

ROOTED IN RESILIENCE

Wellbeing and mental resilience mini guide

A practical companion for housing professionals to use individually and for peer support.

Why wellbeing and resilience matter in housing

Housing professionals work with complexity, pressure, and emotionally demanding situations every day. Supporting tenants in crisis, navigating policy and regulatory change, and working within resource constraints can take its toll.

This mini-guide offers simple, evidence-based tools to help strengthen mental wellbeing, protect energy, and build personal and professional resilience.

Put your own oxygen mask on first: Recognising stress early

Common early signs

- Feeling overwhelmed or mentally “foggy”
- Irritability, frustration, withdrawing from others
- Difficulty concentrating or making decisions
- Physical signals: headaches, poor sleep, tight muscles
- Feeling unusually tired or emotionally flat

Questions to ask yourself

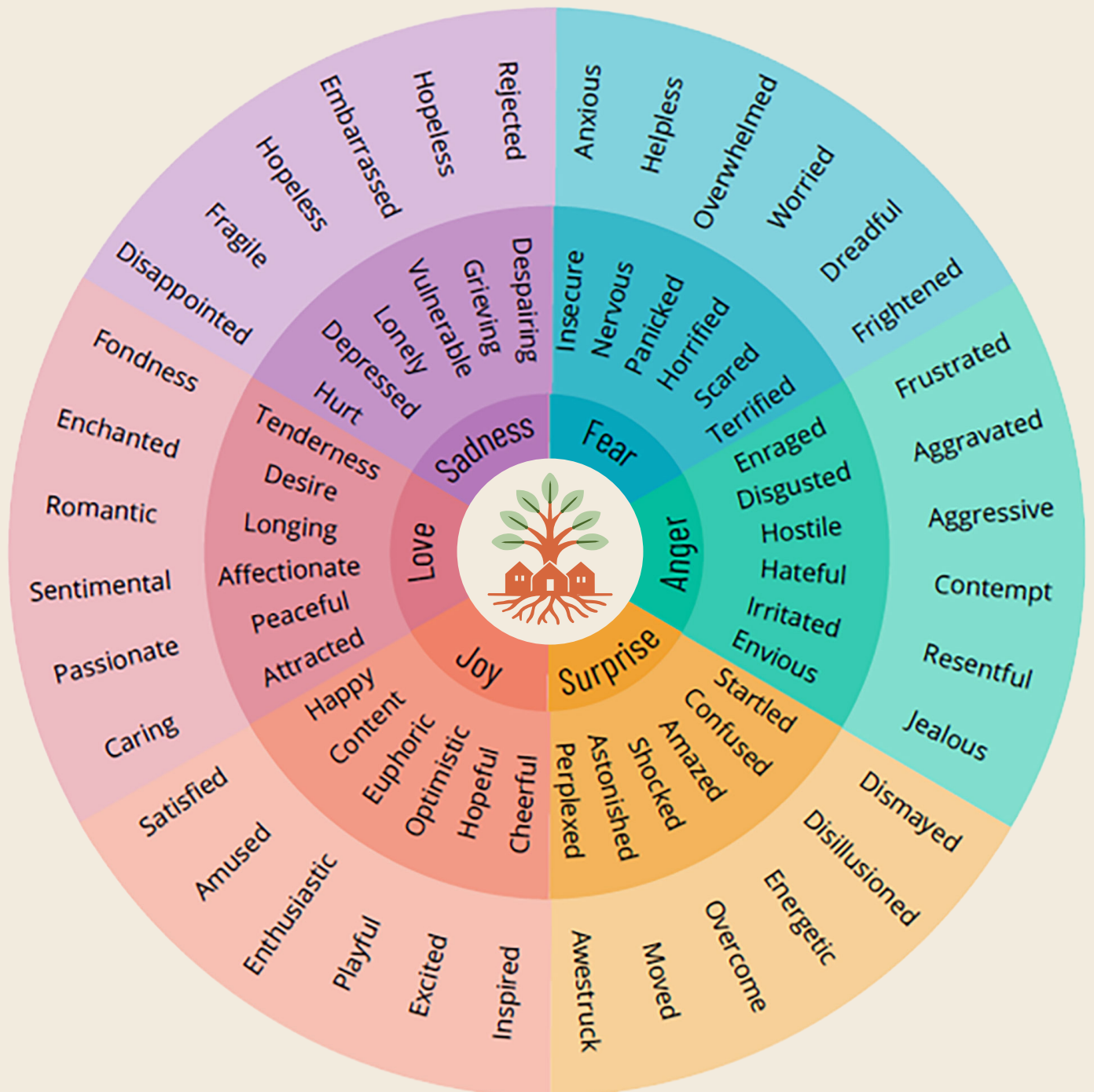
- What emotion is dominating today?
- Is this stress short-term or building over time?
- What one thing would lighten my load right now?



Feelings wheel

A feelings wheel is a visual tool that helps people identify and describe their emotions in more detail, moving beyond simple labels like "happy" or "sad." Breaking emotions into more specific categories can support greater self-awareness and better emotional intelligence.

By pinpointing exactly what we're feeling, it becomes easier to understand the root of an emotion and respond to it more effectively, helping us navigate emotional challenges and communicate more clearly.



Sitting with emotions

Once you've identified an emotion, it can be beneficial to sit with it and truly understand where it comes from. Key benefits include:

- Enhanced emotional intelligence
- Improved mood and minimised experience of anxiety (when practiced regularly)
- Improved emotional regulation
- Strengthened resilience
- Improved mind-body connection
- An increase in self-understanding

The simple steps below can help you to sit with and regulate your emotions, which can in turn improve your overall mental wellbeing.

1. Naming the emotion

Start by labelling what you're feeling. You can begin broadly and narrow it down using the feelings wheel (e.g. from "angry" to "frustrated" or "resentful"). Simply naming an emotion can help reduce its intensity.

2. Noticing where you feel it

Pay attention to where the emotion shows up in your body, such as a tight chest, a knot in your stomach, or tension in your shoulders. This helps connect your thoughts with your physical experience.

3. Questioning its significance

Ask yourself simple, non-judgemental questions to better understand the emotion:

- How strong is it (0-10)?
- Did it come on suddenly or build over time?
- Does it feel familiar?
- Is it linked to something recent, or something older?

4. Choosing your response

Consider what the emotion might be telling you. Is there a helpful action you can take, or is this something to acknowledge and let pass? Not every feeling needs a solution. Sometimes noticing and allowing yourself to feel an emotion is enough.

“

Taking the time to identify your emotion can reduce its intensity.

”



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Building everyday resilience habits

1. Pause and reset

Take two minutes to reset your nervous system:

- Deep breathing
- Stand, stretch, drink water
- Step outside for one minute of fresh air

2. Boundaries that protect your energy

- Set a clear “end of day” ritual
- Schedule protected focus time
- Reduce out-of-hours communications
- Say “I can do that tomorrow” when appropriate

3. Micro-recovery moments

Short activities that help you reset:

- A short walk between meetings
- Writing down what’s bothering you
- Listening to a wellbeing or mindfulness track
- Chatting with a trusted colleague

Check out the Rooted in Resilience practical mindful activities and resources for inspiration.

4. Meaning and motivation

Reflect weekly:

- What impact did I have this week, even if small?
- Where did I help someone feel heard or supported?

Resilience grows when we connect our work to purpose.

Peer-support techniques (for colleagues or buddy pairs)

The three-layer check-in

1. **How are you?** (the surface)
2. **How’s your energy?** (stress level)
3. **What’s one thing you need today?** (actionable)

Ask before you advise

Try: “Do you want me to help solve this, or just listen?”

The ‘next small step’ method

When things feel overwhelming:

- Identify the smallest useful action
- Commit to one small movement, not the whole solution

Active appreciation

A simple formula: This builds confidence and resilience across the team.

Try: “I noticed what you did there, and it made a difference because....”

“

*Resilience grows when
we connect our work
to purpose*

”



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Rooted in Resilience.



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