

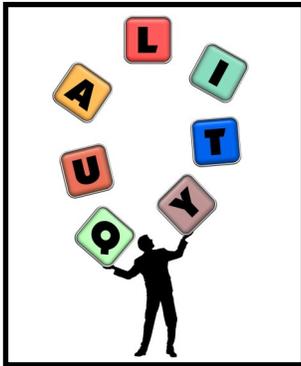
# Welcome to *BounceBack*

Here's an some examples of what you will find in "Civil Servant".

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

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## Civil Servant



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

**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.

### **Civil Servant:**

Making an honest living in service of others is an admirable goal. It's a love of people and a willingness to work with them to build a better world. But it's not always easy. Many issues, beyond your control, can stand between you and person you hope to serve: language barriers, mental illness, cognitive disability, lack of transportation, faulty computer systems, inadequate budgets and everchanging bureaucrats. There are more but you understand, right? In an ideal world, these things would not stand in the way. But that's not where we live and we must be

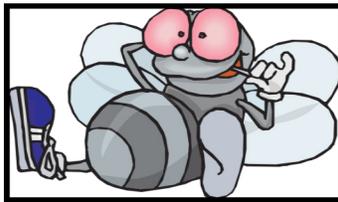
Use this deck relieve your work-related stressors by working through the scenarios to practice applying the Skills & Attitudes of resilience. It can be used to train and introduce new employees to the realities of service. Use it at staff meetings to connect/communicate with your peers and problem solve stressful issues.

#### Civil Servant



For lack of a budget, offices have been shut down once again. My agency is considered essential, so I get to work without pay. My job is stressful enough, but dealing with difficult situations without pay is a real morale crusher.

#### Civil Servant



Some like the idea of being a public servant more than the actual serving part. They work harder at not working than they would have had they actually done their job. They aren't in the majority, but it only takes a few to cause hostility toward the agency from our clients and the public.

#### Civil Servant



When things go wrong, it's hard to get an angry client to refocus on the fact that with limited time and energy, the best possible use of my time is to focus on correcting the problem rather than debating why it went wrong and who is at fault. It's not an attempt to minimize. It's in their best interest to have my focus on getting the information I need to fix it.

**\*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 BounceBack 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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