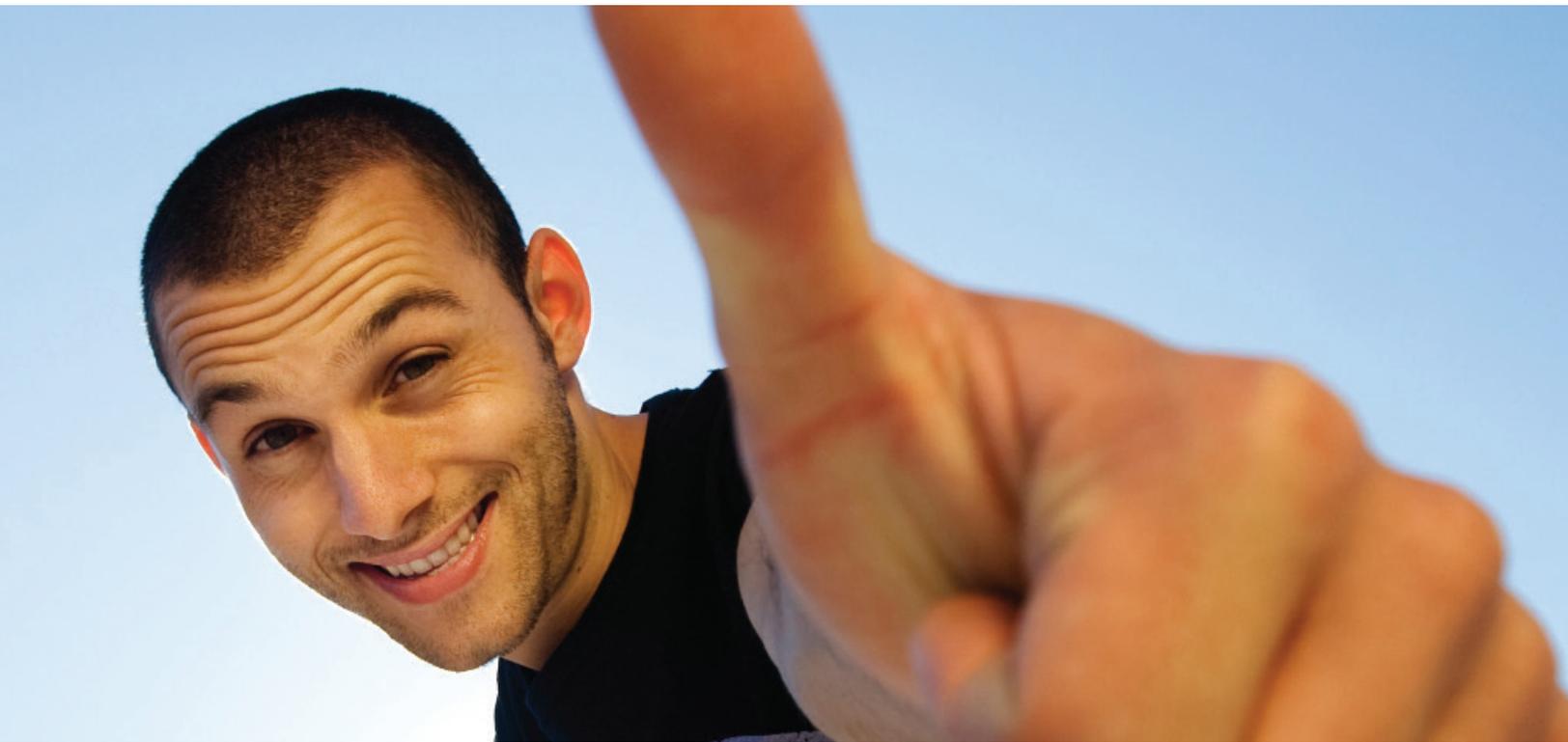


# Resilience:

Facing life's challenges with  
courage and conviction



Transcript



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# Introductory comments from Dr. Jim Ricks

Dr. Ricks: Hi I'm Dr. Jim Ricks. Each one of us has to face challenges in life. Sometimes it may be the loss of a job, a serious rejection, a divorce, perhaps a life-threatening illness. It seems to be part of the human condition. And sometimes we become so exhausted that we begin to ask ourselves "how can I cope?"; "can I ever get through this?" We may even quit without trying.

This course from Human Solutions is about moving beyond the negative thinking and discouragement to discovering for yourself "yes, I can go on."

We're talking about resilience—the ability to move from the challenges and the strains to discover a new opportunity for life.

We'll hear from a psychologist and expert who will take us through each step of learning how to become more resilient. He'll teach us to teach ourselves how we can change challenges and demands into what they really are—opportunities for life and growth.

## Lesson 1: What you think is what you get

### Opening comments from Maria LeRose and Dr. Scott Wallace

Maria: Welcome to Human Solutions' learning course about resilience. I'm Maria LeRose and I'll be your host for this four-part series. Joining me today is Dr. Scott Wallace. Scott is a psychologist and also an expert in this area. He is going to provide us with some guidance about how we can become more resilient in our own lives.

Dr. Wallace: Everybody faces a challenge in their life--whether it's a job loss or a threat in a relationship or maybe even some kind of health-related crisis. Resilience is about whether you bounce back in the face of those kinds of adversities. Do you regain your shape? Do you have a renewed sense of energy and optimism?

Maria: Can you give us some examples?



Dr. Wallace: For example, Christopher Reeve, Oprah Winfrey, or Martin Luther King. These are people who faced tremendous challenges in their lives and yet they were not defeated by them. Instead, they came through with a sense of hope, with great learning.

Maria: We may not all have the size or magnitude of trouble in our life, but I guess that everyday all of us are facing situations that require us to be resilient?

Dr. Wallace: Absolutely. Everyone faces some kind of challenge throughout their day.

Maria: Is this something that people are born with? I can think of people who fit that description perfectly and others who have such a hard time with it.

Dr. Wallace: Certainly some people tend to be more resilient

than others. However, it's not something that you are necessarily born with—it's something that you can learn. And that's what we are teaching here. We are teaching the ability to become resilient.

There are some principles to know, and with practice and putting these principles into practice in your life, you can become more resilient. Anybody can.

Maria: To help illustrate the first principle of resilience, we're going to meet George. George, like a lot of us, believed that he couldn't change his lifestyle even though it might have very serious health consequences. Here's George.

## George describes his health crisis

George: Two years ago I was out golfing with some buddies and I started to get some chest pains. I ignored them like most guys do, and didn't think anything of it, and then I collapsed right on the golf course.



I don't remember much after that but I do remember waking up in the hospital and being told I'd had a mild heart attack.

I was thinking "this is it." I thought "is it all over", "what's going to happen to my family and my business", "am I going to survive"? It was terrible.

The doctor spoke to me and advised me that if I didn't change my lifestyle and stop the smoking and reduce the amount of alcohol I was drinking and get more exercise, the next could be the final one—the fatal.

But with my lifestyle, the way I've been going for so many years, I didn't think I could change all those things. Changing all those things at once seemed impossible for someone with my lifestyle.

Every time I was thinking about this big change I was going to have in my life I was thinking "I can't do it." On one occasion it got so bad that my heart started to pound and I thought I was going to have another heart attack.

I ended up going and seeing the doctor and he advised me that it wasn't another heart attack. He said that it was probably anxiety that I was experiencing just thinking that I couldn't change my lifestyle.

## Maria and Dr. Scott Wallace talk about George's struggle

Maria: How does George's story fit with the first principle of resilience?

Dr. Wallace: What you think is what you get is our very first principle of resilience. What George is illustrating in his story is that telling yourself I can't do something will lead you to not being able to do something.

So, for example, he was saying "I can't change", "this is the way I am...this is the way I'm always going to be." When we tell ourselves those kinds of things, and that's what goes through our mind, then we don't leave ourselves any opportunity to change.

Maria: Thankfully this story doesn't apply to most of us—most of us don't have heart attacks. So how does this apply to us?

Dr. Wallace: You're right. Hopefully we won't have a heart attack. But every day we face some kind of challenge. Maybe it's some kind of change in our job, or we're trying to lose weight...those are examples of where we might say to ourselves "I can't do this... this is not going to be possible."

When you tell yourself "I can't" or that something is not going to be possible then in fact it won't be possible. Because you're not leaving yourself an option for something to be different.

Maria: I thought it was pretty interesting that when George told himself "I can't do this", he almost gave himself another heart attack!

Dr. Wallace: Yes, we call that a self-fulfilling prophecy. You can cause yourself exactly what it is that you are fearing will happen—by your thinking. So when George said to himself "this is not going to go well...I can't change", he brought upon himself more anxiety and more worries. So he thought he was having another heart attack.

And that's what happens with our thinking sometimes—we bring upon ourselves exactly what it is that we fear.

Maria: So with the example of the diet again—if you tell yourself "I can't" you may get so down that you eat more.

Dr. Wallace: Exactly.

Maria: George seems to be stuck. It seems that he isn't going to be able to move beyond this place where he thinks that he can't change. What are some steps that he needs to take?

## Resilience

Dr. Wallace: The steps that George needs to take, and the steps that all of us can take, are to gather more information and to try to open our thinking up to what is possible. Oftentimes, the more information you have, the more options you see. If George begins to find for himself that there are possibilities that he can change then he'll start to feel more positive, he will start to think more positively, and as a consequence, he's going to be able to change.

Maria: It's funny, because most of them think "tomorrow I'm going to get up and behave differently—I'm going to do something differently." You're saying I have to wake up tomorrow and think differently.

Dr. Wallace: I'm saying that it's important for us to pay attention to what we are thinking, because what we think will be what we get.

And if we begin our day by telling ourselves that something is possible, rather than saying to ourselves that something is impossible, it's very likely that we will be making room for that possibility to happen.

Maria: Let's go back to George now. This is a few months later and things have improved considerably because he's started to take control of his life by taking control of his thinking.

### George learns to deal with his health crisis by changing his thinking

George: First of all, I'm healthier. Because of things that I've been doing and things that I haven't been doing.

But really, it's a change in attitude. And the attitude changed once I realized that I had to change. And it changed because of things my doctor told me and it changed because of friends and family that were persistent about me changing my habits. I joined a healthy heart group and it really helped me change my attitude.

Because I feel better about myself, it's now easier for me to change those bad habits that I had before.

I'm much healthier physically from the changing of habits of eating and drinking and smoking and those things, but it's my attitude. It's the people around me that have helped me and I feel much better and I think I'm going to live a long life because of this.



### Maria and Dr. Wallace respond to George's success story

Maria: That's quite a change. What's the lesson that we can all learn from George?

Dr. Wallace: Just like George learned, it's a lot to do with your attitude and your thinking...beginning to tell yourself that things are possible. As you do that you will begin to find that there are options to change. George, for example, spoke to his doctor and surrounded himself with people who were in a similar situation. He looked at what they were doing, he talked things over. And he began to think more positively. He kept saying the word "attitude." We call this "what you think is what you get"—as you begin to tell yourself "I can" do something, you'll see there are more options to make it possible.

Maria: It seemed that it got easier as he talked to one person, two people...eventually he was open to talking to almost anyone.

Dr. Wallace: He was beginning to open himself up to new possibilities. No longer did he say "I can't" do this, he said to himself "maybe I can." Now it doesn't mean that everything is going to work out and be 'sunshine and roses' tomorrow for George, but certainly he's well on his way to making some very positive changes in his life.

Maria: So it looks like George is on his road to recovery. What about the rest of us? What are the next steps for us to become more resilient?

Dr. Wallace: We have those next steps in place. That would be the quiz, to test your understanding of what we've been talking about today, and the quest, which is the challenge to put this into practice in your life.

Maria: Thanks Scott. We'll see you next time.

# Lesson 2: Let feelings be your teacher not your master

## Maria and Scott discuss how to learn from your feelings



Maria: Welcome to the second part in our series about resilience. I'm Maria LeRose and joining me again is Dr. Scott Wallace.

I did say this is the second part because we've already talked about the first principle of resilience—remind us what that principle is.

Dr. Wallace: The first principle is "what you think is what you get."

Maria: And principle number two?

Dr. Wallace: Let your feelings be your teacher, not your master.

Maria: What does that mean?

Dr. Wallace: A lot of us get caught up from moment to moment with what we are feeling. And sometimes we lose sight of what we should actually be doing in a situation.

Maria: Thanks. To illustrate principle number two, we'd like you to meet Lindsey.

Lindsey has always thought that she's been in control of her life and her feelings. But then she nearly causes a serious car accident and she has to ask herself "who's in the driver's seat?" Lindsey? Or Lindsey's stress?

Here's her story.

## Lindsey talks about her close call in traffic

Lindsey: Well, I work full-time. And I've got two small children at home and I'm married. And, um, it's really hard to get everything done and to do it well. I think I could do everything well, but there's just so much. Sometimes I just feel so stressed out. It's really hard to make it through the day.

Last week I wanted to get into work early. I had a pile of memos to do and I thought that if I could just get in early and if I could get some of them done, it would relieve some of the pressure. I wouldn't feel so behind.

Well, the alarm didn't go off. So I started out by being late. And after that I was rushing, rushing, rushing to get the kids in the car. And I was snapping at them and it just seemed to get worse as the day went on...the stress built, the pressure built...I just felt like crying.

I got the kids in the car...I'm driving...I'm thinking "just drop the kids off" and get in to work as fast as I can and...I guess I wasn't looking. I wasn't paying as much attention as I should have been and we almost had an accident.

I thought "I can't believe this." You know, I almost hurt my kids. For nothing. Because I wanted to do some memos? That doesn't make sense. That doesn't seem right to me. Something's got to change.



## Maria and Dr. Wallace talk about Lindsey

Maria: So if we remind ourselves that principle number two is 'let feelings be your teacher not your master', Lindsey is letting feelings be her master.

Dr. Wallace: That's right. Lindsey's getting very caught up in how she is feeling. She said, for example, that she was feeling stressed. She said that she yelled at her children and she wasn't happy with herself. It almost sounds as if she doesn't think that she had any other choice. Because she was feeling a certain way, therefore she acted a certain way.

## Resilience

Maria: It's sort of what we call being 'out of control.'

Dr. Wallace: That's right. And that's what we mean by 'let feelings be your teacher not your master.' If feelings are controlling your life, then you act upon the whim of how you feel.

Instead, she could let her feelings teach her something...teach her what she should be doing differently in the situation.

Maria: So if you let your feelings be your master, and run your life, how does that get in the way of being resilient?

Dr. Wallace: Well, a resilient person thinks about what they should be doing in a situation. What would contribute to their life in a productive and constructive way? And that's not always aligned with how you might be feeling.

For example, let's say we have a couple who is in a relationship and who is in a heated argument. In their frustration and perhaps anger with each other, they might say things that they later regret. So their feelings are leading them to say things that they regret when what they should be doing is taking a break, calming down, and then returning and resolving whatever conflict it is that they have.

Maria: Are you saying that we should somehow try to ignore our feelings? Put them out of the way and get on with life?

Dr. Wallace: Absolutely not. We're not talking about ignoring feelings. In fact what we're saying is pay attention to what you feel but don't lose sight of the fact that you always exercise a choice in what you do.

For example, in Lindsey's case, it's not about ignoring her stress but perhaps listening to her stress. What is her stress telling her that she should be doing?

Maria: It's interesting that you say the word 'choice.' Because in the middle of strong emotions, negative or positive, we sometimes feel that we don't have a choice.

Dr. Wallace: Yes. We always have a choice about what we do in a situation. If we tell ourselves, though, that we're feeling a certain way so therefore we are acting a certain way, then we're using feelings as if they are an excuse.

Maria: Can positive feelings also run our lives? I'm trying to think of some. I can certainly think of frustration, anger, fear...all those negative emotions certainly drive my life sometimes! But are there positive emotions that drive our lives in a way that isn't helpful?

Dr. Wallace: Sometimes. We can so caught up in feeling good that we aren't realistic...we think too positively when we should be paying attention to something in our circumstances that we're ignoring because we're thinking "it's all going to turn out well." But sometimes things don't always turn out well. So we should pay attention to that feeling but at the same time be realistic.

Maria: Let's go back to Lindsey. Some time has passed. Let's see how Lindsey is listening to her feelings but letting them guide her in more productive way.

### Lindsey learns from her stress



Lindsey: Now I can see that stressed-out feeling is something that can help me plan my life better and to make me sit down and think about things.

One of the things that happened when I talked to my husband about how I was feeling and all the things I had to do, he now makes the children's lunches in the evenings while I tidy up the dishes and get the children organized for bed. That helps a lot because we both get some relaxation time together in the evening instead of me just doing more chores.

You know, it's funny, just recently I was late again. This time I phoned in to work and said "I'm going to be twenty minutes late...I'm sorry." And when I got in to work my supervisor actually said to me "I understand your situation, I've been there too. If you're going to be late just call us and let us know. It's not a problem."

So, I don't worry about it now!



### Maria and Dr. Wallace respond to Lindsey's success in coping with her feelings

Maria: So if we remember that the second principle is 'let your feelings be your teacher not your master' what do you see that Lindsey has learned?

Dr. Wallace: First of all, Lindsey is learning from what she is feeling. She said she was feeling stressed so it sounds like she is paying attention to that stress and deciding that something needs to change in her life.

Secondly, she's not letting her feelings be her master. So no longer is she allowing the stress to drive her and determine her choices. For example, she's phoned ahead when she thought she was going to be

late, and she's gotten her husband involved in doing more things around the home.

Maria: For the rest of us, no matter what kind of feeling that we're having that seems overwhelming and seems to be controlling us, what do we do? What are the steps?

Dr. Wallace: We can make both short-term and longer-term changes.

In the short-term, perhaps we need to take a break or walk away from a situation until we calm down.

In the longer-term, listen to our feelings. Learn from them. Think "what in my life needs to change to make this situation better"?

Maria: And in fact you have some suggestions right now that can help us become more resilient.

Dr. Wallace: Yes we do. First of all the quiz, which is going to test understanding of what we've been talking about, and the quest, to put principles into practice.

## Lesson 3: Behave your way to success

### Maria and Scott discuss how to behave your way to success

Maria: Welcome to part three in our series about resilience. I'm Maria LeRose and joining me once again is Dr. Scott Wallace.

Remind us again, what are principles one and two?

Dr. Wallace: The first principle of resilience: what you think is what you get. The second principle: let feelings be your teacher not your master.

Maria: And the third principle?

Dr. Wallace: Behave your way to success

Maria: What does that mean?

Dr. Wallace: So far we've been talking a lot about thinking and feelings. Now our focus is turning to what you're doing, your behavior in a situation.

Maria: To illustrate this third principle, we'd like you to meet John. Here's his story.

## John is frustrated trying to learn something new

John: I thought I was in a job where I wouldn't have to use computers very much. And then, as computers became more popular, new systems came in and I realized that if I was going to stay in my job, and I was going to get ahead, I had to start learning these systems.

So I went about trying to do it. I thought if other people could learn them, I could too.

I found it very frustrating. I found that I would go to try to do something in a program and it wouldn't work...or the computer would freeze...I wouldn't know how to get out of it...and I would just get extremely frustrated.

I would just feel like screaming and throwing the keyboard out the window.



## Maria and Scott talk about John's frustration

Maria: John is definitely feeling very frustrated. What do you see happening here?

Dr. Wallace: I think that John is trying, but not trying very hard. He is trying, but when he gets frustrated, he stops.

From the perspective of being resilient, it's very important to persist. The change of behavior isn't always immediate.

I think that changing behavior is an active, ongoing, conscious process.

It's active meaning that you need to put effort into changing your behavior.

It's ongoing meaning that just changing our behavior today may not have an impact until sometime down the road.

And it's conscious meaning that in order to change your behavior to be a success you need to think about what you're doing.

Maria: It seems that one of the barriers for John is that he's afraid of making a mistake.

Dr. Wallace: That's right. And when he makes a mistake he stops trying. He said he got very frustrated.

For all of us, when we try to do something differently, we're going to make some mistakes. I don't think that the definition of success is that you don't make mistakes. I think the definition of success is that you try.

Maria: Alright. Let's go back to John now. This is a few months later. Let's see how he is behaving his way to success.

## John gets a lesson in behavior from his baby daughter



John: One afternoon I was at home and I was watching my daughter learn to walk. At the same time I was thinking about work and I was thinking about these computers.

It dawned on me that no one is born walking, and no one is born using computers.

I was watching my daughter and she would fall down...over and over again...and she would try to get up and try to get up...and walk down the hall and then fall again...and bump into things...but she didn't give up. She kept trying.

I thought "if she can do that I can learn to use a computer." It means I have to try harder.

I realized that it would take more than just good intentions to learn how to use the computer. I needed some information. So the first thing I did was sign up for a course that the company offers and I learned some of the basics there.

I got myself a manual that tells you how to use computers and I studied that.

And I got someone in the office who was good at computers to help me so if I made a mistake or I had a problem, they could show me what I was doing wrong.

One of the things that I learned from watching my daughter was that you have to make mistakes in order to learn things and that mistakes aren't a bad thing. In fact, you can't learn something unless you make mistakes.

So now when I'm working on the computer and I'm having a frustrating moment, I make sure that I remember to go and ask for help...

...and I have a picture of my daughter on top of my computer to remind me to do that.

### Maria and Scott discuss John's admiration of his daughter's perseverance

Maria: Boy, the things we learn from our children and we don't even know we're going to! What do you see happening there?

Dr. Wallace: I think that there's an important lesson that we're seeing John talk about. Let's think about his daughter, for example.

His daughter didn't know, the first time that she tried to stand up, that she would eventually walk. And that's an important part of this principle: you never know until you try. So to stop yourself before you've even given anything a good shot, well, none of us would ever change.

And that's what behave your way to success is all about. Giving it a try. Making some mistakes. Falling on your butt but picking yourself up again and persisting. Because it's through that behavior change that ultimately we change ourselves and our lives.

Maria: And that's the lesson that all of us can learn from hearing John's story.

In both cases, before and after, John is still trying to learn to use a computer. What's different the second time?

Dr. Wallace: I think in the second case, John is learning from his mistakes. He's not just making mistakes. He's paying attention to what's working and what's not working and as a consequence, he's adjusting his behavior.

For all of us, it's important to pay attention to what works as well as what doesn't work. When something doesn't go right, think about "what's gone wrong here?"; "why did this happen?"; "what could I do differently next time?"

Maybe it means talk to other people. Maybe it means get more education and more information. All of those things taken together will ultimately help us all behave our way to success.

Maria: And so what are the next steps for all of us who are listening to you today? What can we do now?

Dr. Wallace: Again, we have the quiz to test understanding of what we've been talking about today. And we have the quest, to help put the principle into practice.

## Lesson 4: Stay connected to people and passion

### Maria and Scott talk about staying connected to people and passion

Maria: Welcome to the fourth and last part of our series on resilience. Once again joining me is Dr. Scott Wallace. Remind us what the first three principles of becoming more resilient are.

Dr. Wallace: Our first principle: what you think is what you get, our second: let feelings be your teacher not your master, and our third: behave your way to success.

Maria: And the fourth?

Dr. Wallace: The fourth principle: stay connected to people and passion.

Maria: To illustrate principle number four, we're going to introduce you to Cathy. Here's her story.

## Cathy describes how a promising job consumed more than just time.

Cathy: I used to think that success was about what kind of job you had or how much money you made. That was very important to me.

I was offered a job, probably when I was around 24, and it was back East. So I had to pretty much decide to pick up and leave. But I was pretty excited about this because it was the kind of job that I thought success was about.

So I got up and left and went to pursue this opportunity.

At first, it was really exciting. It was the kind of job I thought meant that I had made it. I was very busy. I worked 60 hours a week. At first I was really excited to work that much and be a part of what I thought was a great career opportunity...I just worked a lot.

Slowly I started to realize that I wasn't as happy with my job anymore. I wasn't feeling happy. I was feeling down a lot. I wasn't as motivated to be working such long hours or even to go to my job anymore. Something was missing.

On my 25th birthday, I was completely alone, I had nobody to celebrate my birthday with and, really, I had nothing to celebrate. I came to the realization that something had to change...that although a successful job was important, it wasn't the only important thing in my life. I realized at that moment that I had let go of a lot of other important areas of my life that I needed to reconnect with.

So I was alone on my 25th birthday and that's a big birthday to go through when you're by yourself. It was quite upsetting.



## Maria and Scott talk about Cathy's loss of vitality



Maria: Boy, many of us can relate to the situation that Cathy is in. What does that have to do with resilience?

Dr. Wallace: Well, Cathy is finding that she doesn't have the interest or motivation to go to her job anymore. She's depleting her ability to be resilient.

Maria: How is that? Why is that being depleted?

Dr. Wallace: Because in Cathy's case, she's cut herself off from family, she's cut herself off from friends, she's stopped enjoying many of the activities that she may have enjoyed before she got this job, she put all of her eggs into one basket so to speak. She thought that this job was the answer to everything but, in fact, it's not her entire life.

Maria: It's interesting because you've described a lot of people in her life—her family, her friends. She went from that abundance to nothing. Is it actually the number of family and friends? Does she have to acquire as many family and friends in her new place to feel fulfilled?

Dr. Wallace: Everybody's different. Some people like to surround themselves with a lot of people. Get involved in a lot of activities--hobbies, friends, family and co-workers, perhaps a faith community. Other people prefer to have only one or two close friends, a good relationship, and maybe one hobby that they invest a lot of time and energy into. So it's not the numbers. What's important is that whatever you are involved with is meaningful to you.

Maria: Relationships can be full of struggles as well as be fulfilling. Some people say "I don't want any relationships...it's easier." But you're saying that we need relationships to be resilient?

Dr. Wallace: I'm saying that relationships, as well as activities, as well as pursuing whatever it is in life that gives meaning to you, that's all important. Because the more of that you have, the more fulfilled and filled with energy you are. And as a consequence, you become more resilient.

Maria: So how do we begin to replenish ourselves? To become more resilient?

Dr. Wallace: In Cathy's case, and to illustrate this fourth principle, she needs to become more connected with family, with friends, with activities outside of work.

It's not necessarily the work itself that's draining her, it's the fact that she has no other elements in her life that give meaning to her.

Maria: Especially since she went from an abundance of family and friends to nothing. Do we have to have a lot of people in our lives to be more resilient? Does it work that way?

Dr. Wallace: Some people find that they need to surround themselves with many relationships, to get involved with many activities. But other people find that one or two close friends...a good healthy partner relationship...a meaningful job...that's enough for them. So it is not the case that it's the number of people or activities. What is important is that whatever you are involved with gives meaning to your life.

Maria: And yet relationships can be challenging too. There are up times and there are down times. I guess on balance you are saying that just having a relationship can contribute to resilience.

Dr. Wallace: Just having the relationship. And also remembering that these relationships, these activities that you are involved in, they are a two-way street. You get something from them. Nourishment and energy and optimism, but you also have to give back as well. You have to feed those relationships, too.

Maria: So let's go back to Cathy and see how she's applying this to her life and how she's becoming more connected.

### Cathy describes how she injected enthusiasm back into her life



Cathy: Since my birthday, I've made a lot of positive changes. I've connected with people in the office, I've made new friends, I've started running again which I hadn't done for a long time. I joined a running group and made some friends in the running group.

So I've made all these different connections in my life now.

My job is still important to me, I appreciate doing it and I'm happy to be doing it, but I've also made all these other connections that make my job more fulfilling and my life more fulfilling in general.

So, I just started making more connections with people around me which made me more fulfilled and better about myself. This made working, again, a pleasure to do.

Right now things are really good. I'm excited about life and I'm so much happier than when I first began working. Things are really good!

### Maria and Scott look at Cathy's new lease on life

Maria: Boy, a lot's happened for Cathy. It looks like she's had some sort of realization. How would you articulate that?

Dr. Wallace: I think what Cathy is beginning to do is to become better connected with the parts of her life that she had left behind. She's staying connected with her family, she's staying connected with her friends, she's forming new relationships with this job that she has. She's also, as she mentioned, joined a running club. And that's a hobby or an interest of hers. So she's filling herself with all of these activities and all of these people and even though she's finding that she's working just as much as she was before she's enjoying it that much more.

Maria: I thought that was interesting that she said "it's not that I'm working any less" it's that her approach to it is somehow different. She's more...resilient?

## Resilience

Dr. Wallace: She's more resilient. We don't know what's going to happen in Cathy's life but I would bet that if she has some challenge in her job or she has some challenge in her personal life, that because she has these relationships now, because she has these other activities and interests now, that she'll be able to meet whatever challenge it is head on and come through healthy and happy.

Maria: She's really learned an important lesson at a very early age. Now what about the rest of us? How can we take this information and make it a part of our lives?

Dr. Wallace: Once again we have our quiz, which is going to test knowledge of what we've been talking about today, and we have the quest which is going to help put those principles into practice.

Maria: Next up...quiz...and quest.

## Closing comments from Dr. Jim Ricks

Each of the stories you've heard has illustrated one of the four principles of being resilient.

Resilient people are optimistic thinkers. They know that what you think is what you get.

We learned that there will always be both welcome and unwelcome feelings in your life. Resilient people learn from feelings. They let feelings be their teacher not their master.

We also learned that we can change ourselves when we begin to change our behavior. Resilience is about exploring new things, learning from mistakes, and behaving our way to success.

And finally, we learned that resilient people are nourished by people and things they care about. Whether it's friends or creativity or play...resilience is about staying connected to people and passion.

We hope you found this course on resilience helpful. It might have opened up some new doorways...or raised some questions...or possibilities. In which case you'll be interested in the growing menu of courses available at Human Solutions.

Until then, I'm Dr. Jim Ricks. Thanks for joining us.