

Regardless of its technical nature, the aviation industry is founded on its numerous dedicated professional people. Safety performance is directly related to the manner in which people from front line staff to CEOs perform their various roles, and overall performance relies on individual and collective states of wellbeing.

Today, the scenarios of continued operations, cessation of operations and re-establishing operations are generating some unusual challenges, many of which are related to how we all feel about the current crisis situation.

The fundamental personal challenges associated with wellbeing are not new and will remain important. Whatever our position or responsibilities, the current context requires all of us to think hard about our own wellbeing and that of others.

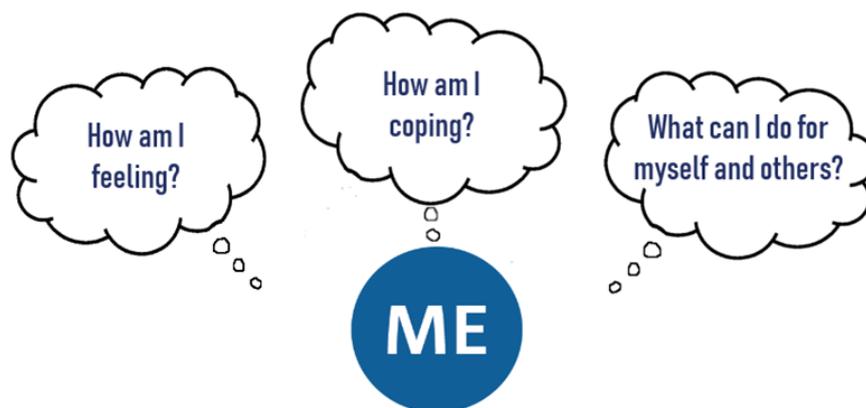
Our mindset will play a key role in determining how the COVID-19 crisis impacts us. If we can see ourselves as having some control over our own lives, rather than being helpless in the face of the crisis, we have a chance of emerging into a post-coronavirus world in better shape. Even in these challenging times there are plenty of things we can control.

### **Purpose of this document**

The purpose of this document is to help you improve your personal wellbeing. Through this process, it should also help those with whom you socialize and work. We are critically dependent on each other in both a wellbeing and a safety sense.

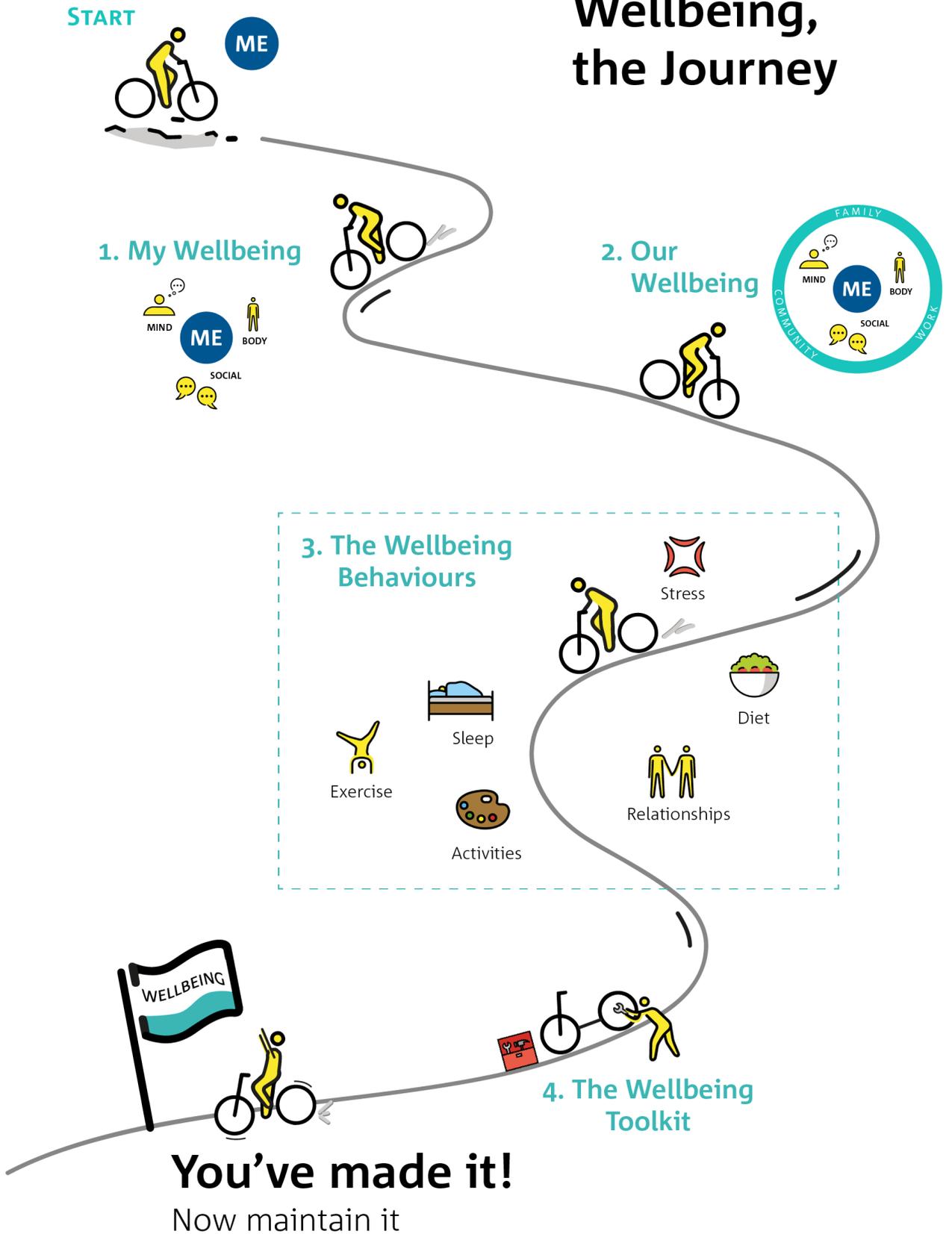
This document describes the idea of wellbeing and offers some simple tools based on some fundamental psychological concepts that will help each one of us to make decisions and take actions that will maintain or improve our state of wellbeing.

The starting point is to ask yourself three questions every day:



Answering these questions honestly opens the door to the toolkit and starts your journey to a more resilient state and an improved state of wellbeing. The toolkit can and should be used on a daily basis and not just in times of crisis. By following the process you will become more self-reliant and feel more in control of your feelings, your emotions and your moods. This will, in turn, have a positive effect on those around you.

# Wellbeing, the Journey



# What is Wellbeing? Why Should I Care?

## 1. Introduction to Wellbeing

The World Health Organisation defines wellbeing as “a state of complete physical, mental and social wellbeing, and not merely the absence of disease or infirmity”. We are all familiar with the idea of mental wellbeing, but it is only one pillar of our overall wellbeing and does not exist independently of our physical and social health.

This ‘BioPsychoSocial model of Health’ allows us to think of our health as a three-legged stool, in which each of the legs represents one of the pillars: biological, psychological and social. The physical, mental and social aspects of our health are interdependent and a holistic approach is needed to look after them.



Lifestyle has a direct and well-understood influence on each of the pillars. We know physical health is very much affected by diet, physical activity and sleep. Our behaviours, attitudes, stress management and coping techniques have a profound impact on mental health, and social health is linked to our support networks: those around us, our family, our friends, our colleagues.

Factors within a single pillar will influence the other pillars too. For example, sleep has an influence and effects across factors in psychological and social pillars; physical activity has a profound impact on our mental health, and if taken in the company of others can enhance our social health. The toolkit we offer can and should be used on a regular basis and not just in times of crisis.

For simplicity, from this point onwards we will refer to these pillars as ‘Body’ (biological), ‘Mind’ (psychological) and ‘Social’.



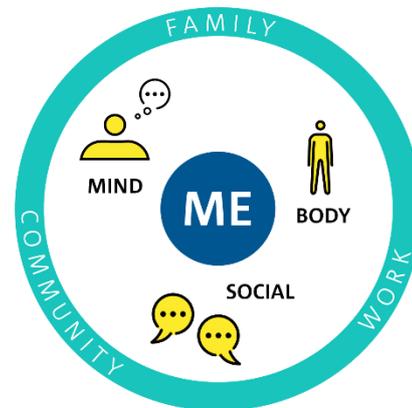
## 2. Why Should I Care?



**Your wellbeing has an impact on others (family/friends), on your work/performance and on safety.**

Our wellbeing influences the nature and quality of our relationships with others (i.e. family, friends, work colleagues and community) and it impacts directly on human performance – on our awareness, decision making, and concentration. Finally, our performance as aviation professionals, under-pinned by our wellbeing, impacts directly on safety.

This diagram shows how you can think of yourself (your body, mind and social aspects) existing within connected family, community and work environments.



Our bodies might not always operate as expected in that we can experience stress, be it physical or emotional, and we can display signs of distress but then bounce back. Our resilience allows us to adapt to our environment but just like a wing or an engine, we can only sustain stress to a point beyond which our performance progressively deteriorates until eventually we break. In the same way that we improve structural resilience through better engineering, through better wellbeing we can improve our own physical and mental resilience.

A recent study of 1,059 aviation professionals undertaken by researchers at Trinity College, Dublin, revealed key lifestyle behaviours and coping strategies that allowed many to remain resilient in the face of significant work-related stress. Because most sources of work-related stress are common to all aviation workers, especially shift-workers, the lifestyle factors and coping strategies adopted by the most resilient group should offer substantial wellbeing benefits for all. These insights form the foundation of this plan.

In this study, the most significant lifestyle factors found to influence the psychological resilience of aviation professionals were:

- Stress
- Sleep
- Diet
- Exercise
- Activities
- Relationships

### 3. Wellbeing and COVID-19

In aviation we work in one of the world’s safest and most heavily regulated industries. The current COVID-19 pandemic poses potentially one of the greatest occupational health and safety threats to face our industry in recent times. We are trained to manage risk, to look for hazards and report them. But how can we manage something that we can’t measure or even see?

The COVID-19 hazard is not just work-related, it is everywhere we go, and for many of us this is unnerving. We have constant reminders of the need for hand hygiene, and rightly so, but we also need mental hygiene, to flush our heads of the non-stop worry, stresses and fear of the unknown. COVID-19 is not just a biological virus, it is also a psychological contagion.

The pandemic is having a physical and economic impact on individuals and is also disrupting society and sense of community. Many of us are either working reduced hours or not working at all, which can affect our sense of purpose, not to mention our financial security. People who are still working are doing so in a very different environment and with the additional stress of the virus.

The current restrictions on physical distancing and working conditions are impacting all three pillars of our health, but possibly none more so than our social wellbeing. We can still exercise, sleep, and eat, we may finally manage to get long-delayed tasks finished, but our social lives have been impacted enormously. Wellbeing has never been more important in allowing us to adapt to this unfamiliar landscape in a positive manner.

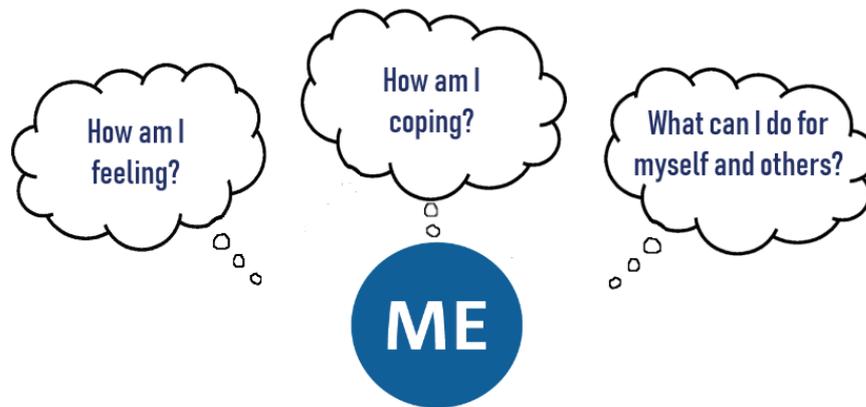
Please remember:



**Your wellbeing has an impact on others (family/friends), on your work/performance and on safety.**

#### 4. Wellbeing Questions and Behaviours

Remember these three questions?

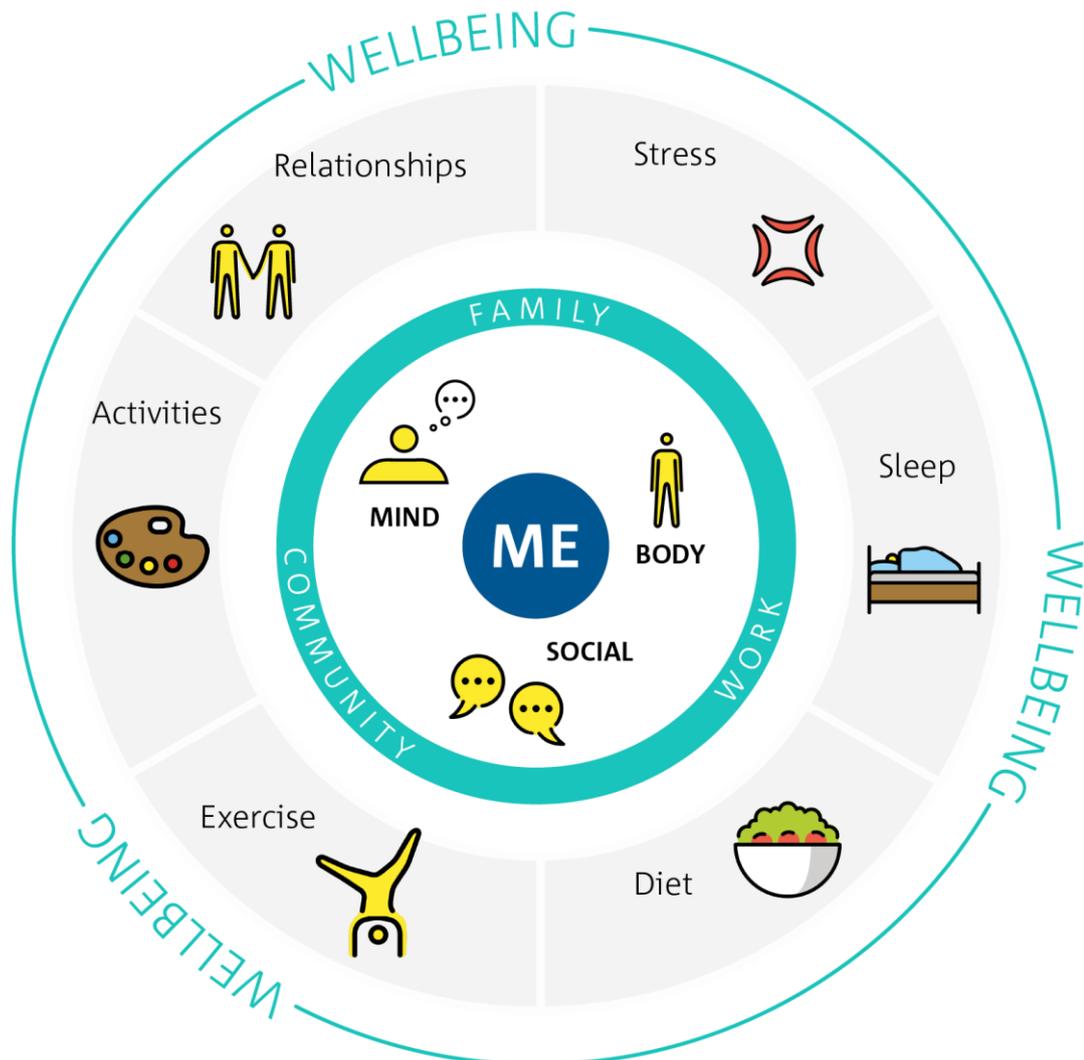


The first two questions might be harder to answer than the last. If you are not feeling well, or in control, or you think you are not coping, congratulations, you are normal! These are perfectly normal responses to the very challenging circumstances in which we find ourselves.

The following sections look more deeply at the factors identified earlier and offer practical actions and behaviours you can follow.

You can see the factors in the wheel diagram on the next page. The diagram shows the link with you, your wellbeing and your social environment.

## The Wheel of Wellbeing



Now, think of the key factors acting to support and enhance your wellbeing — the more time and energy you invest in the behaviours associated with each factor, the stronger this enhancement will be. The more you reinforce your overall wellbeing, the more resilient you will become. Action in any area will have a positive influence, but the best results are to be obtained from a holistic approach.

After you have read the following sections about the individual factors and the actions you can take, the tools should help you bring all this information into an easy-to-use personal guide.

<span style="font-size: 2em;">?</span>	<ul style="list-style-type: none"> <li>How am I feeling?</li> <li>How am I coping?</li> <li>What can I do for myself and for others?</li> </ul>	<b>STRESS</b> 
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## Management of Stress

### 1. Introduction

Stress is what happens to our bodies when situational demands exceed our perceived ability to cope. Managing your stress to an acceptable level is an essential element of your personal wellbeing.

### 2. Rating and Self-Assessment

<b>How are you coping with your current situation?</b>
GOOD    FAIR    POOR

If you ranked your coping as GOOD then this section should help you maintain that level. If you rated it as FAIR or POOR then this section should help you improve the situation.

### 3. Impacts

There is no typical acceptable level of stress for an adult. Stress is an individual response: What you find stressful someone else might not.

Failing to manage your stress level can potentially have negative impacts on you in the short term.

Area	Potential signs of stress
Body	Muscle tension, tension headaches, clenched jaw, rapid heartbeat
Mind	Mood swings, impatience, frustration, indecision, loss of concentration, anger
Social	Bossiness, abrasiveness, curt speech

If you, or one of the people you are close to, notice any of these signs, you may be suffering from unhelpful stress.

#### 4. What You Can Do

There are simple actions you can take that typically, if used regularly, can help improve your stress response.

Actions
<ul style="list-style-type: none"> <li>• Learn and use controlled breathing techniques when feeling stressed<sup>1</sup> (See below)</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain good social networks and focus on positive topics<sup>2</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Engage in a personally relaxing activity that you enjoy on a regular basis<sup>3</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Ensure you get some physical activity during the day<sup>4</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Write down what is stressing you, and the evidence for it, to evaluate its validity</li> </ul>
<ul style="list-style-type: none"> <li>• Identify typical situations where you notice being stressed and try to see them another way</li> </ul>
<ul style="list-style-type: none"> <li>• Challenge unhelpful thoughts by looking for the evidence for them<sup>5</sup></li> </ul>

If you see concerning signs in someone close to you, gently enquire if they are doing OK and offer them access to this guide.

If apparent stress-related problems persist or get worse and affect your quality of life, you should consult your doctor or a professional psychologist or psychotherapist. You may have a peer assistance network available that can help or refer you to a specialist if required.

#### 5. Additional Information

1. Breathe into your abdomen for two seconds through your nose, hold for two seconds, breathe out from your mouth for two seconds: repeat three to five times as you feel able. Concentrate on your breath going in and out as you breathe.
2. See section on Relationships.
3. Yoga, meditation and mindfulness are very helpful in mitigating stress and can be studied online.
4. See section on Physical Activity for suggestions of suitable actions.
5. Unhelpful thoughts typically are absolutes (should, must, totally useless), mind-reading (I got no tea – I must be in trouble), or assuming the worst outcome (what if XX becomes a definite problem not a possible?). When faced with this kind of unhelpful thinking you should ask yourself ‘is that necessarily true or is there an alternative explanation?’

?	<ul style="list-style-type: none"> <li>How am I feeling?</li> <li>How am I coping?</li> <li>What can I do for myself and for others?</li> </ul>	<b>STRESS</b> 
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## Anxiety

### 1. Introduction

Anxiety is a typical response when normal concerns or uncertainty cause us, without real evidence, to worry excessively about things that might happen. Managing your anxieties at an acceptable level can help support your personal wellbeing.

### 2. Rating and Self-Assessment

<b>How are you coping with your current situation?</b>
GOOD    FAIR    POOR

If you ranked your coping as GOOD then this section should help you maintain that level. If you rated it as FAIR or POOR then this section should help you improve the situation.

### 3. Impacts

There is no typical, acceptable level of anxiety for an adult. Anxiety is an individual response: What you find causes anxiety, someone else might not.

Area	Potential signs of anxiety
Mind	Being 'on-edge', nervousness, panicky, irritability, poor concentration
Body	Tight chest, stomach churning, heart racing, trembling, muscle tension
Social	Withdrawn, uncommunicative, avoiding contact with others

If you, or one of the people you are close to, notice any of these signs you may be suffering from unhelpful anxiety.

#### 4. What You Can Do

There are simple actions you can take that should reduce your anxiety and help avoid the type of negative outcomes listed above.

Actions
<ul style="list-style-type: none"> <li>• Learn and use controlled breathing techniques when feeling anxious<sup>1</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Learn and use physical distraction techniques<sup>2</sup> (See Additional Information below)</li> </ul>
<ul style="list-style-type: none"> <li>• Set a specific time for examining your anxieties every day and stick to it</li> </ul>
<ul style="list-style-type: none"> <li>• Write down your anxieties and try to solve them rationally by seeing them as puzzles</li> </ul>
<ul style="list-style-type: none"> <li>• Learn and use muscle relaxation techniques<sup>3</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Talk with a partner or trusted friend about what is making you anxious</li> </ul>
<ul style="list-style-type: none"> <li>• Make a ranked list of things that you feel anxious about and try to deal with lowest ranked one first<sup>4</sup></li> </ul>

If you see any concerning signs in someone close to you gently enquire if they are doing OK and offer them access to this guide.

If anxiety-related problems persist or get worse and affect your quality of life, you should consult your doctor or a professional psychologist or psychotherapist. You may have a peer assistance network that can help or refer you to a specialist.

#### 5. Additional Information

1. Breathe into your abdomen for two seconds through your nose, hold for two seconds, breathe out from your mouth for two seconds: repeat three to five times as you feel able. Concentrate on your breath going in and out as you breathe.
2. Count down from 100 by threes, listen to music and try to hear each instrument separately, count and name objects you can see for a short time.
3. Sit somewhere quiet, use controlled breathing for several minutes then tense specific muscles groups for about five seconds then relax them for five seconds – focus on how this feels as you do it. Do different muscle groups over 15 – 20 minutes. Arms, shoulders, legs and face muscles are often the easiest to use.
4. Write down a short list of some things that make you feel anxious and that you are aware you avoid. Rank them in order of their difficulty and then score them from 1 to 10 in terms of the challenge they pose you. Starting with the one you score lowest, try to face that situation and deal with it. Repeat until you are more comfortable with it and then move on to the next lowest item. Remember that the signs of anxiety are only true if you give in to them. If the anxiety does not reduce, initially try talking with a partner or trusted friend.

<span style="font-size: 2em;">?</span> <ul style="list-style-type: none"> <li>How am I feeling?</li> <li>How am I coping?</li> <li>What can I do for myself and for others?</li> </ul>	<b>SLEEP</b> 
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### 1. Introduction

Sleep enables our bodies to recuperate from the days' activities. Getting enough good quality sleep is an essential element of your personal wellbeing.

### 2. Rating and Self-Assessment

<b>How are you coping with your current situation?</b>
GOOD   FAIR   POOR

If you ranked your sleep as GOOD then this section should help you maintain that level. If you rated it as FAIR or POOR then this section should help you improve the situation.

### 3. Impacts

The recommended amount of sleep for an adult is between 7 and 9 hours per day, but it is normal to sleep slightly more or less.

Failing to get enough good quality sleep may potentially result in the following negative short-term impacts. There are long-term impacts in all these areas, but these are beyond the scope of this document.

Area	Potential signs of poor sleep
Body	Fatigue, not feeling rested on waking, tension headaches, snacking, clumsiness
Mind	Irritability, low mood, poor judgement, poor attention and focus
Social	Abrasiveness, inattentiveness, distractedness, impatience

If you, or one of the people you are close to, notice any of these signs you may be suffering from a lack of enough good quality sleep.

#### 4. What You Can Do

There are simple actions you can take that typically, if used regularly, can improve your sleep.

Actions
<ul style="list-style-type: none"> <li>• Set regular hours for going to bed and waking up<sup>1</sup> (See Additional Information below)</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure your sleeping space is quiet, dark and at a suitable temperature (typically about 18C/65F)</li> </ul>
<ul style="list-style-type: none"> <li>• Do not eat heavily or consume caffeine or alcohol less than two hours before you go to bed<sup>1</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Ensure you get some physical activity during the day<sup>2</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Spend some time reading, chatting or reflecting on the day before settling down to sleep<sup>3</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Do not use phone/tablet or PC screens less than one hour before settling down<sup>4</sup></li> </ul>
<ul style="list-style-type: none"> <li>• If you cannot sleep, get up and do something productive but low effort then return to bed</li> </ul>

If you see any concerning signs in someone close to you, gently enquire if they are doing OK and offer them access to this guide.

If apparent sleep-related problems persist or get worse and affect your quality of life, you should consult your doctor or a professional sleep therapist. You may also consider contacting a psychologist or psycho-therapist. You may have a peer assistance network available that can help or refer you to a specialist if required.

#### 5. Additional Information

1. Be practical and allow some flexibility as needed for your circumstances.
2. See the Exercise section for general guidelines. Consult national guidelines for where you live.
3. Think of this as a pre-sleep 'mental wind-down' time. Typically, 30 minutes should suffice.
4. There is no clear time limit, but one hour (including mental wind-down time) is generally recommended.

<span style="font-size: 2em; font-weight: bold;">?</span>	<ul style="list-style-type: none"> <li>How am I feeling?</li> <li>How am I coping?</li> <li>What can I do for myself and for others?</li> </ul>	<span style="font-size: 1.5em; font-weight: bold;">DIET</span> 
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## 1. Introduction

What we eat and drink affects how we feel, think and behave. Eating a balanced diet is an essential element of your personal wellbeing.

***“Let food be thy medicine and medicine be thy food”***

...Hippocrates

## 2. Rating and Self-Assessment

<b>How do you rate your diet?</b>		
GOOD	FAIR	POOR

If you ranked your diet as GOOD, then this section should help you maintain that level. If you rated it as FAIR or POOR, then this section should help you improve the situation.

## 3. Impacts

A balanced diet refers to eating a wide range of foods in the right proportions and consuming the right amount of food and drink to achieve and maintain a healthy body weight. By ensuring you consume a balanced diet, you will also reduce the likelihood of developing — or worsening existing — depression and/or anxiety.

Insufficient fluid intake will result in higher than normal anxiety levels and is linked to fatigue. Remember, alcohol can dehydrate you and is also a depressant.

Failing to manage your diet may result in the following negative impacts on you and your wellbeing in the short term. There are long-term impacts in all these areas, but these are beyond the scope of this document.

Area	Potential negative impacts of poor diet
Body	Fatigue through the day, not sleeping properly, tension headaches
Mind	Poor concentration, restless mind, impact on decision making (particularly if dehydrated)
Social	Irritability and low mood. Risk of depression. Reduced ability to deal with stress. Risk of anxiety and depression

#### 4. What You Can Do

There are simple actions you can take that, if used regularly, can improve your mood and that of those around you, and enhance resilience to the current stresses being experienced by many.

Actions
<ul style="list-style-type: none"> <li>• Set regular mealtimes</li> </ul>
<ul style="list-style-type: none"> <li>• If possible, eat meals in the company of others</li> </ul>
<ul style="list-style-type: none"> <li>• Consider using mealtimes as an opportunity for family members to discuss their experience of the current crisis</li> </ul>
<ul style="list-style-type: none"> <li>• Consider using cooking and baking as a social activity for the family</li> </ul>
<ul style="list-style-type: none"> <li>• Base meals on potatoes, bread, rice, pasta or other starchy carbohydrates, choosing whole grain versions where possible</li> </ul>
<ul style="list-style-type: none"> <li>• Eat some beans, lentils, fish, eggs, meat and other proteins (including two portions of fish every week, one of which should be oily)</li> </ul>
<ul style="list-style-type: none"> <li>• Have some dairy (or dairy alternatives e.g. soya drinks); choose lower fat and lower sugar options</li> </ul>
<ul style="list-style-type: none"> <li>• Limit intake of processed foods</li> </ul>
<ul style="list-style-type: none"> <li>• Choose unsaturated oils and spreads and eat in small amounts</li> </ul>
<ul style="list-style-type: none"> <li>• Drink six to eight cups/glasses of fluid per day. If consuming foods and drinks high in fat, salt or sugar, have these less often and in small amounts</li> </ul>
<ul style="list-style-type: none"> <li>• Restrict alcohol intake</li> </ul>

If you see these signs in someone close to you, or you become aware that someone else is suffering, offer them access to this page of information.

If apparent diet-related problems persist or get worse and affect your quality of life, you should consult your doctor or a dietician. You may have a peer assistance network available that can help or refer you to a specialist. See some trusted online resources to understand more about diet.

?	<ul style="list-style-type: none"> <li>How am I feeling?</li> <li>How am I coping?</li> <li>What can I do for myself and for others?</li> </ul>	<p><b>EXERCISE</b> </p>
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### 1. Introduction

Physical activity is any bodily movement where you expend energy, such as walking, dancing, gardening, running, swimming, cycling, household chores, games, sports or planned exercise. Getting enough physical activity is an essential element of your personal wellbeing.

It is widely recommended that adults aged 18-64 should do at least 150 minutes of moderate-intensity or 75 minutes of vigorous-intensity aerobic physical activity throughout the week, or an equivalent combination. Consider consulting a physician before starting a new exercise program.

### 2. Rating and Self-Assessment

<b>How are you coping with your current situation?</b>		
GOOD	FAIR	POOR

If you ranked your activity level as GOOD, then this section should help you maintain that level. If you rated it as FAIR or POOR, then this section should help you improve the situation.

### 3. Impacts

Physical activity stimulates the release of positive endorphins, helping lift your mood and reducing the likelihood of developing, or worsening existing, anxiety and depression. It will have a positive impact on your sleep, and on your diet as it reduces cravings for high fat and sugary foods. Enforced inactivity is known to increase levels of depression, which is particularly relevant in the restricted COVID-19 environment.

Failing to manage your physical activity may result in the following negative impacts on you or your wellbeing in the short term. There are long-term impacts in all these areas, but these are beyond the scope of this document.

Area	Potential negative impacts of poor-quality exercise
Mind	Reduced attention and focus, restless mind, irritability and low mood. Reduced ability to deal with stress. Risk of anxiety and depression
Body	Fatigue through the day, not sleeping properly, eating more food, comfort eating (high fat and sugary foods), tension headaches
Social	Reduced opportunity to meet others

#### 4. What You Can Do

There are simple actions that, if used regularly, will improve your physical fitness and can improve your mood and that of those around you, as well as enhancing your resilience to stress.

Actions
<ul style="list-style-type: none"> <li>• Set a regular time each day to exercise</li> </ul>
<ul style="list-style-type: none"> <li>• Find a form of activity you enjoy – it is the most effective. If you enjoy it, you are more likely to do it</li> </ul>
<ul style="list-style-type: none"> <li>• Involve others (e.g. family members, friends). Apart from being an opportunity for social connection, if you are held accountable for your actions, you are more likely to follow through with your intentions <ul style="list-style-type: none"> <li>○ Involving others also affords you the opportunity to support someone struggling and lacking in motivation, and who might benefit from your support and encouragement</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Take exercise outdoors if possible</li> </ul>
<ul style="list-style-type: none"> <li>• If you are restricted in your movements outside your home, consider the use of online resources</li> </ul>

If you see these signs in someone close to you, or you become aware that someone else is suffering, offer them access to this page of information.

?	<ul style="list-style-type: none"> <li>• How am I feeling?</li> <li>• How am I coping?</li> <li>• What can I do for myself and for others?</li> </ul>	<b>ACTIVITIES</b> 
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### 1. Introduction

Activities in this context are the things you do for yourself that help you structure and give meaning to your day and help you understand and cope with your situation. Ensuring that you have a personal focus as part of your day is an essential element of your wellbeing.

### 2. Rating and Self-Assessment

<b>How are you coping with your current situation?</b>		
GOOD	FAIR	POOR

If you ranked your coping as GOOD then this section should help you maintain that level. If you rated it as FAIR or POOR then this section should help you improve the situation.

### 3. Impacts

An activities schedule helps you to structure your day and can help support your wellbeing; it is a matter of personal preference. Failing to maintain a focus on positive activities can have a negative impact on you in the short term in several areas.

Area	Potential signs of lack of activities
Body	Lethargy, low energy, snacking
Mind	Lack of self-confidence, low motivation, low self-esteem
Social	Disengagement, high social-media use

Activities can include components from the other sections of this guide, and some elements are interconnected with the suggestions below.

#### 4. What You Can Do

There are simple actions you can take that, used regularly, could help improve your situation.

Actions
<ul style="list-style-type: none"> <li>• Create a daily routine and try to keep a positive but flexible control of your schedule<sup>1</sup> (See Additional Information below)</li> </ul>
<ul style="list-style-type: none"> <li>• Write/record a daily journal of positive and negative aspects of your day and your responses<sup>2</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Schedule and engage in positive activities for yourself or with others<sup>3</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Set yourself small daily learning goals so that you can see definite progress<sup>4</sup></li> </ul>
<ul style="list-style-type: none"> <li>• Limit daily social media/news consumption to planned times and only to trusted sources</li> </ul>
<ul style="list-style-type: none"> <li>• Do something helpful and positive for someone else, and thank others for what they do for you<sup>5</sup></li> </ul>

If you see any concerning signs in someone close to you gently enquire if they are doing OK and offer them access to this guide.

#### 5. Additional Information

1. Write down your schedule and display it, or tell others of it, in a way that they will understand and be able to respect your time.
2. You could use a written format for your journal, or a digital video recording on your mobile device. Review the journal as you feel appropriate and look to see if any common themes arise.
3. Positive activities could include reading, listening to music, gardening, a creative hobby or playing a game (alone or with others).
4. This could include a practical skill you can do in your specific situation or an online course in something unrelated to your occupation and in line with a personal interest.
5. This could be as simple as offering to help someone doing a task if you have the time, asking if they would like anything from the kitchen when you are going there or giving priority to someone else's needs.

?	<ul style="list-style-type: none"> <li>• How am I feeling?</li> <li>• How am I coping?</li> <li>• What can I do for myself and for others?</li> </ul>	<h2 style="margin: 0;">RELATIONSHIPS</h2> 
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### 1. Introduction

The nature and quality of our relationships with family, friends, work colleagues, neighbours and the community impacts on other dimensions of wellbeing, including sleep, diet, mood, attitude and decision-making. Spending time with others, sharing confidences, helping and being supported by others provides us with a sense of identity and purpose.

Kindness to oneself and to others is a very important factor in developing and maintaining positive relationships. Honest and accurate two-way feedback is crucial in any relationship requiring trust.

### 2. Rating and Self-Assessment

<b>How are you coping with your current situation?</b>
GOOD    FAIR    POOR

If you ranked the quality of your social relationships as GOOD, then this section should help you maintain that level. If you rated it as FAIR or POOR, then this section should help you improve the situation.

### 3. Impacts

Social wellbeing impacts on the other dimensions of our wellbeing, including sleep, diet, mood, attitude and decision making. Failing to manage your social relationships may result in the following negative impacts on you or your wellbeing in the short term. There are long term impacts in all these areas, but these are beyond the scope of this document.

Areas	Potential negative impacts of poor-quality relationships
Mind	Poor decision-making and judgement, reduced attention and focus, irritability, low mood, loss of interest, impatience, outbursts
Body	Fatigue through the day, not feeling rested on waking, not sleeping properly, eating more food, comfort eating, tension headaches
Social	Lack of interest in others, withdrawing from people, reducing frequency of social interactions, not talking about problems and feelings, unwillingness to seek help

#### 4. What You Can Do

There are simple actions you can take that, if used regularly, can improve the quality of your relationships, and as a consequence, improve mood and resilience to stress.

Actions
<ul style="list-style-type: none"> <li>• Be kind to yourself and those around you</li> </ul>
<ul style="list-style-type: none"> <li>• Decide which relationships in your life are most important to you, list them in order, and remind yourself often</li> </ul>
<ul style="list-style-type: none"> <li>• Discuss your assessment with the other person, in particular the relationships of highest importance to you. Be honest and don't just talk, listen</li> </ul>
<ul style="list-style-type: none"> <li>• Plan to invest quality time in those relationships important to you</li> </ul>
<ul style="list-style-type: none"> <li>• In your own relationships, honestly assess their quality, your role and responsibilities</li> </ul>
<ul style="list-style-type: none"> <li>• Make a shared social activity of cooking and eating</li> </ul>
<ul style="list-style-type: none"> <li>• Spend time with friends and family – talk, listen, laugh, sing, dance, take exercise, play games, watch movies together</li> </ul>
<ul style="list-style-type: none"> <li>• If possible, turn off your phone and other devices in the company of friends and family</li> </ul>
<ul style="list-style-type: none"> <li>• Talk to your neighbours (with appropriate physical distancing)</li> </ul>
<ul style="list-style-type: none"> <li>• Provide help or do favours for others (family, neighbours, colleagues, community)</li> </ul>
<ul style="list-style-type: none"> <li>• Consider volunteering with a charity or community group</li> </ul>
<ul style="list-style-type: none"> <li>• Engage in positive two way communications with others</li> </ul>
<ul style="list-style-type: none"> <li>• Consider involving others in physical activities</li> </ul>
<ul style="list-style-type: none"> <li>• Listen to colleagues, talk, learn from them, offer help, and let them help you</li> </ul>

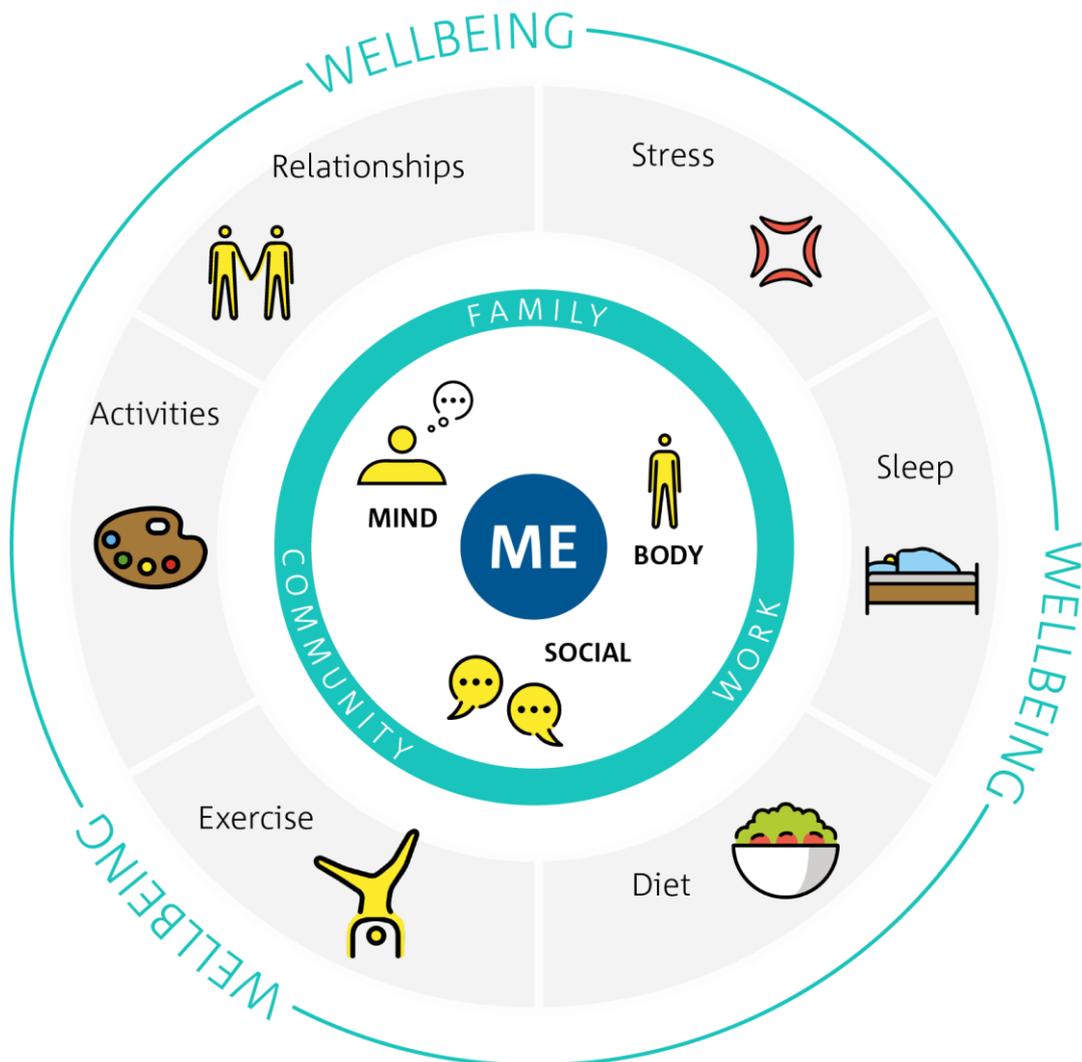
If you see these signs in someone close to you, or you become aware that someone else is suffering, offer them access to this page of information.

If relationship problems persist or get worse and affect your quality of life, you should talk to a close friend or family member and/or seek help from a professional (i.e. psychologist, psycho-therapist, relationship counsellor). You may have a peer assistance network available that can help or refer you to a specialist if required.

**Additional Information**

Some advice on active listening and assertiveness can be found in Appendices 1 and 2.  
Please remember:

	<p><b>Your wellbeing has an impact on others (family/friends), on your work/performance and on safety.</b></p>
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## Tools

The table below is a visual aid intended to assist you in reaching answers to the questions below:

How do I feel?  
How am I doing?  
What can I do about the situation?

It is intended to help you quickly identify which areas of your wellbeing may need some attention.

Where your response to any element is in the **green**, then continue with what you are doing but always look to maintain or enhance your current level of perceived wellbeing.

Where your response to any element is in the **amber** section, review the sections of the guide in that box and compare with your current activities. Then, decide what you will do to improve your situation toward a green assessment.

Where your response to any element is in the **red** section, study the sections of the guide in that box and compare with your current activities. Then decide what you will do to improve your situation towards an amber and then a green assessment.

Using this quick view, any changes you wish to make to your wellbeing routine can be included in the daily activity plan presented in the following part of the document.

	<p>Use these tools to display your own plans</p>	
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For ease of use, a completed example of both is provided. Printing your pages out and displaying them where you (and your family and friends) can easily see them, should help you to make this self-reflective exercise more successful. A good time to do this review would be at the start and end of your day.

Remember that talking to someone you trust about any concerns you might have, is generally a good idea.

If you find yourself struggling to cope, and you have access to some form of peer support programme, you might consider accessing this. Alternatively, you could investigate whether there are other services available from governmental, local community, or charitable sources that you could access.

	<p><b>ACT NOW – IT'S YOUR WELLBEING!</b></p>
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# WELLBEING ACTIVITIES



BODY



MIND



SOCIAL

<ul style="list-style-type: none"> <li>• Exercise Daily</li> <li>• Diet and Hydration</li> <li>• Sleeping OK</li> </ul>	<ul style="list-style-type: none"> <li>• Family Situation OK</li> <li>• Not Very Anxious</li> <li>• Positive Activities (Hobbies or Learning)</li> <li>• Low Stress Levels</li> </ul>	<ul style="list-style-type: none"> <li>• Good Connections with Friends</li> <li>• Good Connections with Colleagues</li> <li>• Good Connections with Extended Family</li> </ul>
<ul style="list-style-type: none"> <li>• Occasional Exercise</li> <li>• Negative Change in Diet</li> <li>• Change in Sleep Patterns</li> </ul>	<ul style="list-style-type: none"> <li>• Family Situation Unbalanced</li> <li>• Anxious About Situation</li> <li>• Irregular Positive Activities</li> <li>• Manageable Stress Level</li> </ul>	<ul style="list-style-type: none"> <li>• Limited Connections with Friends</li> <li>• Limited Connections with Colleagues</li> <li>• Limited Connections with Extended Family</li> </ul>
<ul style="list-style-type: none"> <li>• No Exercise or Activity</li> <li>• Irregular or Unbalanced Eating</li> <li>• Disturbed Sleep/ Tiredness</li> </ul>	<ul style="list-style-type: none"> <li>• Family Situation Negative</li> <li>• Constant Anxiety</li> <li>• No Positive Activities</li> <li>• Feeling Constantly Stressed</li> </ul>	<ul style="list-style-type: none"> <li>• Little or No Connections with Friends</li> <li>• Little or No Connections with Colleagues</li> <li>• Little or No Connections with Extended Family</li> </ul>

WELLBEING ACTIVITIES		
 BODY	 MIND	 SOCIAL

**Body:** Sleep, Diet, Exercise

**Mind:** Activities, Stress

**Social:** Relationships

# WEEKLY TO DO

AREA	MON	TUE	WED	THU	FRI	SAT	SUN
<b>Stress</b>	Meditate Cycle	Meditate Talk with wife Run	Meditate Talk to friend	Meditate Run Chat with friend			
<b>Sleep</b>	6 hours	6 hours	6 hours	7 hours			
<b>Diet – Breakfast Lunch Dinner</b>	Good Good OK	Good Fair OK	Good OK Good	Good Good Good	Take – Away		
<b>Physical Exercise</b>	Cycle - 30 mins	Walk the dog Run - 45 mins	Walk with family	Walk the dog Run - 30 mins			
<b>Activities</b>	Read - 30 mins Gardening with kids	Read - 20 mins Paint wall	Gardening with kids	Baking Shop for elderly neighbour			
<b>Relationships</b>	Bring kids to park Phone parents	Movie night with Kids Talk with wife	Walk with family Phone a friend	Group online chat with friends	Date night DVD + Wine		

# WEEKLY TO DO

AREA	MON	TUE	WED	THU	FRI	SAT	SUN
Stress							
Sleep							
Diet – Breakfast Lunch Dinner							
Physical Exercise							
Activities							
Relationships							

# Improving My Wellbeing

For a holistic wellbeing in Work, Off Work and Back to Work

- ?
- How am I feeling
  - How am I coping
  - What can I do for myself and for others



Right now, some of you are coping - while others are just about hanging in.

**Let's build some routines and healthy habits.**

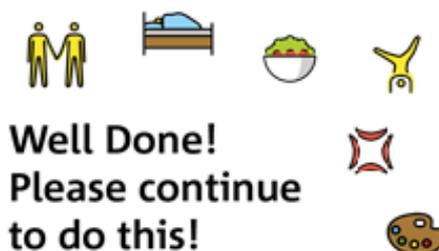


In the short term, you may be **here**

**.. but over time**, the benefits to you, your family, your colleagues and your community will be huge (wellbeing, performance and flight safety)



Research (pre Covid-19) suggests that over 60% of aviation professionals are using successful coping strategies, including: managing sleep; taking exercise; talking to other people; sticking to routines; having a purpose for their day; finding something to stimulate & challenge themselves; and spending quality time with loved ones.



## Appendix 1

### Active Listening

Active listening involves focusing completely on a person and what they are saying, understanding their point of view and any specific information, and responding thoughtfully. It is a powerful way of creating positive and engaging dialogue between people.

Active listeners use verbal and non-verbal (body language) techniques to show, and keep, their attention on the person speaking.

Verbal skills:

- Focus attention on the other person and demonstrate that you are listening
- Acknowledge the practical and emotional meaning of the other person's position
- Give feedback to demonstrate you understand the other person's position
- Do not leap to offer solutions that you think are obvious

Non-Verbal skills:

- Nodding at points where the speaker pauses
- Smiling to show affinity
- Remain still and focussed on the speaker.
- Maintain eye contact

By using active listening, you show that:

- You are interested in the other person as well as the challenge or issue.
- You are ready to help the person to solve whatever they are concerned about.

It's important to not interrupt or try to answer the question before you are sure you know what the person is asking. To ensure this happens, you should listen carefully to the person, ask for clarification if unsure what they mean, and wait until they have finished talking before starting to respond.

Active listening techniques you could practice include:

- Building trust: "Tell me what I can do to help." "I'm sure we can figure this out" "Of course this is between us."
- Showing empathy: "I'm happy for you" "I'm so sorry that this has happened, what can we do to make it better?"
- Using paraphrasing: "So, you're saying that....." "If I understand correctly you mean..."
- Brief verbal affirmations: "Thank you for taking the time to chat, I appreciate it."

- Using open-ended questions: ‘What and How’ prompt open replies, ‘Would’ prompts yes/no closed replies.
- Asking specific questions: “How will...?” “What is ...?”. This offers the opportunity for detailed information.
- Using short prompts: “I see” “I agree”. Also use sounds such as ‘ahah’, ‘mmm’ to acknowledge the other person
- Don’t offer solutions from your perspective, let the other person find their own
- Referring to previous conversations: “last week you suggested...” “I recall you told me...”.

By using and practising these techniques you should be able to have more productive and positive outcomes from your conversations from other people.

This brief note is a small part of the skillset of active listening. If you wish to learn more there are many resources available via the internet.

## Appendix 2

### Assertiveness

Assertiveness is a way of communicating such that both sides in a dialogue are heard and respected in achieving a positive and balanced outcome.

When people feel under pressure it is very easy to cause misunderstanding or friction by the way in which we communicate, and we need to communicate in a positive and healthy manner, especially if stress and prolonged proximity are involved. It is possible to improve our communication skills to the benefit of ourselves and the people with whom we communicate.

This section of the guide provides the basic principles and some key tips for developing and benefitting from being able to communicate assertively.

The first thing to recognise is that there is a clear distinction between being assertive and being aggressive.

Assertiveness is about balance and being direct about what you need, would like, feel or believe, in a way that's respectful of the views of others. It is fundamentally based on asking rather than demanding.

Aggression is about winning and getting your own way without regard to the needs and feelings of other people. It is fundamentally based on demanding not asking.

When you are acting assertively you act in a democratic way in terms of listening to others while clearly stating your own views, needs and emotions. Positive outcomes generally result from negotiations not demands.

Key concepts include:

- Your thoughts, feelings and needs are as important as anyone else's
- You have the right to calmly insist on being heard
- You have the right to be, and calmly ask to be, treated with respect and dignity

Here are some tips to help you learn to be more assertive.

1. Remember to respect other people when you are sharing your feelings, wants, needs, beliefs or opinions. They have their view and you have yours': different does not necessarily mean wrong.
2. Be honest and tell people how you feel, what you think or what you want without making them feel guilty using 'if I don't get this then it's your fault' type statements.
3. Try to breathe normally and speak in a normal voice while having a conversation with someone. If you feel yourself becoming stressed take one or two controlled breaths as described elsewhere in this guide. Try to maintain a normal, relaxed body posture and gesture. Try to smile.

4. Try to see the other person's point of view as based on misunderstanding you, not lack of care. Ask if they understand your viewpoint and offer a correction if you believe they have misunderstood you.
5. Try to use 'I' statements such as 'I think...' or 'I feel...' or 'I need...' Don't use aggressive language such as 'you always' or 'you never' (avoid absolutes and speak to the others' behaviour not them as an individual).
6. Talk about the issue at hand and be specific about:
  1. The actual behaviour or issue that you want ('I would like to watch my programme').
  2. Express your thoughts/feelings/needs clearly from your perspective ('I am unhappy that I cannot watch my programme' not 'I am unhappy that you can't agree to let me watch my programme')
  3. Clearly state what you would like to happen with reasons ('I would like ...because...')
  4. Acknowledge the other persons views ('I understand that you want...') by rephrasing and asking the other person to confirm you understood their views correctly.
  5. Ask for other the other persons view and reasons if they do not offer them ('what do you think about...?')
  6. Be willing to compromise if appropriate and make this clear to the other person.

Assertive communication is a skill and using the principles outlined above you could improve your ability to communicate in trying times in a way that benefits both parties to the conversation and result in a positive and balanced outcome. There are many resources on the internet from trusted sources that can help you develop your assertiveness skills.

## References, Further Reading & Acknowledgements

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Cullen, P., Cahill, J. & Gaynor, K. (2020). Turbulent Times  
<https://www.tcd.ie/cihs/assets/pdf/TurbulentTimes.pdf>

Veterans Affairs Canada, Guide to Wellness Kit  
<https://www.veterans.gc.ca/eng/resources/health/promotion/wellness>

### Diet

<https://www.youtube.com/watch?v=kMVxbnfSP-Q>  
<https://www.nutrition.org.uk/healthyliving/resources.html>  
<https://www.hse.ie/eng/about/who/healthwellbeing/our-priority-programmes/heal/healthy-eating-guidelines/>

### Social

[https://www.youtube.com/watch?v=ICafQInDonQ&feature=emb\\_title](https://www.youtube.com/watch?v=ICafQInDonQ&feature=emb_title)  
<https://www.nih.gov/health-information/social-wellness-toolkit>

### Exercise

<https://www.youtube.com/user/thebodycoach1>  
<https://www.nhs.uk/live-well/exercise/free-fitness-ideas/>

### Stress

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing>  
<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>  
<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/>  
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Changes have been applied to address the scope of this work.

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