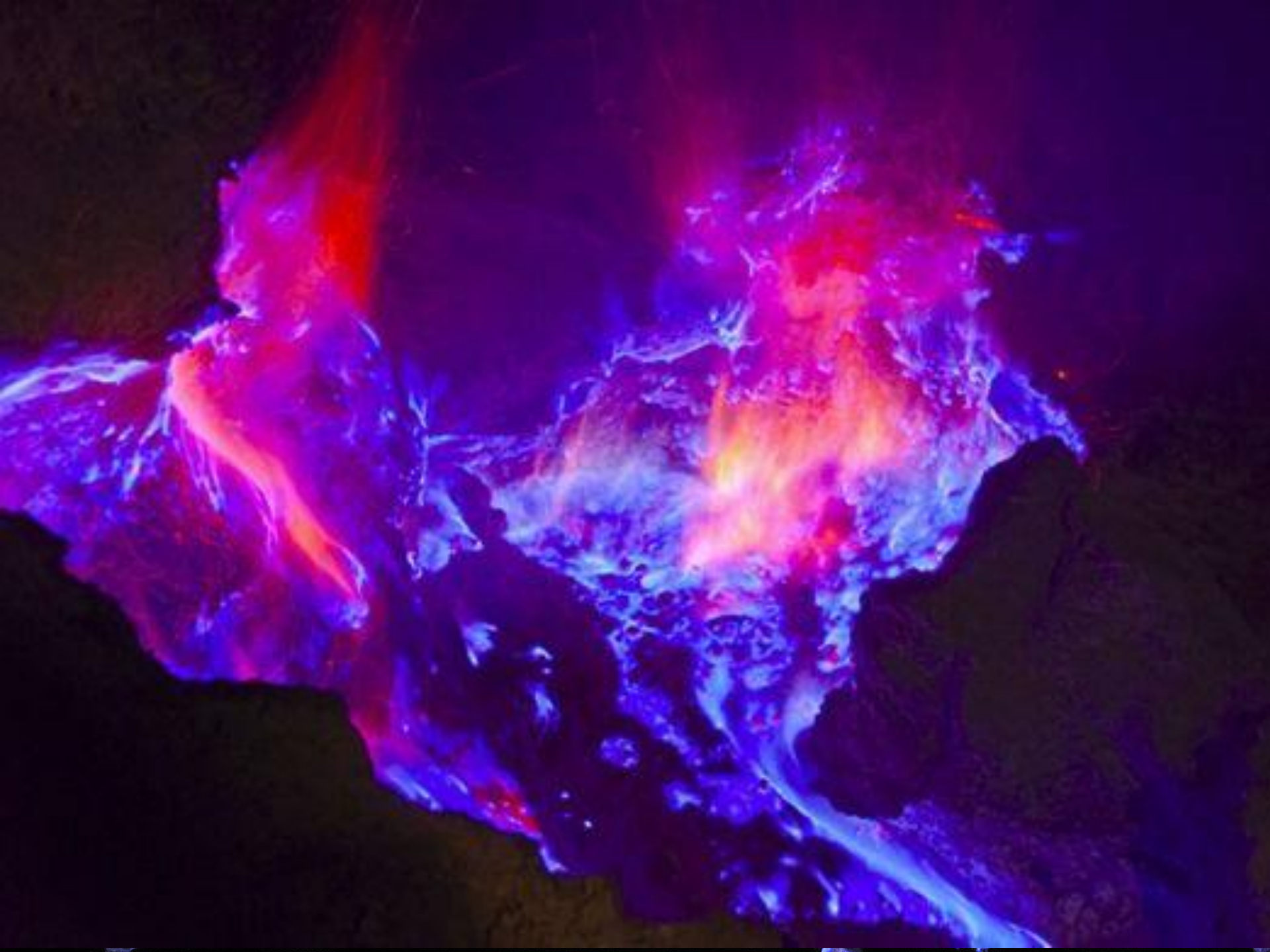




Фото Dionys Moser/Размещено на [trasyu.livejournal](https://trasyu.livejournal.com)

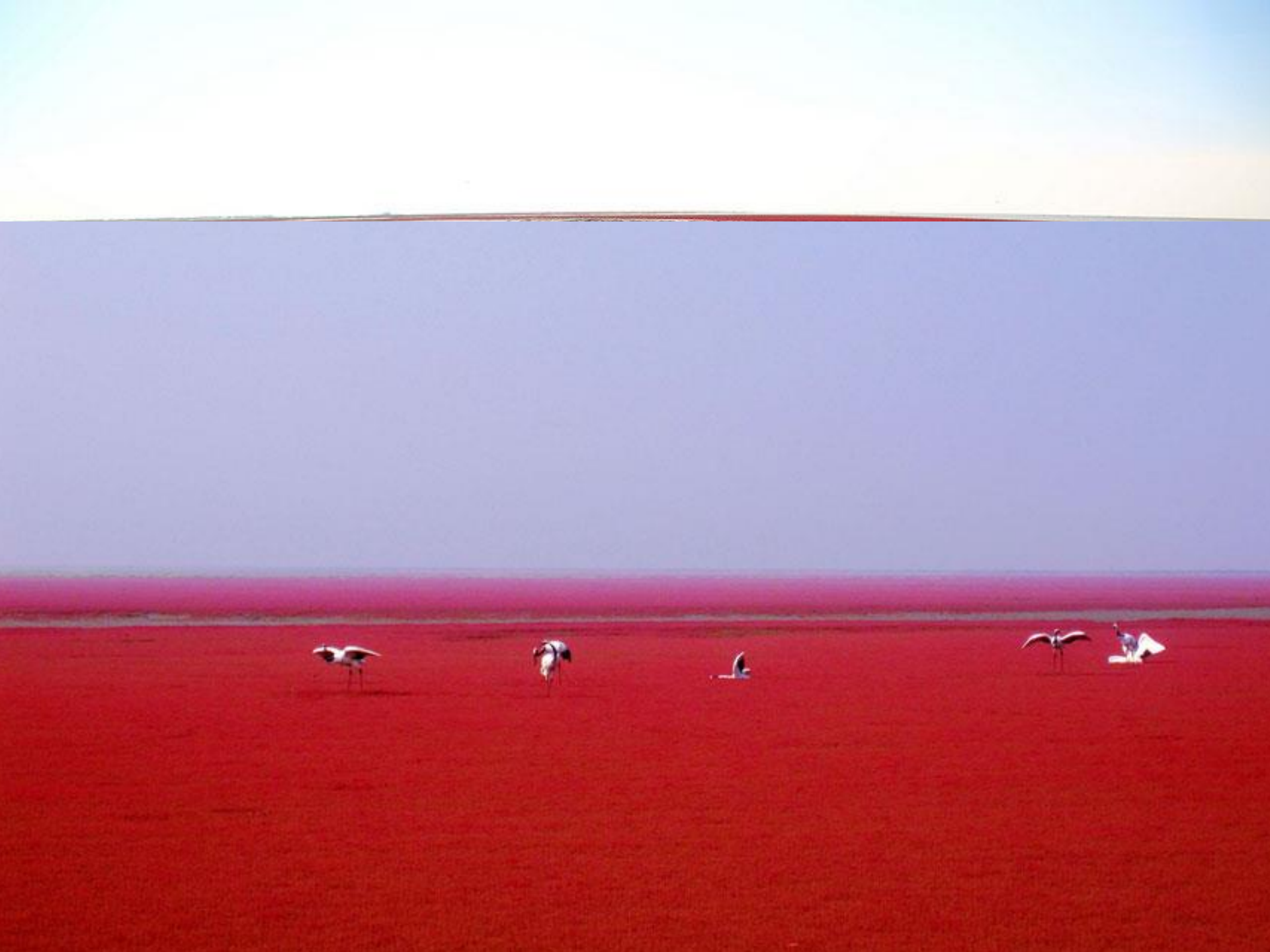


Фото Dionys Moser/ Размещено на [trasyu.livejournal.com](https://trasyu.livejournal.com)

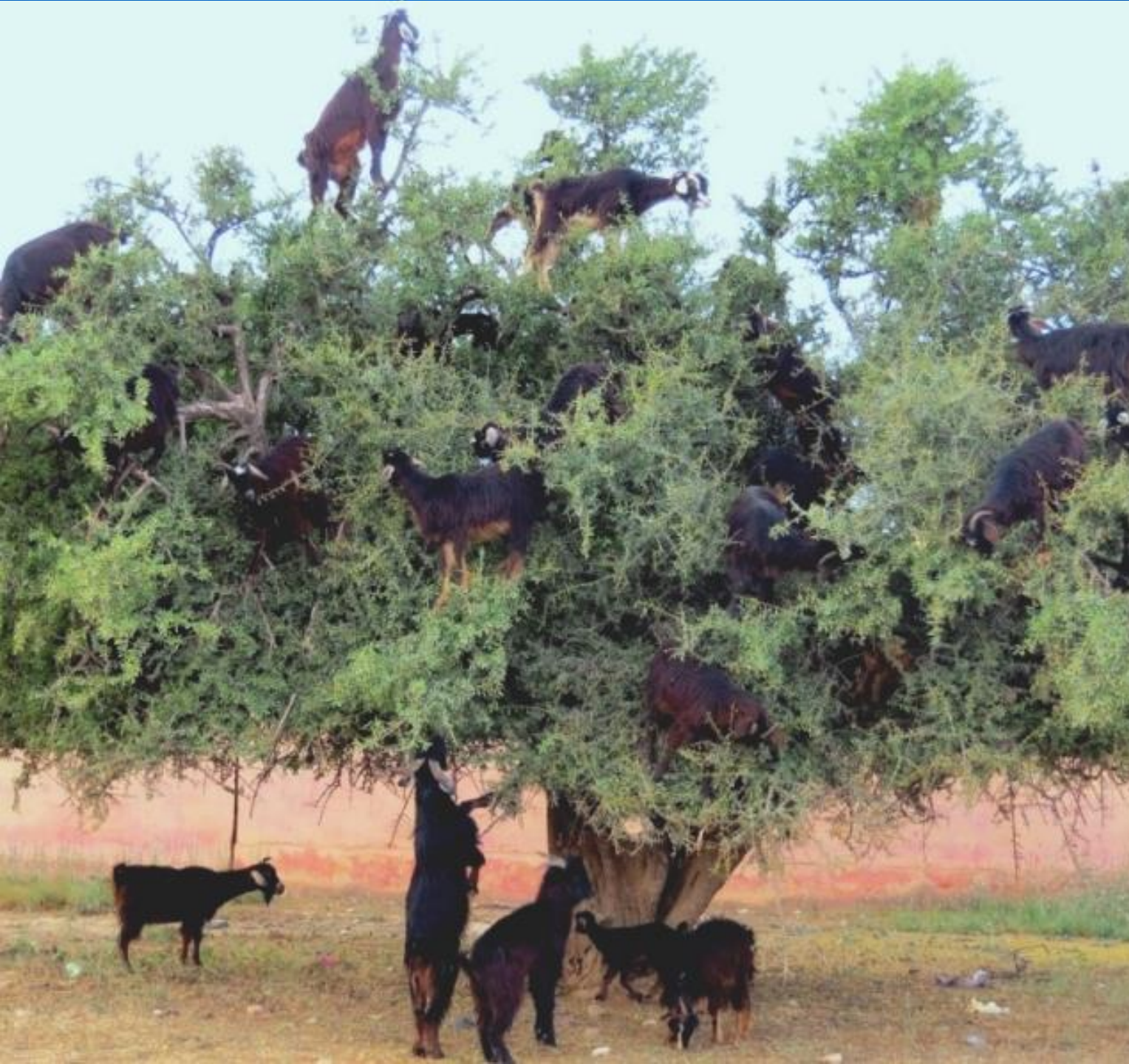




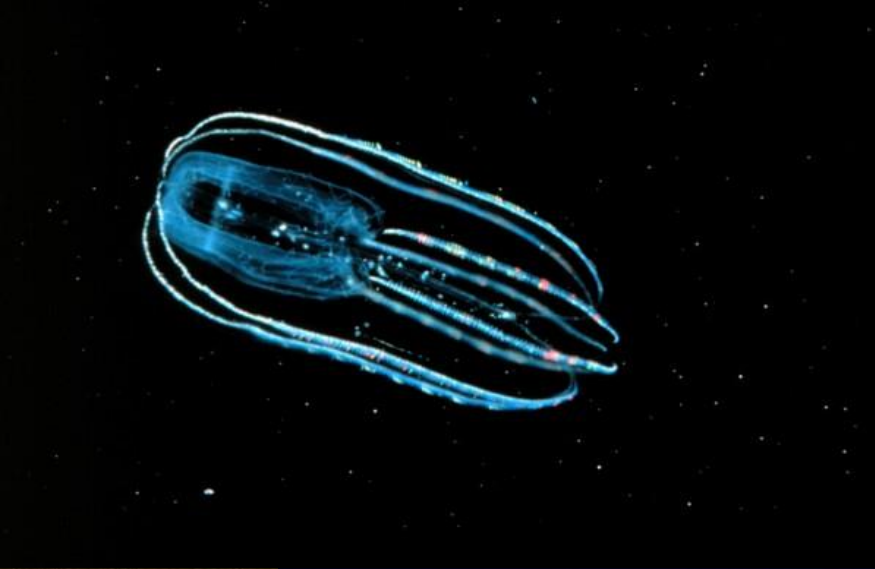








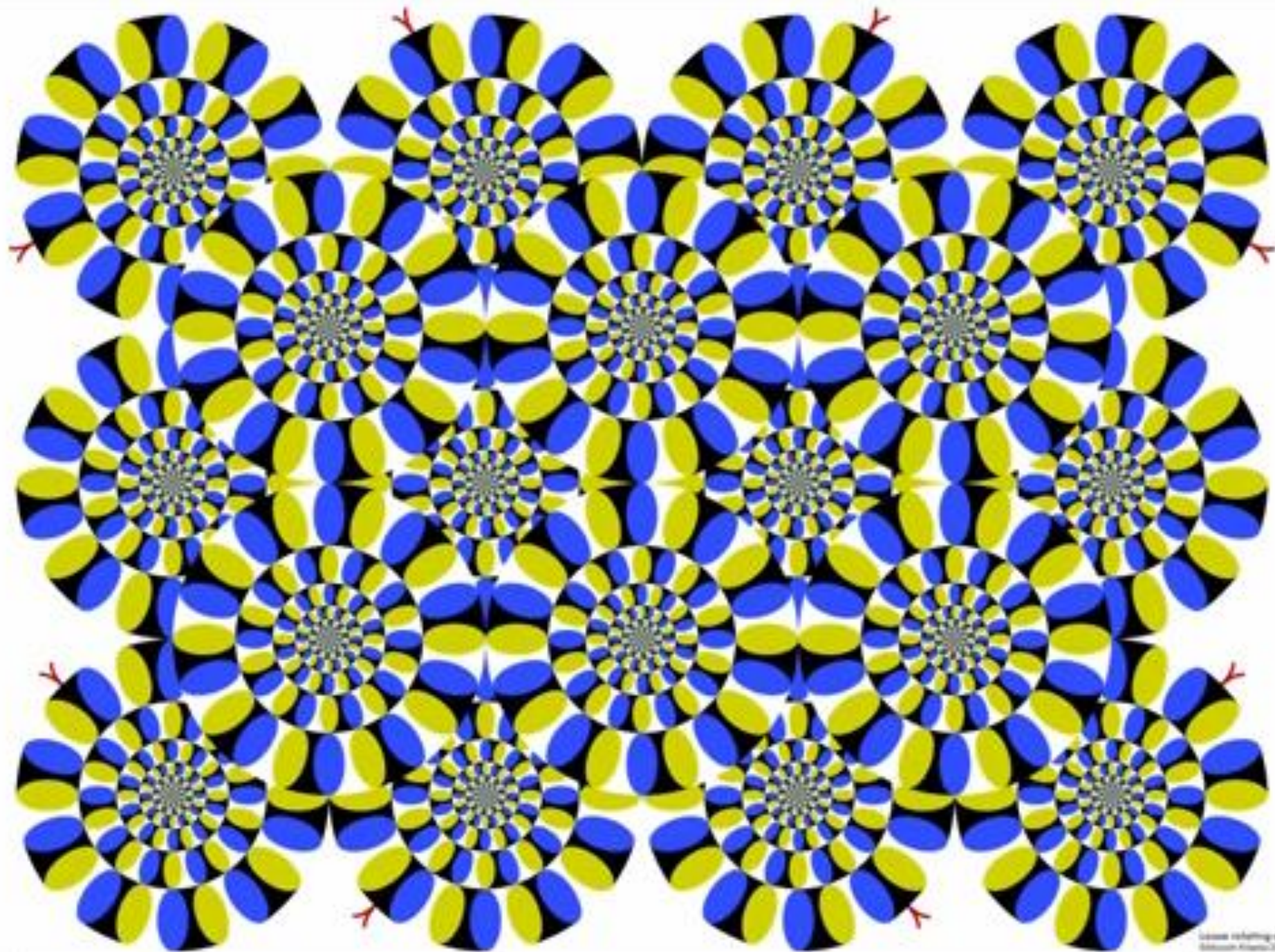






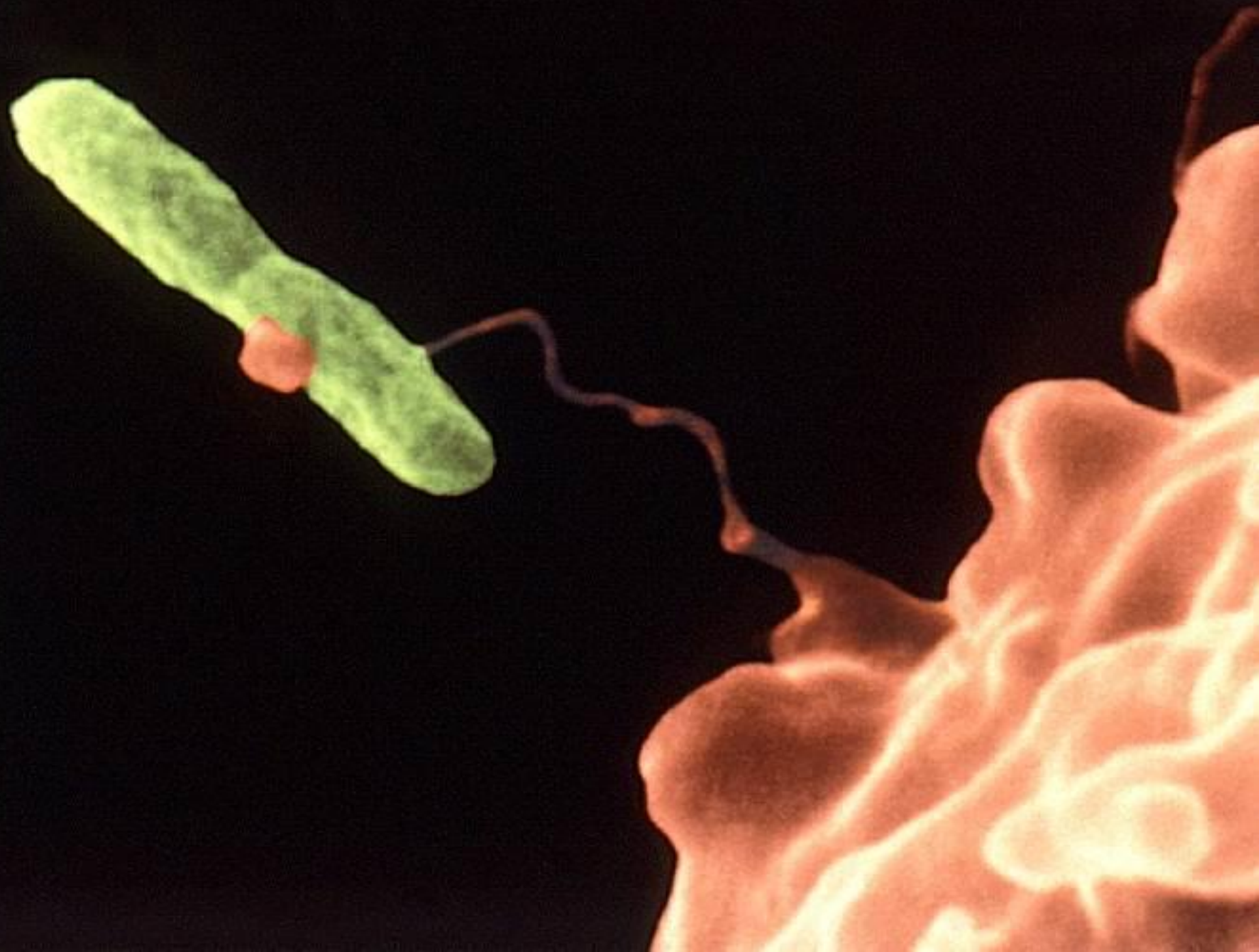


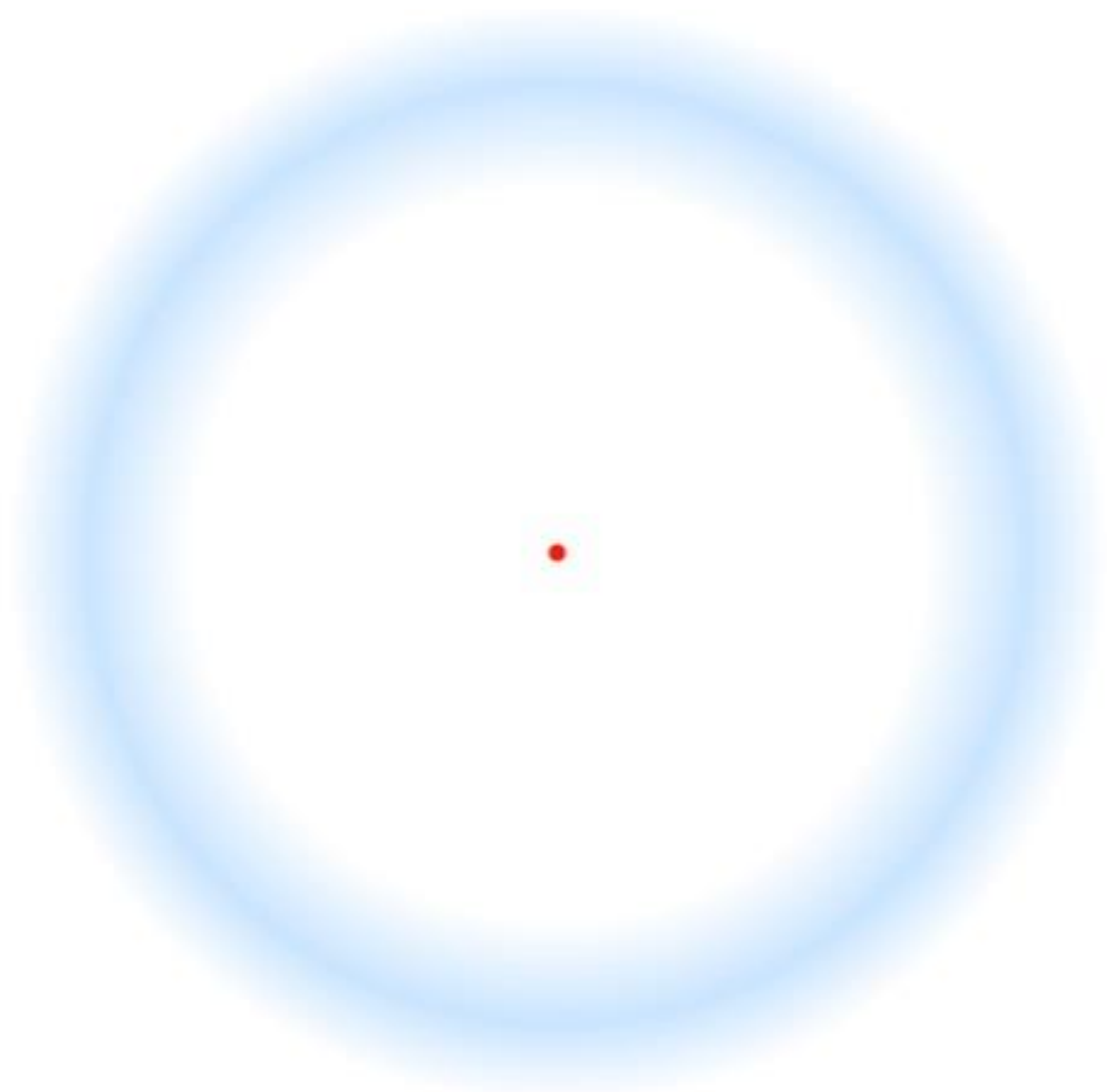






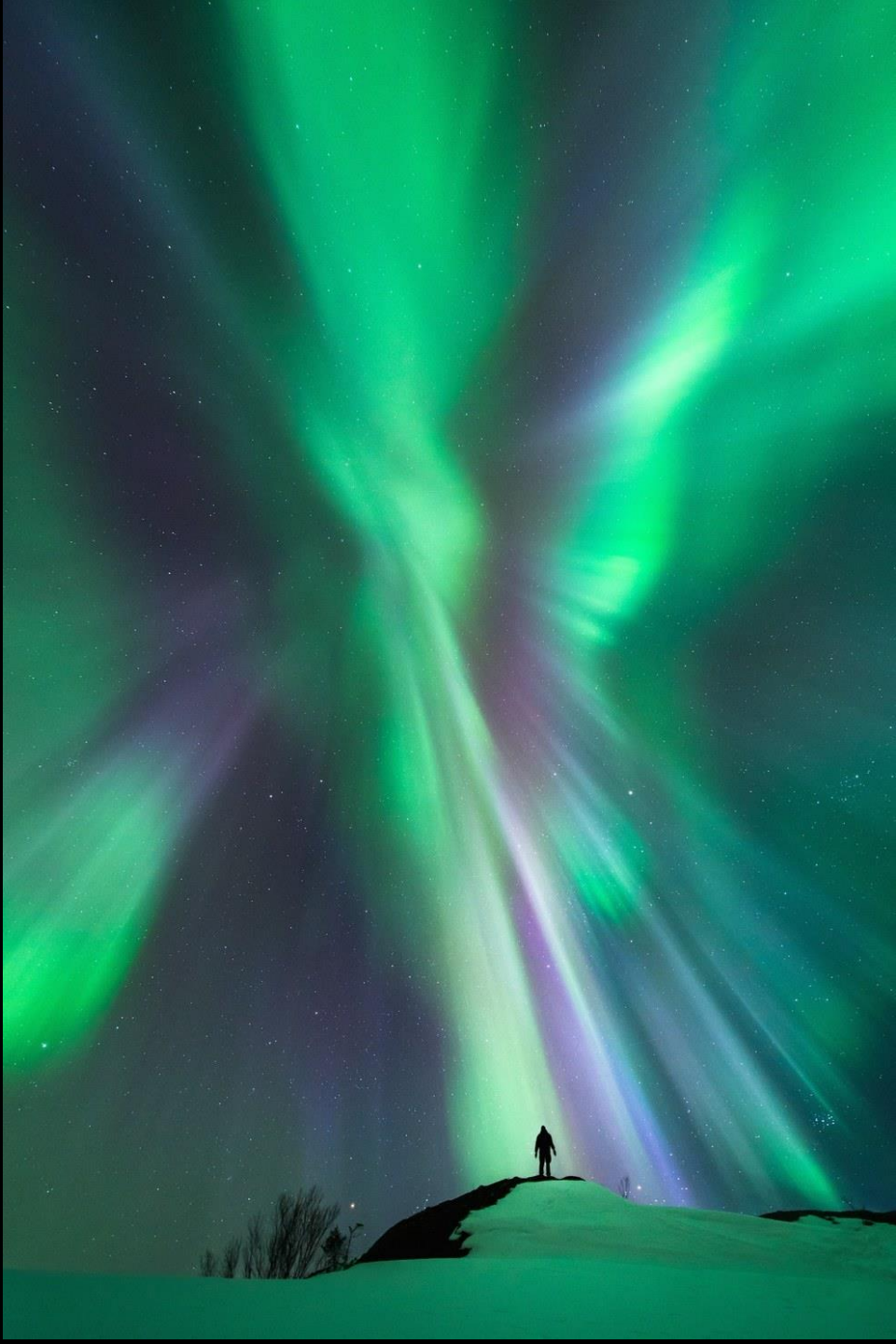










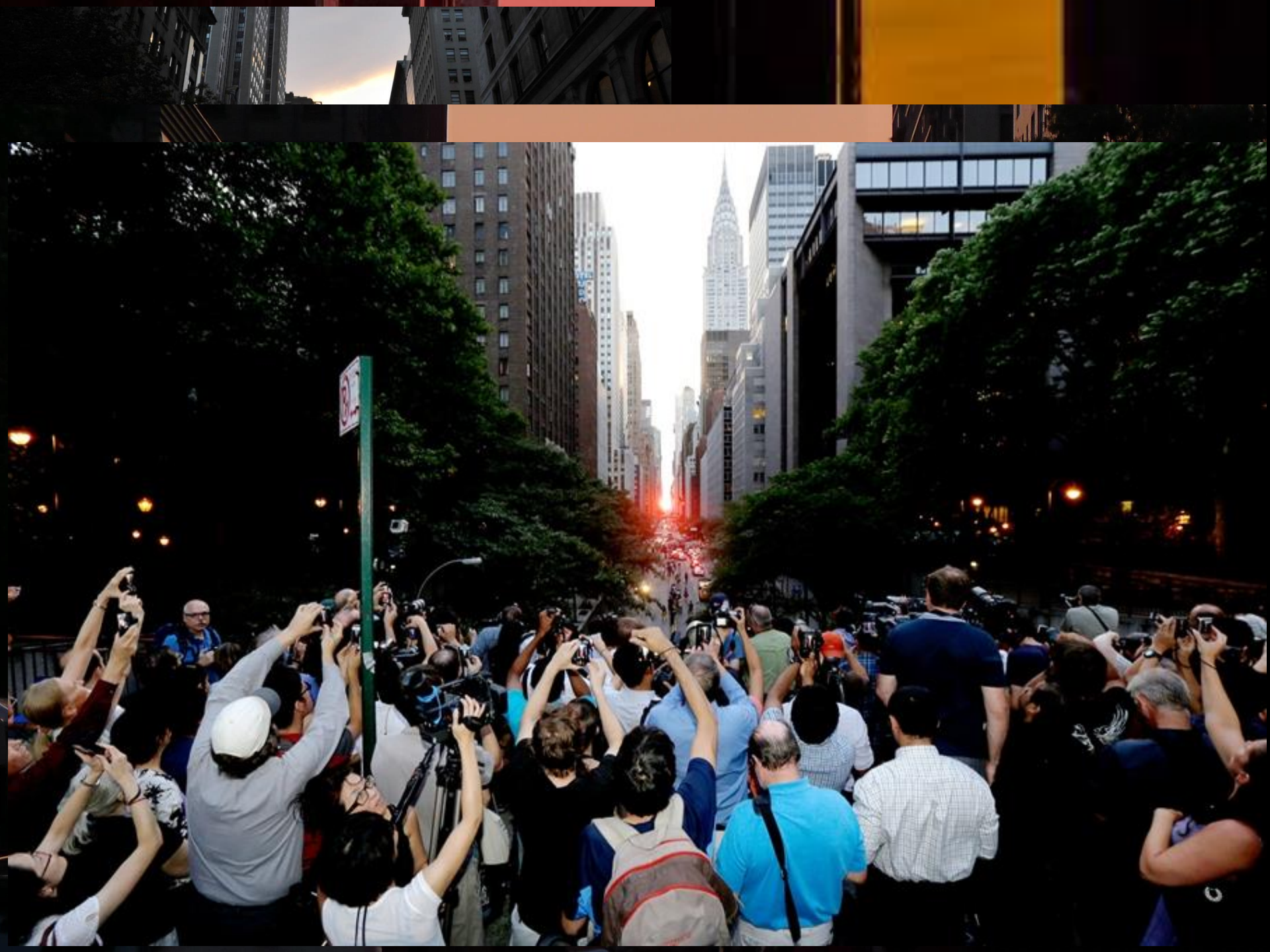






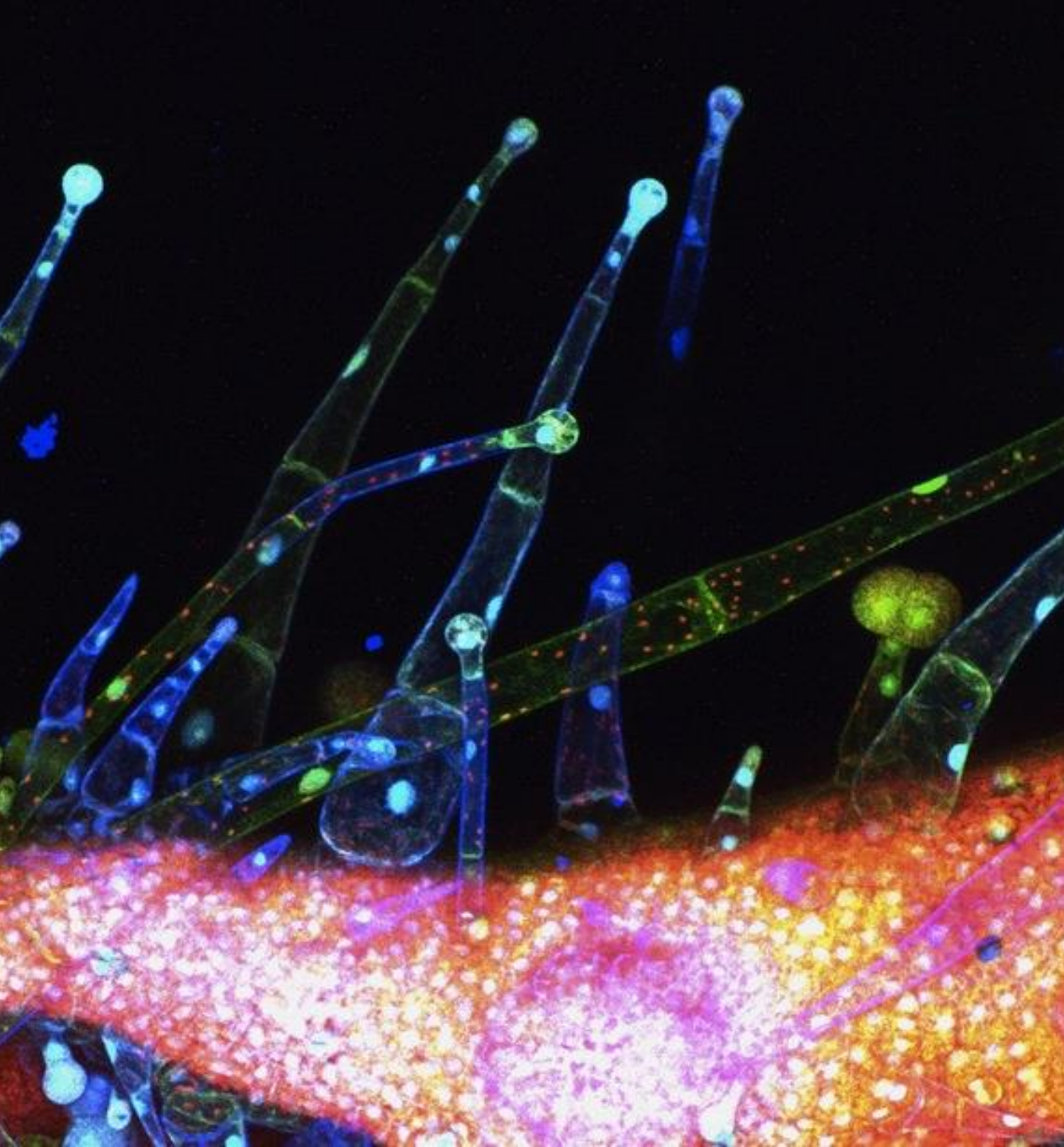


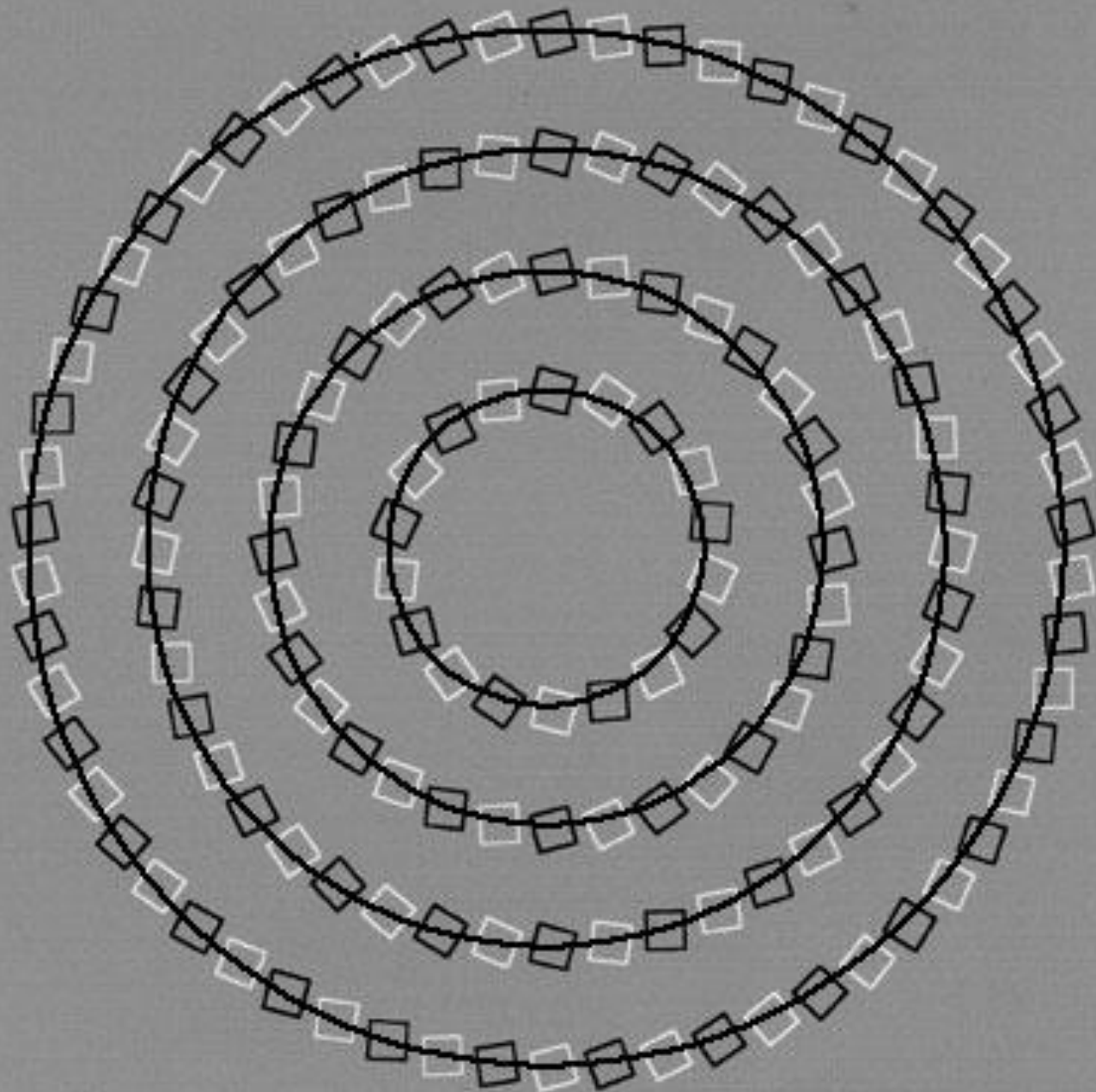


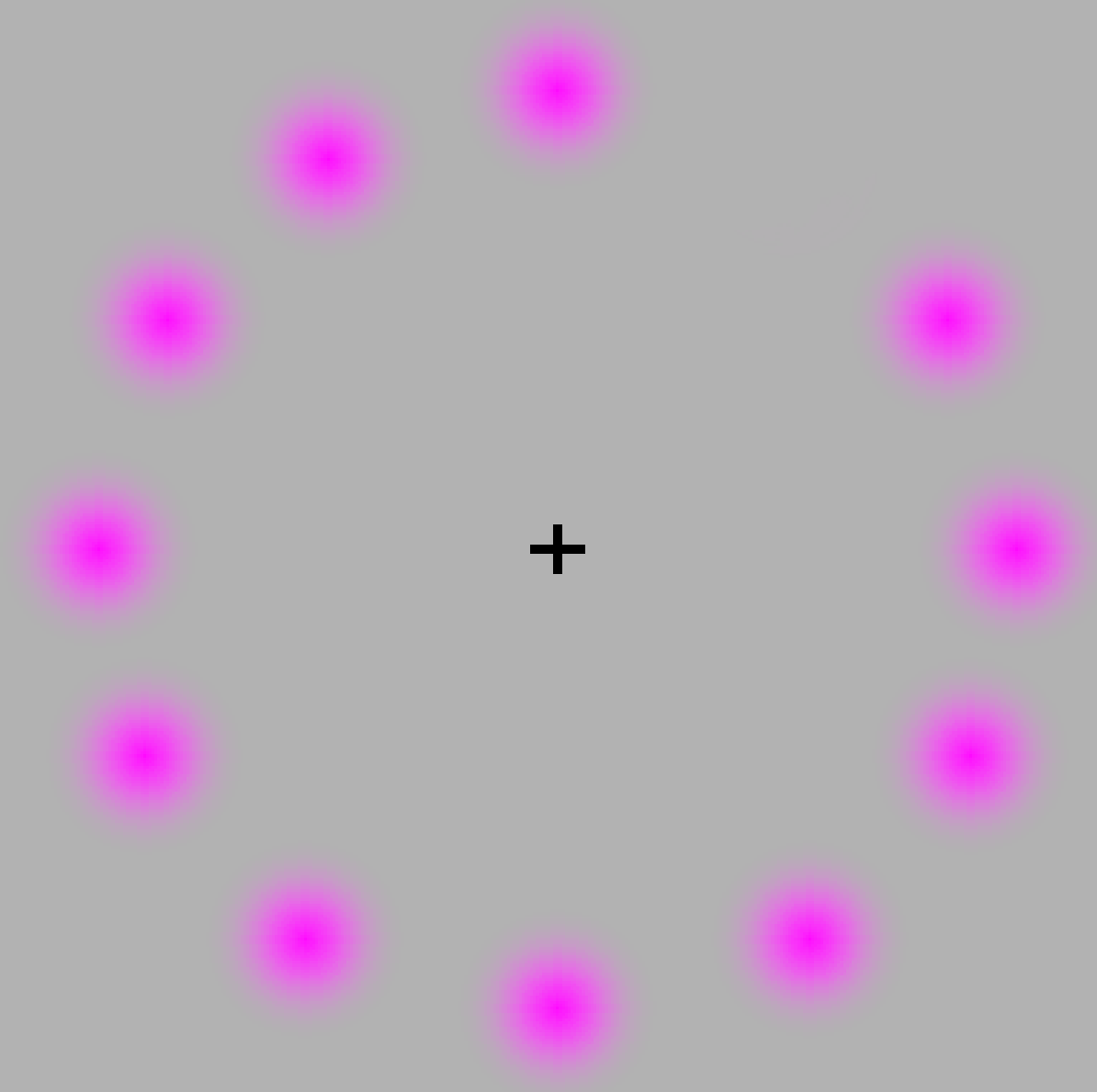


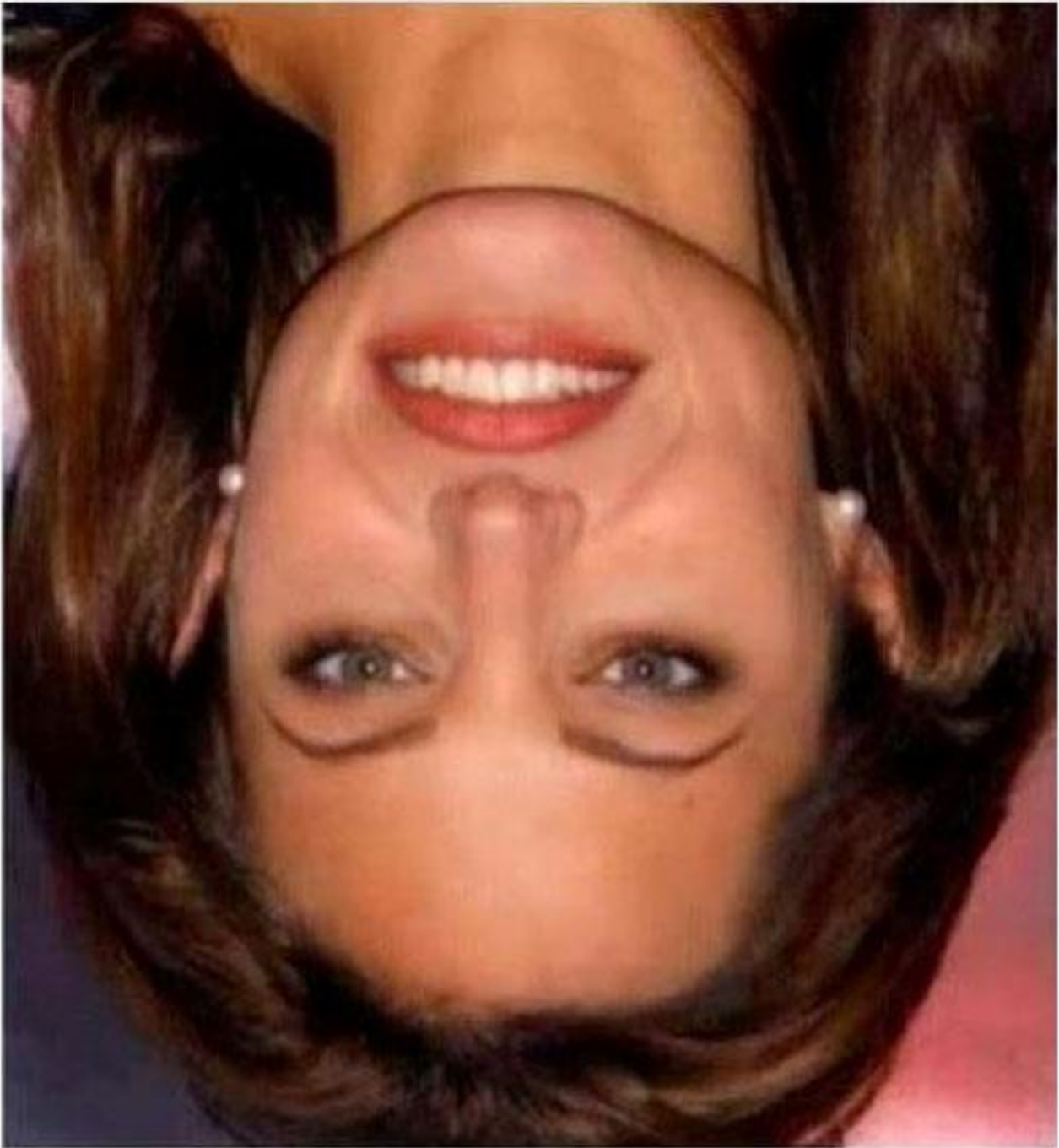








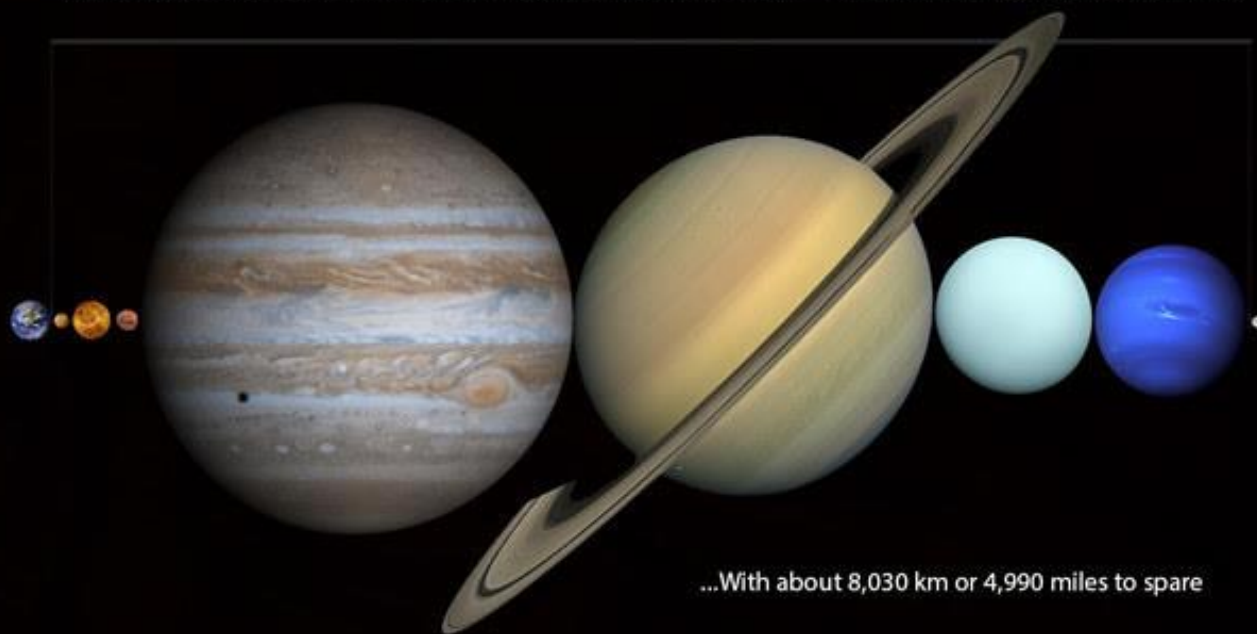




D



Average distance between the Earth and the Moon - 384,400 km or 238,555 miles

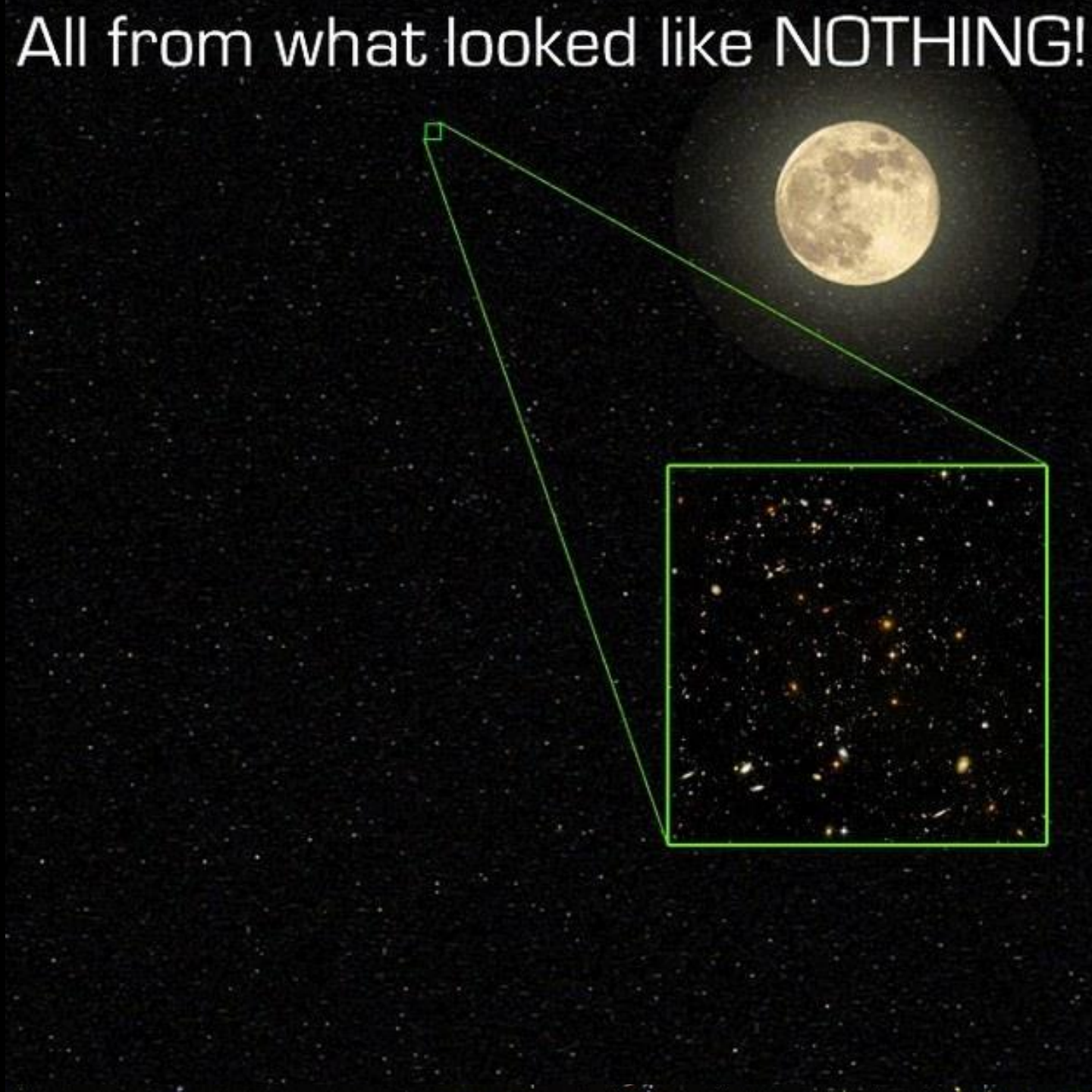







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# All from what looked like NOTHING!







A dark, grayscale image of the Martian horizon. The foreground shows the silhouettes of low, rolling hills. The sky is a uniform dark gray. In the upper left quadrant, a small, bright white spot is visible, with a small white arrow pointing to it from the word "Earth".

Earth

 From Mars





Earth and Moon



View from Saturn (Cassini)  
900 million miles away

View from Mercury (MESSENGER)  
61 million miles away



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# **Your moment of awe...**



**Duke**Medicine

**For your resilience:  
Other People Matter**





# Bite Sized Resilience: Cultivating Gratitude

J. Bryan Sexton, PhD  
Director, Duke Patient Safety Center

**While you are waiting for us to start, perhaps you could send a quick text to someone important to you, to send a kind thought their way.**



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- Algoe, S. B. (2012). Find, remind, and bind: The functions of gratitude in everyday relationships. *Social and Personality Psychology Compass*, 6, 455-469.

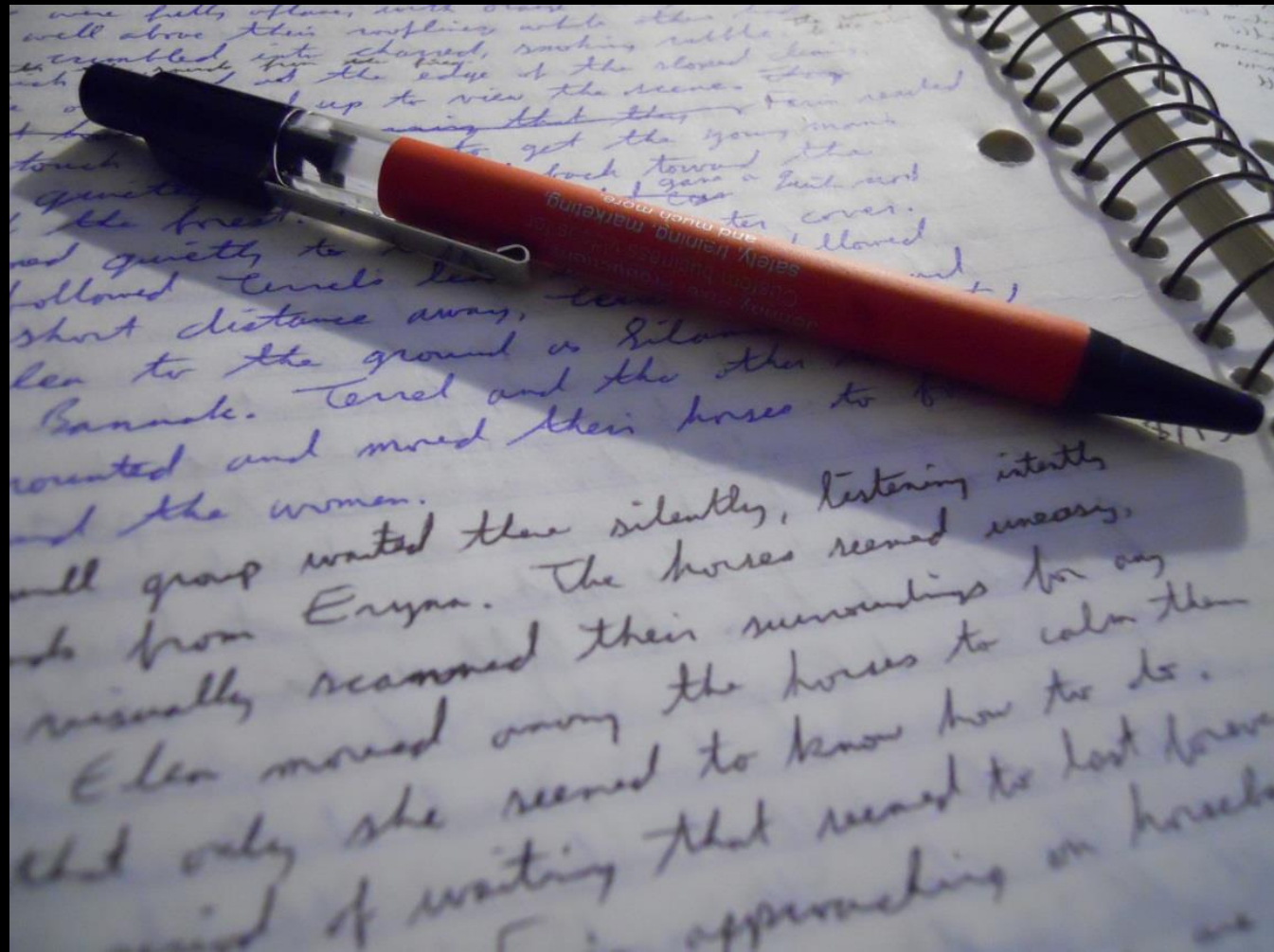
# Bite Sized Resilience: Cultivating Gratitude

感



GRATITUDE

Within the characters for thanks  
and feelings are embedded the  
symbols for heart and speech.  
From the heart, with feeling,  
I express my gratitude.







# Gratitude definition:

grat·i·tude

'gratə,t(y)ood/

*noun*

noun: **gratitude**

the quality of being thankful; readiness to show appreciation for and to return kindness.



Robert A. Emmons, Ph. D.,  
is Professor of Psychology  
at UC Davis.

# Counting Blessings Versus Burdens: An Experimental Investigation of Gratitude and Subjective Well-Being in Daily Life

Robert A. Emmons  
University of California, Davis

Michael E. McCullough  
University of Miami

The effect of a grateful outlook on psychological and physical well-being was examined. In Studies 1 and 2, participants were randomly assigned to 1 of 3 experimental conditions (hassles, gratitude listing, and either neutral life events or social comparison); they then kept weekly (Study 1) or daily (Study 2) records of their moods, coping behaviors, health behaviors, physical symptoms, and life appraisals. In a 3rd study, persons with neuromuscular disease were randomly assigned to a gratitude condition or to a control condition. The gratitude-outlook groups exhibited

led to increases in positive affect, as well as reductions in negative affect, mediational analyses showed that gratitude was uniquely responsible for the effect of the intervention on positive affect. In addition, the gratitude intervention improved people's amount of sleep and the quality of that sleep. Furthermore, the effects on well-being were apparent to the participants' spouse or significant other.

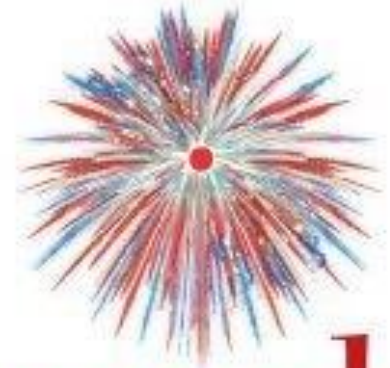




# The Gratitude Letter

"A compelling view of a positive human future, for individuals, corporations, and nations, brilliantly told."  
—Tony Hsieh, author of *Delivering Happiness* and CEO of Zappos.com, Inc.

A Visionary New Understanding  
of Happiness and Well-being



# Flourish

Martin E. P. Seligman

BESTSELLING AUTHOR OF  
*AUTHENTIC HAPPINESS*

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# Positive Psychology Progress

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## *Empirical Validation of Interventions*

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Martin E. P. Seligman and Tracy A. Steen  
Nansook Park  
Christopher Peterson

*University of Pennsylvania*  
*University of Rhode Island*  
*University of Michigan*

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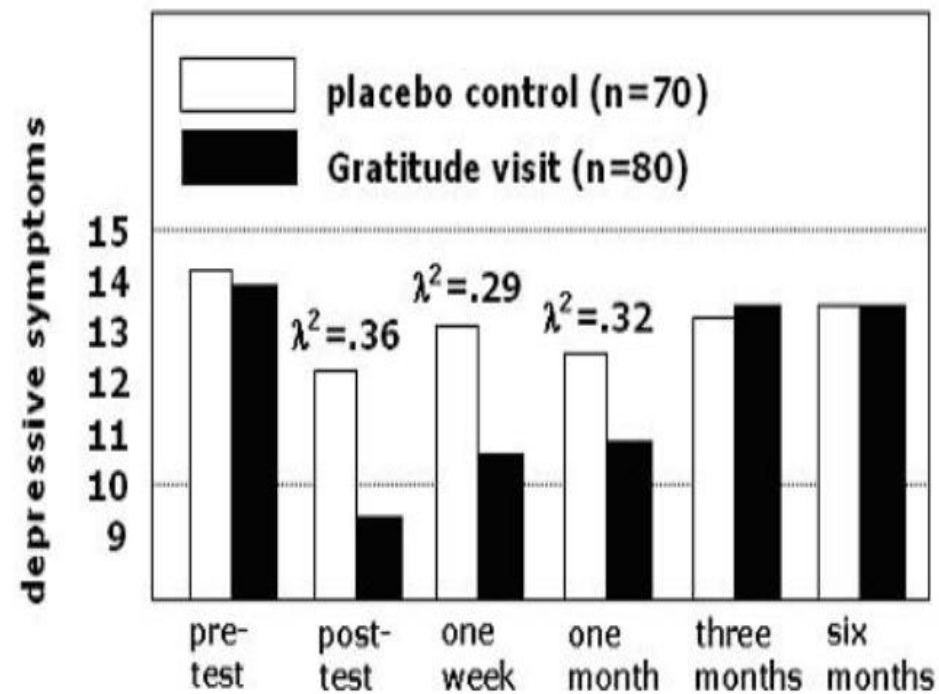
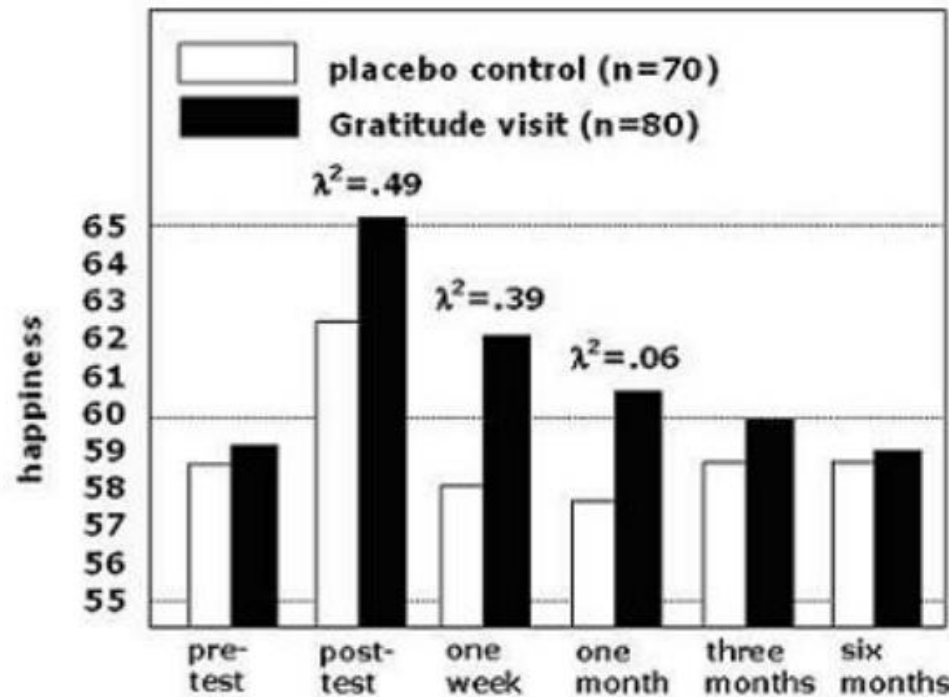
*Positive psychology has flourished in the last 5 years. The authors review recent developments in the field, including books, meetings, courses, and conferences. They also discuss the newly created classification of character strengths and virtues, a positive complement to the various editions of the Diagnostic and Statistical Manual of Mental Disorders (e. g., American Psychiatric Association, 1994), and present some cross-cultural findings that suggest a surprising ubiquity of strengths and virtues. Finally, the authors focus on psychological interventions that increase individual happiness. In a 6-group, random-assignment, placebo-controlled Internet study, the authors tested 5 purported happiness interventions and 1 plausible control exercise. They found that 3 of the interventions lastingly increased happiness and decreased depressive symptoms. Positive interventions can supplement traditional interventions that relieve suffering and may someday be the practical legacy of positive psychology.*

July–August 2005 • American Psychologist

Copyright 2005 by the American Psychological Association 0003-066X/05/\$12.00  
Vol. 60, No. 5, 410–421 DOI: 10.1037/0003-066X.60.5.410

# The Gratitude Letter

Seligman, Steen, Park & Petersen, 2005





I am grateful  
for .....

# How to be grateful?

Like any positive emotion, it helps to **be open, appreciative, curious, kind,** and above all, **be real and sincere**

At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us.



Albert Schweitzer(1875-1965;  
Physician, Philosopher,  
Theologian and Nobel  
Peace Prize Winner)



**Spend the next few minutes writing a brief note, telling this person what they did, how it impacted you, and what this says about them. Be genuine, kind and appreciative in your note.**

Thank You





A hundred times a day I remind myself that my inner and outer life depends on the labors of others, living and dead, and that I must exert myself in order to give in the measure as I have received and am still receiving.

--Albert Einstein



**MY GRATITUDE  
ADJUSTMENT**



# What just happened...

The emotions associated with giving/receiving this letter are similar to the emotions following our greatest accomplishments – as a result, our understanding of success expands to include accomplishments we have previously taken for granted, even for the recipient (e.g., a struggling teacher who receives a letter from a grateful student recalibrates how successful she has really been)

# What just happened...

Try doing this monthly or bi-monthly, as part of a predictable routine

Benefits are powerful, but only last 4-6 weeks, so repeated use is encouraged

# What next...

Use the break as a chance to make the call, or send a text that you would like to talk soon – but don't say why

During the break – make a call...

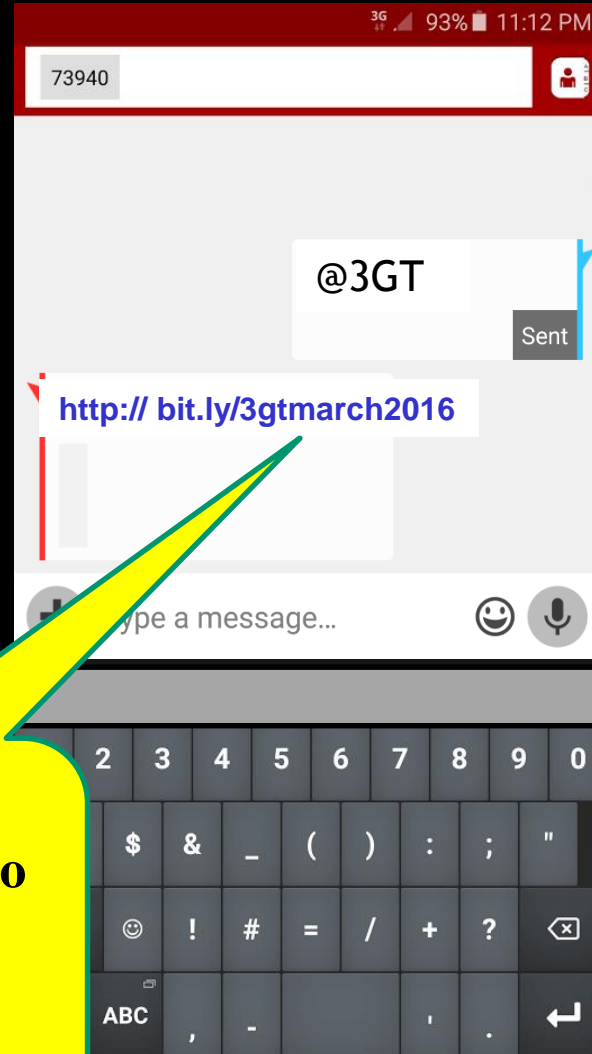
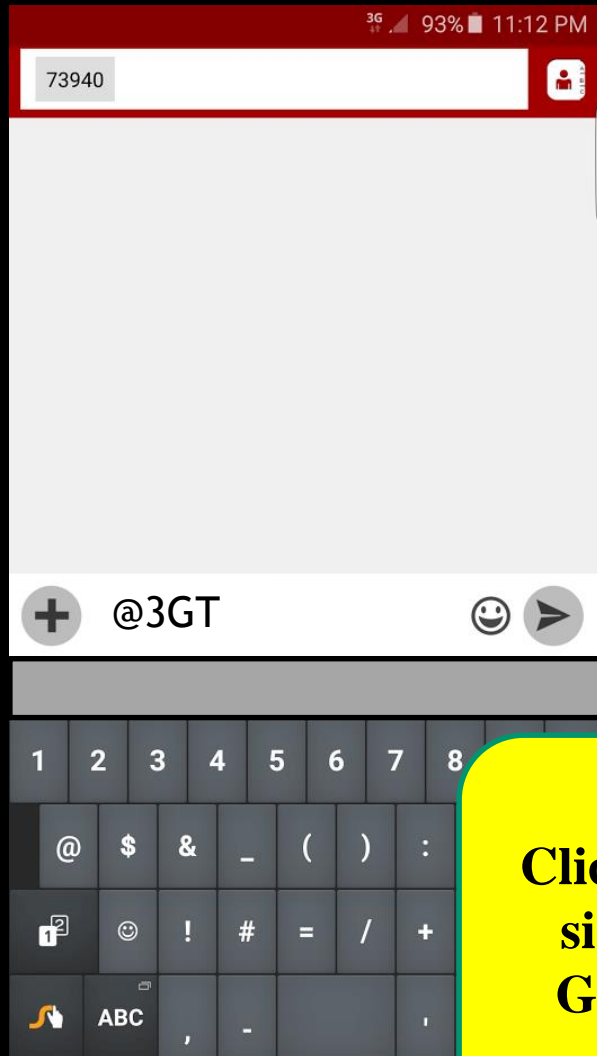






Send a text to number:  
73940

With the message:  
@3GT



**Click the link to  
sign up for 3  
Good Things**

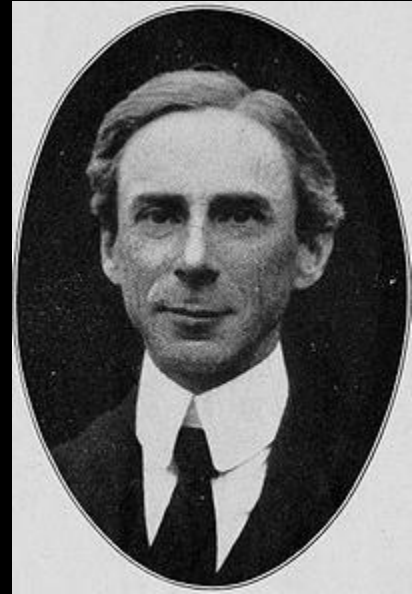
[bit.ly/3gtmarch2016](http://bit.ly/3gtmarch2016)





Anything you're good at  
contributes to happiness.

Bertrand Russell;  
Philosopher



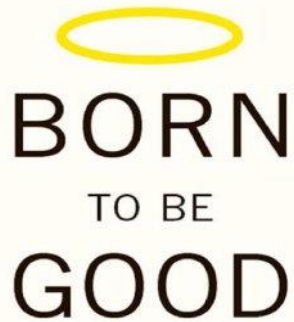
Where there is purpose,  
there is happiness as  
well.

Swami Abhedananda



**got meaning?**

# Why Meaning?



The book cover features a yellow halo above the title. The title 'BORN TO BE GOOD' is in large, bold, black capital letters. Below it, the subtitle 'The Science of a Meaningful Life' is in a smaller font, followed by the author's name 'DACHER KELTNER'. A quote from the New York Times is at the bottom.

## BORN TO BE GOOD

The Science of a Meaningful Life

DACHER KELTNER

"A bright, entertaining book." —Janet Maslin, *New York Times*



If you chase happiness, asking, “am I happier yet?” you fail...

But, a devotion to bringing the good in others to completion, is the path to the meaningful life.



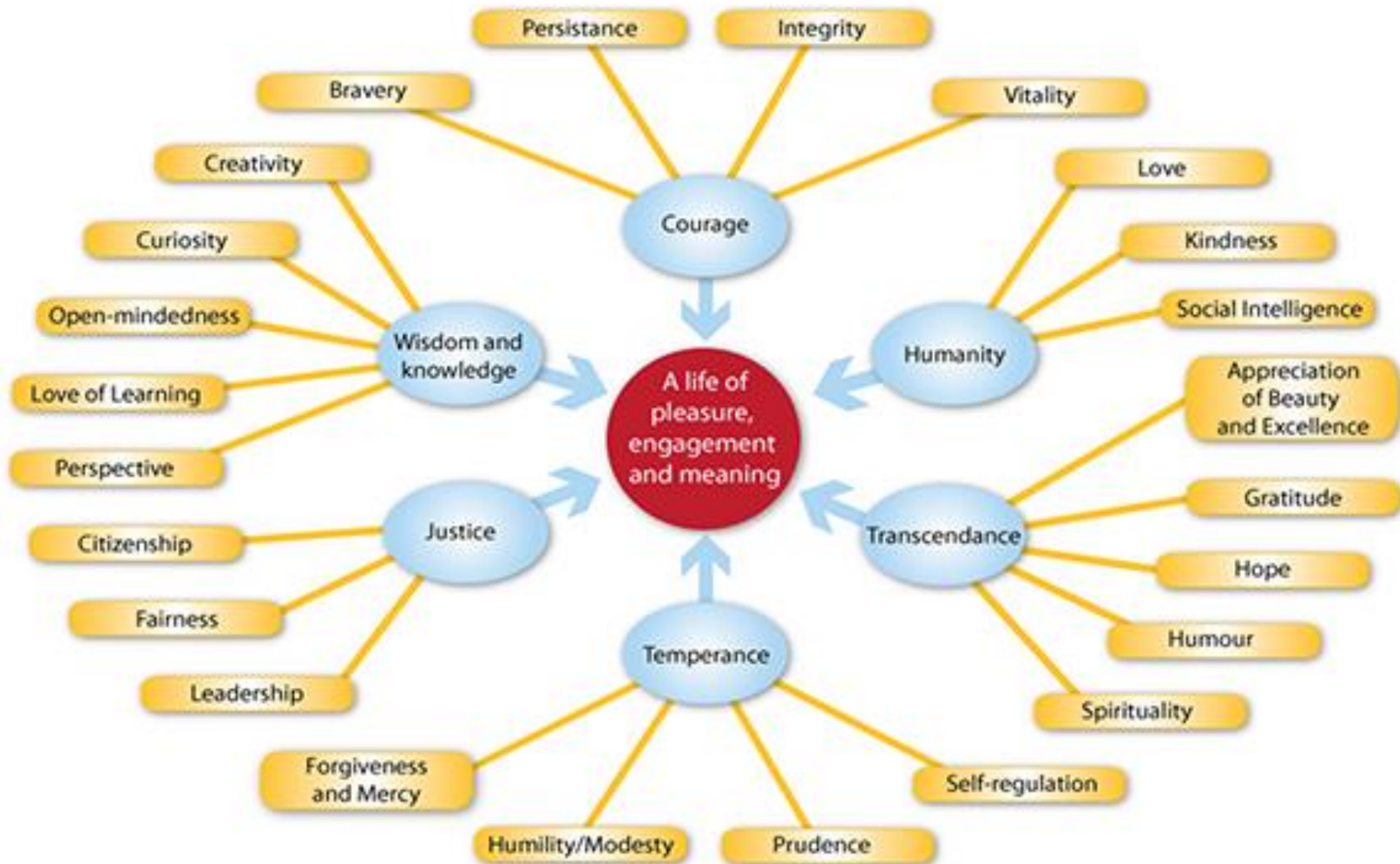
# Signature Strengths

24 universal strengths found across cultures, nations, religions and politics. They are moral strengths – strengths that we value in and of themselves.

Martin Seligman, 2012

# VIA Character Strengths & Virtues

(Peterson and Seligman, 2004)



A word cloud featuring 25 different virtues and qualities. The words are arranged in a dense, overlapping manner. The colors used include blue, green, yellow, orange, red, and brown. The fonts vary in style, including serif, sans-serif, and script. The words are: Creativity, Perspective, Judgment, Curiosity, Honesty, Bravery, HUMOR, Fairness, Zest, PERSEVERANCE, Teamwork, Love, Kindness, Leadership, Social Intelligence, Love of Learning, Forgiveness, Humility, PRUDENCE, Appreciation of Beauty & Excellence, Gratitude, SELF-REGULATION, HOPE, and Spirituality.

Creativity Perspective  
Judgment Curiosity  
Honesty Bravery HUMOR Fairness  
Zest  
PERSEVERANCE Teamwork  
Love Kindness Leadership  
Social Intelligence Love of Learning  
Forgiveness Humility PRUDENCE  
Appreciation of Beauty & Excellence Gratitude SELF-REGULATION  
HOPE Spirituality



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# Positive Psychology Progress

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## *Empirical Validation of Interventions*

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Martin E. P. Seligman and Tracy A. Steen  
Nansook Park  
Christopher Peterson

*University of Pennsylvania*  
*University of Rhode Island*  
*University of Michigan*

---

*Positive psychology has flourished in the last 5 years. The authors review recent developments in the field, including books, meetings, courses, and conferences. They also discuss the newly created classification of character strengths and virtues, a positive complement to the various editions of the Diagnostic and Statistical Manual of Mental Disorders (e. g., American Psychiatric Association, 1994), and present some cross-cultural findings that suggest a surprising ubiquity of strengths and virtues. Finally, the authors focus on psychological interventions that increase individual happiness. In a 6-group, random-assignment, placebo-controlled Internet study, the authors tested 5 purported happiness interventions and 1 plausible control exercise. They found that 3 of the interventions lastingly increased happiness and decreased depressive symptoms. Positive interventions can supplement traditional interventions that relieve suffering and may someday be the practical legacy of positive psychology.*

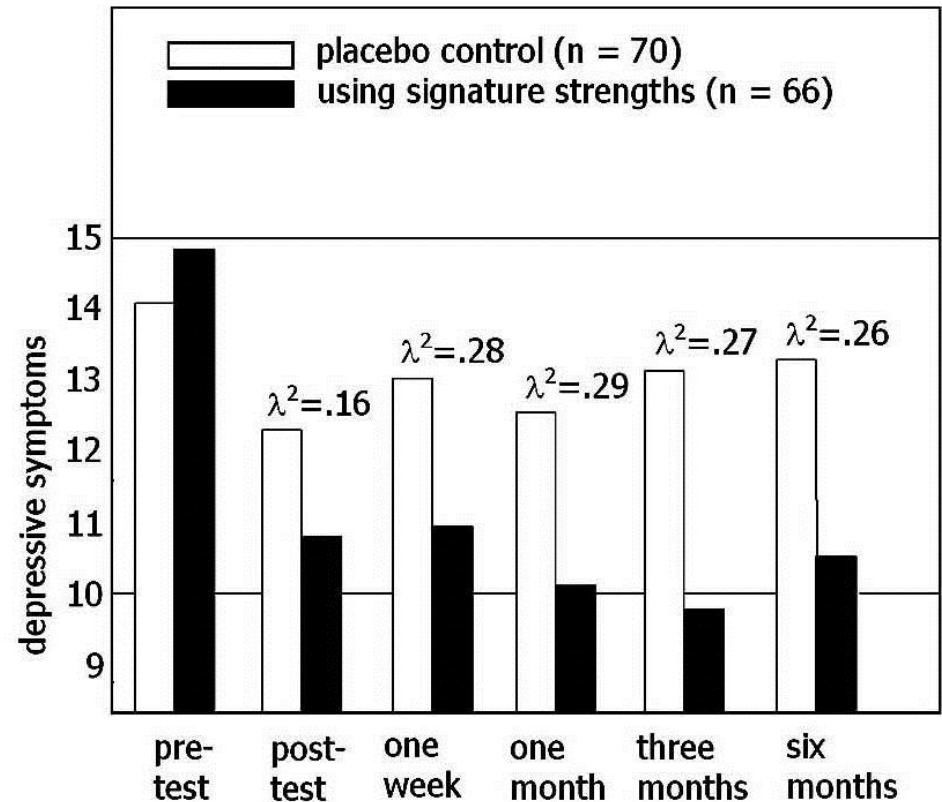
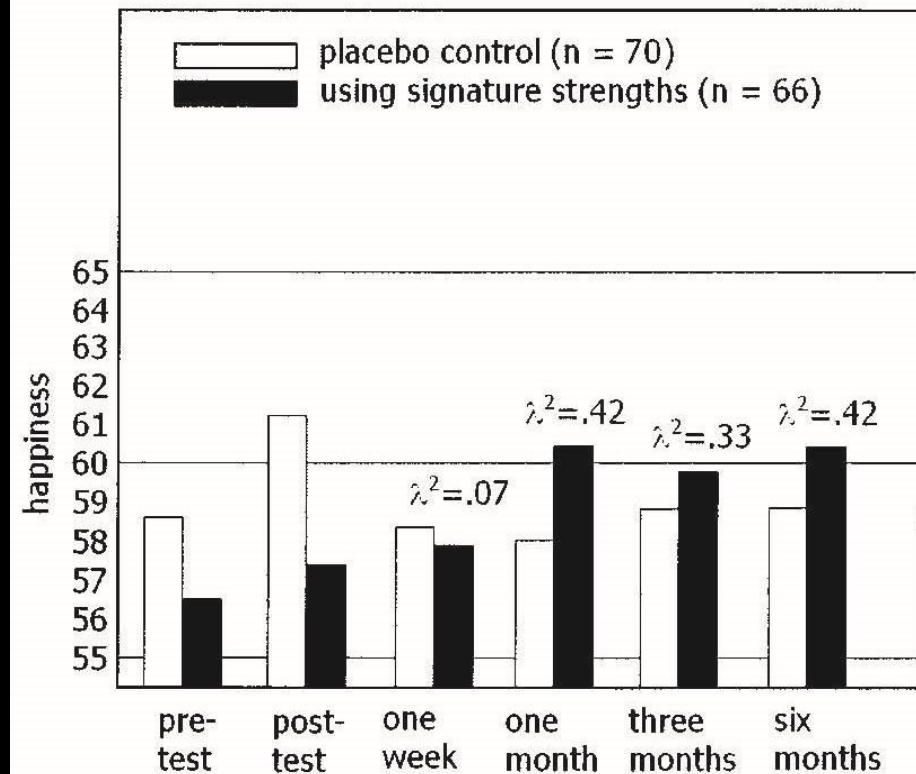
July–August 2005 • American Psychologist

Copyright 2005 by the American Psychological Association 0003-066X/05/\$12.00  
Vol. 60, No. 5, 410–421 DOI: 10.1037/0003-066X.60.5.410





# Signature Strengths



## Your Top Strength

---

### **Creativity, ingenuity, and originality**

Thinking of new ways to do things is a crucial part of who you are. You are never content with doing something the conventional way if a better way is possible.

## Your Second Strength

---

### **Perspective (wisdom)**

Although you may not think of yourself as wise, your friends hold this view of you. They value your perspective on matters and turn to you for advice. You have a way of looking at the world that makes sense to others and to yourself.

## Your Third Strength

---

### **Forgiveness and mercy**

You forgive those who have done you wrong. You always give people a second chance. Your guiding principle is mercy and not revenge.

## Your Fourth Strength

---

### **Hope, optimism, and future-mindedness**

You expect the best in the future, and you work to achieve it. You believe that the future is something that you can control.

## Your Fifth Strength

---

### **Love of learning**

You love learning new things, whether in a class or on your own. You have always loved school, reading, and museums-anywhere and everywhere there is an opportunity to learn.



**audible.com**



Strength	Description
1.Curiosity Rank_____	You are curious about the world and you strongly desire experience of it. You are flexible about matters that don't fit your preconceptions. Curious people do not simply tolerate ambiguity but they like it and are intrigued by it. You seek out novelty, and you are rarely bored.
2.Love of learning Rank_____	You love learning new things, whether you are in a class or on your own. You always loved school, reading, museums - anywhere and everywhere there is an opportunity to learn. There are domains of knowledge in which you are the expert, and others value your expertise. You love learning about these domains, even in the absence of any external incentives to do so.
3.Judgment Rank_____	You think things through and examine them from all sides. You do not jump to conclusions, and you rely only on solid evidence to make your decisions. You are able to change your mind. You are very good at sifting information objectively and rationally, in the service of the good for yourself and others. You do NOT just think in ways that favor and confirm what you already believe.
4.Ingenuity Rank_____	When you are faced with something you want, you are outstanding at finding novel yet appropriate behavior to reach that goal. You are rarely content with doing something the conventional way. This strength is also called "practical intelligence" or more bluntly common sense or street smarts.
5.Emotional intelligence Rank_____	You are aware of the motives and feelings of others, and of yourself, and you can respond skillfully. You notice differences among others, especially with respect to their moods, temperaments, motivations, and intentions, and then you <u>act</u> upon these distinctions. You also have finely tuned access to your own feelings and the ability to use that knowledge to understand and guide your behavior.
6.Perspective Rank_____	You have a way of looking at the world that makes sense to others and yourself. Others seek you out to draw on your experience, and you are often able to help them solve problems and gain perspective. You have a good sense of what is really important in life.
7.Valor Rank_____	You do not shrink from threat, challenge, pain, or difficulty. Valor is more than bravery during physical threat. It refers as well to intellectual or emotional stances that are unpopular, difficult, or dangerous. The brave person is able to uncouple the emotional and behavioral components of fear, resisting the urge to flee and facing the fearful situation. Fearlessness, boldness, and rashness are not valor; it is facing danger, despite fear, that marks valor.
8.Perseverance Rank_____	You finish what you start. You take on difficult projects and finish them, usually with good cheer and minimal complaint. You do what you say will do and sometimes more, never less. Perseverance does not mean dogged or obsessive pursuit of unattainable goals. Rather you remain flexible, realistic, and not perfectionistic.
9.Integrity Rank_____	You are an honest person, not only always speaking the truth but also living your life in a genuine and authentic way. You are down to earth and without pretense. You representing your intentions and commitments to others and to yourself in sincere fashion, whether by word or deed.
10.Kindness Rank_____	You are kind and generous to others, and you are never too busy to do a favor. You enjoy doing good deeds for others, even if you do not know them well. Your actions are very often guided by other people's best interests, even when these override your own immediate wishes and needs.
11.Loving Rank_____	You value close and intimate relations with others. You have deep and sustained feelings for others, who feel the same way about you. This strength is more than the Western notion of romance; it is about very deep ties to several or many people.



12.Citizenship Rank_____	You excel as a member of a group. You are a loyal and dedicated teammate, You always do your share, and you work hard for the success of the group. You value the group goals and purposes even when they differ from your own. You respect those who are rightfully in positions of authority, like teachers or coaches, and you identify with the group.
13.Fairness Rank_____	You do not let your personal feelings bias your decisions about other people. You give everyone a chance. You are guided in your day-to-day actions by larger principles of morality. You take the welfare of others, even those you do not know personally, as seriously as your own, and you can easily set aside personal prejudices.
14.Leadership Rank_____	You do a good job organizing activities and seeing to it that they happen. You are a humane and effective leader, attending to getting the group's work at the same time as maintaining good relations among group members. You are additionally humane when you handle intergroup relations...with malice toward none and charity toward all."
15.Self- control Rank_____	You can easily hold your desires, needs, and impulses in check when it is appropriate. It is not enough to know what is correct; you must also be able to put this knowledge into action. When something bad happens, you can regulate your own emotions. You can repair and neutralize your negative feelings, and generate positive emotions on your own.
16.Prudence Rank_____	You are a careful person. You do not say or do things you might later regret. You wait until all the votes are in before embarking on a course of action. You are far-sighted and deliberative. You are good at resisting impulses about short term goals for the sake of longer term success.
17.Humility Rank_____	You do not seek the spotlight, preferring to let your accomplishments speak for themselves. You do not regard yourself as special, and others recognize and value your modesty. You are unpretentious. You see your own aspirations, victories and defeats as pretty unimportant in the larger scheme of things.
18.Appreciation Rank_____	You stop and smell the roses. You appreciate beauty, excellence, and skill in all domains: nature, the arts, science, and the wide range of abilities that other people possess. You often see or hear things cause you to feel profound feelings of awe and wonder.
19.Gratitude Rank_____	You are aware of the good things that happen to you, and you never take them for granted. You always take the time to express your thanks. Gratitude is an appreciation of someone else's excellence in moral character. We are grateful when people do well by us, but we can also be more generally grateful for good acts and good people. Gratitude can also be directed toward impersonal and nonhuman sources--God, nature, life – but it cannot be directed toward the self.
20.Hope Rank_____	You expect the best in the future, and you plan and work in order to achieve it. Hope, optimism, and future-mindedness are a family of strengths that represent a positive stance toward the future. Expecting that good events will occur, feeling that these will ensue if you try hard, and planning for the future sustain good cheer in the here-and-now and galvanize a goal-directed life.
21.Spirituality Rank_____	You have strong and coherent beliefs about the higher purpose and meaning of the universe. You know where you fit in the larger scheme. Your beliefs shape your actions and are a source of comfort to you. You have an articulated philosophy of life, religious or secular, that locates your being in the larger universe. Life has meaning for you by virtue of attachment to something larger than yourself.
22.Forgive-ness Rank_____	You forgive those who have done you wrong. You always give people a second chance. Your guiding principle is mercy and not revenge. Forgiveness represents a set of prosocial changes that occur within an individual who has been offended or hurt by someone else. When people forgive, their motivations and actions regarding the transgressor become more positive (e.g., benevolent, kind, generous) and less negative (e.g., vengeful, avoidant).
23.Humor Rank_____	You like to laugh and bring smiles to other people. You can easily see the light side of life. You are playful and funny.
24.Zest Rank_____	You are a spirited person. You throw yourself body and soul into the activities you undertake. You wake up in the morning looking forward to the day. The passion that you bring to activities is infectious.



# Signature Strengths

- “Does this strength express who I am?”
- “Do I feel excited to display this quality?”
- “Do I feel that no one can stop me when I’m using this strength?”
- “Do I express enthusiasm and joy when using this strength?”
- “Do I feel invigorated by it?”

## Your Top Strength

---

### **Creativity, ingenuity, and originality**

Thinking of new ways to do things is a crucial part of who you are. You are never content with doing something the conventional way if a better way is possible.

## Your Second Strength

---

### **Hope, optimism, and future-mindedness**

You expect the best in the future, and you work to achieve it. You believe that the future is something that you can control.

## Your Third Strength

---

### **Humor and playfulness**

You like to laugh and tease. Bringing smiles to other people is important to you. You try to see the light side of all situations.

## Your Fourth Strength

---

### **Leadership**

You excel at the tasks of leadership: encouraging a group to get things done and preserving harmony within the group by making everyone feel included. You do a good job organizing activities and seeing that they happen.

## Your Fifth Strength

---

### **Kindness and generosity**

You are kind and generous to others, and you are never too busy to do a favor. You enjoy doing good deeds for others, even if you do not know them well.

☐ HW done

☐ Pee

☐ Brush/Floss

☐ Everything off the  
floor

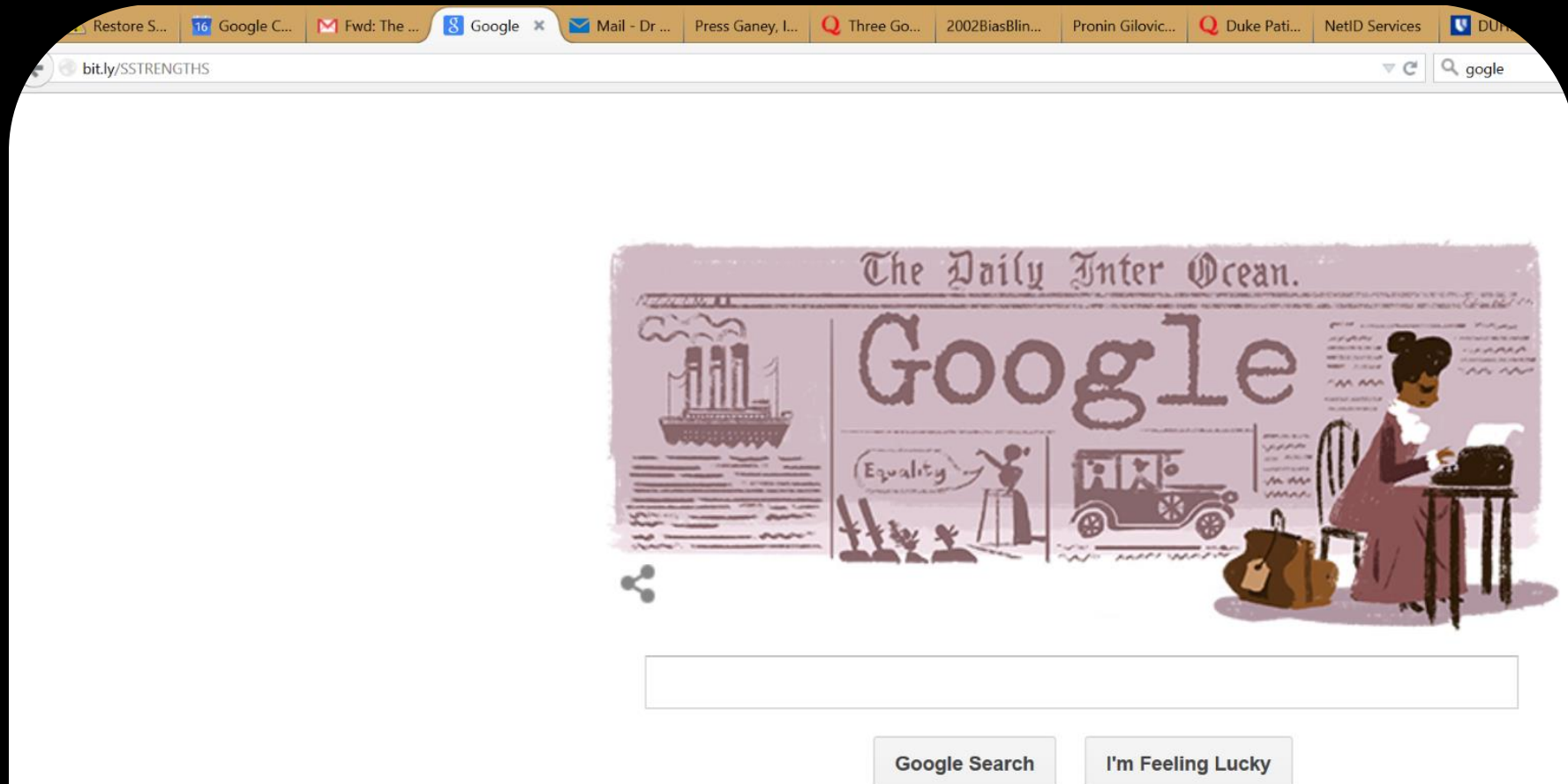
☐ Clothes laid out for  
tomorrow

☐ Lunch made





# bit.ly/SSTRENGTHS



Thank you for your interest in Signature Strengths, please finish this brief survey to start a week of engagement.

Email: please provide an email address that is highly accessible to you in the mornings, i.e., from your mobile phone, laptop or tablet. (does not have to be your work email)

Email Address	<input type="text"/>
Verify Email Address	<input type="text"/>

What name do you prefer to be called:

name	<input type="text"/>
------	----------------------

0%	<input type="text"/>	100%
----	----------------------	------

NEXT

[www.dukepatientsafetycenter.com](http://www.dukepatientsafetycenter.com)






Survey Powered By [Qualtrics](#)

Based on your recent assessment, please drag and drop your top 5 strengths into the box, then put them in order as best you can.

Items	Top 5 Strengths
Curiosity	
Love of learning	
Judgment	
Ingenuity/Creativity	
Emotional intelligence	
Perspective	
Valor/Bravery	
Perseverance	
Integrity	
Kindness	
Loving	
Citizenship	
Fairness	
Leadership	
Self- control	
Prudence	
Humility	
Appreciation of Beauty/Excellence	
Gratitude	
Hope	
Spirituality	
Forgiveness	
Humor	
Zest	

ment, please drag and drop your top 5 strengths into the box, then put them in o

### Top 5 Strengths

 Forgiveness	1
 Spirituality	2
 Hope	3
 Kindness	4
 Gratitude	5





# Authentic Happiness

Log out

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🌐 Select Language ▾

Home / Questionnaires / VIA Survey of Character Strengths

## VIA Survey of Character Strengths

**VIA**survey

Please choose one option in response to each statement. All of the questions reflect statements that many people would find desirable, but we want you to answer only in terms of whether the statement describes what you are like.

Please be honest and accurate!

We can not rank your strengths until you answer all of the 240 questions.

**All questions must be completed for this questionnaire to be scored.**

1. I find the world a very interesting place.

- ☐ Very Much Like Me
- ☐ Like Me
- ☐ Neutral

Provide a password for the new account in both fields.

- **Enhancing Caregiver Resilience: Burnout & Quality Improvement Full Course**

(2 days with a 2 hour follow-up webinar - Offered in January, May & November)

- [Course Description](#)
- [Registration Information; May 9 & 10, 2016](#)
- [Registration Information; November 15 & 16, 2016](#)
- [Registration Information; January 23 & 24th, 2017](#)
- [Registration Information; May 23 & 24, 2017](#)
- [Registration Information; November 14 & 15, 2017](#)

\*Also available upon request. If interested [Click Here](#).

- **Enhancing Caregiver Resilience Essentials (1 Day)**

- [Course Description](#)
- [Registration Information; April 12, 2016](#)
- [Registration Information; September 13, 2016](#)
- [Registration Information; January 26, 2017](#)
- [Registration Information; April 20, 2017](#)
- [Registration Information; September 12, 2017](#)

- **Executive Leadership in Patient Safety & Quality (1 Day)**

*\*CME Credit is available for this course*

- [Course Description](#)
- \*Course Available Upon Request*

**Want to learn more about 3 Good Things?**

**Bite Sized Resilience: Three Good Things**

**To enroll 2015/2016 cohorts please select one of the following:**

**Mar 21 - Apr 4, 2016**  
**April 11 - 25, 2016**  
**May 9 - 23, 2016**

- **Patient Safety Leadership Training & Certification Course**

(3 days - Offered in April & September)

- [Course Description](#)
- [Registration Information; April 11 - 13, 2016](#)
- [Registration Information; September 12 - 14, 2016](#)
- [Registration Information; April 19 - 20, 2017](#)
- [Registration Information; September 11 - 13, 2017](#)

\*Also available upon request. If interested [Click Here](#).

- **TeamSTEPPS Advanced Master Trainer Curriculum**

- [Course Description](#)

- **TeamSTEPPS™ Essentials - (4 Hours)**

*To attend a class held at DRAH, please register in API.  
Enter Code: DMIE0039*

- [Registration Information; May 13, 2016](#)
- [Registration Information; August 26, 2016](#)
- [Registration Information; October 14, 2016](#)
- [Registration Information; December 9, 2016](#)

- **TeamSTEPPS™ Master Trainer Course (Internal)**

- [Course Description](#)

- **TeamSTEPPS™ Master Trainer Course – National**

- [Course Description](#)  
[April 28 -29, 2016](#)  
[June 16-17, 2016](#)  
[July 28-29, 2016](#)
- [Registration Information](#)

[View all course descriptions](#)

**For additional information on the WISER Study please go to:**

**WISER Study**



Humans are capable of being physically, emotionally, cognitively, socially, financially and spiritually overwhelmed from time to time.

When we are particularly challenged, we need a combination of resilience role models, tools, strategies, and protected time, so that we don't just bounce back – we bounce higher...

# Pass it on...

“Thousands of candles can be lighted from a single candle, and the life of the candle will not be shortened”

--Budha



# The Two Wolves Cherokee Legend

An old Cherokee is teaching his grandson about life. "A fight is going on inside me," he said to the boy.

"Which wolf will win?"  
"It is a terrible fight and it is between two wolves. One wolf is evil," he said. "The other is good."

The old Cherokee simply replied, "The one you feed." "The one you feed."

The grandson thought about it for a minute and then asked his grandfather:

# The Story of the Two Monks



# Specific Tools

- 3 Good Things: [bit.ly/3gtapril2016](http://bit.ly/3gtapril2016)
- Gratitude Letters: [bit.ly/gratpre](http://bit.ly/gratpre)
- Signature Strengths: [bit.ly/SSTRENGTHS](http://bit.ly/SSTRENGTHS)
- Daily Acts of Kindness: [bit.ly/kindtext](http://bit.ly/kindtext)
- Cultivate Confidants
- Cultivate Awe & Wonder
- Active Constructive Responding
- Routines and Rituals
- Cultivate Positive Emotions
- WISER



Start with 3GT or Gratitude, then try RAK/Strengths

