Women Who Care Womenar

The Art of Resilient Compassion

8 December 2017

# J u l i e W a r n o c k

B. S c. ( H o n s ) M A P S

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# Agenda

**Introduction**

Aims and arrangements

## **Overview**

Helping professions, motivation, compassion fatigue and resilience

Recent findings about organisational resilience

**Resilience**

What it means, qualities of resilient people

Recent findings about organisational resilience

Personal assessments

**Practical resilience**

Sharing and comparing different real approaches (email, hours of work,

finding time to focus, interruptions, mentors and more)

Personal assessment; doing well, and needs changing

**Keys to fulfilment and success: female strengths**

Professional identity, authenticity, and purpose

Self-reflection, naming core passion/purpose

**Emotional intelligence skills and techniques**

Review of EI principles and how they apply in work places

Establishing boundaries and maintaining them respectfully and effectively

**Maximising time and energy**

Mapping current situations

Maximising inspiration and minimising draining experiences

**Plans from here**

Having a clear purpose

**Purpose:** Having a strong sense of your purpose one that strongly expresses your values.

**Being authentic:** Acting on your core values to achieve your purpose

Personal vision/aim

Resilience

**The capacity to withstand stressors when events are overwhelming**

**The capacity to find determination and reason to cope within very difficult circumstances**

**The capacity to find a way through.**

Resilience is not a permanent capacity, people vary through their life:

-ve less +ve more

**Worn down Self renewal**

People who are less resilient feel People who are more resilient feel

unable to find a way to cope, able to ‘self-renew’, to find yet

and feel worn down in the face of another way to see situations

change or challenge

**Resilience is a mix of:**

Emotional intelligence skills + learned resourcefulness + determination + optimism

**Resilient people**

* experience determination in the face of difficulties
* can face difficult realities and look for ways to adapt
* are able to find opportunities that they then expand
* have a system of meaning and values
* have a healthy social network
* are insightful
* have skills of autonomy and independence
* possess competencies of creative problem solving

**Resilient people often**

* Can use humour to ‘lighten’ or relieve situations
* Manage to find an ‘up’ side in very difficult situations and then feel energised
* Celebrate / play / have fun
* Are able to regulate their emotional responses

Preventative/proactive resilience

**Do**

* Support Have a support network and use them(!)
* Meaning Ensure your work is meaningful to you
* Eat Eat and sleep well, stay physically active
* Breaks Take breaks
* Vary Vary your work focus
* Focus Allow time each day to focus on one task only
* Shut Shut your office door and/or tell people there will be times when you do not want to be interrupted
* Outside Have an activity outside work that you love
* Engaging And one that fully occupies you so you cannot think about work
* Mentor Organise a mentor
* Listen Listen to family and friends if they say you are working too hard

**Don't**

* Over-Mutli-task Over multi-task; where you are constantly swapping between different activities, and not staying focussed on one and completing it
* Lunch@desk Eat lunch at the desk and have an excuse for it!
* Late Stay late to do work because "I can't get anything done until they go home"
* Emails@home Do emails at home because then "I am ahead when I arrive"

**From this, actions I will take:**

Low resilience

**Signs of low resilience**

Being more impatient than normal

Defensiveness

Grumpiness, irritability

Getting sick more often than normal

Over-reacting

Thinking too much about work

Circular/repetitive thinking

Not sleeping

Feeling frantic

Feeling like other people do not understand how busy you are

Gradually extending your work hours but getting "nothing done"

Drinking/smoking/eating too much

Not exercising or not doing recreational activities

Being unable to settle and focus on one thing for an extended period

How are you going?

# Handling emotive situations

Skill: Compassionate listening

**Aim: Calming and clarifying**

“This decision is a huge mistake”

(key feelings and key words)

**"You seem** (key feelings) **about** (key words)**? "**

**“Are you saying** (key feelings and key words)**?”**

“You seem worried about the decision, you think it is a mistake?”

“Are you saying that making this decision is a huge mistake?”

**Applications**

1. You \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Other method:

**Open questions** Eg. “Can you explain this some more please?”

“Can you tell me more?”

The nature of anxiety and anger

Anxiety

*Anxiety* can become acute and situation-based or it can be chronic and free-floating.

*Acute anxiety*has an identifiable cause

*Chronic anxiety*is experienced as a low level constant worry and the person cannot readily name the cause

Anger

Anger is a useful emotion when used well. It can get you moving, stimulate you to be honest (say something you’ve been meaning to say), give you the energy to protect yourself or your values, to stand up for something.

When the impulse to act is not thought through, it can lead to aggression and saying things ‘in the heat of the moment’ that are later regretted.

Handling and understanding your own and other people’s anger:

1. *anger behaves differently* to other emotions and is the one people most commonly struggle to express and/or to accept others expressing
2. *anger produces an energy surge* for defence purposes, it is easily escalated

**Anger**

Fear

Insecurity

**Defensiveness**

The explanation behind most emotional and irrational behaviour is fear

Methods that seem aggressive such as questioning, to the fearful person often results in an increase in the need for defence

Methods that seem aggressive to the fearful person will only increase the need for defensive behaviours

Glossary of feelings

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| pleasant  confident  reliable  amazed  sympathetic  interested  satisfied  joyous  delighted  overjoyed  gleeful  thankful  ecstatic  satisfied  glad  cheerful  elated  jubilant  playful  courageous  energetic  optimistic  provocative  impulsive  disinterested  fearful  terrified  suspicious | worried  frightened  timid  restless  doubtful  threatened  wary  thrilled  encouraged  surprised  certain  serene  reassured  loving  considerate  affectionate  sensitive  passionate  touched  sympathetic  concerned  fascinated  intrigued  inquisitive  engrossed  curious  positive  eager | excited  enthusiastic  bold  brave  daring  challenged  optimistic  confident  hopeful  strong  sure  rebellious  tenacious  secure  angry  irritated  enraged  hostile  annoyed  bitter  resentful  incensed  infuriated  cross  indignant  disappointed  ashamed  powerless | guilty  dissatisfied  miserable  desperate  confused  doubtful  uncertain  indecisive  perplexed  embarrassed  hesitant  shy  stupefied  disillusioned  skeptical  distrustful  unsure  helpless  inferior  vulnerable  hesitant  despair  frustrated  distressed  woeful  pathetic  afraid  keen | determined  excited  enthusiastic  bold  brave  daring  challenged  optimistic  confident  hopeful  sad  sorrowful  grief-stricken  anguished  desolate  desperate  pessimistic  unhappy  lonely  aggrieved  mournful  nervous  scared  anxious  earnest  panicky  alarmed |

Compassionate Listening/Reflecting Statements

**Are you saying that you’re really X (the word/s they used to describe their emotion) with me for X (the words they used to describe the event/issue)?**

**Is your main concern X (the exact words they used to describe their main concern) and that is (the word/s they used to describe their emotion) for you?**

**Sounds like you’re really (the emotion they described) with me.**

**Sounds like I’ve really hurt/angered/upset/etc you.**

Examples

Are you feeling annoyed because you think I cut you off when you were talking?

Are you saying that I forgot to include you in the conversation and that is frustrating?

You seem really disappointed because you think I didn’t credit your contribution to our work?

Are you frustrated because you think I am not interested in changing the procedure?

You sound very worried that there will be a detrimental impact of the extra work I have given you on your wellbeing.

Are you saying you have been under a lot of pressure lately and when I asked you to do more for me, that I didn’t acknowledge this?

Reading List

Bolles, Richard Nelson. *What Color is Your Parachute* Simon & Shuster 2012

www.jobhuntersbible.com/

**'brain rules'  12 principles for surviving and thriving at work, home and school**

Medina, John Scribe Publications Pty Ltd 2011, 2013

www.brainrules.net

**Building Resiliency How to Thrive in Times of Change Centre for Creative Leadership**

Pulley, Mary Lynn and Wakefield, Michael 2001

[www.ccl.org](http://www.ccl.org)

**Building Resilient Organisations**

Robb, Dean. OD Practitioner Vol 32, No. 3, 2000

Cameron, Julia, *The Artist’s Way* Pan Books 2000

Craddock, M, *The Authentic Career, Following the Path of Self-Discovery to Professional Fulfillment* New World Library Novato CA 2004

**The Resilience Factor: 7 keys to finding your inner strength and overcoming life’s hurdles**

Reivich K. & Shatte A. (2002). New York Broadway Books

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