

Wayne M. Sotile, Ph.D.

Thriving Through Change

Lessons Learned from Thriving Patients and Healthcare Professionals

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Center for Physician Resilience

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Backdrop:

Respect the Contexts

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For our patients...

70+% coping probs
-Depression -Anxiety -Family Tension
-Isolation -Anger

30+%... Long-term probs
Affect QOL, Morbidity & Mortality

Murphy BM et al. AJGP. 52(11):781-86. 2023
Murphy B, et al., Front Psychol. 10(3010):3010. 2020.
Sotile W. *Thriving with Heart Disease*. Rev Ed. 2004

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For us...

Documented levels of
discontent among U.S.
Healthcare professionals
and medical families..
have never been higher

Shanafelt T et al. Mayo Clin Proc. 2022. 97(12):2248-58.

Sotile W, Shanafelt T et al. *AMA Alliance Physician
Family Life Survey, 2024*

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**Stamina
Renewal
Resilience
Life in Medicine**

...is not a pre-set or inflexible trait
...can be taught, practiced, and developed

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THRIVING THROUGH CHANGE

- 1** Use Realistic Coping Roadmaps
- 2** Choose the Growth Mindset
- 3** Don't let HUBRIS Overshadow Humility
- 4** Focus on Uplifts

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THRIVING THROUGH CHANGE

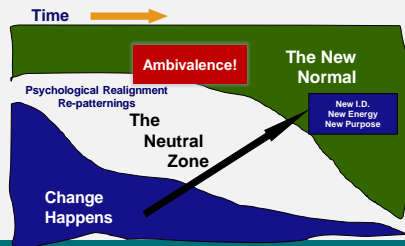
1 Use Realistic Coping Roadmaps



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Three Phase of Transition

W. Bridges. *Managing Transitions*, 2003. Modified by Sotile, 2008



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Crucial Question

How Happy Are You?

Wellbeing?

Satisfaction?

Meaning?

+/- Emotions
and
Behaviors
Co-vary

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The Growth Mindset

- ▼ Choose to believe that you can grow
- ▼ Focus on the process..
 - What are you learning?
- ▼ When you falter, try new strategies, develop new skills, get new input from others
- ▼ Learn what triggers you to switch from a growth to a fixed mind-set (i.e., negative emotions)

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Keeping Patients ONTRACK

Murphy BM et al. AJGP. 52(11):781-86. 2023

Step 1	O	Outline likely emotional responses and accompanying symptoms
Step 2	N	Normalise these emotions and symptoms
Step 3	T	Talk to the patient about their emotions and symptoms
Step 4	R	Reassure that these emotions and symptoms are likely to resolve
Step 5	A	Alert patients to potential risks
Step 6	C	Check that patient has strategies for dealing with emotions
Step 7	K	Know your referral options

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Psychological Wellbeing and Aging

Stone A. et al *Proc Nat Acad Sci*, 2011

▼ N= 340,847

▼ 18 - 85 years old

Assessed:

▼ Global Wellbeing...*overall judgment of one's life*

▼ Hedonic Wellbeing...*affective components of WB*

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How did they get happier?

The Wisdom of the Aging



Arthur A. Stone et al. PNAS 2010;107:9985-9990

- Re-thought
- Re-framed
- Repented
- Re-engaged

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At work...

- Are you hard-wired for autonomy, or collaboration?

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THRIVING THROUGH CHANGE

- 1 Use Realistic Coping Roadmaps
- 2 Choose the Growth Mindset
- 3 Don't let HUBRIS Overshadow Humility
- 4 Hone Your Resilience EAR™

Hone your Resilience EAR™

- ▶ Energy
- ▶ Attitude
- ▶ Relationships

Resilience Key:

Manage Energy

▶ Routinely audit your personal and your relationships' emotional energy "bank accounts"

Ask: "Did I just make a deposit, or a withdrawal?"

Resilience Key:
Manage Energy

- Eat wisely
- Relax
- Exercise
- Close escape hatches and replenish
- Pay attention to your symptoms

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MY ENERGY DRAINERS (WITHDRAWALS)	
<input type="checkbox"/> I drink too much caffeine	<input type="checkbox"/> I don't get enough sleep
<input type="checkbox"/> I drink too much alcohol	<input type="checkbox"/> I stew over unresolved conflicts
<input type="checkbox"/> I leave unclosed loops of unfinished business	<input type="checkbox"/> I allow too many interruptions
<input type="checkbox"/> I'm hooked on passive leisure	<input type="checkbox"/> I fail to focus
<input type="checkbox"/> I worry or second-guess excessively	<input type="checkbox"/> I plan poorly or not at all
<input type="checkbox"/> I fail to decide	<input type="checkbox"/> I use a single yardstick to evaluate the goodness of my day, career, life, family, or myself
<input type="checkbox"/> I don't get enough exercise	

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Stamina During Hard Times

▼ Replenish Your Coping Energy and +Emotion Reserves

▼ Focus on..

▼ **What I can control today**

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MY ENERGY BOOSTERS (DEPOSITS)	
Physically	
Emotionally	
Mentally	
Spiritually	
Relational	At Work:
	At Home:

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Resilient Attitudes:

Meaning Wonderment

“Incorporation” Realistic Optimism

Ask: “What am I thinking and SPREADING?!!”

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Hone your Resilience EAR™

- Energy *Ask: “Did I just make a deposit, or a withdrawal?”*
- Attitude *Ask: “Thinking and SPREADING?”*
- Relationships

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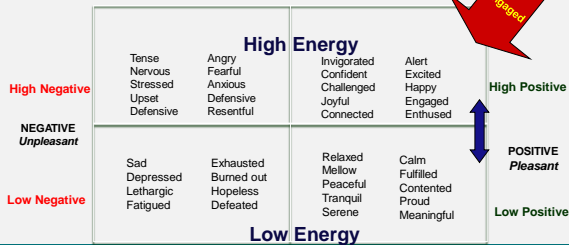
Be a Hero!

A hero is someone who creates safe spaces for other people

—Simonds & Sotile. *Thriving in Healthcare*. 2019

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What are you "spreading"?



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R MANAGE YOUR RELATIONSHIPS: How are my relationships?

Ask yourself these questions:

Ask someone, "Please tell me at least ONE Thing I can do to make this a better day for you?"	
What did you do to express gratitude to someone today?	
What is at least one thing you appreciate about each person you work with?	
When did you last let them know? How?	
When will you do so again? How?	
What is one thing you appreciate about each of your loved ones?	
When did you last let them know? How?	
When will you do so again? How?	

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Hone your Resilience EAR™

- Energy *Ask: "Did I just make a deposit, or a withdrawal?"*
 - Attitude *Ask: "Thinking and SPREADING?"*
 - Relationships *Ask: "... deposit, or a withdrawal?"*
- Ask: "Please tell me just one thing I can do to make this a better day for you"*

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Positivity. B. Fredrickson (2009)

The Magical Ratio
3:1



- **When** have we shared this emotion clearly, deeply?
- **What** triggered that emotion?
- **Where** were we? What were we doing? What was happening?
- What can we do to create this again?

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Thank You!

Wayne Sotile, Ph.D.
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www.Sotile.com
TheResilientPhysician.com
Email: Sotile@SotileMail.com

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