

# Welcome to **BounceBack**

Here's a sample of what you'll find in "Healthcare Professional".

Visit Us at <http://building-resilience.com> to learn more about **BounceBack**

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## Healthcare Professional



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## Before You Begin

### Know Your Purpose:

-If it is to encourage empathy towards and understanding of others, ask players to assume the point of view stated on the card even if (especially if) it is not their own. It's a chance to walk in the shoes of another and discover how you might respond were you faced with the challenge.

-If your goal is to teach others to coach individuals in crisis, you may want to approach the exercise differently. Have participants select Skills & Attitudes that they might suggest for use by the individual in crisis.

-If your mission is crisis prevention, try applying the Skills & Attitudes to the challenges in a proactive manner to see how situations might be preventable.

Such groups might be: healthcare providers and their patients, police officers and immigrants or baby boomers and millennials. Using healthcare for example, bring providers and patients together. Have the providers select challenges from the Healthcare Dilemma deck and patients draw from the Healthcare Professional deck. Have the group pair off (i.e. one healthcare provider and one patient). The pairs are charged with coaching one another to face challenges that may be unfamiliar to them. It is helpful to ask that they assume the point of view on the card in order to encourage empathy and understanding.

**Once you know your Purpose and your Participants...begin.**

**BounceBack is a serious game, a tool that may help build mental toughness by asking people to respond to real world challenges using the Skills & Attitudes of resilience.**

The goal is to bring people together to share thoughts and perspectives on how to respond to the many challenges life puts forth. We offer some coaching and game play suggestions, but how you choose to use these cards is really up to you.

### Know your Participants:

-Are you coaching an individual in transition? Is the transition specific to a particular issue such as Divorce/Finance or Disability? Select and use those decks that best relate to the transition/s being experienced.

-Are the participants looking to build a broader sense of resilience Skills & Attitudes that relate to their particular vocation? Select from our bundles or choose individual decks that relate best to the needs of the group you are working with.

-Do you have populations that could build resilience through a better understanding of the challenges faced by each?

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### The Basic Concept:

You're presented with a Challenge Card. Spread the ten Skills & Attitudes cards out so that they can be seen. Read the challenge on the face of your card. Using the ten cards in front of you, select the cards having the Skills & Attitudes you wish to apply in order to manage the challenge at hand. Turn over your Challenge card to see the Skills & Attitudes (indicated by a red\* asterisk) that we suggest might be most helpful in managing the situation. Repeat this process, in turn, for each participant. And please, don't forget the discussion. Adapt this basic concept as you will to fit the needs of you and/or your participants.

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**BounceBack** was developed as a tool to practice responding to life's challenges. Challenges are presented and the user chooses skills and attitudes that he or she wishes to apply in order to respond to that challenge. It's very simple. It's practice. With >36 decks and >720 challenge questions, it's a lot of practice.

Visit: <https://building-resilience.com/the-resilience-tools-we-use/welcome-to-bounceback/> to view our short video.

You've often spent a great deal of time, energy and money to become a healthcare professional. You've finally landed the position you had hoped for. But sometimes it isn't as rewarding as you had dreamed. Despite any disappointments you may have, you must perform to the established standards with diligence and grace. The healthcare field can easily burn out even the most energetic professional. Challenges are abundant and the stakes are high.

This deck was created to help professionals build Skills & Attitudes to combat burnout. Use it to start conversations with family and friends who may not recognize the issues you face. Share it with your co-workers as a way to connect, communicate and release some potentially familiar frustrations and plan strategies to cope.

It can also be used as a teaching tool for students and newly licensed professionals in order to build resilience against future burnout. Bring patients and providers together to learn from one another. Have providers respond to challenges drawn from the Healthcare Dilemma deck and patients respond to challenges drawn from the Healthcare Professional deck.

### Healthcare Professional



The healthcare field is changing rapidly, as are the sources of reimbursement and the demands made on my profession. I'm frequently frustrated... no...angry about these changes. After all the time, study and cost, is this really what it's like?

### Healthcare Professional



My medical team and I have worked with this patient for a long time. He's become a friend of sorts. We have done everything in our power to stabilize his condition. There are clear limits to the understanding of some conditions and it appears that we have reached it. No more referrals...nothing more can be done. Our patient seems to accept this with more grace than the team.

### Healthcare Professional



I pursued physical therapy out of a desire to provide hands-on treatment which might enable patients to have a better quality of life. I've become increasingly discouraged by changes in practice. I'm frustrated by the amount of time spent on insurance paperwork. This is not what I expected to be using my hands for. The amount of time I spend doing therapy has been significantly encroached upon by insurance demands.

## Bounce BACK

#### 10 Skills and Attitudes:

- \* Connect/Communicate with Others
  - Be Flexible
  - Problem Solve
- \* Manage Strong Feelings
  - Self-Confidence
- Find the purpose/meaning in life
  - \* See the Big Picture
- Appreciate and use humor
  - \* Care for Yourself
  - Care for Others

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**\*Disclaimer:** *BounceBack* is a serious game, a tool that may help build mental toughness by asking people to answer real world questions, using the skills and attitudes of resilience. It is intended to help you develop and apply the skills and the attitudes of resilience. Statements or descriptions contained in *BounceBack* are informational only. The content of some questions may not be appropriate for all users. This tool is not intended to be a substitute for professional medical advice for which your healthcare professional is your best source. If you believe that you may benefit from care, you should consult a licensed mental health professional. The purchaser of Bounce-Back is solely responsible for determining the adequacy of this material and its application. The use of this material shall not be subject to any implied warranties of fitness for that purpose.

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