



RESILIENCE

For individuals, groups, organisations or communities, resilience is the ability to mobilise resources, and to anticipate, tolerate and overcome difficult experiences or events. It is also the ability to develop oneself through one's experiences (*Derek Mowbray, 2010*)

Being resilient is not only being able to continue one's efforts. It is being able to regain momentum after a difficult moment, an accident or a traumatic event.

There are 2 ways of experiencing resilience (*Daniel Goleman, HBR*)

1. to go through a major failure/accident – heavy way
2. to experience an accumulation of annoying mistakes, minor setbacks and irritating upsets in every day life - light way

To be resilient = 'to cope with adversity in a way that preserves your wellbeing'.
(*Donald Robertson, Build your Resilience*)

'Resilience or resistance to stress determines your capacity to react efficiently and healthily in a stress situation'' (Theo Compernelle, *Stress: Vriend en Vijand* (Friend and Foe), 12th edition, Lannoo)

EPSO Definition

Remain effective under a heavy workload, handle organisational frustrations positively and adapt to a changing work environment



STRESS

The set of reactions occurring when a living body tries to adapt to its environment and /or to the changes in that environment. According to this definition, stress is life.

Stress is what occurs whenever you are confronted with a physical, psychological or social situation (sources of stress) which upsets the balance between your abilities and the demands placed upon them in such a way that you cannot ignore the situations or handle it routinely. (*Theo Compernelle, Stress: Vriend en Vijand (Friend and Foe), 12th edition, Lannoo*)

In some ways it can be measured as the perceived imbalance between the demand made on you and what you see as being your available resources to cope with it.



BURNOUT

A work-related disorder that can happen when people are performing well but are also under pressure over an extended period of time. The core elements of this syndrome are extreme exhaustion, loss of control of emotional and cognitive processes and establishment of a mental distance. This mental distance can be seen as a dysfunctional attempt to avoid further exhaustion.

These core-symptoms are accompanied by secondary symptoms such as a depressed mood, and behavioural and psychosomatic complaints.

Burnout is mainly caused by a misbalance between a high work demand and the lack of help/support.

Problems in private life and personal vulnerability can play a role.

Burnout leads ultimately to a feeling of incompetence and thereby a poorer performance at work. *(from article "Op zoek naar een nieuwe definitie van burn-out", Desart, Schaufeli, De Witte, February 2017)*