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## Building a Culture of Care in the Workplace: It Starts with ME!

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December 12, 2022


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### LEARNING AGREEMENT

- \*Challenge by choice
- \*Minimize distractions
- \*Confidentiality
- \*No judgment
- \*Be curious
- \*Listen
- \*Participate
- \*Be present
- \*Respect
- \*Self-care
- \*Have fun



Source: Mental Health First Aid, National Council for Mental Wellbeing, 2021.

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### CYFCP'S CULTURE

In one word, describe CYFCP's Culture

**Go to menti.com  
and  
use the code  
4264 8923**





Image by Freepik

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### CYFCP'S CULTURE

What is most challenging about the workplace culture in the CYFCP?

**Go to menti.com  
and  
use the code  
5453 7839**



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### CYFCP'S CULTURE

How do you contribute to a caring workplace culture in the CYFCP?

**Go to menti.com  
and  
use the code  
6792 5425**





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### WHAT BEHAVIOR CHANGES ARE YOU NOTICING IN YOURSELF OR YOUR CO-WORKERS?



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Source: Whole Hearted School Counseling  
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### e-mo-tion-al · in-tel-li-gence

noun

Enables us to monitor the impact of our actions, manage our own stress and respond more effectively to others.

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### Five Components OF EMOTIONAL INTELLIGENCE

**Social Skills**  
Being able to create and maintain healthy relationships

**Self-awareness**  
The knowledge of one's own thoughts, feelings and motivations

**Decision-making**  
The ability to make responsible choices and accept their outcome

**Self-regulation**  
The ability to regulate emotions and actions in a variety of environments

**Empathy**  
The capacity to empathize and appreciate another perspective

Source: ThinkPsych

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### WHAT ACTIVATES YOUR EMOTIONS?



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### WHAT CAUSES EMOTIONS TO BE ACTIVATED?



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## HOW DOES EMOTIONAL INTELLIGENCE IMPACT WORK PERFORMANCE?



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## MENTAL HEALTH IN THE WORKPLACE



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## HOW COMMON ARE MENTAL DISORDERS?

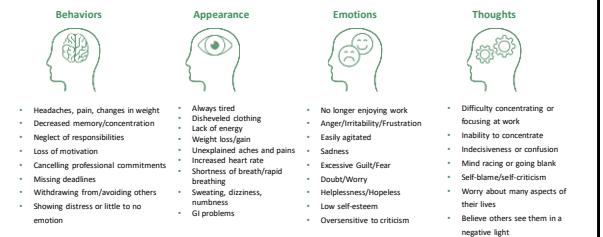


25%  
of years of life lost due to disability or early death



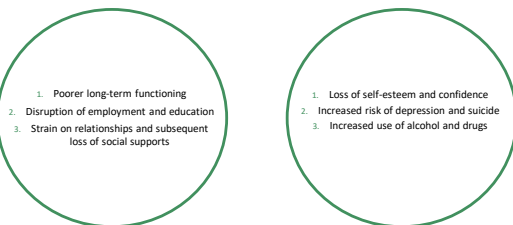
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## COMMON SIGNS & SYMPTOMS



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## WITHOUT EARLY INTERVENTION



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## WHAT IS WELL-BEING?

An individual's ability to transcend the absence of illness by securing traction and balance in both work and recreation.



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## WHY DOES MENTAL WELL-BEING MATTER?

- Increased risk for burnout
- Impacts work performance
- Fuels increased struggles with depression, anxiety and addiction

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## 8 DIMENSIONS OF WELL-BEING



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The ability to express feelings, adjust to emotional challenges, cope with life's stressors and enjoy life.

Meditate for 10 minutes

Listen to your favorite music

**Positive affirmations**

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Made up of a healthy body, good physical health habits: nutrition, exercise, sleep and appropriate health care.

**Stay Active  
Take the Stairs**

Drink plenty of water

Healthy snack drawer

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Developing a sense of connection, belonging and a well-developed support system. Healthy relationships with friends, family and the community.

Help a friend or neighbor

**Volunteer**

Quality time  
with family

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Involves participating in activities that provide personal satisfaction from one's work either employment or volunteering.

Review work  
schedule and  
remove

Ask for help!

**Schedule time**





Involves things such as income, debt, and savings. It also includes a person's satisfaction with current and future financial situations.

- Establish a budget
- Donate to favorite charity
- Meet with financial planner

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Involves being able to be safe and feel safe. This includes occupying pleasant, stimulating environments that support our well-being as well as accessing clean air, food and water.

- Spend time outdoors
- Recycle whenever possible
- Organize workplace and add things that make you happy

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Recognizing creative abilities and finding ways to expand knowledge and skills. Involves many things that keep our brains active and our intellect expanding.

- Learn a new skill
- Do a crossword puzzle or play Wordle
- Know your strengths and lead with them

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Expanding one's personal beliefs and values and involves having meaning, purpose and a sense of balance and peace.

- Write down values and beliefs
- Appreciate the beauty of nature
- Reach out and help someone in need

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## MANAGING CHANGE AND THRIVING DURING CHALLENGING TIMES

Image by iStock

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## BURNOUT

- No mental reserve
- Lack of appreciation
- Blindsided by betrayal

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## COMMON ELEMENTS CAN BREAK US DOWN

cruelty    powerless  
 misperception    blindsided  
 uncertainty    unsupported  
 overwhelmed    unexpected  
 assumptions    unappreciated



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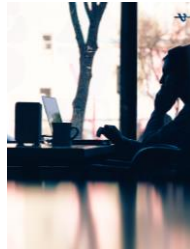
*noun*  
 The process of adapting well in the face of adversity, trauma, tragedy threats or significant sources of stress.



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## SITUATIONS THAT HELP BUILD RESILIENCE

- Adversity
- Trauma or tragedy
- Threats or harassment
- Stress or overwhelm
- Relationship problems
- Financial problems
- Health problems
- Work or school issues



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## SITUATIONS THAT HELP BUILD RESILIENCE

## Hudson River Plane Landing



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## APA's ROAD TO RESILIENCE

## Live Meaningfully

- Move toward goals
- Take decisive actions
- Accept change as part of life
- Connect with people

## Promote a Positive Perspective

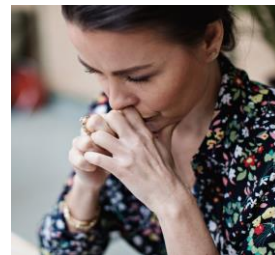
- Avoid seeing problems as insurmountable
- Maintain a hopeful outlook
- Keep things in perspective

## Prioritize You

- Take time for yourself
- Look for opportunities of self-discovery
- Nurture a positive view of yourself



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**RECOGNIZING AND  
EXPLORING YOUR  
STRESSORS**


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### EACH 'A' IS A POTENTIAL OPTION WHEN DEALING WITH A SPECIFIC STRESSOR



Source: Adapted from Mayo Clinic Staff (2016). Need Stress Relief? Try the 4 A's. Retrieved from <https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress-relief/art-20056472/page-2>

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### ACCEPT the things and people you really cannot change

- Don't try to **control** the uncontrollable
- Look at challenges as **opportunities** for personal growth and learning
- **Share your feelings** to help reduce their power over your emotions
- Learn to forgive and **move on**



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### AVOID unnecessary stress

- Learn to say **"no"** and have boundaries
- **Avoid people** who create a stressful environment whenever possible
- Establish a **low-stress workspace**
- **Prioritize** your "to-do" list and dropping tasks or activities that aren't truly necessary



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### ALTER the external situation

- Modify your environment
- Change your routines
- Set boundaries in your relationships



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### ADAPT your internal thought process

- **Reframe problems** as a desired solution ("I don't sleep enough" reframed as "I need to improve the quality of my sleep")
- **Consider potential consequences** of taking various actions — look at the big picture
- Set clear and reasonable expectations and standards for yourself



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### BREAKOUT ROOM

In small groups, discuss:

1. Which of the 4 As you can commit to today to better manage your stress.
2. What is one new habit you can begin to practice for the next 2 weeks to help increase your resilience?
3. **Identify a recorder/reporter**



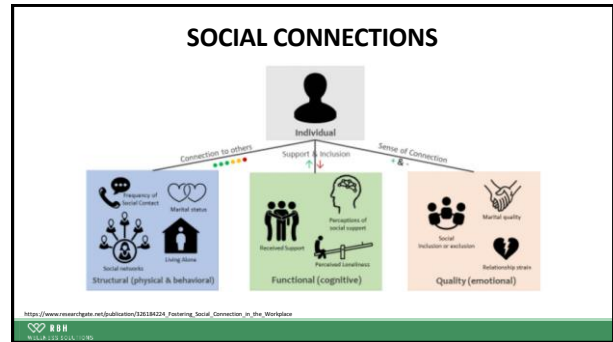
Accept the things and people you really cannot change  
Avoid unnecessary stress  
Alter the external situation  
Adapt your internal thought process

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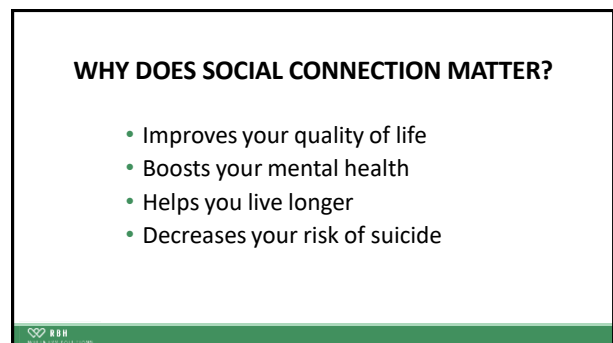
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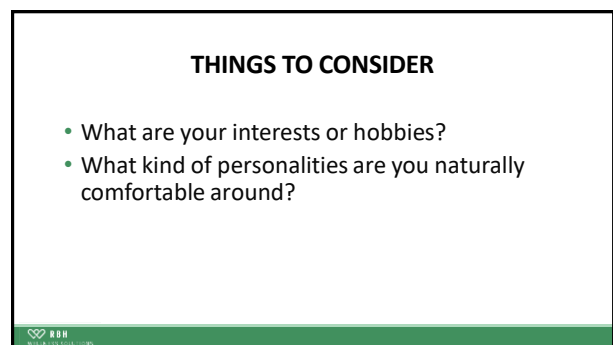
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### TIPS FOR BUILDING SOCIAL CONNECTIONS

- Look for ways to get involved with others
- Take care of yourself while taking care of others
- Get active together
- Build healthy relationships



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### BUILDING HEALTHY RELATIONSHIPS

- Share your feelings honestly
- Ask for what you need from others
- Compromise
  - Try to come to agreements that work for everyone
- Set boundaries
  - Decide what you are and aren't willing to do



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### NAVIGATING A HYBRID WORK ENVIRONMENT



- Flexible
- Inclusive
- Supportive



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### TIPS TO THRIVE IN A HYBRID WORK ENVIRONMENT



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### ESTABLISHING A CONSISTENT SCHEDULE

- Time of day
- Daily routines
- Home vs. office



Image by StockSnap from Pixabay



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### CREATE HEALTHY BOUNDARIES

- Take regular breaks
- Set regular start and end time
- Discuss boundaries
  - Manager
  - Family
- Emergency vs. Next business day



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## FOCUS ON OUTCOMES

- Work is not measured in hours
- Contribution rather than location



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## EMBRACE SYNCHRONOUS COMMUNICATION

- Doesn't happen in real-time or require an immediate response
- Allows employees to do deep work in a team setting
- Better for socializing, one-to-one meetings and more complex discussions



Image by Zedick Artley from Pixabay

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## INVEST IN TEAM BUILDING



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## GROUP DISCUSSION

1. What would help **you** feel more connected to your team?
2. What can help **your team** feel connected to other teams?

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## TIPS FOR TALKING ABOUT IT

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## MANAGING YOUR FEELINGS

- Acknowledge your feelings
  - Sadness, anger, disappointment
- Give yourself permission to grieve
  - It's ok and normal to be upset
- Express emotions appropriately
  - Check in with yourself, coworkers, family and friends
- Give yourself (and others) grace



Image by Image by Zedick Artley from Pixabay

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### TIPS FOR SUPPORTING TEAMMATES

- Be vulnerable and lead by example
- Model healthy behaviors
- Evaluate your organization's culture
- Show compassion and empathy
  - Give them grace *and...*
- Encourage staff to take time off
- Offer flexibility and be inclusive
- COMMUNICATE! COMMUNICATE! COMMUNICATE!



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### TIPS FOR TALKING WITH TEAMMATES

- Be aware that their feelings are very real
- Be in the present with them without comparing to your own experiences
- Encourage open communication
- Check in with them
  - Ask open-ended questions
  - Be genuine and respectful
- Acknowledge their feelings and LISTEN
  - Simply ask how they are feeling – **and listen**



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### TIPS FOR TALKING WITH TEAMMATES

- Be comfortable with silence
- Be aware of your body language and facial expressions
- Be positive with your feedback
- Be helpful with language without telling them how they feel or "should" feel



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### TIPS FOR TALKING TO YOUR BOSS

- Understand your rights
- Talk to Human Resources
- Plan the conversation with your boss
- Practice your draft. Keep it professional
  - Need to know topics
- Share what you're comfortable disclosing



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### TIPS FOR TALKING TO YOUR BOSS

- Examples with simple facts
- Glows – Better fit?
- Face-to-face or virtual conversation
- Offer and ask solutions
- Ask for follow up conversation



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### HOW WOULD YOU SUPPORT?

Steven is a new coworker at your practice, recently moving to Southern Pines from Colorado for this new job in Durham with his wife and young daughter. You can tell that the transition hasn't been easy for him. He discloses to you that he often feels inadequate at work, as many people expect to him know certain resources specific to the area. He shares that while people in Southern Pines are warm and friendly, there was a different sense of community in Colorado. He used to go on hikes to relax and destress, but it is hard here with his longer hours, and commute home. Overall, he feels like he has less time for himself, and less time for his family. When he is alone, he wonders if maybe he made the wrong choice, and he uprooted his entire family only to fail in a new city. He discloses that even when he is not working, he is unable to relax.

**What might you do and say to show support to Steven?**



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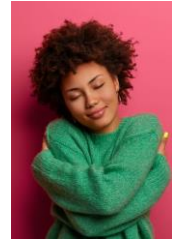
## SEIZE THE AWKWARD

- I'm concerned about you.
- I've noticed you've been down lately. Are you ok?
- Something seems to be bothering you. Do you want to talk about it?
- Is something bothering you?
- It's hard for me to understand exactly what you're doing through, but I can see that it's distressing for you.
- How long have you been feeling like this?
- Have you spoken to anyone about this before?

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## TAKING CARE OF YOU



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## WHAT IS SELF-CARE?

What people do for themselves to establish and maintain health, and to prevent and deal with illness.

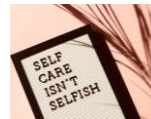


Source: World Health Organization, 1998; ParentsCAN

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## WHAT HAVE YOU DONE FOR SELF-CARE IN THE LAST 14 DAYS?



Go to [menti.com](https://www.menti.com)  
and  
use the code  
67925425

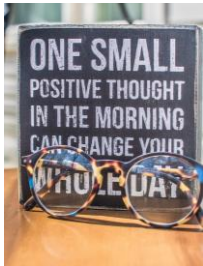
Photos by Yavonda Shivers and Contributors from [Credly](https://www.menti.com)

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## TIPS FOR SELF-CARE

- Positive affirmations
- Establish a routine
- Acknowledge your feelings/Ask for help
- Take a break/Log off
- Take care of your body
- Do things you enjoy during non-work hours
- Build Community
- Find a therapist! USE YOUR EAP & OTHER WELLNESS RESOURCES!!
- Make time for solitude
- Establish boundaries without guilt



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## DEVELOPING YOUR SELF-CARE PLAN

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### A Playbook for Supporting Mental Wellbeing in the Workplace

- Choose **text message** reminders, enter **phone number**
- Select **check-in time**
- Choose **password** and write on instruction sheet

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### A Playbook for Supporting Mental Wellbeing in the Workplace

- Create a commitment for the next 4 weeks
- Utilize your smart phone for check-ins
- Track your progress
- Set benchmark as of today with rating and explanation
- Click Check In

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### YOU HAVE THE RIGHT TO....

- |   |   |   |  |
|---|---|---|--|
| Say no (or yes) without feeling guilty        | Make mistakes or change your mind               | Negotiate for your needs, preferences and desires     | Express and honor your feelings        |
| Voice your opinion (even when other disagree) | Be treated with respect, consideration and care | Determine who has the privilege of being in your life | Communicate your limits and boundaries |
| Prioritize self-care without feeling selfish  | Talk truly, be seen, and live free              |   |  |

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### CHALLENGING TIMES LEAD TO POSITIVE CHANGE

- |   |  |  |
|---|--|--|
| A shift in focus to what is really important in our lives         | A chance to redefine our role in life. | Learning to become more flexible and resilient |
| Tapping into our strengths to increase growth and self-confidence |  |  |

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### REFLECTION



HEAD



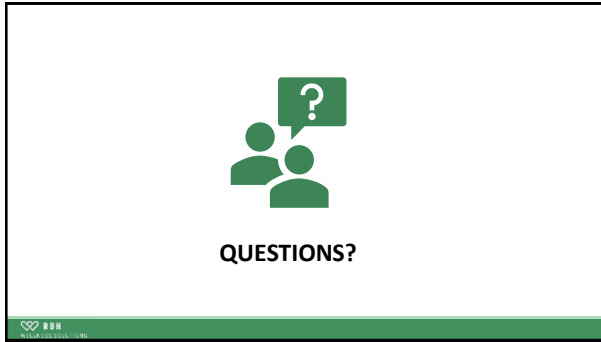
HEART



FEET

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