

Wellness and Resilience for Frontline Workers



Learner Journal

This Learner Journal includes activities to be used as part of the Wellness and Resilience e-learning course. As you work through each of the topics in the course, you will be guided to activities within this Journal where you can write down your insights, reflections and key points.

While updating the Journal, make time to reflect on your experiences and think about how the content applies to you. The benefit of updating your Journal is that you will deepen your understanding of concepts and integrate new learning into your current work habits.

Stress and Humanitarian Work

Activity 1: Identify Your Stressors

How often do you feel stressed during a working week?

In the e-learning course, you have just completed the activity “**How Often do You Face Stressful Situations?**”

Enter your score from this activity in the box.

Key:

1. Not at all.
2. Several days.
3. More than half the days.
4. Nearly every day.
5. Several times a day.

Now answer the following questions:

Q1 What are the common stressful situations that you face on a daily basis?

Q2 Reflect on a stressful situation that you recently faced and think about the factors that trigger stress for you.

Q3 Are there specific situations you face that are stressful?

Thanks for completing this Reflection Activity. Please return to the e-learning course and continue your progress.

From Boredom to Burnout

Activity 2: The Impact of Stress

There are many commonalities across cultures in signs and symptoms of stress, and effective self-care techniques. However, there are some important differences too. Cultures often express stress differently and it is important to understand both your personal cultural expressions of stress as well as the culture that you are working in.

Q1. How do you think stress is expressed in your culture?
Write down your answer in the box below.

Remember, your personality and many other factors can also influence how you respond to stress.

Thanks for completing this Reflection Activity. Please return to the e-learning course and continue your progress.

Activity 3: Which zone are you in – Green, Amber or Red

Write down your thoughts on the following questions to identify the zone you are in – Green, Amber or Red?

Green Zone:

- What gives you energy?

- What relaxes you?

- How do you take care of your body?

- What do you most enjoy about your work?

- How do you switch off from your work?

Amber Zone:

- What makes you stressed?

- When was the last time you felt really stressed?

- When you start getting stressed, what kind of changes do you observe in:

- Your body

- Your thoughts

- Your actions

- Your feelings

- What kind of warning signs indicate that stress has started to affect your overall wellbeing?

- How do you change towards other people in a state of stress?

Red Zone:

- Do you think that you have or are experiencing a period of burnout? If yes, what are reasons behind it?

- Have you been experiencing the following signs of burnout from last 6 months or more?

- Feeling cynical, pessimist and having a negative attitude towards life, yourself and others.

☐ Yes ☐ No

- Feeling unproductive and ineffective, you get the feeling that your work is not making any difference at all.

☐ Yes ☐ No

- Feeling like you have stagnated in all areas of your personal and professional life.

☐ Yes ☐ No

- Treating people who you were affectionate towards with indifference or disregard often.

☐ Yes ☐ No

- Waking up in the morning feeling tired and exhausted even though you had what can count as enough hours of sleep (7-8 hours of sleep).

☐ Yes ☐ No

- Feeling disconnected from real issues that in the past could have caught your attention.

☐ Yes ☐ No

- Finding yourself avoiding people with whom you would have enjoyed spending time with before.

☐ Yes ☐ No

If you are concerned about your stress levels or feel you may be experiencing these signs of burn out, please talk to your line manager or team leader about support that may be available to you.

[Thanks for completing this Reflection Activity. Please return to the e-learning course and continue your progress.](#)

Activity 4: Take Action

Use your findings from the activity to identify and write down the early signs of stress that signify your movement from the green zone. This will help you take the necessary precautionary measures in a timely manner.

If you get into the amber zone you need to do something about it immediately. Don't wait until you get into the red zone, where it's much more difficult!

My early signs of stress that signify my movement from the green zone are...



[Thanks for completing this Reflection Activity. Please return to the e-learning course and continue your progress.](#)

Tackling Stress and Building Resilience

Activity 5: Personal Resilience Review

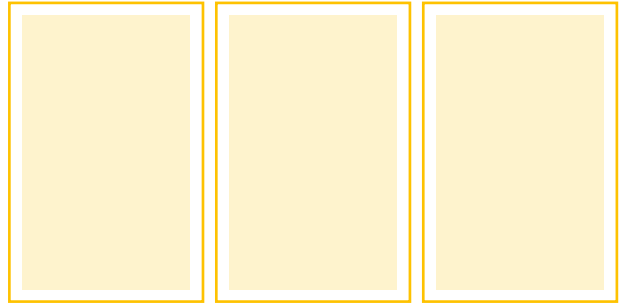
Complete the table by identifying one strength and one need from each of the area in the first column.

Then in the Taking action! column, write down an action that you're going to take to help fill the need.

Areas to consider		Identify one strength	Identify one need	Taking action! I am going to....
Social Support	Who are the people most important to you and how do you keep in touch with them? For example, friends and family.			
Health and Wellness	What things do you do to stay healthy and have the energy you need? For example, what you eat, your sleep patterns, exercise routine and looking after any medical issues.			
Personal Management: Preparedness	How prepared are you? Talk about your professional competency and development/ Have you been briefed on relevant cultural, social and security considerations?			
Meaning & motivation	What drives you and keeps you motivated? For example, religious faith and personal beliefs.			

Adaptability
&
Resourcefulness

How well do you do at solving problems and finding creative solutions? For example, think of a recent example when you had to face something unexpected.

Three empty yellow rectangular boxes with orange borders, arranged horizontally, intended for a reflection activity.

Thanks for completing this Reflection Activity. Please return to the e-learning course and continue your progress.

Well done! You have completed the activities in the Learner Journal.

The Resources section of the e-learning course is a good place to start for further learning, here you'll find links to content that will help further your knowledge in wellness and resilience.