

The Basic Skills of the Community Resiliency Model: Conversationally Integrating Resiliency Questions, Skills, and Pauses

In helping with mental health challenges or common reactions to stressful life experiences, we have learned to invite people to talk about their resiliency story while being receptive and open to listening to their story. Conversationally, we ask about the resiliency story by integrating survival and coping questions in our intervention/conversation.

Adapting Resources into Conversations (Past Crisis):

When you notice a person getting knocked out of their resilient zone, you can use CONVERSATIONAL CRM Skills.

These questions are for a **past crisis**--something they've survived but still may be struggling through.

- ❖ “When you have had hard times in the past, what or who helped you get through?”
 - Can remind us of past experiences when life was tough and what helped the person get through.
 - This question can bring awareness that you have survived tough times.
 - After someone has experienced a difficult time, asking “What helped you the most during that time?” can be a way of remembering one's strength and courage.
- ❖ “Did anyone help you?”
- ❖ “Who or what helped you the most?” can remind us of personal resources that may be able to help us in the here and now.
- ❖ “Who is helping you the most now?”

After a death or losing someone/something:

- ❖ When a resource starts to turn sad/negative/dump--”would it be possible to be able to stay with memories of this person that are more pleasant? Can you hold both at the same time?”
- ❖ “What would this person say to you if they were here right now?”
- ❖ “What would this person want for you if they knew this was going to happen?”

Adapting Resources into Conversations (Present moment crisis):

If distressed, you can integrate a Resiliency Pause: “I really want to hear the rest of this story, and.....”

“I wonder what is helping you get through this?”

OR

“I’m curious about what or who has helped you get through difficult times in the past?”

OR

“When you’ve been faced with challenges, what has been something that has been helpful/supportive to just get through moment to moment?”

CRM skills can be interwoven into the recounting of the story:

- ❖ As you are telling me this much, would you be willing to tell me where are you on the Resiliency Zone and how do you know? (Tracking) Is there somewhere else that you don’t sense (sad, mad, etc...whatever the distressing sensation is they describe).
- ❖ Would it be all right if we remember together the resources you told me about? (Resourcing)
- ❖ Can we sit here together and maybe sense how our bodies are making contact with the chair/ feel our feet on the ground/feel our hands on the table? (Grounding)
- ❖ I can tell that this is upsetting to you, sometimes it can help to move around would you like to walk outside or push against the wall together to help get back in the zone? (Help Now!)

HELP NOW! skills in Conversational CRMing:

The **Help Now!** strategies can also be used conversationally. They can help move someone back to their Resilient Zone without having to know why they are feeling distressed or having to talk about what is stressing them out.

1. Would it be helpful to go for a walk together?
2. Sometimes it helps to get the energy of anxiousness out by pushing against the wall with our hands or pushing our backs against the wall. Do you want to do it with me?
3. Can I get you a drink of water?
4. Sometimes it can help to look around the room, and see what catches your attention? Is there a color you like for example?
5. When I am not feeling like my best self, I have found it helpful to remember a time in my life that was better than this moment.
6. If I am really anxious, sometimes it helps me to count down from 20, would you like to try it with me?
7. I found this app called iChill and I listen to it when I am down or anxious. You might want to think about using it when you are stressed or down.

As a person reports an experience of well being, the Guide may invite them to...

Be aware of sensations of well being