



Professor Ian Snape: Resilience by Design: The Inside-Out Upside-Down View of Workplace Stress



Professor Ian Snape is the co-founder and co-CEO of Frontline Mind, a niche training company specializing in helping frontline workers develop resilience and recover from stress, setback and trauma. Find out how our beliefs about stress and responses to it can enable or disable resilience and positive action.

TOP EMBODIMENT TIP: Respect the gift of stress signals: don't medicate the messenger.

Workplace Stress Redefined: Move from an Outside-In View, to an Inside-Out View.

- We tend to think of stress as an external cause that triggers an internal state (outside-in view) which in turn leads to the belief that it cannot be controlled. This talk refers to stress as an internal state that influences our response to the environment (inside-out view).

Training Resilience: Explore our beliefs about stress.

- Reports assume a mistaken correlation that more work-risk factors lead to higher stress at the workplace. Prof. Snape proposes that stressed-out people create high-risk workplaces, whereas resilient people create productive ones.
- Interventions focus on training to increase resilience at individual, team and organisation level and reduce workplace risk factors (by training managers). Building resilience requires that we explore our beliefs about stress, and then accept personal responsibility for our states.

Stress and Embodiment: The sensations we call stress are an embodied signal to take action.

- A *distress* signal is recognized as a means for obtaining help. We can use these signals to take action.
- There are four different ways of responding to them and Ian offers resources for individuals and valuable advice for coaches and therapists.
- Stress varies, and for some people it's a state of high performance while for others it is a life shortening illness that needs urgent attention. It is key to develop agency in ourselves and others.

Concluding Takeaway: Presuppose a positive intention for a reaction of stress.

- Avert causal thinking that leads to believing stress is an external provocation. Don't shoot the messenger, especially avoid medication and numbing. Develop agency. Observe responses to stress and take action.

Resources:

- ❖ **Books:** *Resilience by Design* (in progress)
- ❖ **Website:** frontlinemind.com
- ❖ **References:** [TED talk by Prof. Kelly McGonigal](#)



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