

# The Zoom Interface

The screenshot shows the Zoom Webinar interface with several key elements and annotations:

- Header:** "Zoom Webinar" title bar, "You are viewing David Terry's screen", and "View Options" dropdown.
- Main Content:** "TTC Technology Transfer Centers" logo and text: "Thank you for joining us today! You will not be on video during today's session".
- Q&A Window:** A "Question and Answer" window is open, showing a test question: "This is a test question!". It includes buttons for "All questions (1)" and "My questions (1)". Annotations explain that users can switch between questions and use the Q&A feature to ask questions of the host and presenters.
- Chat Window:** A "Zoom Webinar Chat" window is open on the right. It shows a "To: All panelists" field and a text input area. Annotations explain that the chat feature allows users to talk with other people and that the "To" field specifies the recipient.
- Bottom Bar:** Contains "Audio Settings" (muted), "Chat", "Raise Hand", "Q&A", and "Leave" buttons. Annotations point to these buttons with instructions like "Click Here to adjust your audio settings" and "Click here to leave the session".
- Speaker Selection:** A "Select a Speaker" menu is visible, showing "Speakers (Realtek(R) Audio)" selected.

All attendees are muted. Today's session will be recorded.

# Bouncing Back: Building Resilience at Work in the Time of COVID

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10/14/21



Northeast and Caribbean (HHS Region 2)

**MHTTC**

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

# About Us ...

The Northeast and Caribbean MHTTC received 5 years of funding to (2018 – 2023):

- Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses.
- Address full continuum of services spanning mental illness prevention, treatment, and recovery supports.
- Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses.

Supplemental funding to:

- Support school teachers and staff to address student mental health
- Support healthcare providers in wellness and self-care activities



# Grow Your Knowledge and Skills

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<https://bit.ly/2mpmpMb>

# We Want Your Feedback!

Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs.

Feedback about this training will assist us in developing future trainings that are relevant to your professional needs. Therefore, your feedback counts!

# Video Recording Information

## *Please Note:*

We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.

# Disclaimer

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At the time of this presentation, Tom Coderre served as Acting Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

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# Your Interactions With Us

## Question and Answers

- Q & A will occur at the end of the call.
- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Note: your question is visible to all participants.

## Chat and Polls

- Throughout the webinar, we will be asking for your input.
- Use the Chat or Poll features in Zoom located on the task bar.
- You can control who can see your chat comments.



The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED  
AND HOPEFUL

INCLUSIVE AND  
ACCEPTING OF  
DIVERSE CULTURES,  
GENDERS,  
PERSPECTIVES,  
AND EXPERIENCES

HEALING-CENTERED AND  
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS  
PARTICIPATING IN THEIR  
OWN JOURNEYS

PERSON-FIRST AND  
FREE OF LABELS

NON-JUDGMENTAL AND  
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR  
AND UNDERSTANDABLE

CONSISTENT WITH  
OUR ACTIONS,  
POLICIES, AND PRODUCTS

# Our Presenters



Michelle R. Zechner, PhD, LSW, CPRP



Emilie Banz MS, LPC, CPRP



## Introduce Yourself

- What town are you in?
- What is something positive you do to enhance your resilience?



Value of CSS Work

# Challenges of COVID- 19: Mental Health Agencies Report

Behavioral health providers in New York identified challenges related to:

- Business Operations
- Service Provision
- Telehealth
- Safety
- Client Concerns
- Staff Concerns
- Supplies
- Technology
- Illness/Grief/Loss/Uncertainty
- Communication
- Staff Turnover
- Staff Burnout
- Exhaustion
- Uncertainty

(Murphy et al., 2020)



# Challenges of Covid-19

- How did COVID-19 impact your work within CSS?
- How did COVID-19 impact other areas of your life?

# Survival Skills

You are surviving  
everyday... But  
how can you  
flourish?



How can  
we  
address  
challenges  
to become  
more  
resilient?



Manage stress and emotions, prevent burnout and focus on your personal mission



Use your Strengths and skills





Use Your Strengths!

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<https://www.viacharacter.org/>



- List 3 of your personal strengths/abilities

Word Cloud

Examples: fairness, creativity, empathy, curiosity, organization, honesty

Menti code will be placed in the chat

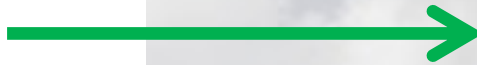
# Using Your Strengths at Work

- Benefits you and everyone around you
- Gives you more energy and enjoyment
- Prevents burnout
- Builds resilience

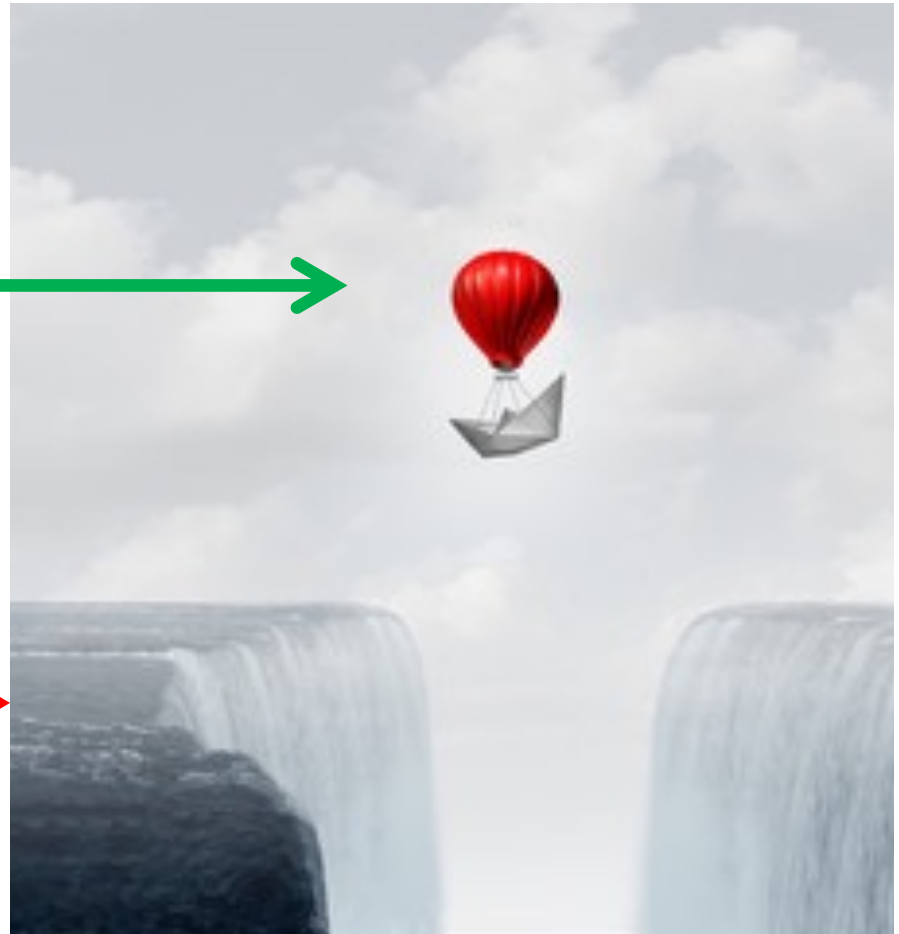


# Match Challenges with Your Strengths

*Strengths-  
Creativity, Humor, Compassion*



Challenge-  
Providing  
coverage to a  
co-worker's  
service  
recipients



# Match Challenges with Your Strengths (2)

Challenge- Meeting your service recipient  
your plan for services provision are derailed  
because of their crisis



*Strengths: Flexibility,  
Creativity, Patience,  
Engagement*





# Strengths Predicts A Better Life

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- ✓ Happiness
- ✓ Purpose & meaning
- ✓ Energy & vitality
- ✓ Work satisfaction
- ✓ Goal achievement
- ✓ Better relationships
- ✓ Resilience & flourishing

# Other Tools

- Positive psychology strategies
- PERMA+



# Positive Psychology Concepts

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Focus on the  
good



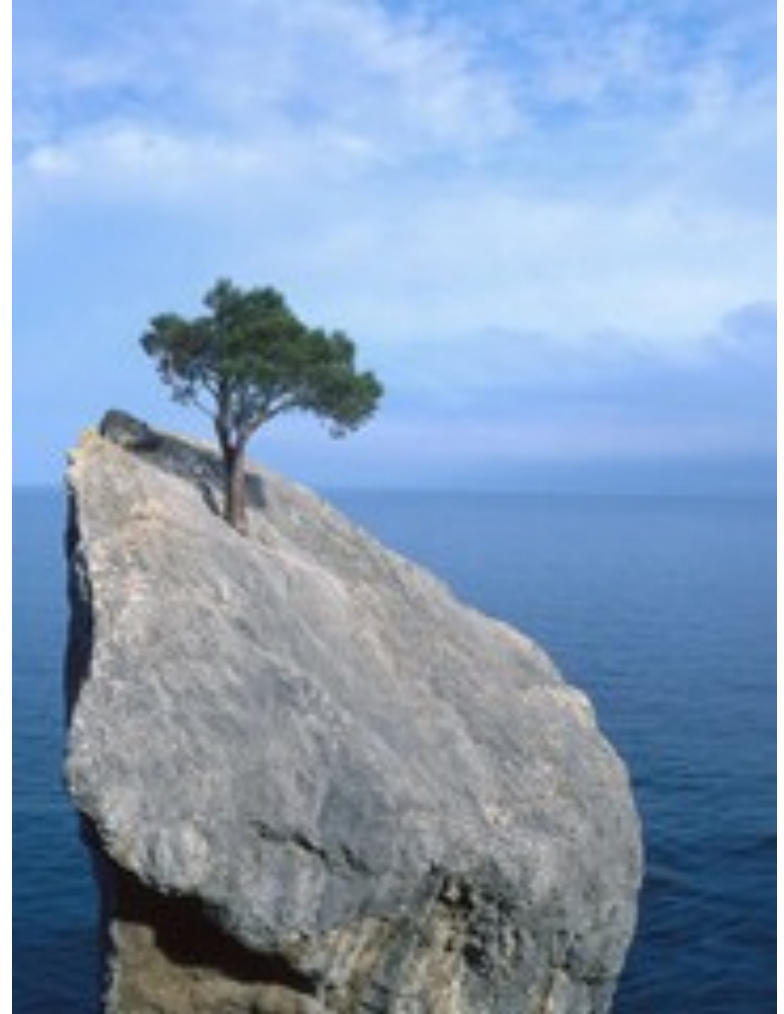
Gratitude



Kindness



Self-  
Compassion





# PERMA

- Positive emotions
- Engagement
- Relationships
- Meaning
- Accomplishment



*Flourish*



# Positive Emotions

Highlight daily  
good events  
and emotions

Practice  
positivity

Gratitude  
check-in

***How do you stay positive  
despite challenges?***





# Engagement

- Daily actions using your strengths
- Enjoying tasks to the point you lose track of time



# Relationships



Positive  
conversation



Build your  
social  
networks



Reaching out

# Meaning

- Sense of connection and a higher purpose
- Values
- Spiritual and religious activities
- Helping others



# Accomplishments



Achieve goals



Focus on  
recent success



Notice your  
strengths



Celebrate small  
wins







Be Optimisti



## PERMA+

Physical Activity • Nutrition • Sleep • Optimism

# How can PERMA help?



Help reframe  
your thinking



Focus on  
resilience



Support others



A reminder to  
dance in the rain





# Invitation

What is one small step that can bring more resilience into your life?



A vibrant sunset scene with a bright sun low on the horizon, casting rays of light across a sky filled with orange, yellow, and blue clouds. The sun is positioned on the right side of the frame, and its light illuminates the surrounding clouds, creating a warm and hopeful atmosphere.

## Summary

- Our strengths help us at work
- Personal strengths support resilience
- PERMA+ offers a framework to remind us of resilience day-to-day

# Question and Answer



Questions or Comments?

# Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

At the end of today's training please take a moment to complete a **brief** survey about today's training.



# We Want to Hear From You!

- Guide our educational, training, and technical assistance efforts
- Tell us your training needs
- Responses are anonymous
- Use the QR code or link in follow-up email



**TRAINING NEEDS  
ASSESSMENT**



# References

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# Connect With Us!

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Northeast and Caribbean (HHS Region 2)

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