

The **Reconnect to Innate Resilience** programme was initiated to address the fact that living and working through a global pandemic has placed great demands on the mental health and wellbeing of staff working in a busy department of a large Social Services team.

Traditional approaches to staff wellbeing tend to focus on coping mechanisms, providing individuals with tools and techniques which, if used regularly, can offer relief from perceived stress. However, in practice, such **additive** approaches are variable in their acceptability, require regular upkeep, and generally result in *more* work for staff to do. As such, their utility and longevity are limited.

### A new approach

The central premise of the **Reconnect to Innate Resilience** programme is that every individual has a natural, inbuilt state of wellbeing available to them at all times, which becomes obscured only by an innocent, conditioned misunderstanding of how the mind works and how the workplace is experienced.

The focus of the programme is therefore on mental health, not illness, and employs a **subtractive** approach, educating participants in a way that makes visible—and subsequently eradicates—the hidden variable that is obstructing their innate health and wellbeing. As such, it offers an entirely fresh perspective on resilience.

### Programme aims

The course offers professional learning and support for staff, so that participants experience personal change through insight and realisation alone, providing them with a greater ability to:

- manage feelings of stress, worry and anxiety
- deal with workplace demands with confidence, calm and focus
- bounce back from setbacks quickly and smoothly
- maintain perspective in difficult situations and relationships
- access more peace of mind and clarity both at work and at home

### Programme Methods

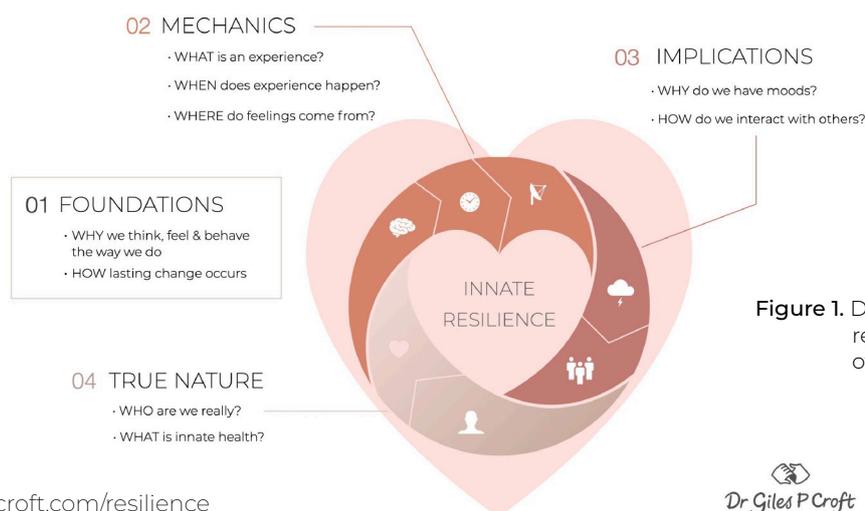
9 hours of online sessions (6 x 90mins) delivered by Dr Giles P Croft over an 8 week period, with a group of 13 Social Services staff, who expressed an interest in partaking in a “*novel approach to wellbeing and resilience in the workplace*” when offered. Each participant had a 20 minute intake call to establish their objectives for the course, identify specific challenges, ask questions and express any reservations.

### Outcome measures

Each participant completed the validated 7-item *Warwick-Edinburgh Mental Wellbeing Scale* (WEMWBS) prior to commencement and two weeks after completion of the 6 online sessions. Qualitative data were also obtained, in the form of a short online feedback questionnaire.

### Intervention

## Reconnect to Innate Resilience



**Figure 1.** Diagrammatic representation of overall course structure

A 90 minute online keynote presentation entitled *“The Neuroscience of Wellbeing”* was delivered to the wider department, and a recording made available to all course participants, to watch prior to the online group sessions.

Each week, educational materials were delivered via an interactive group video call. Bespoke content was tailored to the cohort and was led by questions and issues raised, while following the broad structure outlined in Figure 1.

In between sessions the course facilitator, Dr Giles P Croft, was available for support and to answer questions, by email and by text. All sessions were recorded with permission and made available to re-watch on demand inside a closed membership site, along with additional relevant learning materials.

## Results from the programme

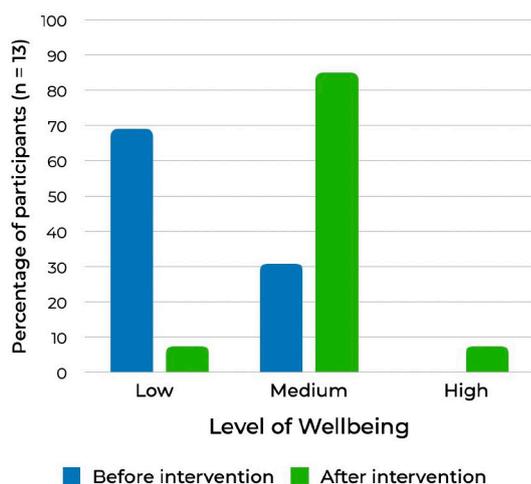
### Pre-programme intake calls

When asked about primary objectives for the course, responses included addressing worries about stress, burnout, ability to cope, self-confidence, excessive rumination, poor sleep patterns, unresolved grief and decision-making. Most had participated in courses previously and the most common reservations were:

- “just being talked at for six weeks”
- “being told what to do” (i.e. given tools)
- “having to share personal details”

### Quantitative results

Figure 2: WEMWBS Before and After Scores



Results of the pre- and post-programme WEMWBS scores showed that:

- Wellbeing improved significantly, with the average level of wellbeing rising from **2.9** (out of 5) to **3.7**;  $t(12) = 6.80$ ,  $p < 0.001$
- **85%** of participants (11 of the 13) experienced a “meaningful positive change”

- Individual levels of wellbeing improved from mostly “low” to mostly “medium” (see Figure 2).

In addition, when asked to rate the course:

- **100%** of participants thought the course should be offered to their colleagues
- Mean rating of course **content** = 4.7 out of 5
- Mean rating of course **delivery** = 4.7 out of 5

### Qualitative results

#### Experiences of personal change

“My general anxiety has decreased... I feel more settled in myself. The course exceeded my expectations.”

“Work stresses me less and I feel more content.”

“My relationships are better, I think I am a lot easier to live with, my partner has noticed a positive change.”

“I liked that I don't have to change my job circumstances but can feel much better about it.”

“I am now able to stop over-thinking at bedtime.”

“I now know I am not broken – end of!”

“I'm less critical and have reduced procrastination.”

#### Course delivery

“Giles has the ability to allow oneself to see the unseeable. He has a charming & disarming manner that put me at my ease from the beginning.”

“Delivered with honesty and sincerity to help us.”

“Giles is fantastic – incredibly approachable and real.”

“The course sessions felt like a safe learning space. There was no judgement, no pressure and no expectations.”

“Giles' style of delivery is brilliant. He is always full of joy and humour, approachable, willing to listen, and sincerely wants to make a difference for you.”

#### Course content & recommendations

“It works! It changes your outlook on life and you are impacted positively.”

“This would be good for anyone struggling with life.”

“I would recommend it to people who have tried different methods and not been successful.”

“Take the course as it will help you in both your personal and work life. It is different... it helps you understand what being resilient is.”

“All that's required is to turn up with an open mind and let the course do its thing. There's no pressure, no tools to learn & practice, just sit back and listen.”

“This is a different approach. It is deep and thought provoking but it's actually quite simple. If you really want to live your life better, I urge you to give it a go!”

“I found it amazing! I felt relaxed, safe and it's given me a confidence that I didn't have before. More people need to be aware of this.”

## BIOGRAPHY

**Dr Giles P Croft** is a psychology graduate and former NHS surgeon who stepped aside from clinical practice for a decade to explore a number of career paths, including health informatics, cycling journalism, public speaking and high street retail with his wife.

He is now back in the healing profession, tackling the root cause of chronic mental stress and its many harmful effects by helping clients reconnect to their natural, inbuilt state of health and happiness, without the need for prescriptions, coping strategies, or time consuming self-care practices.

He runs a heart-centred coaching practice and lives in the Brecon Beacons National Park with his wife and 7 year old daughter. A client case history of recovery from burnout can be viewed at <https://gilescroft.com/reconnect/#video>



## TESTIMONIALS

### ***From BMJ Live conference: “The Neuroscience of Wellbeing” presentation***

- ✦ “Giles’ presentation was very inspiring, mind blowing and potentially life changing! Thank you so much!”
- ✦ “Fantastic talk. Enthusiastic and well presented – best of the conference! Should be mandatory for all doctors & Healthcare Professionals.”
- ✦ “Great session, really insightful. I’ll never think about my thoughts the same way again!! Fun, informative and real.”
- ✦ “Excellent and much needed presentation, especially in the current COVID 19 situation. Very helpful in both personal and professional life.”

### ***From 6 week workshops: “De-Stress Your Life” & “Reconnect to Innate Resilience”***

- ✦ “I have developed a much more healthy state of mind. I see the world in a new way and am much more able to live in the present moment, rather than over-thinking and over-analysing things.”
- ✦ “Giles’ style of delivery is brilliant. He is always full of joy and humour, approachable, willing to listen, and sincerely wants to make a difference for you.”
- ✦ “This is a different approach. It is deep and thought provoking but it’s actually quite simple. If you really want to live your life better, I urge you to give it a go!”
- ✦ “My relationships are better, I think I am a lot easier to live with, my partner has noticed a positive change.”
- ✦ “If someone had told me going on a course and learning about stress would have helped me I’d have said, I don’t think so, not for where I’m at ... but it’s made a massive difference to me. It’s helped me to recognise when my mind has been going into overload ... I find it much easier to let go of my stress now.”

### ***From 1:1 private clients***

- ✦ “My whole mindset has transformed... I’m less regretful about the past and feel much less anxious about the future than I used to.”
- ✦ “I’m much more positive... in much better moods: optimistic, empathic, creative. I can concentrate much better and have much more energy.”
- ✦ “The results I’ve achieved have reawakened my optimism and eagerness to take on more. It’s totally liberating! I genuinely feel more relaxed and confident about the future.”
- ✦ “It was rapid. After a couple of sessions there was significant change. It works. This was not some scripted coaching package off the shelf, but a profound, life-changing experience. And fun!”