Agenda

Understanding Common Reactions to Stress

Holding Difficult Conversations

Supporting Others Through Crisis & Grief

Practicing Self-Care Techniques
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4 Common Reactions

**Physical:**
(headaches, back aches, etc)

**Emotional:**
(angry outbursts, tearfulness, etc)

**Cognitive:**
(focus, memory, concentration, etc)

**Behavioral:**
(alcohol, drugs, gambling, etc)
Remember Your Role

- Empathetic leader
- Manager of performance
- Knowledgeable about resources and benefits

- Therapist
- Doctor
- Financial advisor
The Accountability Ladder

```
G O W I - GET ON WITH IT!
MAKE IT HAPPEN
FIND SOLUTIONS
OWN IT
ACKNOWLEDGE REALITY
WAIT AND HOPE IT GETS BETTER
EXCUSES OR REASONS I CAN'T
BLAMING OTHERS
```
The Question Behind the Question
Activity: The Question Behind the Question

1. When are things going to improve?

2. Why won’t management communicate better?

3. What’s the point of this terrible training?
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3 Common “Traps”

**Enabling** – Shield from consequences of poor work performance

**Denying** – Pretend that the problem does not really exist

**Withdrawing** – Avoid the person or situation entirely
“I” Messages vs. “You” Messages

You do not respond well when people give you feedback.
   I’m concerned about the responses I’ve gotten when I’ve tried to give you feedback.

Your tone of voice is inappropriate for a professional environment.
   I think it’s important to maintain a professional tone even when you’re upset.

Your negative attitude is affecting the whole team.
   I’m concerned about the effect that some of your statements are having on other people.
Using Facts, not Judgments & Exaggerations

“You’re always late to meetings, and it has to stop.”

“You were late to our team meeting today, as well as the department meeting last week.

“Sometimes you come across as rude when you’re talking to people.”

You said “Not now, I’m busy” and then hung up when Lisa called you yesterday.

“Your lack of attention to detail has been unacceptable in the last few months.”

“Four people have called to complain that you sent them the wrong information. Let me show you what they received.”
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Overcoming Fear & Avoidance

“I’m not a therapist – how can I know what to say?”
“Will I make them feel worse?”

The instinct to minimize contact with suffering people is very powerful

**Intervention:**

Recognize that you cannot “fix the problem” or make them feel better instantly, but you can help.
<table>
<thead>
<tr>
<th>Common Response</th>
<th>Suggested Reaction</th>
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<tbody>
<tr>
<td>Shock – complete silence</td>
<td>Be willing to sit in silence</td>
</tr>
<tr>
<td>Severe emotional pain</td>
<td>Empathize, validate</td>
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<tr>
<td>Helplessness</td>
<td>Listen, then <em>act</em> to help (don’t just ask)</td>
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<tr>
<td>Verbalizations that seem nonsensical</td>
<td>Listen without interrupting</td>
</tr>
<tr>
<td>Mistrust, blame</td>
<td>Follow through on promises</td>
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Responses To Avoid

X Attempts to be profound ("Everything happens for a reason")

X Minimizing ("This too shall pass" or "I went through what you’re going through too").

X “You should…” statements
Self-Care Reminders

Deep breaths

Visualization

Enjoyment

Gratitude
Summary

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Employee Assistance Program

Call: 844-824-3273
Visit: www.wellness.uci.edu/facultystaff/eap/introduction.html

• Available 24/7, 365 for both crisis and non-crisis for you and your family
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• Virtual financial information, legal support, and resources
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• Live monthly work-life webinars and orientations
• Department specific trainings available by request

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