



***Understanding the promotion  
of resilience as a mediator to  
functional outcomes across  
cultures and contexts***

Linda Liebenberg, PhD  
Resilience Research Centre  
[www.resilienceresearch.org](http://www.resilienceresearch.org)





→ Crisis



→ Multiple services



? In-depth understanding



? Coordinated supports



? Self care



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# why resilience?



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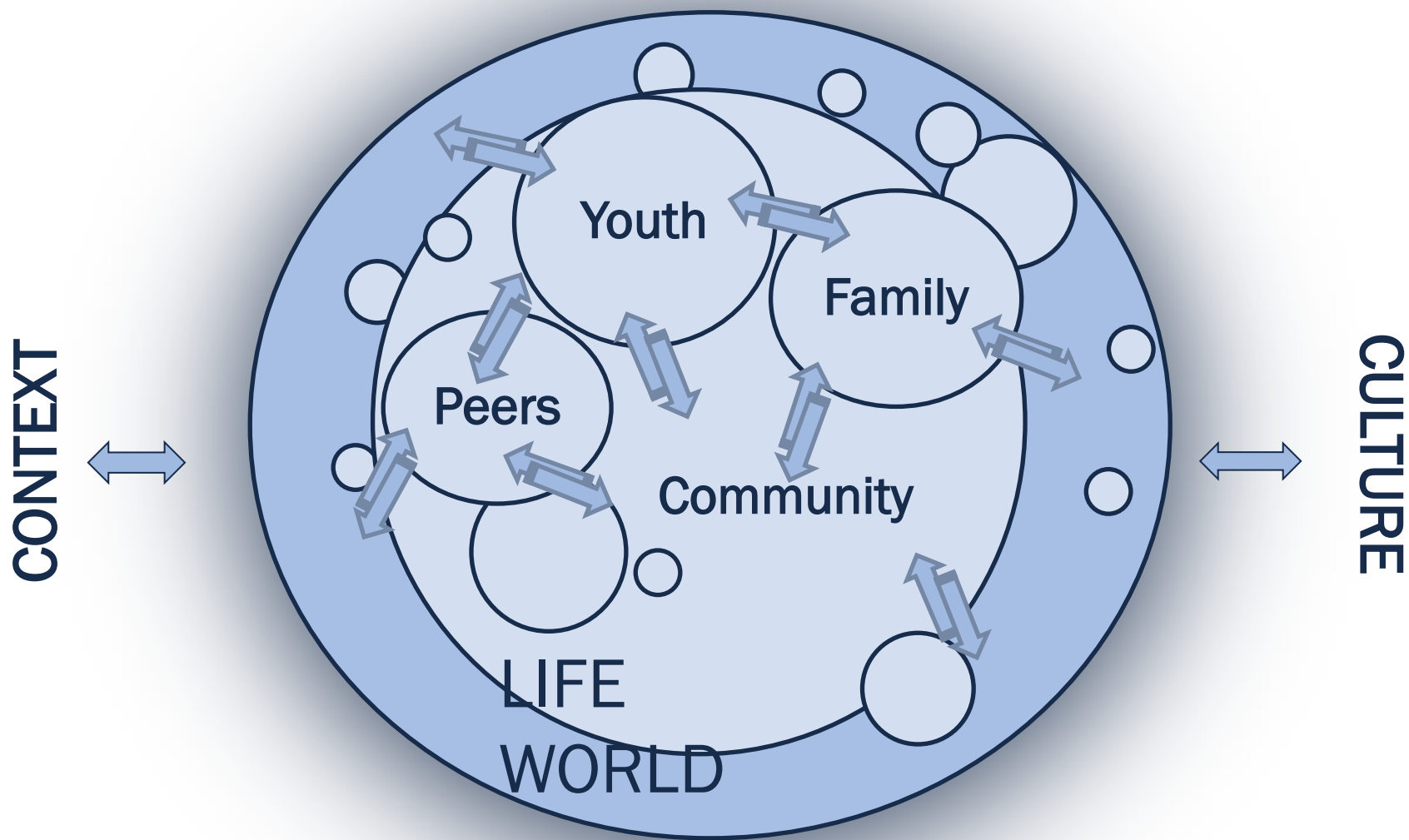
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# *Mixed methods design*

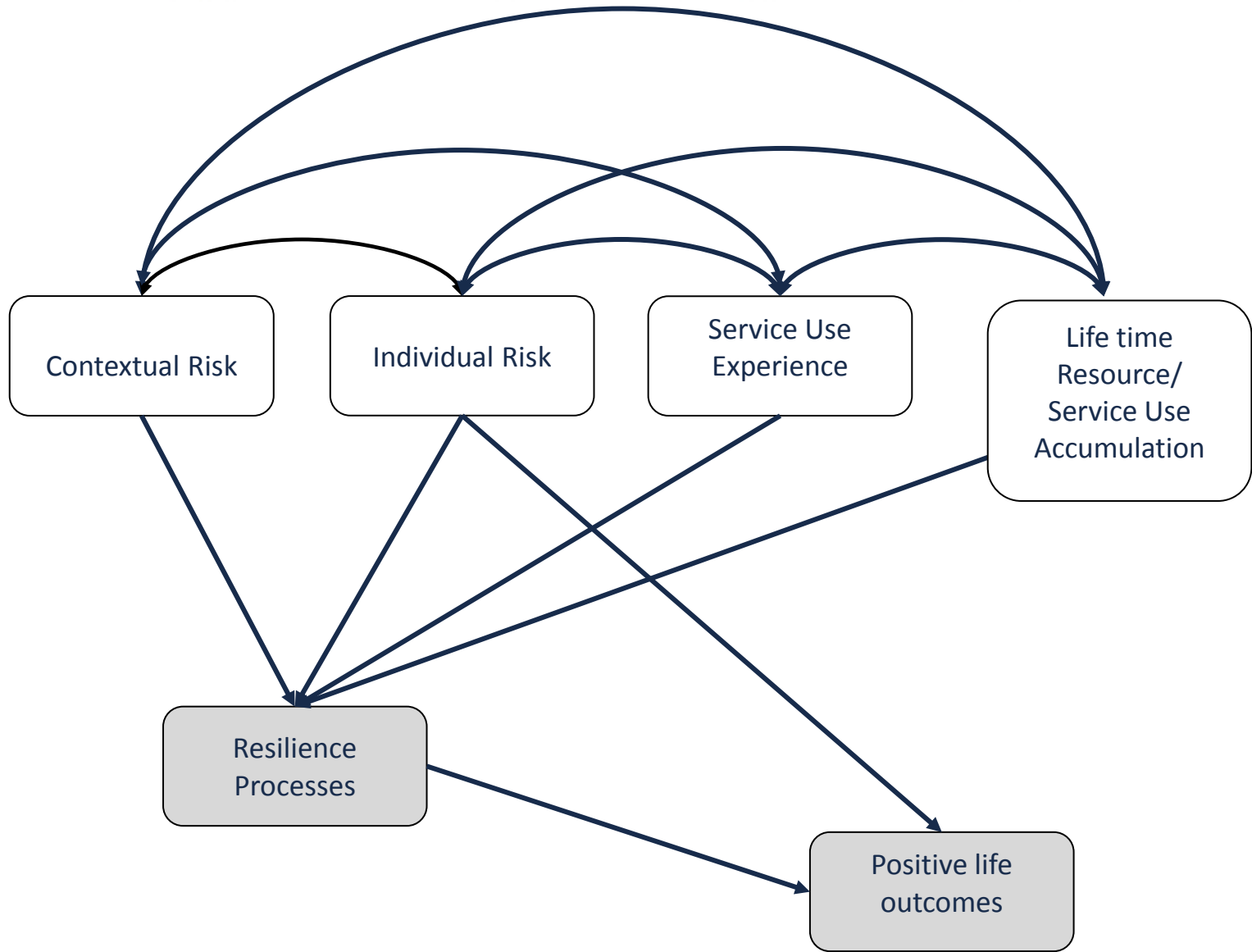
Quantitative data (PRYM)

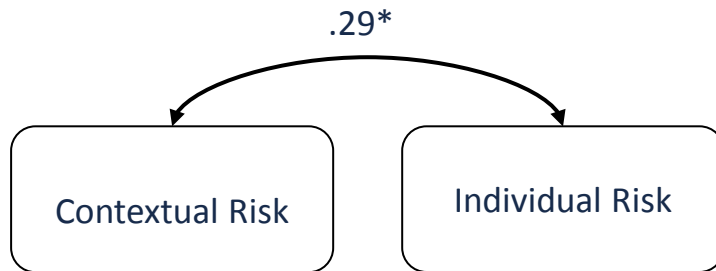


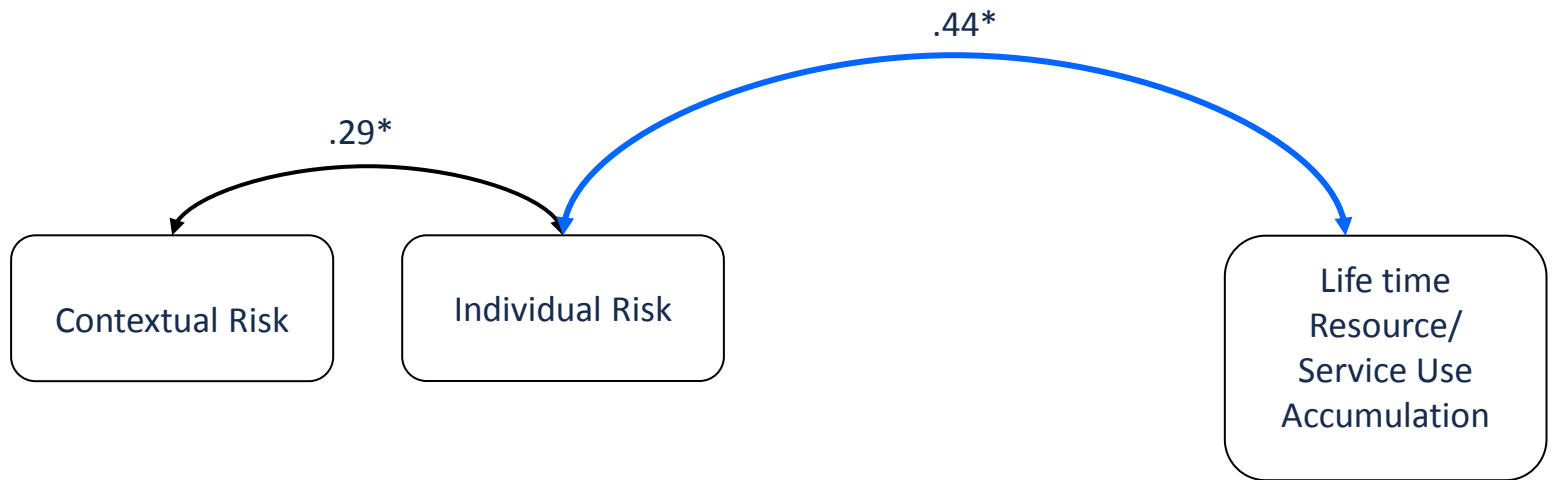
Qualitative data: individual interviews

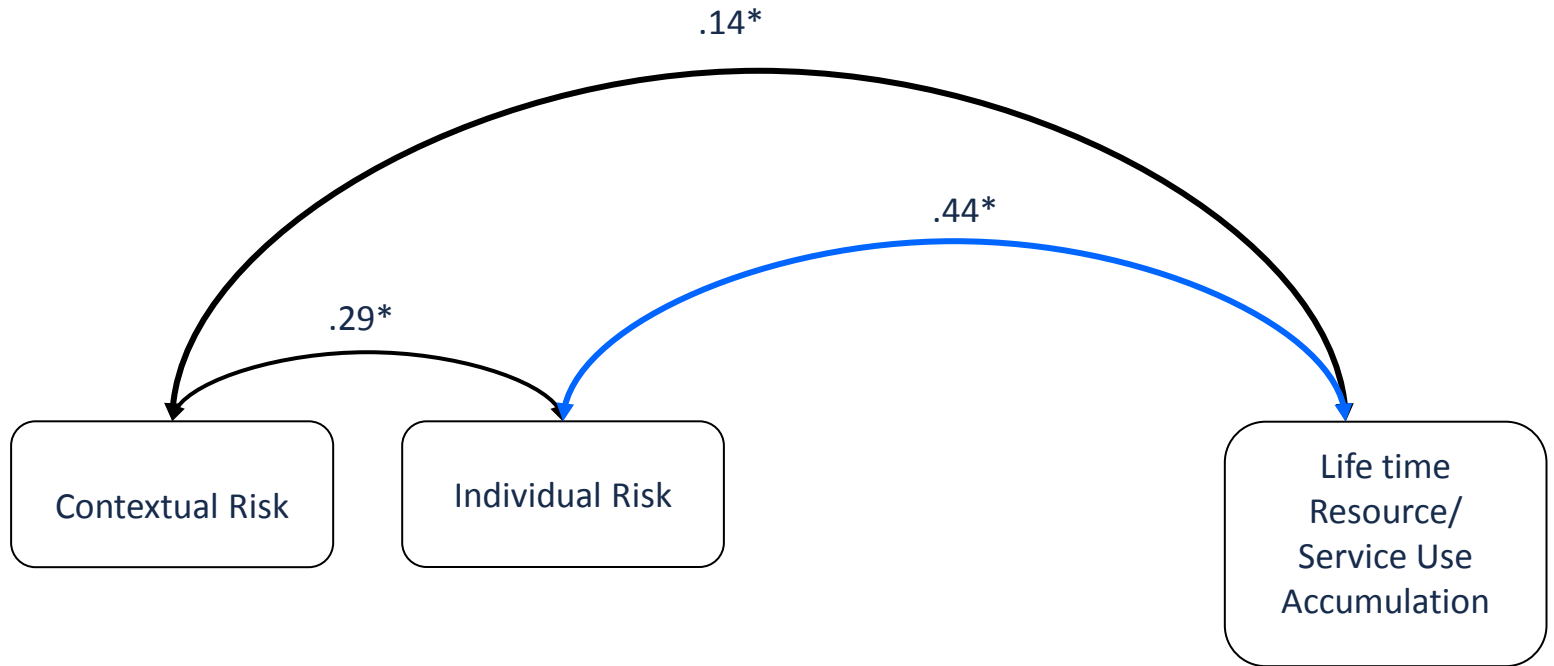


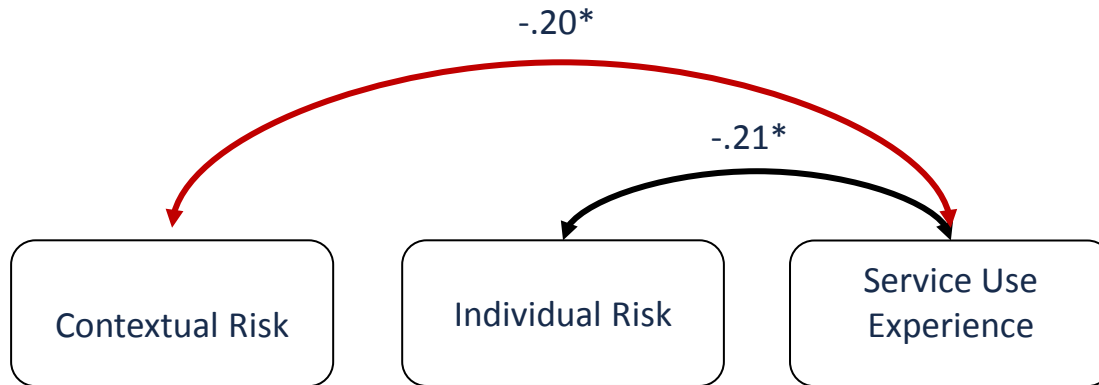
Qualitative data: service file reviews



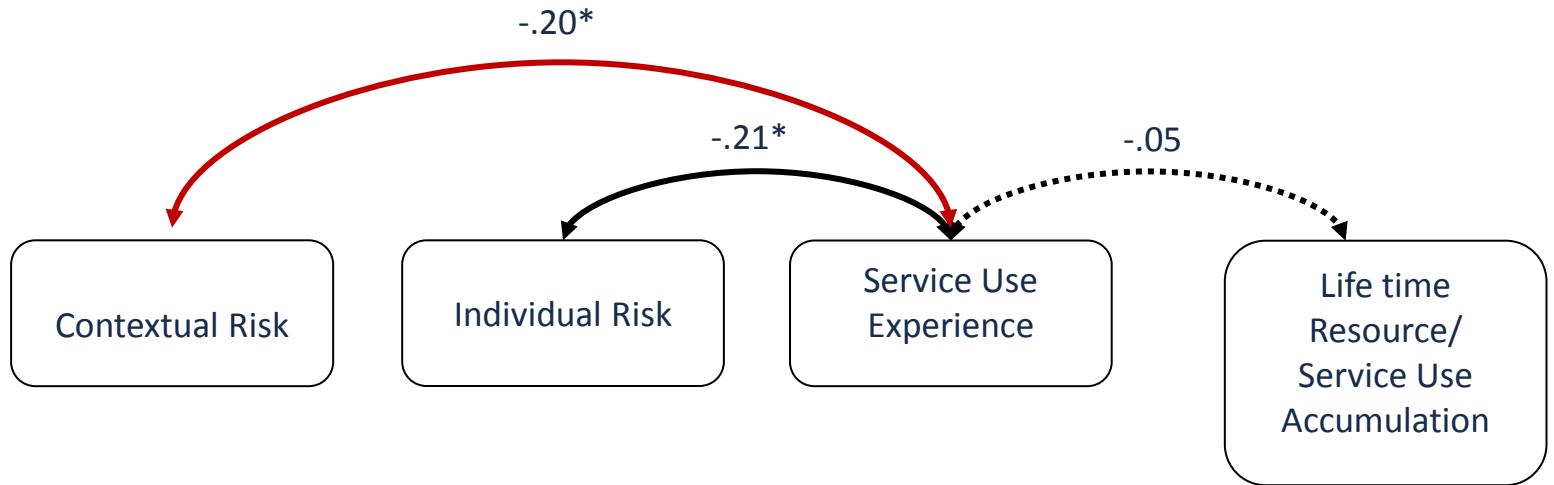


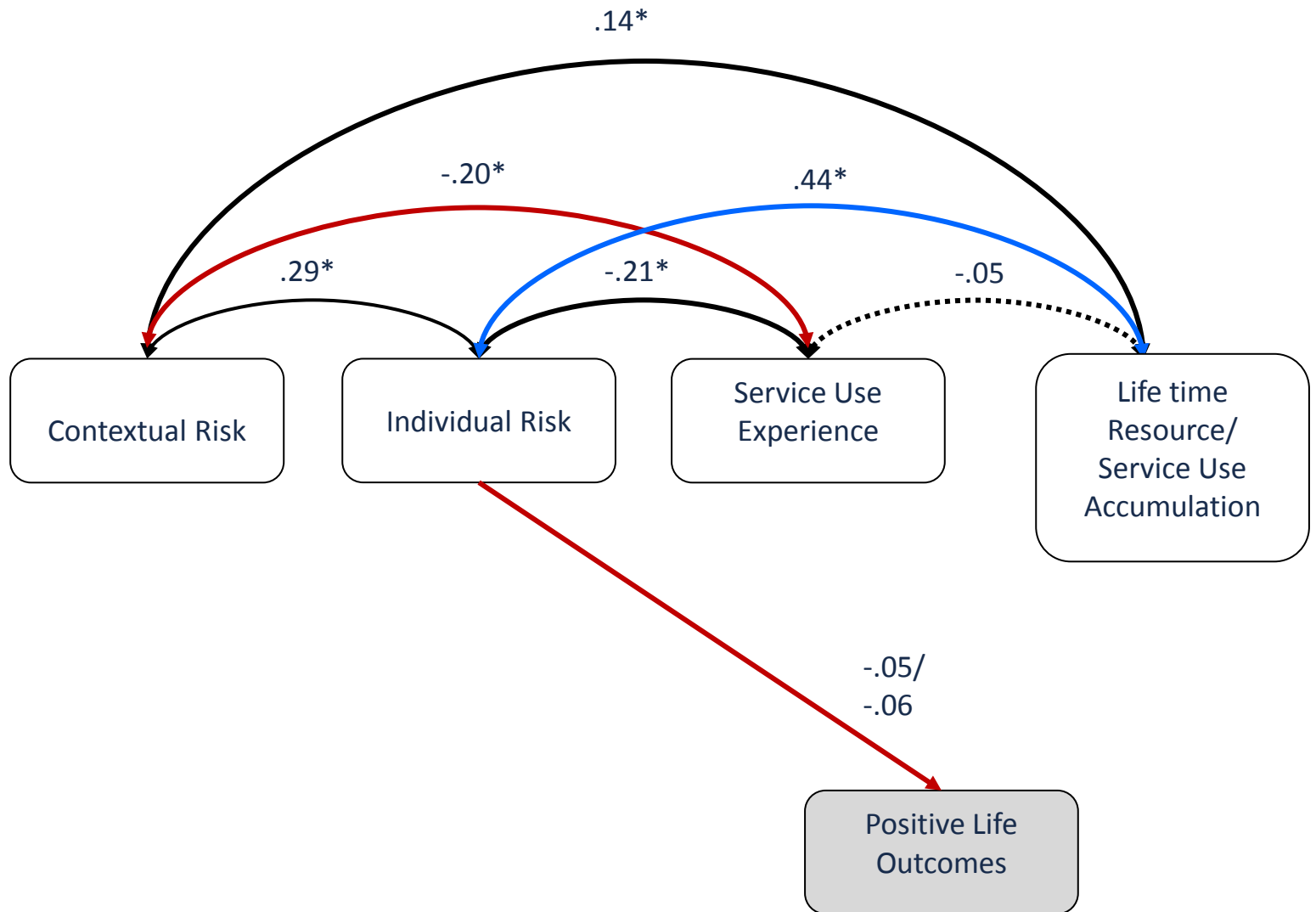


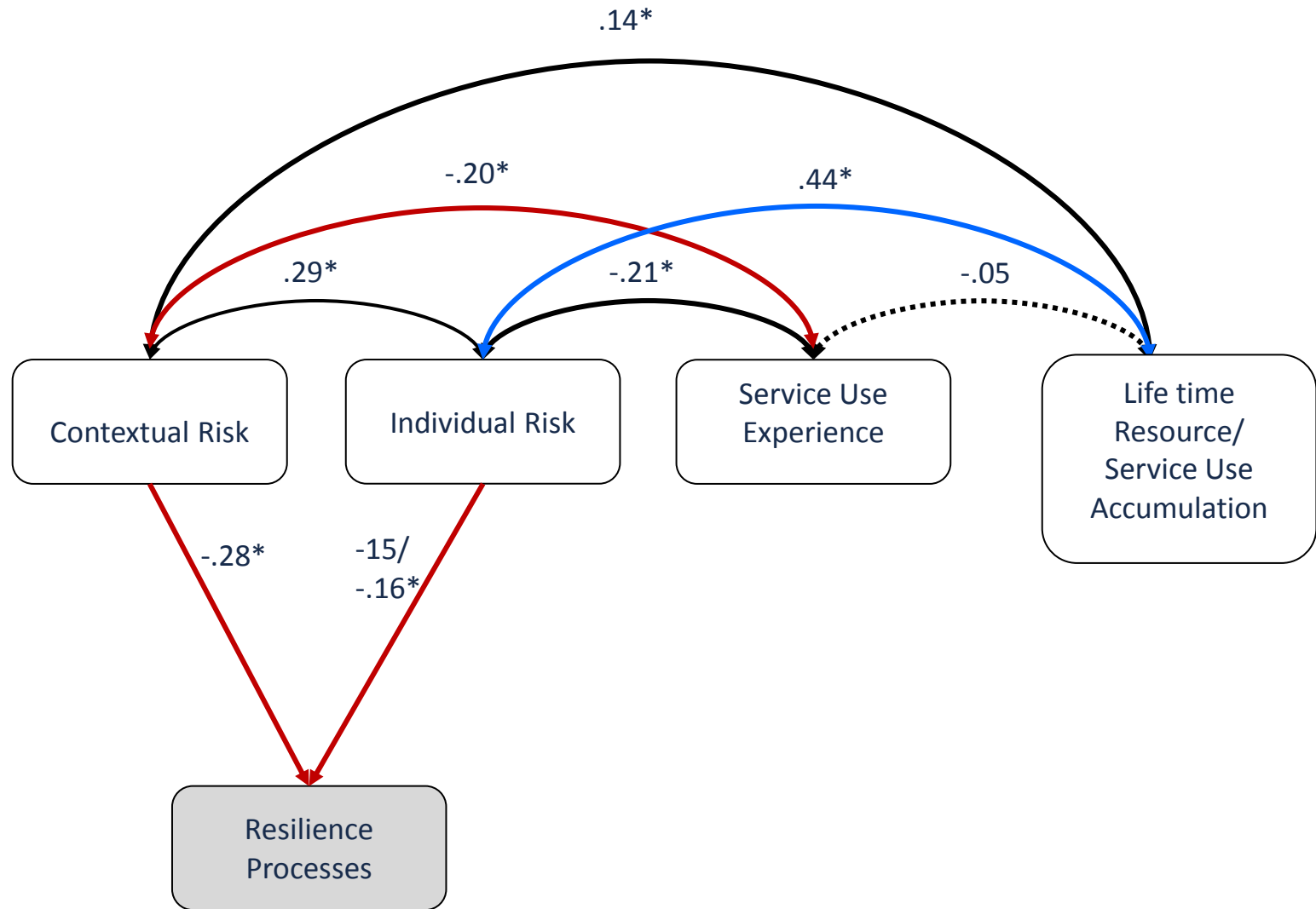


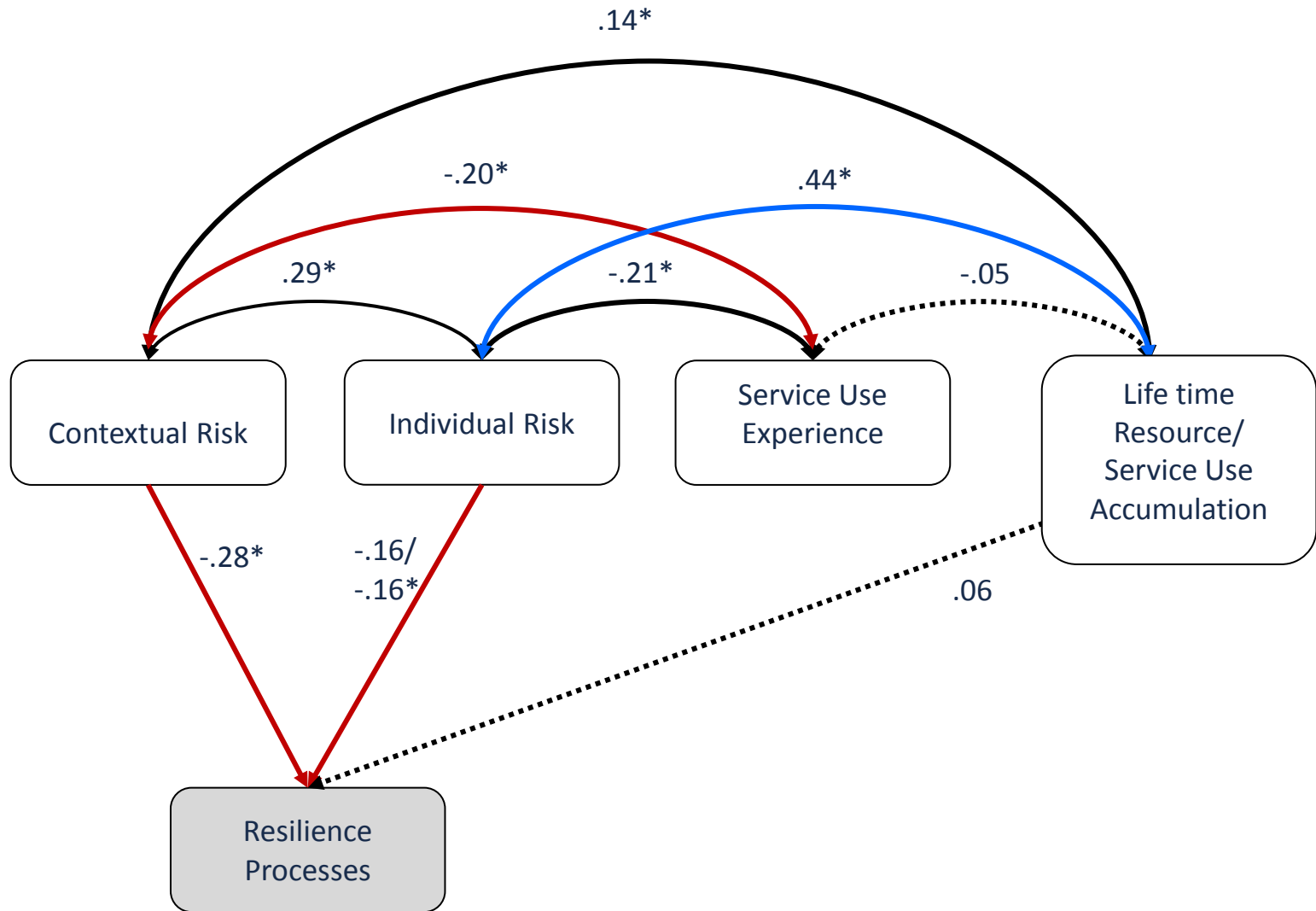


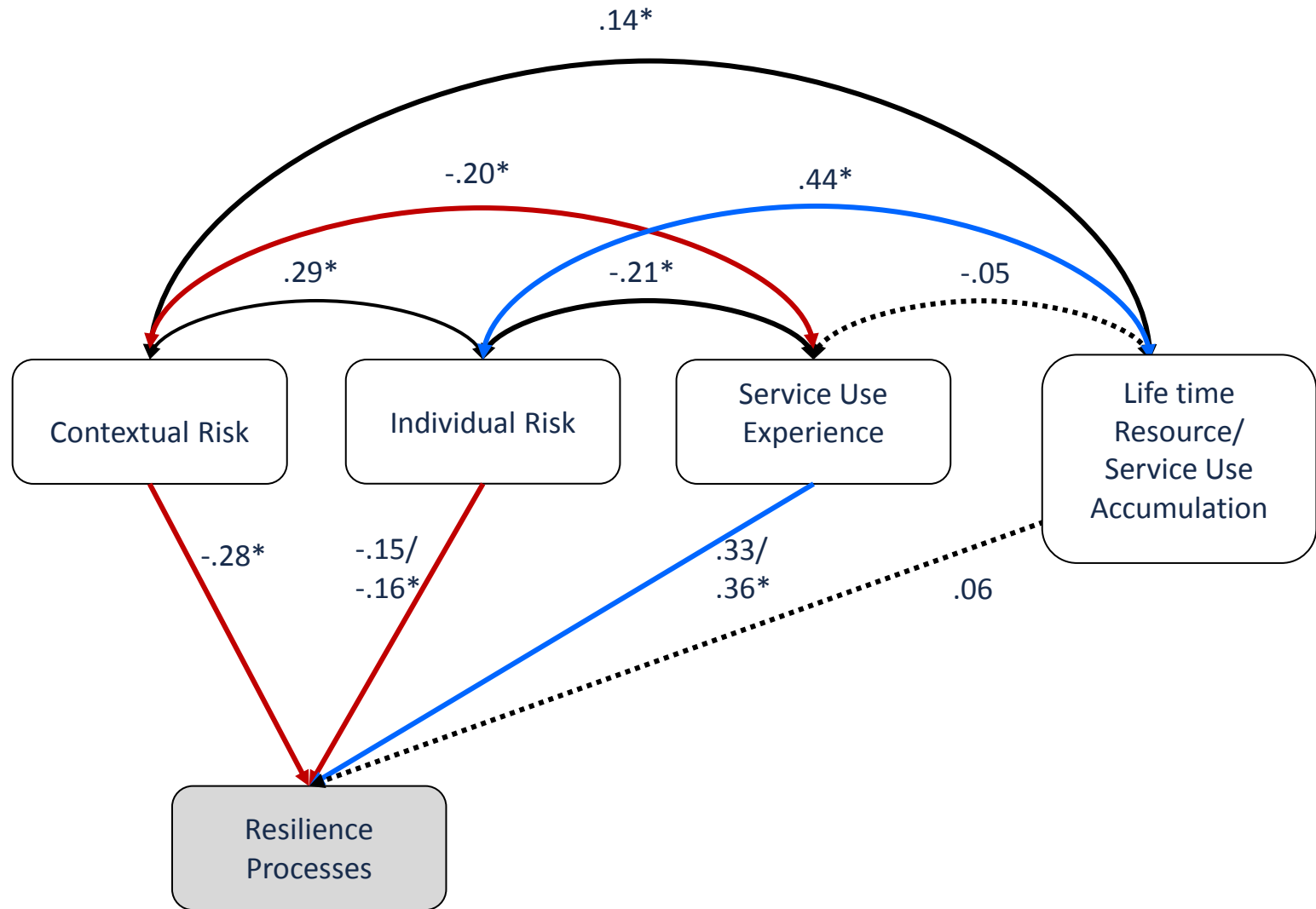


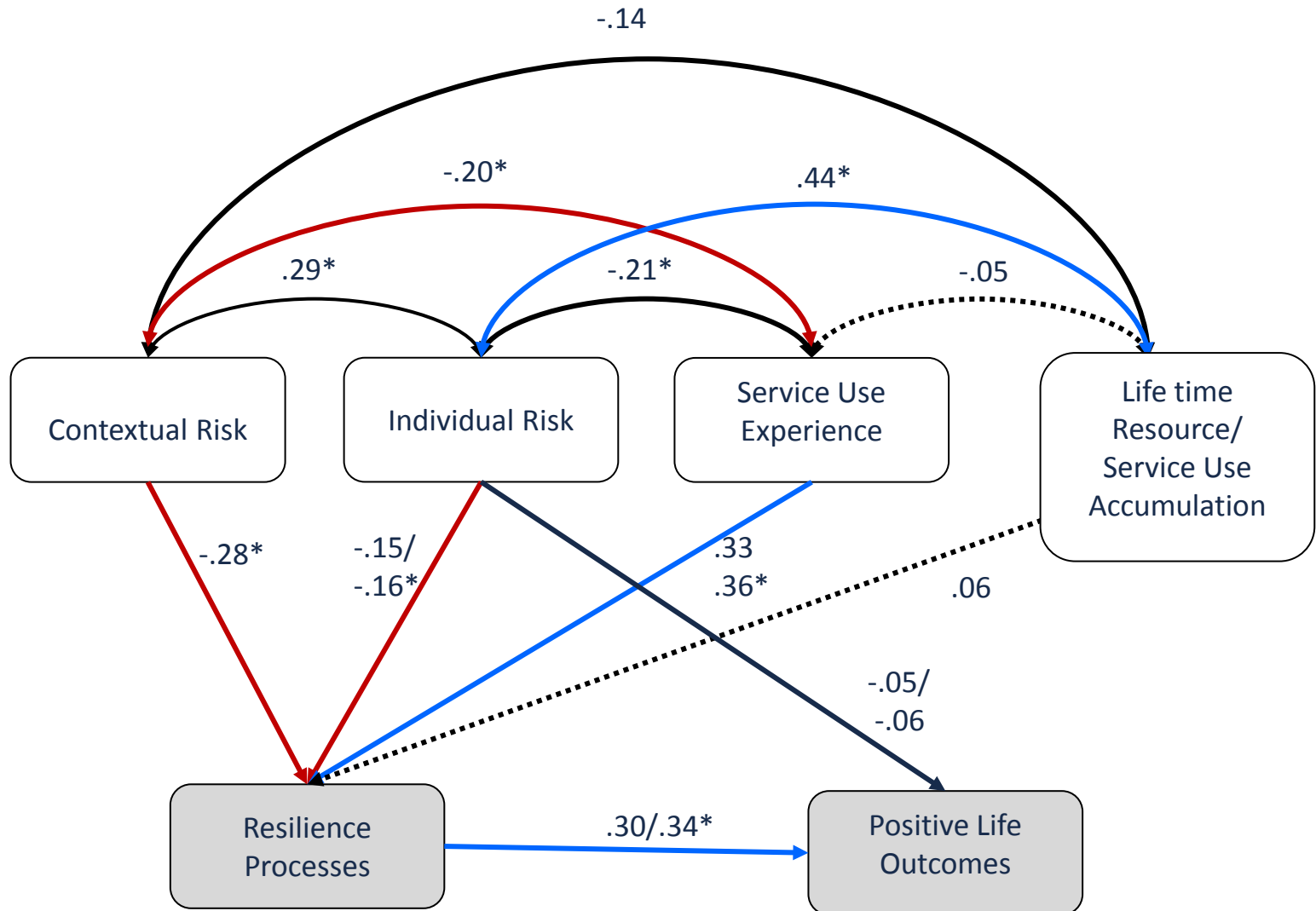


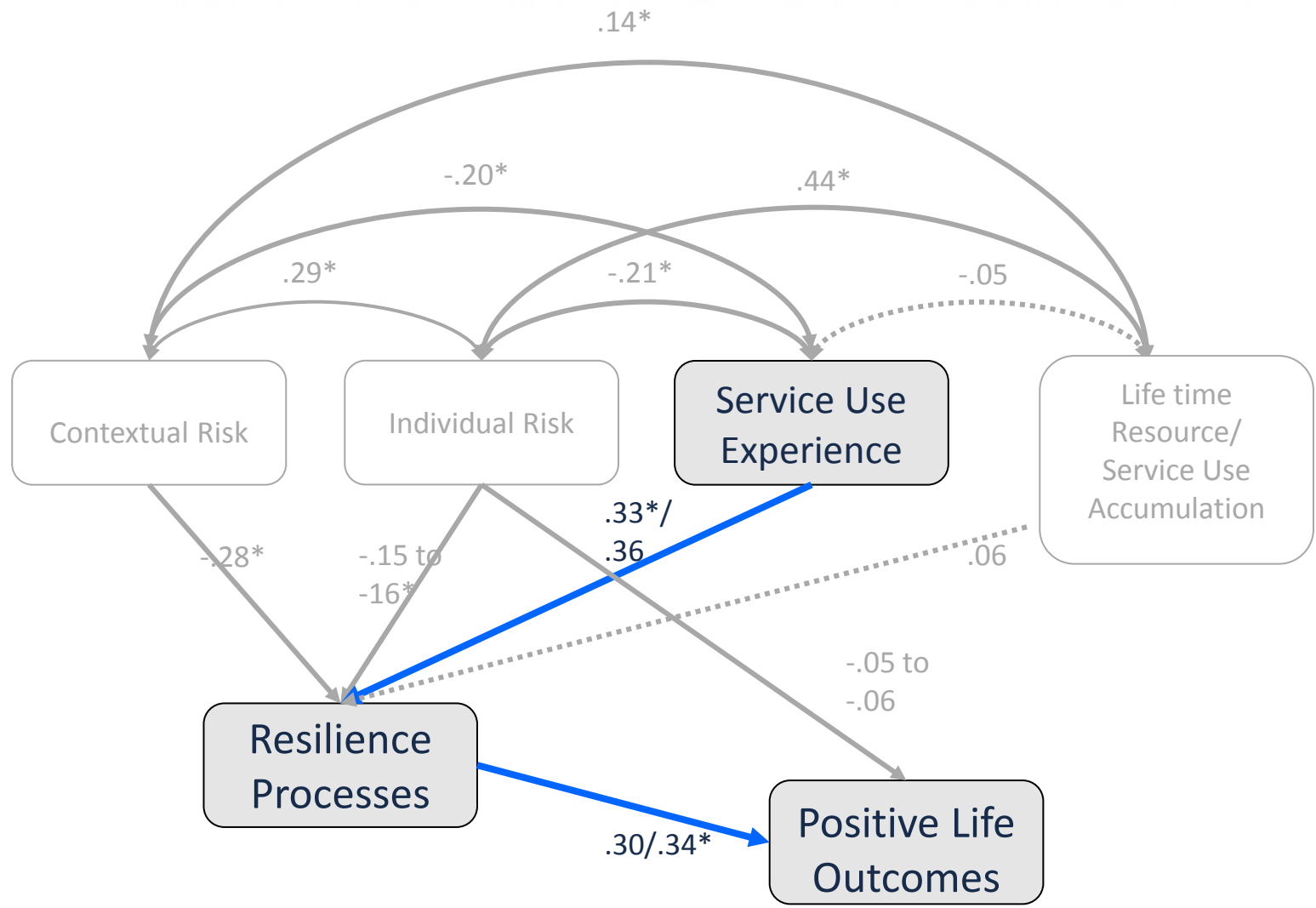


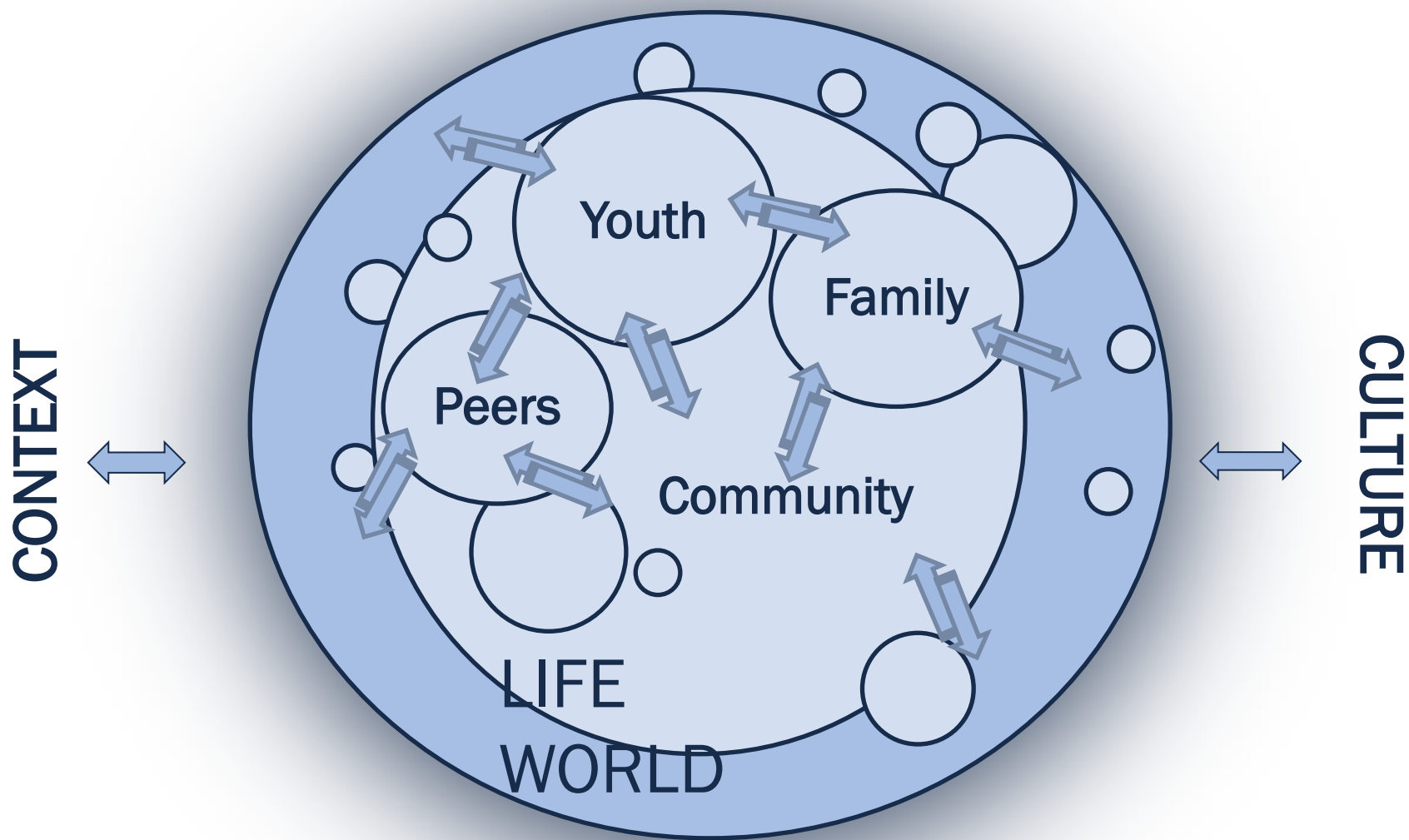












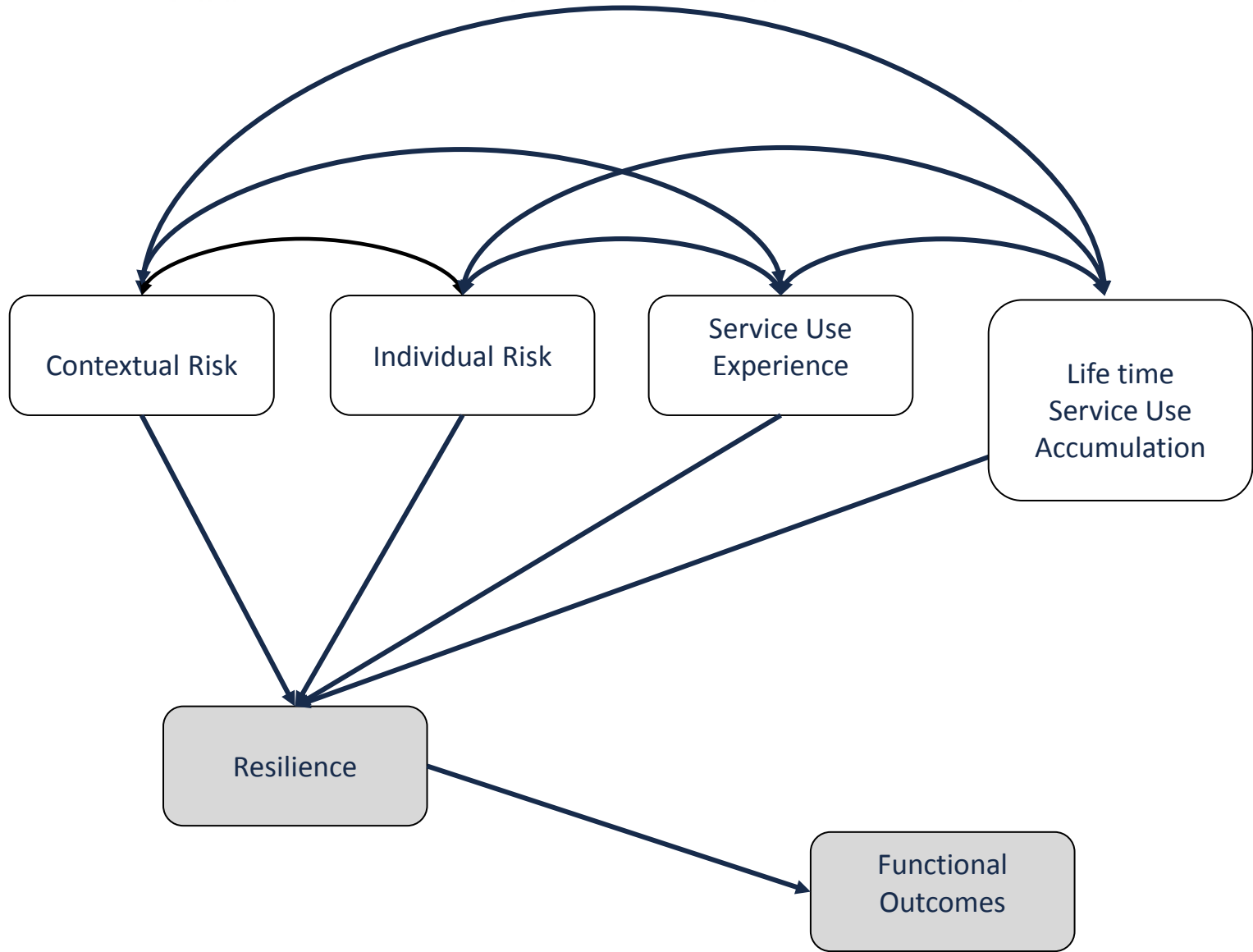


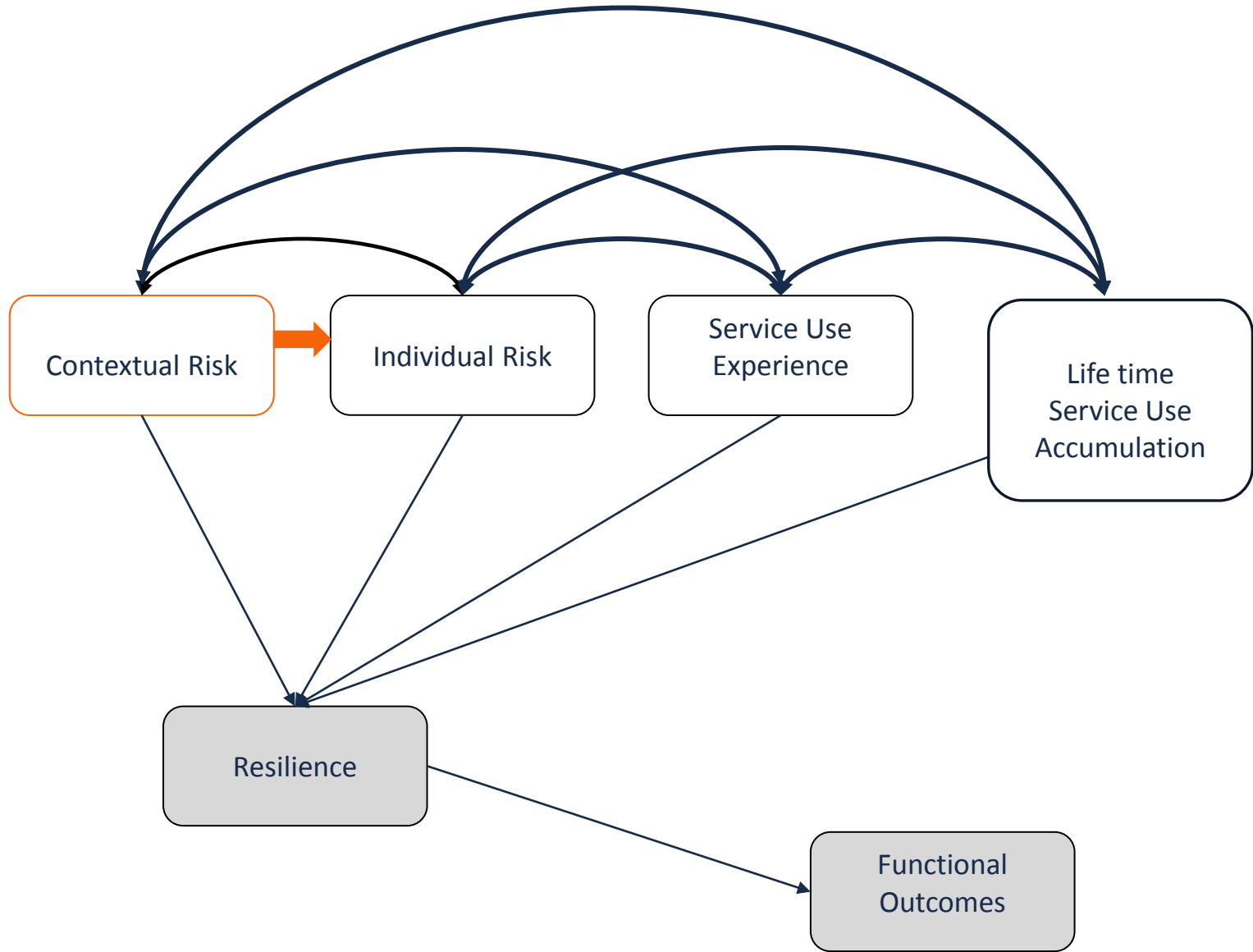


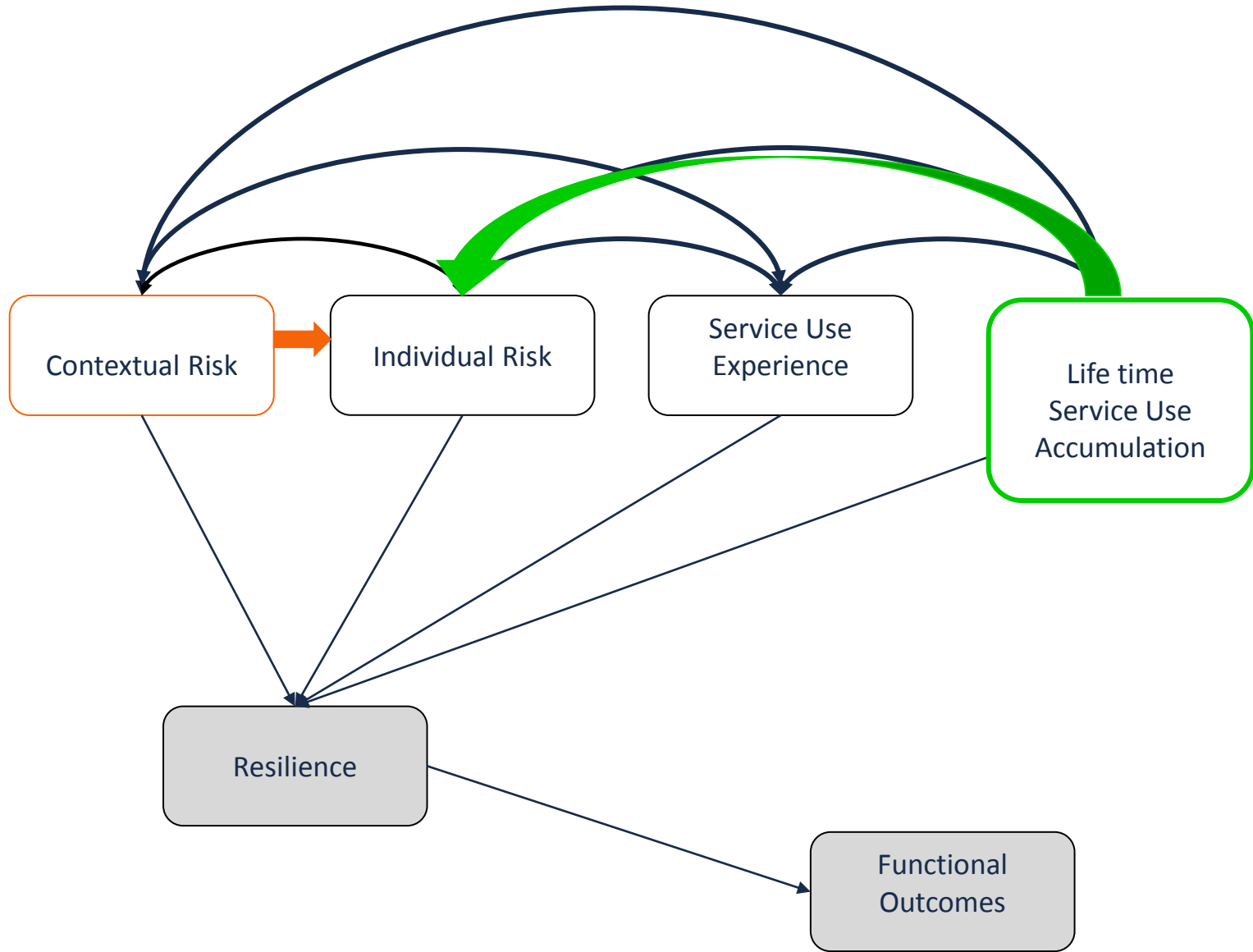
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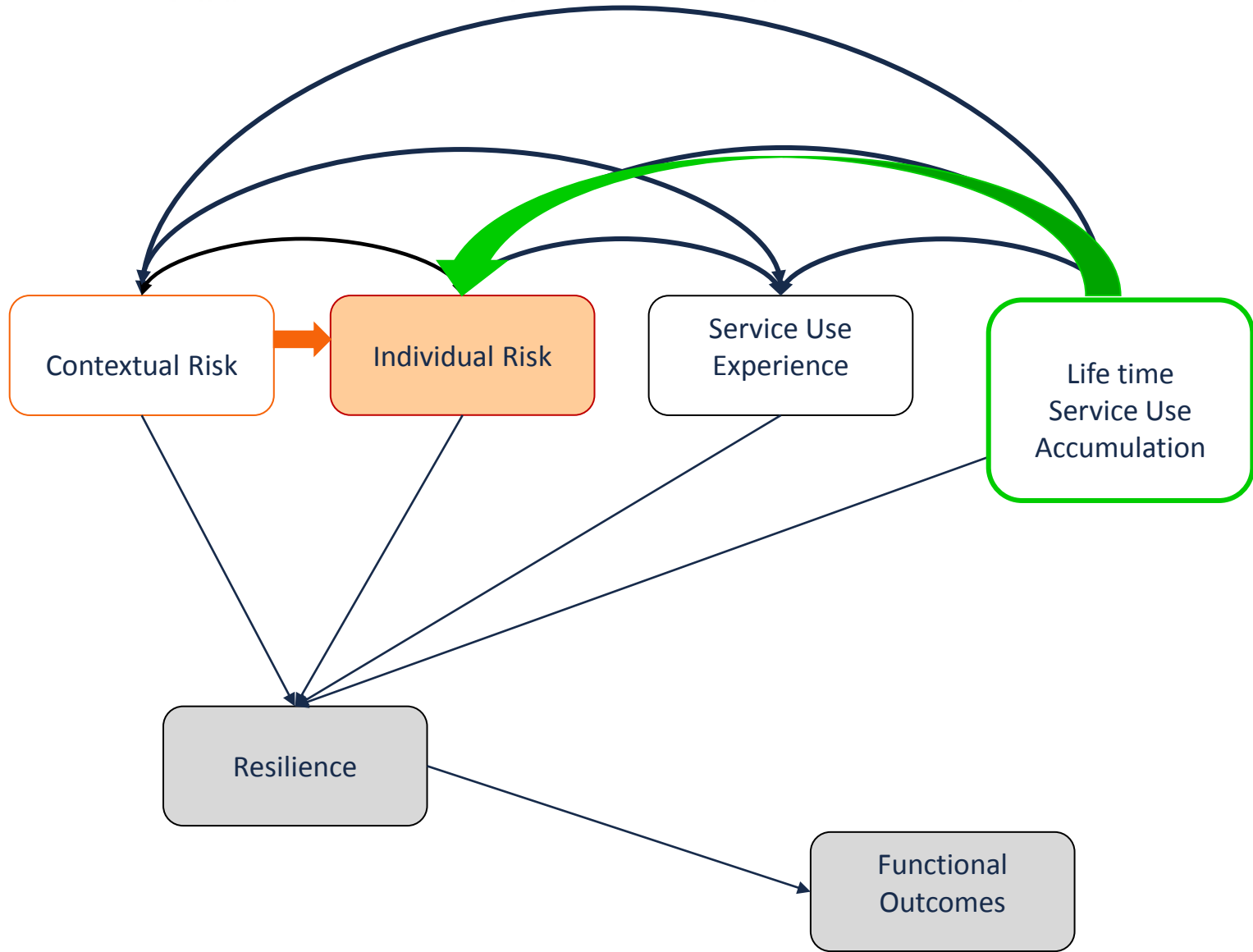


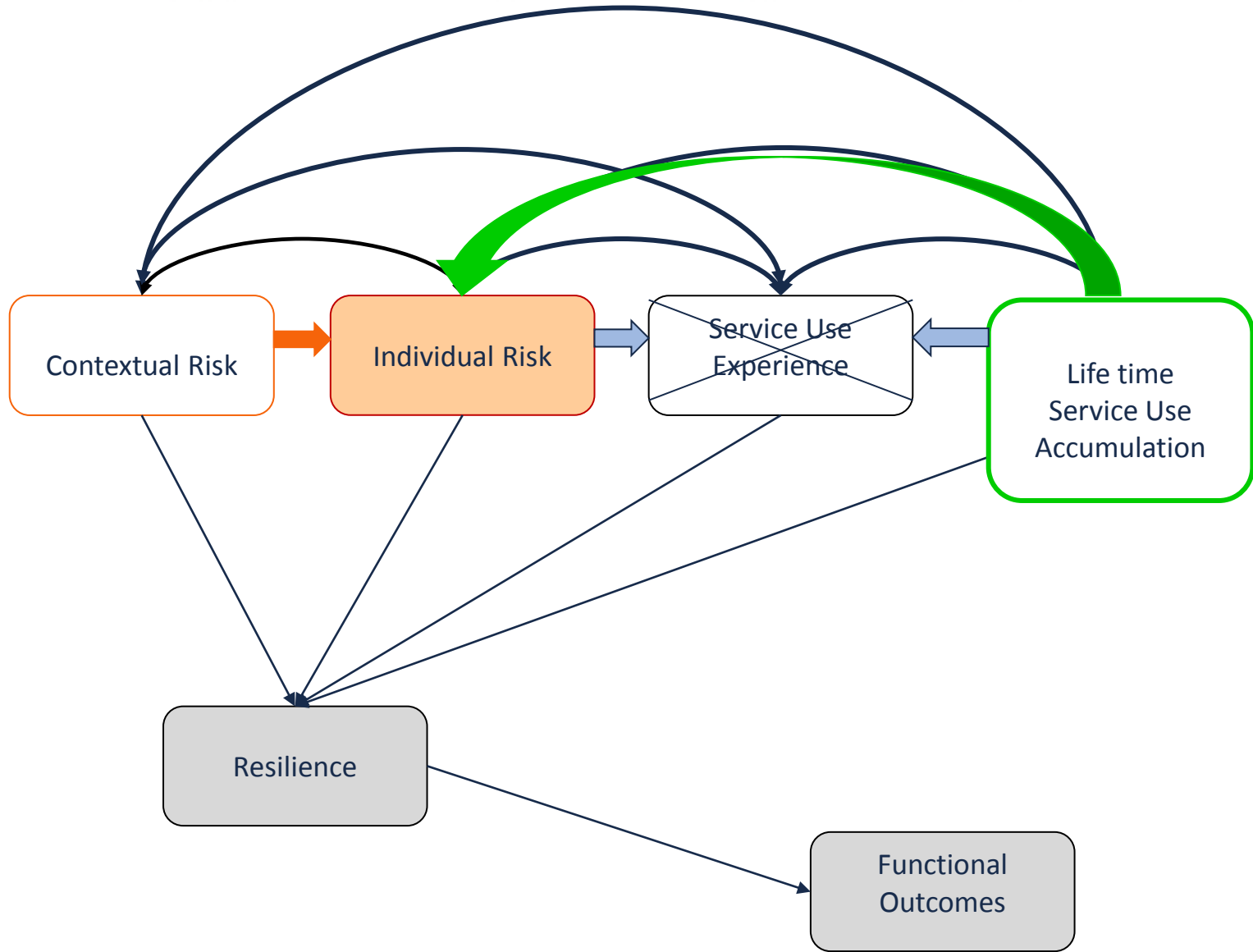
**Respectful engagement,  
relevant service provision,  
empowered outcomes**

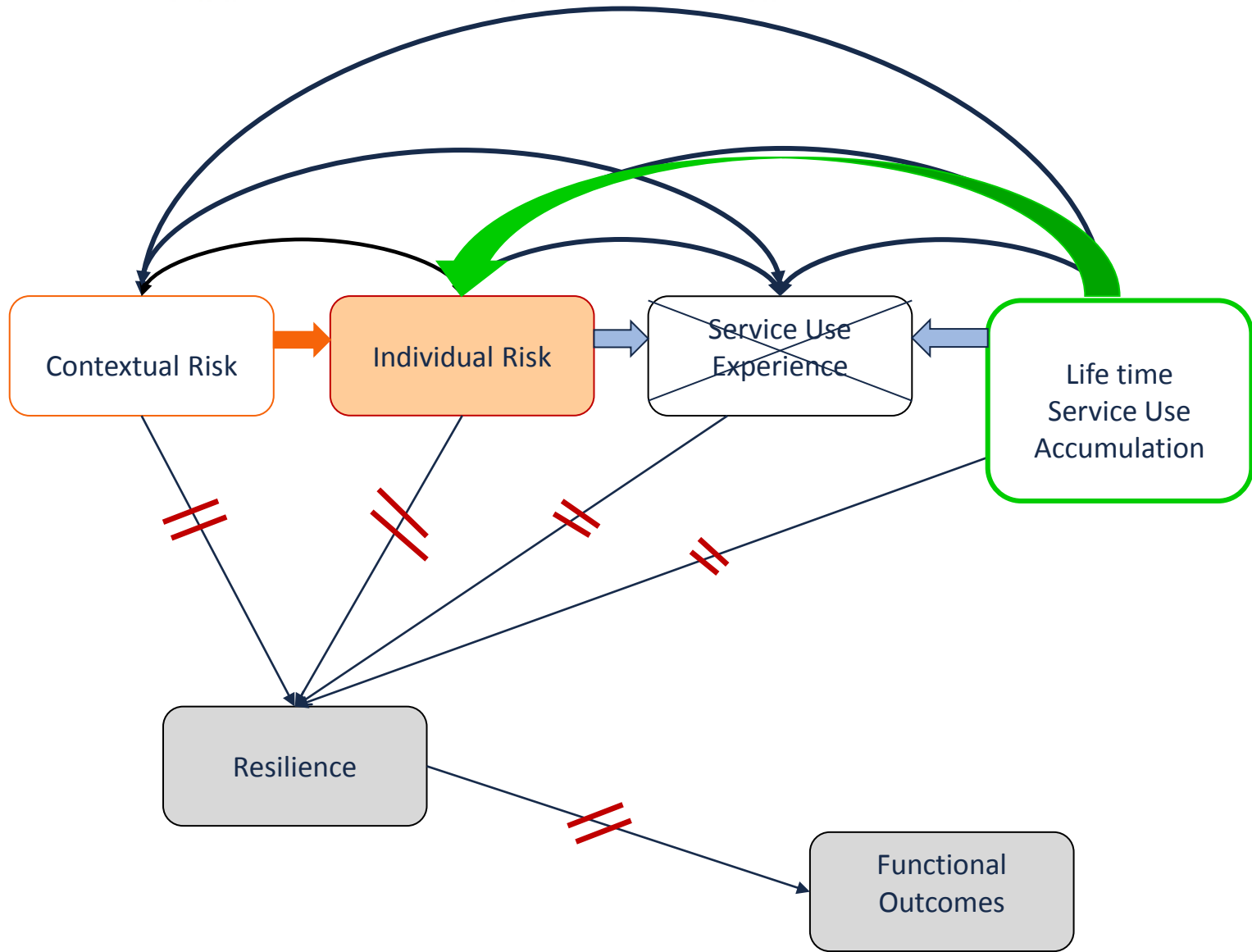














# TROUBLE AT SCHOOL

SMOKING  
DRINKING DRUGS  
SHOPLIFTING

SUICIDE ATTEMPTS  
BAD GRADES SKIPPING  
SCHOOL  
VIOLENCE







# *What services can do*

❖ Re-prioritise the client





If it wasn't for Chris, I'd be dead in a ditch somewhere. Like, shooting up needles, you know, just addicted to all the drugs. He was awesome. He was amazing. He actually sat down and gave his time to me and talked to me. You know and helped me, instead of being like, you know, 'I'll be with you in a minute; I'll be with you in a minute.' When I came in, I was his first priority. Yea, he was amazing. But he made everybody feel like that. So it was even more amazing.

(Female, 20)



# *What services can do*

- ❖ Re-prioritise the client
- ❖ Know and understand the context





[This program] was good because you would do your work in the morning and then you would have something to look forward to in the afternoon because you would go and play ball at one of the gyms or go watch a movie or go do these rope things and a whole bunch of craziness.

(Male, 16)



There needs to be a place – like a teen centre ‘cause here there’s no where for teens to go and socialize as one big group. You’ve always got to go to someone’s house or walk around town; there needs to be a place where teens can go and it gives them a chance to get away from everything else and can keep them out of trouble like alcohol and anything like that.

(Male, 16)



# *What services can do*

- ❖ Re-prioritise the client
- ❖ Know and understand the context
- ❖ Dialogue





Not a lot of people pay attention to my opinion... because all of these people are “professionals” and *they’re* the more educated ones and therefore *they* know what’s best for you.

(Male, 16)

It was nice to be spoken to, not spoken at, I found they were considerate and my opinion mattered to them. But when I was in [a different service] my opinion didn’t matter to anybody, like I was picked up and moved from here to there.

(Female, 20).



My case worker, she's like my equal but at the same time she's not. But she doesn't make me feel like she's higher than me, like she talks to me on the same level, she doesn't belittle me, I feel like I can have open conversations with her and I know its confidential. Like I can trust her.

(Female, 20)





# *What services can do*

- ❖ Re-prioritise the client
- ❖ Know and understand the context
  - ❖ Dialogue
- ❖ Have expectations





They believe in us here, and they make sure that we know it. They tell us like, “you know you can do this and you can do better” and “we believe in you.” And they help us with our weaknesses and make us stronger.

(Female, 17)



# *What services can do*

- ❖ Re-prioritise the client
- ❖ Know and understand the context
  - ❖ Dialogue
- ❖ Have expectations
- ❖ Consistent presence





It's the one thing that's stable in my life [this service]... I haven't had stability in my life and it's nice to know that [this program] is always here no matter what. If I'm on the street, if I lose everything in my life. I can always come here. This is always like, they're waiting, you know, they're here.

(Female, 19)



# *Conclusions:*

## *Understanding Resilience*

- ✚ Social ecological models of resilience ask of service providers to consider
  - ▣ Inherent strengths of youth;
  - ▣ Available contextual resources; and
  - ▣ Absent contextual resources.



# ***Conclusions:***

## ***Resilience as mediator***

- ⊕ Risks ← Resilience → Functional outcomes
- ⊕ Service provision:
  - ⊞ respectful,
  - ⊞ Relevant, and
  - ⊞ empowering



# ***Conclusions:***

## ***Service provision***

- ✚ Re-prioritise the client
- ✚ Know and understand the context
- ✚ Dialogue
- ✚ Have expectations
- ✚ Consistent presence



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*Thank you!*

Resilience Research Centre  
Dalhousie University  
[www.resilienceresearch.org](http://www.resilienceresearch.org)  
[Linda.Liebenberg@dal.ca](mailto:Linda.Liebenberg@dal.ca)

