



10 Step Process to Achieving Resilience

A Positive Way to Bounce Back

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Program Overview

- 1 Resilience in Your Life an Intro
- 2 Assessment: Self and Workplace
- 3 Resilience Theory
- 4 Impact of Mindset/Cognitive Model
- 5 Resilience Hindrance
- 6 Recovery vs. Resilience
- 7 Moving to Resilience/10 Step Process to Resilience
- 8 Strategies for Resilience
- 9 The Three Ps
- 10 Being Resilient – Summary

We will take a 5-minute break around 9:30am



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Resilience in Your Life

What it means and where it comes from

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Resilience in Your Life

Resilience is the inner drive to overcome a traumatic event and to continue to overcome adversity.

It is overcoming difficulties that may be emotional, physical or spiritual events. (threatening experiences, natural disaster, client suicide, an accident, burnout, reliving life trauma through patients, bullying of a patient).

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What Is Resilience?

"The inner drive to overcome a traumatic event"
(e.g., emotional, physical, spiritual, natural disasters)

Latin Origin: "resilire" — to leap back / to bounce back

Acute Trauma:

A single overwhelming event

Chronic Trauma:

Repeated and prolonged exposure to distressing/traumatic events

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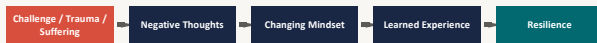
Traumatic Events — Psychologist Perspective (experiencing or living through a client)

- | | |
|--|---|
| ■ Loss of loved one / grief | ■ Military combat / PTSD |
| ■ Severe illness or injury/worry/burnout | ■ Divorce or relationship breakdown |
| ■ Natural disaster | ■ Job loss or financial hardship |
| ■ Accident or violent crime | ■ Persistent discrimination or bullying |
| ■ Childhood abuse or neglect | ■ Cumulation of minor stressors over time |
| ■ War/conflict | ■ Sexual abuse |
| ■ First Responder events | |

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Development of Resilience



Resilience is not a fixed trait — it develops through experience and mindset.

Changing your mindset can change trauma to a learned experience and to Resilience

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Psychologists on Resilience

It is the ability to succeed, live, continue to grow, and move beyond trauma despite adversity.

Succeed

Continue to Grow

Move Beyond Trauma

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Finding Resilience

Clarity of Purpose

Vision / Mission / Purpose, Mastery and Autonomy —
(Daniel Pink)

Meditate

Take time; find personal strength within yourself

Mentally Strong

Maintain peace of mind; remain composed during
difficult times

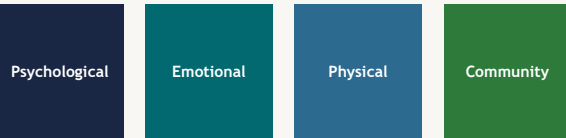
Human Emotions

Share grief and despair; ask "What did I learn from this
that will help me in the future?"

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4 Types of Resilience



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4 Types of Resilience – Detail

Psychological

The dynamic process to mentally adapt, cope, and bounce back from stress, adversity, significant challenges, and trauma.

Emotional

The ability to adapt to stressful situations, crises, adversity or being filled with anger/frustration/guilt without becoming overwhelmed.

Mental Closet Metaphor:

Our emotional responses are stored over time, influencing how we react to current stressors. We create mental closets filled with emotional responses, irrational thoughts, cognitive distortions, and we pack it away and close the door—an event happens and the door opens, and it all falls out.

Example: reexperiencing trauma through sensory cues

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4 Types of Resilience – Detail (cont.)

Physical

The body's ability to withstand and recover from acute and chronic health stressors. (Pro athletes' ability to come back, Lindsey Vonn)

Research shows physical resilience plays an important role in healthy aging, lifestyle choices, and maintaining physical wellness (healthy life style choices, connections with friends and engagement in enjoyable activities).

Community

The sustained adaptability and recovery of neighborhoods and groups from adverse effects.

Example: The collective resilience displayed by communities (e.g. 9/11 attacks, floods, fires and Acts of God)

Groups of people, respond and recover through support and mutual trust among its members – shared resources

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Discussion Question

As a psychologist, how do you define psychological resilience?

How is resilience different from just "toughing it out"?

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Gabor Mate'

Dr. Mate' views resilience not as a bootstrapped, individualistic trait, but as an innate capacity for healing and connection that is fundamentally shaped by relationships and our social environments. (stress is due to: uncertainty, lack of information and loss of control).

He states that we build resilience (connected to our true self) by accepting our authentic selves and processing our pain rather than pushing through it. (It is not the trauma but the wound).

Gabor Mate' Inner Resilience: Back to Our True Nature
<https://www.youtube.com/watch?v=kifKumz1qNA>

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Personal Assessment

Assess Your Present Situation

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Assess Your Present Situation

Section #1: Rated Questions 1–12

1	2	3	4	5
Not true at all	Rarely true	Sometimes true	Often true	True nearly all the time

Section #2: Open-ended questions (Q13–15)

Rate each statement 1–5. Total your scores and refer to the scoring key on the following slide.

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Assessment Section #1 – Connor Davidson Scale

Not true at all Rarely true Sometimes true Often true True nearly all the time

#	I generally...	1	2	3	4	5
1	...am able to adapt and change					
2	...can deal with whatever comes my way					
3	...give myself credit when deserved					
4	...think coping with stress can strengthen me					
5	...tend to bounce back after difficult events					
6	...am able to achieve goals despite obstacles					
7	...am able to stay focused under pressure					
8	...am NOT easily discouraged by failure					
9	...think of myself as a strong person					
10	...am able to handle unpleasant situations					
11	...have very good relationships with key people					
12	...feel satisfied with my present position					
Total (each column / all 5 columns)						

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Assessment Scoring Guide

Score Range	Indicators	What to Do
60 – 54	Satisfied with present situation; high motivation; high level of effort; have a clear understanding of what you personally want to accomplish	Continue building on your strengths and resilience; develop an action plan forward
53 – 48	Need clarity and reflection on what's to be accomplished; some frustration; review areas of concern	Identify key stressors; develop a focused action plan
47 – 42	Identify what you want from your work environment, create a focused direction; analyze why you responded as you did (efforts and desires)	Clarify priorities; reconnect with personal goals and purpose; assess demotivators
41 & Below	Write an action plan to more fully understand your talents and work situation, feeling overwhelmed; refocus on goals; ask if this is the right work environment	Seek support; create an actionable resilience plan immediately

Section #2 contains open-ended reflection questions (Q13–15) on the following slide.

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Assessment Section #2 – Open-Ended Questions

Q13 What is most important in your life as a psychologist?

Q14 What would you like to be different in your work-life?

Q15 What energizes or drains you in your work-life?

Energizes Me	Drains Me
1.	1.
2.	2.
3.	3.

Comments to yourself:

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Debrief

Think about yourself — are you fulfilled?

Yes or No — and why?

Talk with a fellow psychologist to the level of comfort you choose.

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Workplace Assessment

Assessing the Health of Your Workplace

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Assessing the Health of Your Workplace

Q1 Is your workplace attracting new clients/patients? Yes / No

Q2 Is your workplace involving you and others in a positive way? Yes / No

Q3 Is your workplace building and sustaining active committees? Yes / No

3 Yes Answers
 What are you doing right? Identify and sustain it.

3 No Answers
 What action could you take? Create an action plan.

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Resilience Theory

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Resilience Theory

Resilience is not a fixed trait — you can grow your capacity (potential to perform) through learning, practice and experience.

Resilience is not a constant — context matters greatly: may demonstrate resilience in one challenge but struggle being resilient in another. Examples:

Job Loss: Significant stressor but manageable with support and strategy

Sick Child: A more deeply personal, emotionally taxing challenge — resilience capacity varies

Source: Dr. Amit Sood, Mayo Clinic / GRIT Institute

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Key Behaviors That Develop Resilience

**Flexibility
(compromise)**

**Adaptability
(evolve/learn)**

**Perseverance
(ability to continue)**

Research Finding (D. Yeager & C. Dweck — Growth Mindset):

When people believed their intellectual and social attributes could be developed and improved, they demonstrated:

- Increased resilience
- Lower stress response to adversity
- Improved performance and overall health

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Five Principles of Resilience

1

Gratitude

2

Compassion

3

Acceptance

4

Meaning

5

Forgiveness

"Resilience is based on personal aspects of inner strength, support system, and a Growth or Fixed Mindset."

Amit Sood, 2020

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Impact of Mindset on Resilience

In experiencing trauma, there are victims and there are victors.

"Resilience protects us from psychological and physical health consequences during difficult times."

Padesky & Mooney, 2012

Victims vs. Victors framework; Resilient individuals think of themselves as victors who use trauma as stepping stones for growth

Yi et al., 2008

Resilience as a psychological buffer; resilience protects us from psychological and physical health consequences during difficult times

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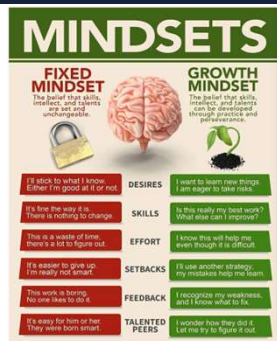
Mindset on Resilience

A **mindset can fixate** and support the ongoing thought pattern of negativity, stress, and anguish, thereby inhibiting resilience. (O'Keefe et al. 2018)

"A **positive or growth mindset** can promote resilience and can further support tenacity, utilization of resources, moving beyond the trauma (Adams, 2018)

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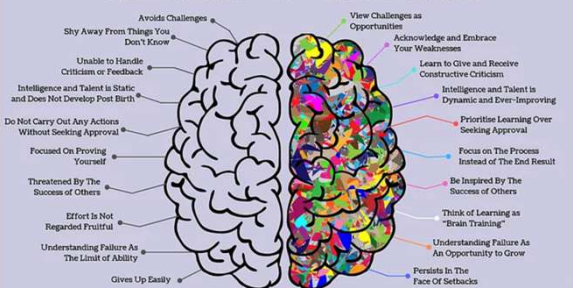
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FIXED MINDSET VS GROWTH MINDSET



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Mindset Model

Dimension	Fixed Mindset	Growth Mindset
Challenges	Avoids challenges	Embraces challenges
Obstacles	Gives up easily when confronted	Persists in facing obstacles
Effort	Sees effort as fruitless	Sees effort as the path to mastery
Feedback	Avoids feedback and criticism	Welcomes feedback as an opportunity to learn
Others' Success	Feels threatened by others' success	Finds lessons and inspiration in others' success
Focus	Focuses on negative thoughts about the past; afraid to take positive action	Focuses on positives in one's life

Dweck, 2007; O'Keefe et al., 2018

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Gatto Resilience Cognitive Model (2025)



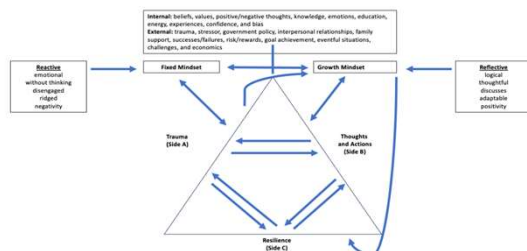
Gatto Crisis, Stress, and Human Resilience, 2025

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Gatto Crisis, Stress, and Human Resilience 2025

RESILIENCE COGNITIVE MODEL



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Discussion Question

What are some valid/tangible ways to assess resilience?

What screening question could you come up with to have clients begin talking about resilience?

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Resilience Hindrance

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What Hinders Resilience?

Chronic Stress

Ongoing, persistent stress that wears down mental and physical reserves

Unresolved Fear & Mental Burdens

Fears left unaddressed that accumulate and overwhelm coping capacity

Emotional & Cognitive Depletion

Exhaustion of mental resources needed to adapt and bounce back

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Distorted Negative View

Negative View of Self	Negative View of the Future	Negative View of Experience
- Anxiousness - Avoidance - Worry about competence	- Hopelessness - Fear - Avoidance of change	- Stop taking action - Anxiousness and depression - Feeling worried and fed up

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Cognitive Distortions (Automatic Negative Thoughts) Beck/Burns

#	Distortion	Description
1	All-or-Nothing Thinking	Seeing things in black-and-white (absolute), with no middle ground
2	Overgeneralization	Drawing broad conclusions from a single event; never ending pattern of defeat
3	Mental Filter	Focusing exclusively on one negative detail; ignore positives
4	Discounting the Positives	Dismissing positive experiences, they don't count
5	Jumping to Conclusions	Mind reading - assume people view you negatively or fortune-telling without evidence, future events will turn out negatively
6	Magnification or Minimization	Blowing negatives out of proportion; shrink their importance inappropriately
7	Emotional Reasoning	You reason from how you feel "I feel like an idiot - therefore I am, it must be true"
8	Should Statements	Criticize self and others with "should and should not; holding rigid rules about how you or others must or ought to behave
9	Labeling	Identify shortcomings, I made a mistake - I'm stupid, attaching a global, negative label to yourself or others
10	Personalization and Blame	You blame yourself for something you weren't entirely responsible for; overlook your own attitude or behavior and how it may contribute to a problem

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Recovery vs. Resilience

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Recovery vs. Resilience

Recovery

A temporary decline following trauma, gradually returning to pre-event functioning.

Example:

An athlete who breaks a bone recovers physically but may experience anxiety, depression, or PTSD.

Possible Outcomes:

Full Recovery • Anxiety • Depression • Post-Traumatic Stress

Resilience

To leap back / bounce back (Latin: *resilire*).

Resilience does not mean avoiding difficulty — it means maintaining function and perspective despite it.

Examples:

Michael Jordan cut from his HS basketball team "Driven From Within".
Serena Williams pulmonary embolism 2011 and came back to play again

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How Does Resilience Help Us?

Helps us face and manage both positive and negative life events.

Bonanno, 2004

Provides a buffer to protect against psychological and physical health consequences during difficult times.

Rutter, 1985; Yi, Vitaliano, Smith, Yi & Weinger, 2008

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From Burnout to Resilience



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Moving to Resilience

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The Key to Resilience

The key to people's capacity to achieve resilience is determined by their ability to maintain a positive view of life.



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Overview: 10-Step Process: Achieving Resilience

(The steps are dynamic and are based on an interplay not an order)

1 Ask/answer questions that lead to expanded thinking	6 Have the will to succeed
2 Examine personal reliance; write achievable goals	7 Commit to creating a new mental perspective
3 Identify stressors; resilience process begins with willingness to utilize a growth or positive mindset	8 Support the ability to challenge beliefs
4 Contemplate actions that lead to resilience	9 Write an action plan; rewrite and revise goals
5 Create and sustain a belief in self	10 Deal with inner pressure ; create a strategy to measure outcomes

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Three Clinical Clients

- 1 Client A 24-year-old male, a physician who did not match in the specialty to which he aspired
- 2 Client B, a 33-year-old software engineer, went through a very difficult divorce
- 3 Client C, in 19-year-old university student, traumatized by being socially rebuffed; disengaged and failed three classes

During the first meeting, each of the three clients were asked to complete Beck's Depression Inventory II (BDI). Following is the 1st set of scores:
(0-13 minimal, 14-19 mild; 20-28 moderate; 29-63 severe)

Client A's score: 53
Client B's score: 48
Client C's score: 37

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10 Steps to Resilience (an artform of development)

Step 1 Explain the impact of trauma: self-care, finding support, expanding the mental view, discussing how to stay positive, improving physical state (i.e. sleep, diet, exercise, meditation, gratitude, and self compassion)

Step 2 Identifying underlying assumptions: write achievable goals, identifying what is and is not true about the trauma, give yourself credit, obstacles from being happy, thoughts regarding adapting to change, ability to stay focused

Step 3 Identify stressors/obstacles: challenge negative thoughts and assumptions, discuss how trauma is being internalized, ruminations, hardness, creation of recovery

Step 4 Contemplate actions that lead to resilience: write attainable/realistic, goals, actions to break the cycle of negative thinking, identify learnings, how can trauma be used in a positive way?

Step 5 Write a journal with a positive view of self/future: what led up to it, where are you now and what does the future hold for you?

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10 Steps to Resilience (an artform of development)

Step 6 Have the will to succeed: take action that focuses on the future, stop living in the past, serenity prayer, expand the thinking beyond the trauma

Step 7 Commit to creating a new mental perspective toward resilience: commit to implementation of positive actions, find meaning in your actions, take action to achieve positive goals, remain focused and engaged

Step 8 Challenge beliefs: emerging thoughts of resilience are present, continually review questions from side A to measure growth mindset, right actions a Victor would take, turn traumas into learning

Step 9 Write a plan of actions: reflect, plan, act, and adjust (don't quit). Write a realistic plan and action-oriented milestones to achieve resilience (where are you now?).

Step 10 Dealing with inner pressure: rewrite and revise goals, listen to self talk and ensure it is positive, write about situations that led up to negative thoughts, analyze, and challenge to create positivity, take five minutes in the a.m. and five minutes in the p.m. to focus on positivity, write daily affirmations that support resilience and growth

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Three Clinical Clients

- 1 Client A 24-year-old male, a physician who did not match in the specialty to which he aspired (13 meetings)
- 2 Client B, a 33-year-old software engineer, went through a very difficult divorce (36 meetings)
- 3 Client C, in 19-year-old university student, was traumatized by being socially rebuffed; disengaged and failed three classes (12 meetings)

BDI was completed 3 times during the 10 Step Process. Following are the 1st, 2nd and 3rd scores:

(0-13 minimal, 14-19 mild; 20-28 moderate; 29-63 severe)

Client A's score: 53, 39 -19

Client B's score: 48, 40 -10

Client C's score: 37, 28 -14

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TED Talk — Dr. Lucy Hone: Three Secrets of Resilient People

- 1 **Ask and Answer Questions to Accept That Suffering Is Part of Life**
Resilient people understand that hardship is a universal human experience. Resilient people understand that hardship is universal and this awareness prevents them from feeling uniquely victimized or thinking "why me"
- 2 **Consciously Manage Your Attention**
Focus on aspects you can influence, what is in your control; actively search for positive moments; realistically assess situations, deliberately search for the positive moments in their lives
- 3 **Ask If Your Thoughts and Actions Help or Harm**
Regularly evaluate your behavior by asking questions — this practice provides a sense of control, empowers you to make constructive choices.

Watch: ted.com/talks/lucy_hone_the_three_secrets_of_resilient_people

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Hardiness

Commitment

"I can find a meaningful purpose for my life"

Belief

"I can influence my surroundings and life events!
— I am NOT a victim; I am a Victor!"

Growth

"I can learn and grow from both positive and negative experiences"

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Resilience — A Common Human Thread

All people go through struggle — resilience is not exclusive.

Resilience can be reached through many paths:

Emotional Outlook	Religion / Spiritual Practice	Flexibility	Self-Understanding	Expressing Your Feelings
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Can YOU — Are YOU helping others to be Resilient?

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Actions for You

Recognize Burnout Learn the signs: exhaustion, cynicism, feeling ineffective, depersonalization and avoidance	Build Support Groups Form small groups of colleagues; meet weekly in person or virtually
Recuperation Days Block off a day to recuperate that is non-negotiable	Set Boundaries Call and clarify work hours and evening commitments; establish clear limits

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From Burnout to Resilience

Practice Mindfulness and Meditation	Set Realistic Goals and Expectations	Take Breaks and Practice Relaxation Techniques	
Practice Self-Care	Build a Support Network	Prioritize Your Time	Develop a Positive Mindset

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Brene' Brown

Vulnerability Embracing vulnerability is not a weakness, but our greatest measure of courage/ dare to lead; be willing to take risks	Worthiness (recognizing shame) Recognizing our inherent worthiness allows us to live authentically and build deeper connections; have empathy toward ourselves/embrace our imperfection
Cultivate Resilience Wholehearted living, which involves resilience, practicing self compassion, and embracing imperfections (let go of the need for perfection and embrace vulnerabilities)	The Power of Empathy Connect with others on an emotional level, understanding others' experiences without judgement

https://www.google.com/search?q=brene+brown+ted+talk&fr=1CSCHFA_enUS711US711&oe=brene+brown+ted+talk&gs_lcrp=EgZjPHVibWUyRggAEUYOTICAQIhNgIAEMgkIAAAGADYgAQYQgDEAAYDRIABDUCAQQAQIhNgIAEMgkIBRAAGADYgAQYQgGEAAYDRIABDUCAQQAQIhNgIAEMgkICBAAGADYgATSAQg4MzkwbQNgCALACAA&sourceid=chrome&ie=UTF-8&fstate=ive&vid=cid:0906da28,vid:ICvmsMzIf7o,st:0

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Discussion Question

How do culture, family of origin, and community norms shape resilience?

What are some habits that would inhibit resilience?

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Plan for a Healthy Workplace

Reflect

Plan

Act

Adjust

"I don't know what your destiny will be, but one thing I know: the ones among you who will be really happy are those who have sought and found how to serve."

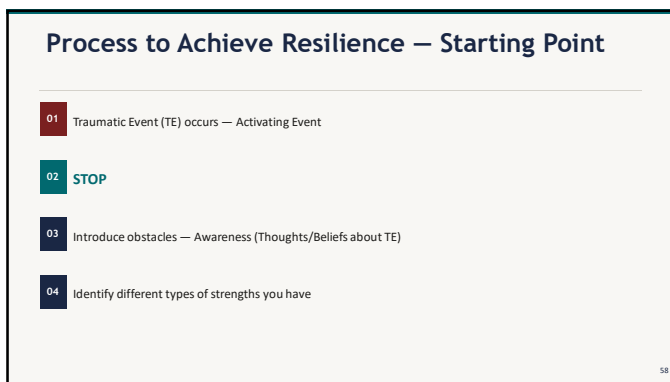
— Albert Schweitzer

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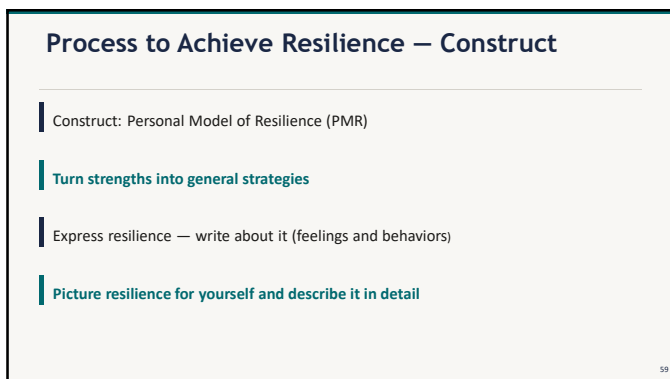
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Process to Achieve Resilience – Apply Your PMR

- Apply your Personal Model of Resilience (PMR)
- Identify problem areas in need of resilience
- Plan out PMR strategies that you can implement
- Focus on resilience — not just outcomes

(e.g., "I want to be happy" → shift to "my strengths are... positive thinking")

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Process to Achieve Resilience – Practice

- Practice Resilience
- Test the quality and utility of your PMR
- Identify thoughts and feelings that support your achievements
- Ask: "Will I be able to remain resilient as I face my struggle?"

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Strategies for Resilience

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Mentally Dealing with Resilience

- Write your feelings — express love, anger, frustration toward the situation
- Express the unexpressed (through writing or talking)
- Write a document called My Personal Model of Resilience (PMR)
- Implement the PMR on your own time schedule

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A Personal Plan Toward Resilience

- Accept what you can and cannot change — we all have challenges
- Serenity Prayer (Reinhold Niebuhr, 1941): accept the things you cannot change, courage to change what you can, wisdom to know the difference*
- Understand Cognitive Distortion / Negative Thinking / Focus on Future: "Why should I be positive?"
- Focus on the Positive — good things each day, week, and month
- Is my plan (PMR) helping me?

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Positive Psychology — PERMA Model (M. Seligman)

- P** Positive Emotions: positive feelings, satisfaction, joy, contentment, gratitude, compassion, hope
- E** Engagement: Being consumed in an activity; immersed in the present, being "in the zone"
- R** Relationships: Quality/quantity of social connections; feeling supported and valued
- M** Meaning: Having a sense of purpose; giving meaning to something greater than self
- A** Accomplishment: Achievement, progression toward goals; Autonomy / Mastery / Purpose (Daniel Pink)

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Strategy #1 – Reach Out & Resolve

- Reach out to resources: family, a professional, friends, or a spiritual advisor
- See crisis as a problem to be resolved — not an insurmountable obstacle
- Set realistic goals
- Ask: "If I take this action, what is the outcome – anticipated consequences?"

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Strategy #2 – Act & Discover

- Act on the situation — do something
- Discover yourself and like what you see
- Pay attention to your own needs and feelings
- Develop optimism: find a way to Hope

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Strategy #3 – Step Back & Recharge

- Take a step back to problem solve
- Break big tasks into smaller, manageable tasks
- Take a break
- Relax
- Take daily care of yourself — every day



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Discussion Question

What strategies would you recommend to support resilience with your clients?

What questions would you ask to guide a client toward resilience?

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Questions for Reflection #1

What stresses you?

What do you do when stressed?

Who has provided support to you in the past?

Have you provided support for others?

What is your hope for the future?

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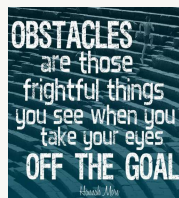
Questions for Reflection #2

How have you overcome obstacles?

Why do you feel more hopeful?

What motivates you to act?

Who inspires you?



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Dealing with Inner Pressure

- Am I my own resident critic?
- Listen to self-talk and focus and refocus on positivity?
- Do you have a "monster in your head"?
- How can you stop the negative tape?
- Invent hopeful, positive messages!

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Where to Look for Help

- ① Licensed Mental Health Professional
- ② Self-Help or Support Groups
- ③ Online: Information and Support Groups
- ④ Books and Articles

Recommend: Clarity by Jamie Smart

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The Three Ps

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The Three Ps

P	P	P
Prioritizing	Planning	Paring Down
"What do I need to do first for ME?"	"What Actions do I need to TAKE to support my priority?"	"You don't have to do it all! What's the first step?"

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Being Resilient

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Take Care of Yourself

- You know you need to build positive qualities in your life
- How do you feel about building positive qualities?
- Personal Model of Resilience (PMR): Search for hidden strengths
- The positives in your life are steps toward resilience
- Make each day a step toward resilience

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Two Recommended TED Talks

Lucy Hone – On Resilience - Suffering is part of Life - Selected Attention - Ask: Helpful or Harmful? Watch: ted.com — Lucy Hone: Three Secrets of Resilient People	Daniel Pink – On Motivators - Autonomy / Self - Purpose / Reason - Mastery / Knowledge / Service Watch: ted.com — Dan Pink: The Puzzle of Motivation
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Summary: Building Resilience

Make connections	Take decisive, HELPFUL action
Avoid seeing crisis as insurmountable	Look for opportunities for self-discovery
Accept that change is part of living	Nurture a positive view of yourself
Move toward your goals	Maintain a hopeful outlook

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Resources

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Presentation is Based on the paper

Gatto, R., Gatto, M. (2025) 10-Steps Cognitive Process to Achieving Resilience. *Crisis, Stress and Human Resilience: An International Journal* Volume 6 No.3.

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10 Step Process to Achieving Resilience

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