

# Empathy & Self Care for Caregiver Heroes™

Presented by



Andrew Lewis  
M.T.S., BCCC, Q.Med

Emcee



Brian Lee CSP, HoF

Tools to inspire  
frontline team  
resilience in the  
face of adversity

# Empathy & Self Care for Caregiver Heroes™

<b>Agenda</b>	<b>Page</b>
What Keeps You Awake?.....	2
Burnout & Fatigue .....	2
What Self-Care Is and What Self-Care Is Not .....	3
Empathy as First Aid for Caregivers .....	4
Keeping Morale with The Overworked and Understaffed .....	6
20 Creative Ways to Boost Employee Morale.....	7
Notice and Appreciate.....	7
My “List” (List of An Individual’s Special Things).....	8
When This is Over .....	9
Honoring Caregiver Heroes .....	10
HealthCare Service Excellence Conference (HCSEC).....	11

## What Keeps You Awake?

### Do you recognize your symptoms of stress?

- Feeling irritation, anger, or in denial
- Feeling uncertain, nervous, and anxious
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating

### More work-related factors to add to stress:

- Feelings that you are not contributing enough to work or guilt about not being on the frontline
- Uncertainty about the future of your workplace and/or employment
- Adapting to a different workspace and/or work schedule
- Learning new communication tools and dealing with technical difficulties

## Compassion Fatigue

### Beware of Compassion Fatigue

Left unaddressed these variables are the ingredients for burnout.

*“The inability to make a personal connection (depersonalization) and being emotionally over-extended (emotional exhaustion) are the “cornerstones” of compassion fatigue.”*

- Compassionomics. Stephen Trzeciak, MD  
and Anthony Mazzerelli, MD

### What Can You Do for Yourself or to Help Others?

1. Express your needs or concerns to create an awareness. It may alert someone to the seriousness of your response to the current crisis.
2. Use the list of “First Aid” activities found on the next pages.
3. For serious burnout or extreme situations, you may want to:
  - Seek professional counselling
  - Ask Human Resources how to use the Employee Assistance Program (EAP)

### What Self-Care Is and What Self Care Is Not



Describe a 1%er for you to practice each type of self-care:

<b>Physical</b>	<b>Emotional</b>	<b>Social</b>	<b>Spiritual</b>
<b>Personal</b>	<b>Space</b>	<b>Financial</b>	<b>Work</b>

## Empathy as First Aid for Caregivers

### Various descriptions of empathy

*“Empathy is a choice, and it’s a vulnerable choice because in order to connect with you, I need to connect with something in myself that knows that feeling.”*

- Dr. Brene’ Brown

1. Perspective taking or putting yourself in someone else’s shoes.
2. Staying out of judgement and listening.
3. Recognizing emotion in another person that you have maybe felt before.
4. Communicating that you can recognize that emotion.

- Dr. Theresa Wiseman~Nurse Researcher

### Cognitive Empathy

*“Simply knowing how the other person feels and what they might be thinking.”*

- Daniel Goleman, Emotional Intelligence

### At least two areas requiring cognitive empathy

#### Circumstances Related to Helping

Wearing masks and social distancing:

- Such processes can be just annoying, or extremely disruptive
- Inch by inch, those new accommodations take a toll on daily work life
- Cumulatively, that toll can be overwhelming

#### Not Feeling Connected with Those They Are Helping

Wearing masks and social distancing:

- Caregiver is unable to create a “personal connection” with the patient/client
- For example, restrictions to clinical care have arisen in response to contagious diseases
- Supportive touching is not allowed

### *Empathy as First Aid for Caregivers (cont'd)*

#### **Watch for the 12 Phases of Burnout**

1. Compulsion to prove oneself (excessive ambition).
2. Working harder.
3. Neglecting own needs.
4. Displacement of conflicts and needs.
5. No longer any time for non-work-related needs.
6. Increasing denial of the problem, decreasing flexibility of thought/behavior.
7. Withdrawal, lack of direction, cynicism.
8. Behavioral changes/psychological reactions.
9. Depersonalization: loss of contact with self and own needs.
10. Inner emptiness, anxiety, addictive behavior.
11. Increasing feeling of meaninglessness and lack of interest.
12. Physical exhaustion that can be life-threatening.

- Freudenberger, H.J. (1974). Staff burnout. *Journal of Social Issues*, 30, 159-165

#### **Compassionate Empathy**

*“With this kind of empathy, we not only understand a person’s predicament and feel with them, but are spontaneously moved to help, if needed.”*

- Daniel Goleman, *Emotional Intelligence*

#### **Empathetic Active Listening Guide**

1. Begin with small talk. Ask questions to learn how they are doing.
  - *How's everything at home?*
  - *What kind of feelings have you seen with your peers?*
  - *How are you feeling about your role now?*
2. Let me summarize if I understand what I heard you say.
3. This has been so helpful to me, and I want to acknowledge you for sharing your thoughts and ideas, and for what you do here. (Be specific).

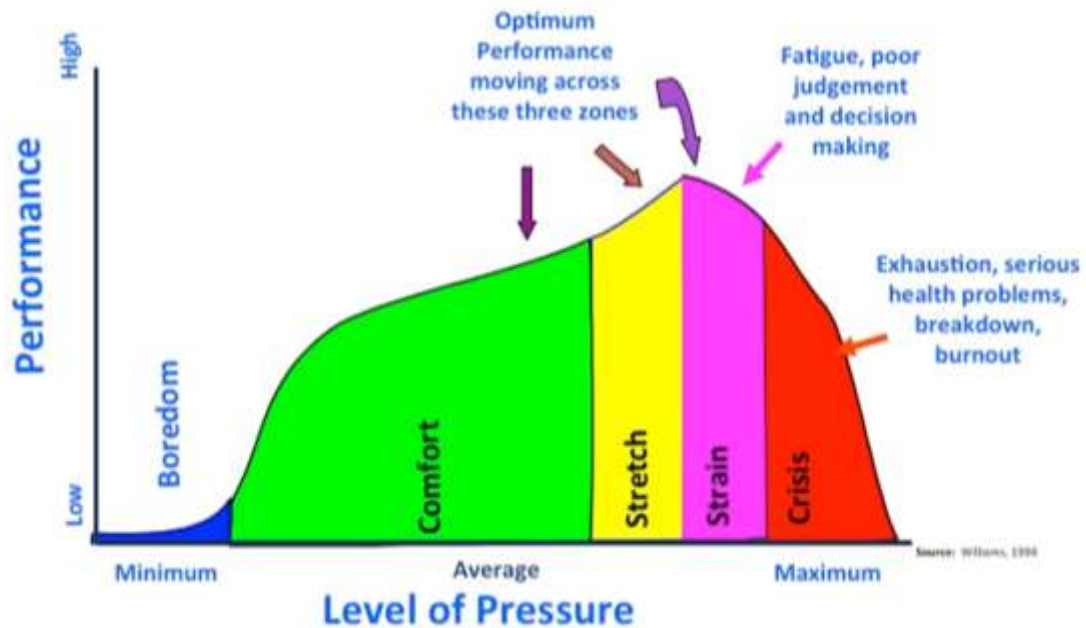
Note: It's about being a brilliant conversationalist... talk WITH them about them (not about you).

\*As taught in Motivational Interviewing

## Keeping Morale with The Overworked and Understaffed

Detect What's Degrading Morale Before It Too Late

### Pressure Performance Curve



#### Discuss:

1. Where are you (your staff) on the Pressure/Performance curve). Why?
2. What can you do to make sure morale is not degrading?
3. How are/could you help others stay in “Optimal Performance”?

## 20 Creative Ways to Boost Employee Morale

1. Crowd-source company outing ideas
2. Eradicate email
3. Let go of jerks
4. Ask for Feedback
5. Develop strong and transparent promotional tracks
6. Encourage real lunch breaks
7. Increase vacation days
8. Recognize personal milestones and losses
9. Celebrate work anniversaries
10. Offer discounts and sponsored programs
11. Bring your family to work day
12. Give substantial bonuses
13. Incorporate play
14. Incorporate lenient inclement weather policy
15. Limit office hours
16. Offer sabbaticals
17. Free professional development and tuition reimbursement
18. Reinvent team-building exercises
19. Offer a paid day off for birthdays
20. Encourage outsourcing and delegation

## Notice and Appreciate

*“There is no limit to what you can accomplish if you don’t care who gets the credit.”*

- Ronald Reagan 40<sup>th</sup> US President

*“The #1 reason people leave jobs is because they don’t feel appreciated.”*

- Gallup Poll

### Recommendations:

1. Practice the 4 attributes to notice and appreciate:

- Timely
- Spontaneous
- Specific
- Geared to the individual

2. Get a “**L.I.S.T.**” from every direct report:

List of an  
Individual’s  
Special  
Things

3. *“What gets recognized and rewarded, gets repeated.”*

- Michael LeBoeuf

### Cultivate Gratitude

*“The struggle ends when the gratitude begins.”*

- Neale Donald Walsh

### Question:

What would be the value of sending a “Thank You” card to the caregivers’ home?

### Recommendation:

*“Based upon our attitude, we can bring joy or misery.”*

- Thomas Gass

**My “List”**  
 (List of An Individual’s Special Things)  
**Getting to Know You**

**Idea:** Ask your direct reports to complete this “LIST” of little things that mean a lot to them. If you don’t circulate this as a written assignment, do use these questions to prepare your conversations with staff members. Imagine how much more effective you’ll be as a leader.

From: \_\_\_\_\_ Date: \_\_\_\_\_

To help me get to know you better, please provide me with a list of your favorite things. Thank you!

Significant Other/Kids	Hobbies	Favorite Foods/Snacks/ Restaurants	Sports
<b>More Interests:</b>			
What do you do just for the fun of it?			
What brings you joy in your work?			
What’s something you learned in the past week?			
How do you feel at the start of the work week? At the end of the work week?			
What makes you proud of working as part of our hospital?			
If you could change one thing about our organization’s collective behavior, what would it be?			
What gets in the way of your doing your job?			
How could we communicate our management decisions more effectively?			

*(To be kept in Team Members Recognition File)*

## When This is Over

When this is over,  
may we never again  
take for granted  
A handshake with a stranger  
Full shelves at the store  
Conversations with neighbors  
A crowded theatre  
Friday night out  
The taste of communion  
A routine checkup  
The school rush in the morning  
Coffee with a friend  
The stadium roaring  
Each deep breath  
A boring Tuesday  
Life itself.

When this ends,  
may we find  
that we have become  
more like the people  
we wanted to be  
we were called to be  
we hoped to be  
and may we stay  
that way—better  
for each other  
because of the worst.

—Laura Kelly Fanucci



## Honoring Caregiver Heroes



**How to Access Caregiver Heroes for FREE**

**Option 1**  
Go to [everyonesacaregiver.com](http://everyonesacaregiver.com) or download our FREE **Everyone's a Caregiver®** smartphone app

Sign Up or Register your FREE account  
Log in, choose a module in Caregiver Heroes and start watching

**Option 2**  
Search YouTube for "Caregiver Heroes"  
Hit the **Subscribe** button

**3 Ways to Listen & Learn**

1. At daily huddles
2. At meetings of every kind
3. Simply let employees choose their own best time and place to listen and learn through the Everyone's a Caregiver® app or website

**Health Care Leaders Say It Best**

"Get your folks in front of Caregiver Heroes videos to hear invaluable messages of how much they are appreciated. These inspirational mini webinars strengthen the resolve of our front line and gives them hope and are needed and timely!"

**Mike Patronis**  
CEO, Suncoast Medical Center

"These mini videos are practical, positive and impactful in impact. Every healthcare leader should take advantage of the inspiring Caregiver Heroes series and put them to work for their frontline now!"

**Angie Charlet**  
Director of Quality & Educational Services, North Carolina HealthCare

**Need Help?**  
Call us 1 (800) 667-7325 extension 206 or email us at [info@everyonesacaregiver.com](mailto:info@everyonesacaregiver.com)

Caregiver Heroes – Resiliency	Caregiver Heroes – Self Care
1. Eileen McDargh – <i>Resilience Skills for Caregiver Heroes</i>	1. Christine Cashen – <i>Sanity Savers</i>
2. LeAnn Thieman – <i>How to Cope with Stress</i>	2. Pat Goodberry – <i>Intentional Listening through Grief</i>
3. Meg Soper – <i>Bolstering Resilience</i>	3. Karen McCullough – <i>4 Ways to Renew Your Energy</i>
4. Lynn Sullivan – <i>The Choice is Yours</i>	4. Stephanie Staples – <i>Emotional Wellness in Turbulent Times</i>
5. Lt. Cl. Waldo Waldman – <i>Top Gun Resilience</i>	5. Jerry Teplitz – <i>Reducing Your Stress and Sleeping Better</i>
6. Jeff Tobe – <i>Leading in Turbulent Times</i>	6. Blair Kolkoski – <i>Service, Self-Care and Contribution</i>
7. Eileen McDargh – <i>Resilient Leadership for Disruptive Times</i>	7. Jennifer Buchanan – <i>Purposeful Playlists</i>
8. Michele Matt – <i>Start Fresh Each Day</i>	8. Joe Tye – <i>Managing Anxiety &amp; Inspiring Hope</i>
9. David Gouthro – <i>Choose to Choose</i>	9. Frank King – <i>Take the Pledge</i>
10. Bill Auxier – <i>The Leadership Formula</i>	10. Karen Jacobsen – <i>Listen to your Inner GPS</i>
11. Donna Cutting – <i>CARE Matters</i>	11. Pat Goodberry – <i>When Grief is Part of our Journey</i>
12. Frank King – <i>Social Distancing and Staying Sane</i>	12. Clint Maun – <i>You Absolutely Matter</i>
	13. David Irvine – <i>The Paradox of Self Care</i>