

# EMOTIONAL RESILIENCE IN FUNDRAISING (Wellbeing)

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# The Importance of Resilience

## Resiliency

...is our ability to adapt and bounce back when things don't go as planned.

## Resilient People

.... don't wallow or dwell on failures; they acknowledge the situation, learn from their mistakes and then move forward



# WELLBEING, SELF CARE



# WELLBEING

Definition:- Oxford Dictionary

The state of being comfortable,  
healthy or happy



# BLOODY HARD WORK



- **BE PERFECT**  
High quality output, thorough, reliable
- **HURRY UP**  
Achiever, be task orientated, get things done, be busy
- **TRY HARD**  
Be enthusiastic, put in lots of effort, welcome new challenges
- **PLEASE PEOPLE**  
Put other's need before your own
- **BE STRONG**  
Self-sufficient, helpful, calm, logical, reliable under pressure



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# Symptoms of Stress

## Physical symptoms

- Eczema
- Changes in heart rate
- Muscle tension
- Increased sweating
- Nausea
- Butterflies in stomach
- Reduced immune system

## Emotional symptoms

- Negative or depressive feeling
- Disappointment with yourself
- Increased emotional reactions – more tearful or sensitive or aggressive
- Loneliness, withdrawn
- Loss of motivation commitment and confidence



# Symptoms of Stress

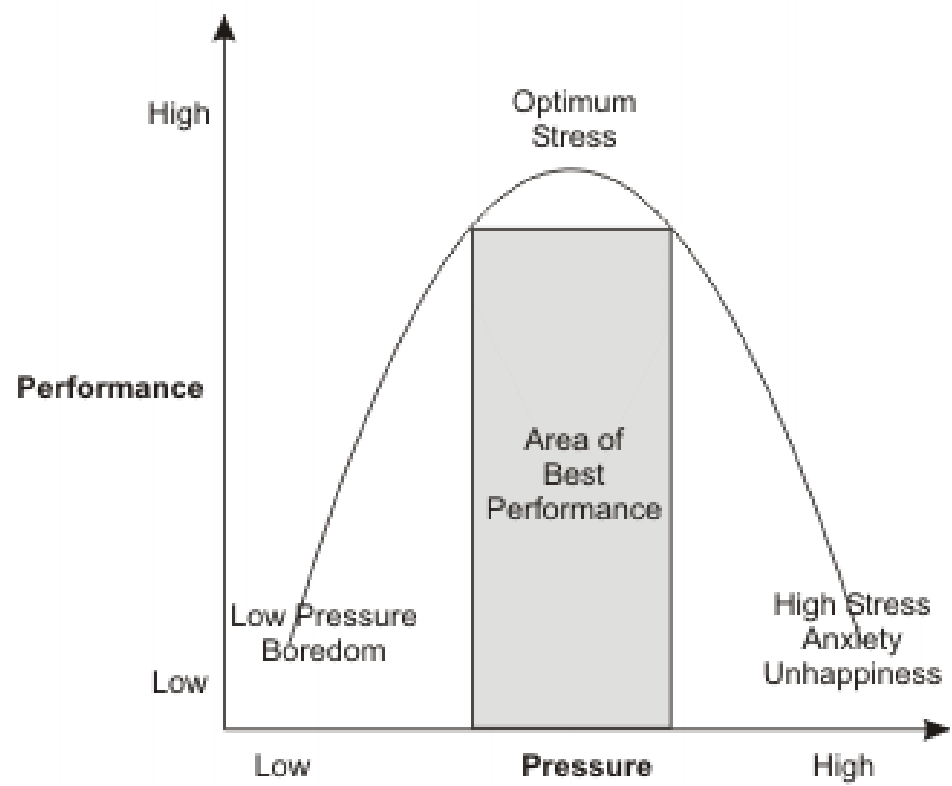
## **Mental**

- Confusion, indecision
- Can't concentrate
- Poor memory

## **Changes from your normal behaviour**

- Changes in eating habits
- Increased smoking, drinking or drug taking 'to cope'
- Mood swings effecting your behaviour
- Changes in sleep patterns
- Twitchy, nervous behaviour

# Pressure/Performance Relationship



The Inverted-U relationship between pressure and performance

**DO SOMETHING**

Take Action

# Action

## What will I do to take control?

5 year study – University of Georgia

100 people

100 years of age

4 common characteristics of resilience

<b>OPTIMISM</b>  A POSITIVE VIEW	<b>ENGAGEMENT</b>  ACTIVE INVOLVEMENT
<b>MOBILITY</b>  DOING SOMETHING	<b>ADAPTABILITY</b>  ACCEPT CHANGE AND LOSS

# Negative thoughts

- I'm no good at this
- I'll never be able to do that
- I feel bad about what I did/said
- I missed an opportunity again
- Oh no it's ....
- I must, I have to, I should ....

# From Inner Critic to Inner Coach



# From Inner Critic to Inner Coach

- Step 1: Figure out what you want to accomplish
- Step 2: Set yourself up to meet your goal
- Step 3: Remove obstacles and problem solve
- Step 4: Reward your success.

Dr. Irina Kerzhnerman



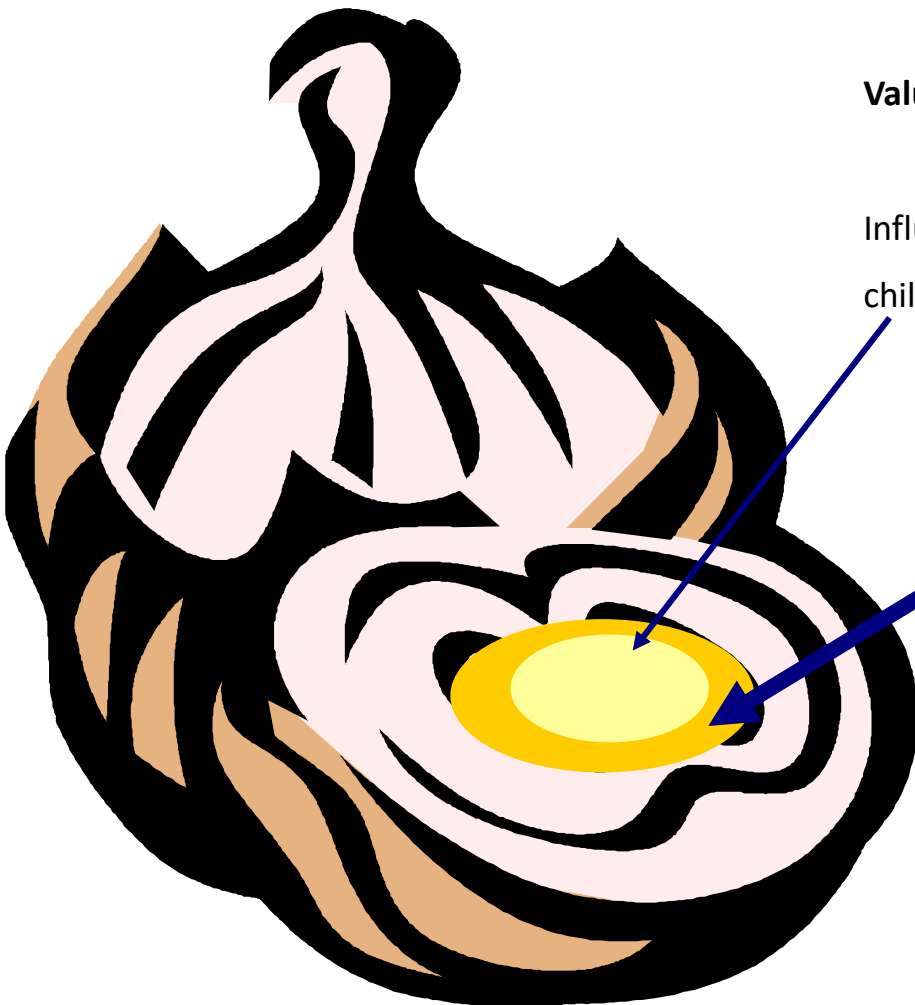


# THE HUMAN ONION



## Values

Influenced from early on in our childhood – by the ‘big’ people.

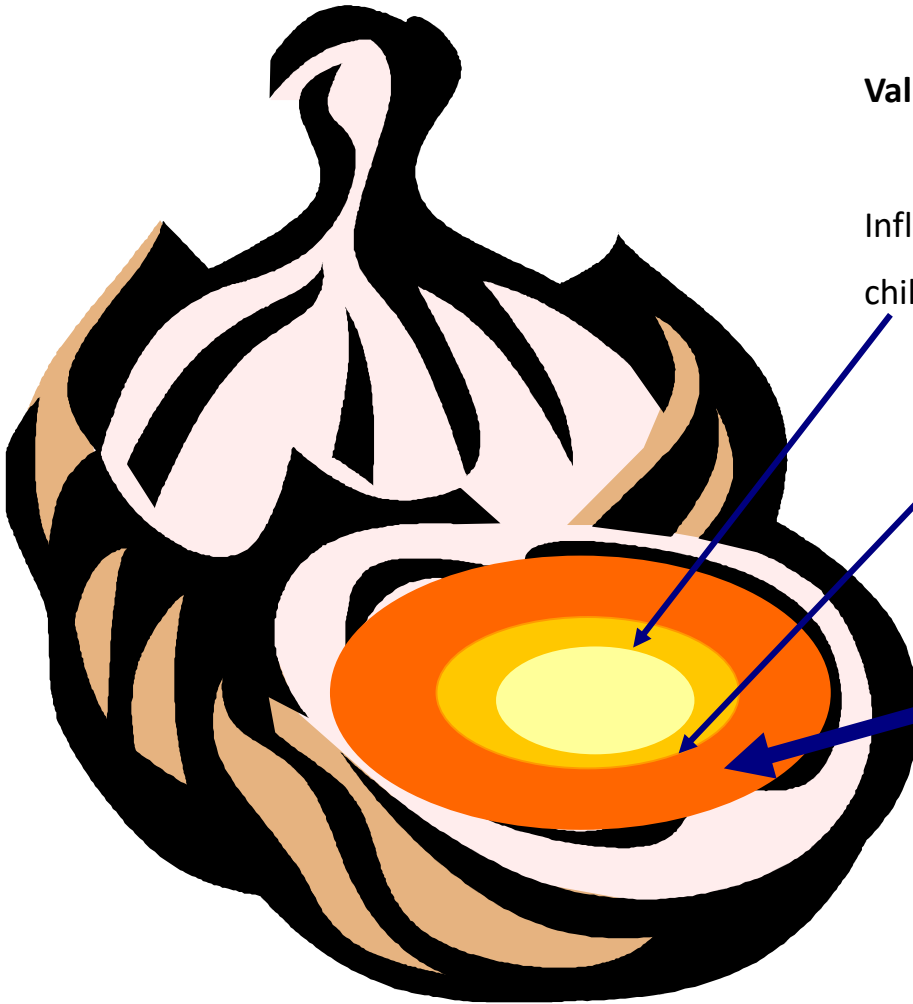


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## Attitudes and Beliefs

Influenced by our values



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### Feelings

An internal response, related to our attitudes and beliefs



### **Values**

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### **Attitudes and Beliefs**

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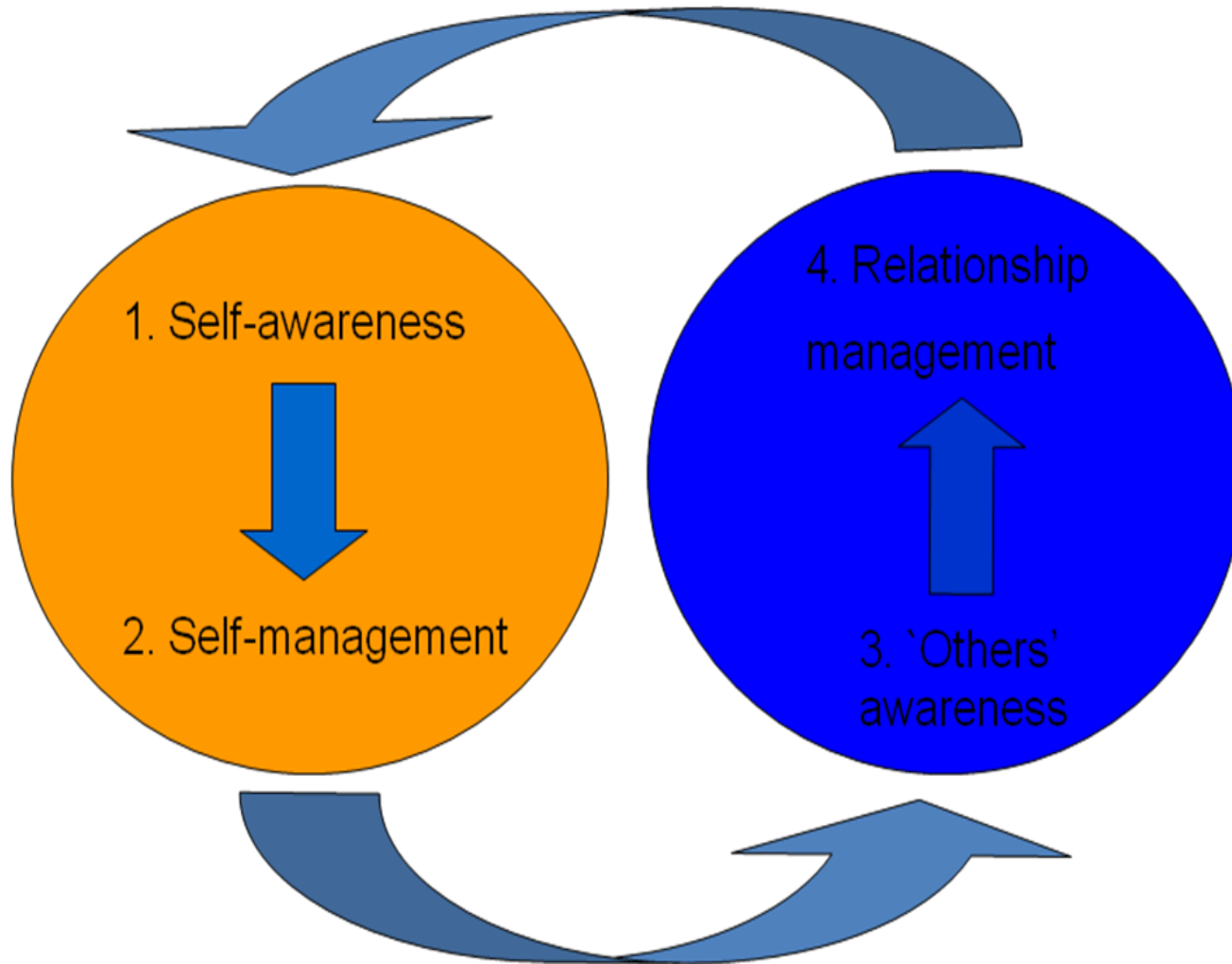
### **Feelings**

An internal response, related to our attitudes and beliefs

### **Behaviour**

An external reaction to all of the above

# Emotional Intelligence (EQ)



- Action
- Connections
- Enjoyment

Some days it is OK if you  
only help one person  
And some days it is OK if  
that person is you.



**IF YOU ALWAYS DO , WHAT YOU  
ALWAYS DID,  
... YOU WILL ALWAYS GET,  
WHAT YOU ALWAYS GOT**

# Thank You

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