

RESILIENCE, RELATIONSHIPS, COMPASSION AND COVID

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TODAY'S OBJECTIVES

- Identify what resilience is and how to practice it
- Understand the value of work relationships and how to create and build them
- Learn techniques for knowing and taking care of ourselves
- Understand what compassion is and how to practice it with ourselves and others

Mindful Minute



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What is **RESILIENCE** and why is it important?

Resilience [rə'zilyəns]

NOUN

1. The capacity to recover quickly from difficulties; toughness
2. The ability of a substance or object to spring back into shape; elasticity
3. The ability to respond, absorb, and adapt to, as well as recover from a disruptive event

It is about having the capacity to *intentionally* change before the need to change forces it to happen. It is about making a choice.

“Resilience ... is about how we acknowledge, respond to, and rise above chaos, and how we act on the other side of that disruption.”⁶


— Kevin Sowers, president of Johns Hopkins Health System and executive vice president of Johns Hopkins Medicine

The Wall Street Journal/Deloitte, “Health care leaders elevate the role of resilience,” November 2, 2020.

Dr. G's Resilience Cycle

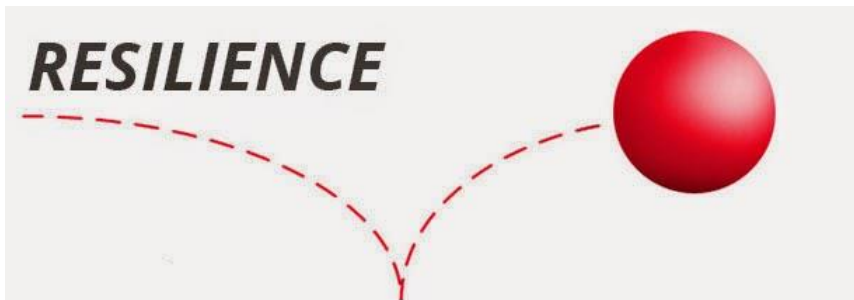


[Resilience Cycle - Ask Dr. G \(askdoctorg.com\)](http://askdoctorg.com)



Where are YOU in
the Resilience Cycle
right now?

WAYS TO PRACTICE RESILIENCE



Take a Brain Break

Practice a short
meditation

Focus on your
breath for 30
seconds

Eat lunch in a calm environment

Watch a fun video

Text a friend

Take a walk

Listen to your favorite song

Play a game

Listen to a
podcast

What to ask yourself if you are feeling anxious



What am I afraid of in this situation?

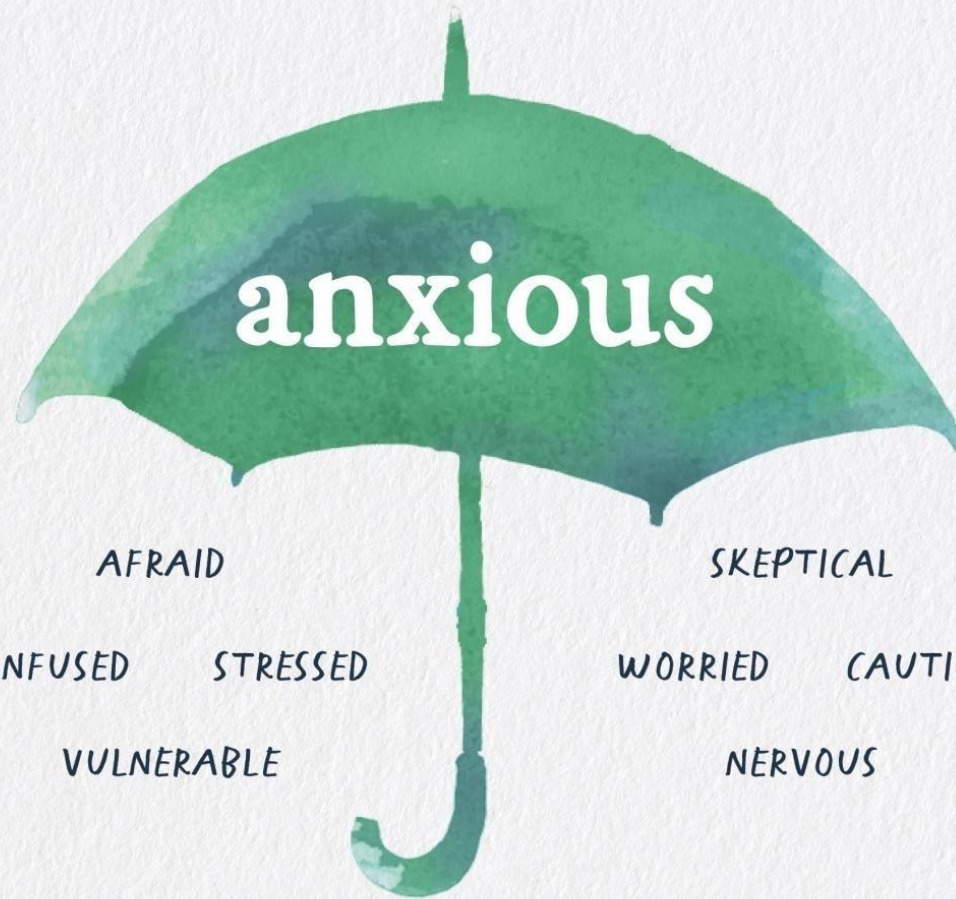
Our brains are wired for fear. Fear has historically kept us alive and that is the number one job of our brain. So, what we know is the thing that most often derails people is fear – and the many ways it shows up.

What do I typically do when I feel that?

We all have responses to fear that can vary based on the circumstances, and over time they can become a pattern.

What would I do if I felt safe?

Contrast your fear with how you show up when you feel at your best. This allows you to focus on those moments and build on that energy, especially when interacting with others whose behavior you cannot control. Focus on controlling your own responses.



AFRAID SKEPTICAL
CONFUSED STRESSED WORRIED CAUTIOUS
VULNERABLE NERVOUS

Go beyond the obvious umbrella term to identify
exactly what you're feeling.

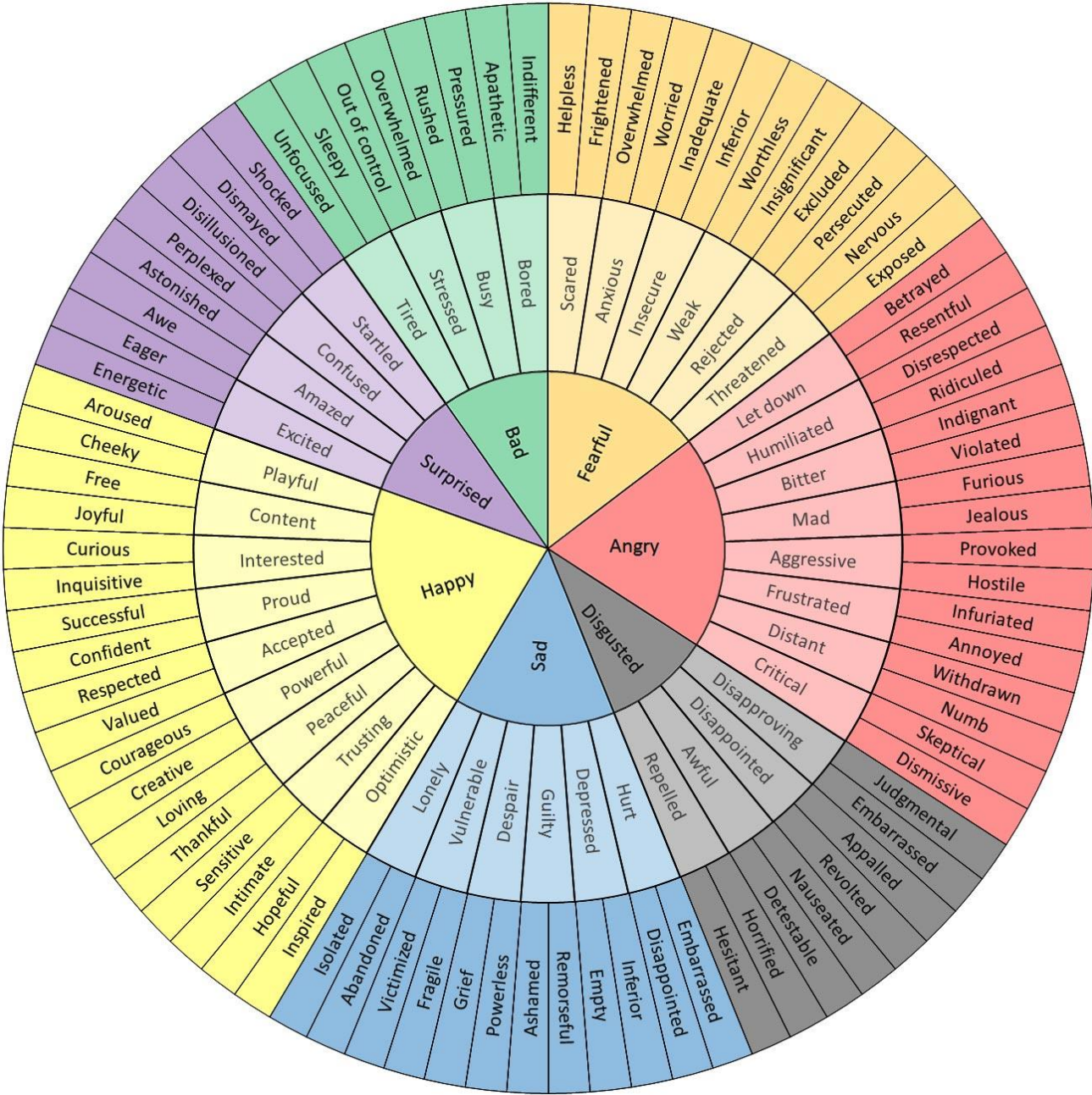
SUSAN DAVID

EMOTIONAL **AGILITY**

Reset your nervous system and increase your resilience by:

- 1) Bringing to mind a person, place, pet, or strong personal quality that gives you strength or joy.
- 2) Holding that resource in your mind's eye while paying attention to the pleasant sensations.
- 3) Noticing your slowed breath, heart rate, and muscle tension.

FEELINGS WHEEL



Avoiding Negative Self Talk

@ANNEGRADYGROUP

INSTEAD OF:

TRY THIS:

"I'll never be able to do this."



"I'm doing the best I can right now."

"I'm not very good at this and am going to fail."



"I've accomplished so much already."

"This is too hard for me."



"I know I'm capable of doing this."

"Others will think I'm stupid."



"I will figure this out."

#MINDOVERMOMENT

Seven Ways to Ground Yourself

- 1) Swipe Your Thoughts Away
- 2) Send Well Wishes to 3 People in Your Life
- 3) Focus on the Next Small Step
- 4) Think of What You Would Tell a Friend
- 5) Visualize a Stop Sign
- 6) Go to Your Favorite Place in Your Mind
- 7) Visualize Your Feet as Part of the Earth
- 8) Reach Out to a Friend or Family Member



What if you changed your thinking?

from

Why Did this Happen TO Me

to

Why Did this Happen FOR Me

RELATIONSHIPS




How do we create strong work relationships and create social safety?

- Show appreciation and respect for others
- Speak well of your team members
- Careful listening
- Be positive
- Develop trust with your colleagues by keeping confidences and keeping your word
- Create team-focused goals and accountability
- Maintain consistent communication


Meaningful Conversation Starters:

- What is going well?
- What are you grateful for right now?
- What are you reading right now?
- What are you passionate about right now?
- What is something you have learned about yourself in 2020?
- What is something you are proud of lately?



6 Ways to Help Your Team Become More Resilient

1. **Have an informal check-in daily.** Notice when someone is missing. Notice when someone isn't their usual self. Contact individuals, all of your teams, with a personalized message not just an "all company" email.
2. **Communicate and then communicate some more.** Plans, bad news, good news, it doesn't matter. A major problem with withholding information is that people write their own stories.
3. **Keep feedback lines open.** Encourage sharing of what's working and what isn't and be open to suggestions to make things work better.

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4. **Treat everyone equitably, not equally.** Recognize the diverse set of circumstances everyone is facing in their personal lives. Be flexible when you can be.
 5. **Exercise patience.** Changes in policies, workflows, and staff all take time to adjust to. Encourage others to be kind to one another when adapting to change. Normalize failure.
 6. **Encourage tolerance and empathy.** Give each other some room to express our differences, to vent, and to have a bad day.



What about conflict?

Reaction vs. Response

Phrases that Help Diffuse Conflict

- 1) Let's take a breather before we think this through.
- 2) Thank you for your candor—I appreciate your feedback.
- 3) Tell me more—I want to understand.
- 4) Let's see what we can do to make sure it doesn't happen again.
- 5) What can we do to change the situation?
- 6) Yes, you're completely right.
- 7) I wasn't aware of this—tell me more.

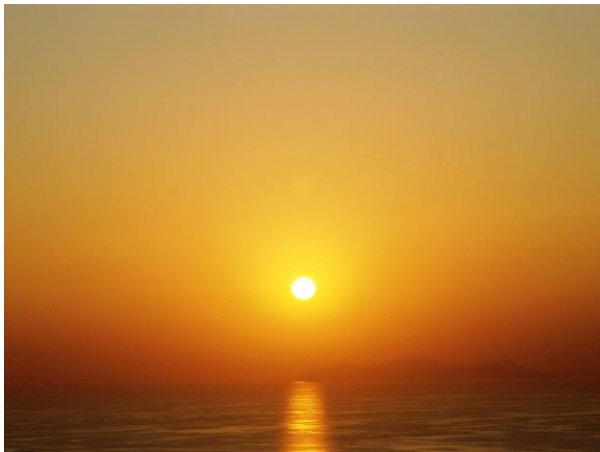
How to make difficult conversations easier and take care of yourself when you don't know what to say:

- Anticipate what can happen
- Decide how you want to manage situations before they happen
- Set clear expectations before seeing people or going someplace
- Set boundaries



***Building Healthy
Relationships Starts with
Knowing and Taking
Care of Ourselves***

Regularly Nourish Your Soul



Express Gratitude



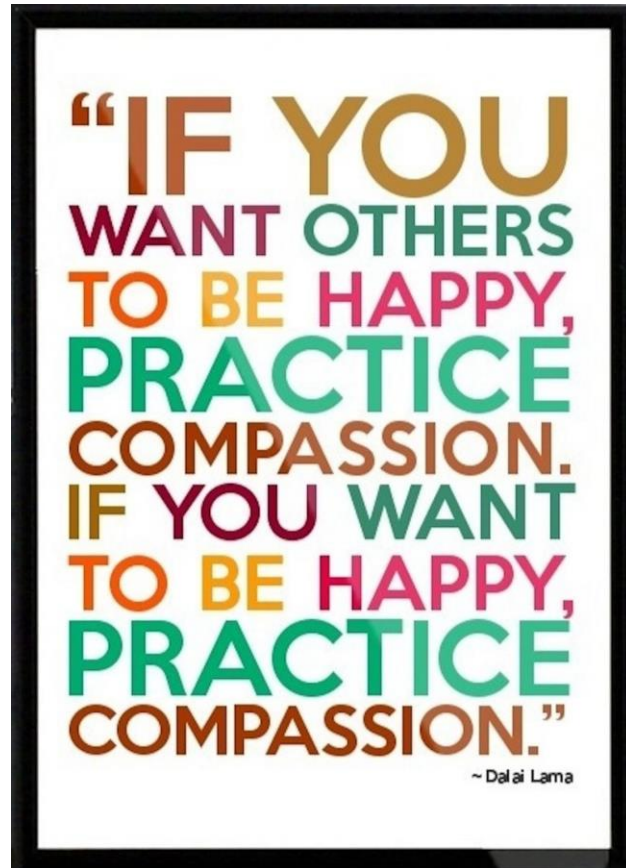
Stay connected




Seek Acceptance



Practice Compassion





“We define the term compassion to mean the sensitivity shown in order to understand another person's suffering, combined with a willingness to help and to promote the wellbeing of that person, in order to find a solution to their situation.”

Definition of compassion in healthcare: a systematic literature review by Perez-Bret, Altisent and Rocafort;
International Journal of Palliative Nursing

Why practice compassion?

- Helps us connect with others – *forges a bond and establishes trust*
- Demonstrates our humanity
- Helps others move forward

The Platinum Rule



The Golden Rule states, “Do unto others as you would have them do unto you.” In contrast, the Platinum Rule says, “**Treat others the way they want to be treated.**” Two different rules. Two different messages.



Greater Good in Action

Science-based Practices for a Meaningful Life





ACTION CALENDAR: MINDFUL MARCH 2021



MONDAY

1 Set an intention to live with awareness and kindness

8 Eat mindfully. Appreciate the taste, texture & smell of your food

15 Stop, breathe and just notice. Repeat regularly during the day

22 Walk a different route today and see what you notice

29 Notice what is working today and be thankful that this is so

TUESDAY

2 Notice five things that are beautiful in the world outside

9 Take a full breath in and out before you reply to others

16 Get really absorbed with an interesting or creative activity

23 Tune in to your feelings, without judging or trying to change

30 Mentally scan down your body and notice what it is feeling

WEDNESDAY

3 Start today by appreciating your body and that you're alive

10 Get outside and notice how the weather feels on your face

17 Look around and spot 3 things you find unusual or pleasant

24 Appreciate your hands and all the things they enable you to do

31 Notice the joy to be found in the simple things of life

THURSDAY

4 Notice how you speak to yourself. Try to use kind words

11 Stay fully present while drinking your cup of tea or coffee

18 If you find yourself rushing, make an effort to slow down

25 Focus your attention on the good things you take for granted

FRIDAY

5 Take three calm breaths at regular intervals during your day

12 Listen deeply to someone and really hear what they are saying

19 Cultivate a feeling of loving-kindness towards others today

26 Notice when you're tired and take a break as soon as possible

SATURDAY

6 Bring to mind people you care about and send love to them

13 Pause to just watch the sky or clouds for a few minutes today

20 Celebrate the International Day of Happiness dayofhappiness.net

27 Have a device-free day and enjoy the space it offers

SUNDAY

7 Have a 'no plans' day and notice how that feels

14 Find ways to enjoy any chores or tasks that need doing

21 Listen to a piece of music without doing anything else

28 Appreciate nature around you, wherever you are

"Mindfulness means that we commit fully in each moment to be present" - Jon Kabat-Zinn



ACTION FOR HAPPINESS



www.actionforhappiness.org

Learn more about this month's theme at www.actionforhappiness.org/mindful-march

Happier • Kinder • Together

Strategies for personal boundary control


Physical	Mental	Social
Use technology when necessary – avoid technology-assisted supplemental work.	Strive for mindfulness (being in the moment) when working. During personal time, detach from work.	Let others know when you are available and how to contact you during emergencies/critical times when unavailable.
Separate by using different devices for work and personal life.	Organise time to focus on priorities when most alert.	Set and manage expectations to provide boundary slack.
Separate by managing space boundaries (e.g. closed door to home office).	Assess time management to align time with central roles and identities.	Find a role model or peer for social support.
Allow for transition times (also known as time buffers) between roles.	Set aside time to focus on yourself (e.g. exercise, lunch).	Avoid mixing work and personal social media.
Turn off email and distracting devices for working periods.	Organise blocks of time to focus.	Offer quid pro quo arrangements with others at work or home to have a back-up when you need it.

Table: The Conversation • Source: Ellen Ernst Kossek

Self Compassion Exercise

https://ggia.berkeley.edu/practice/self_compassion_break





What is **one** commitment you are willing to make today in order to increase your own resiliency or to help others increase theirs?

Our Final Workshop is NEXT WEEK

How to Be Your Own Consultant

Thursday, March 18th, from 12-1pm

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