

Emotional Well Being: Managing self and others

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Aims

- ▶ Understanding of resilience and strategies to support resilient behaviour
- ▶ Understanding that care work has a personal 'cost' and how to manage this
- ▶ Strategies to support self care - development of own action plan
- ▶ Supporting others (staff/students) in developing emotional resilience. Research findings



Opening discussion

What has been stressful or upsetting for you at work recently? How have you dealt with this?

How has this affected you personally?

Resilience

What does this term mean to you?

Having discussed this term, do you see yourself as resilient?

Emotional Resilience

- ▶ Adapt to situations which are conflictual or traumatic
- ▶ Adverse situations due to agency pressures, workload, resources etc
- ▶ Skills to cope with these situations
- ▶ Ability to 'bounce back'

Resilience is not ...

- ▶ Coping with unrealistic workloads
- ▶ Having to manage ongoing tasks without support, leadership or direction
- ▶ Dealing with adversity without recognition of impact
- ▶ Being 'tough'



Discussion

- ▶ Do you recognise these types of people within your work place?

Health and wellbeing

- ▶ How well do you think you manage personal stress?
- ▶ How do you think personal stress impacts upon your role within ASC?
- ▶ What steps can you take to enhance your health and wellbeing?

Exercise - Work Life-Balance Wheel

- ▶ Draw a circle with five inner circles
- ▶ Divide into 8 sections with Family at the top and Work at the bottom
- ▶ Then add in Friends/Home Life/Sports and Exercise/Money/Health/Spirit
- ▶ Score each section on the circles from 1 to 5 and join up the sections

- ▶ Is your work/life balance where you want it to be?
- ▶ Is it sustainable in the long run?

Roles within care work

- ▶ Care work is emotionally taxing
- ▶ Link between emotional intelligence and emotional resilience (Adamson et al 2012)
- ▶ Identity - protecting yourself personally
- ▶ Range of research on the 'helping' professions demonstrate strain of care work - for nurses work of Pam Smith

What is emotional labour (cost of care)

Hochschild (1983) - links between care, feelings and emotions

- ❖ Suppression of own feelings in order to sustain an outer appearance to produce an appropriate state in another
- ❖ Concept of being cared for and feeling safe

Characteristics of occupations that require emotional labour

- Any labour involved in dealing with peoples' feelings - the management of feeling
- Face to face or voice contact with the public
- Production of an emotional state in another person
- Employer exercises degree of control over emotional activities of employee
- Emotional labour involves giving something of oneself, not just responding to predetermined formulas, protocols or procedures

Discussion

- ▶ How do you manage the emotional impact of your work?
- ▶ Do you have space within the workplace to 'air' your emotions?
- ▶ Does the organisation you work in support you with this?

Costs of emotional labour

- ▶ Symptoms of distress endure
- ▶ Low self-esteem
- ▶ Self blame/self doubt
- ▶ Sickness
- ▶ Burn-out

Warning signs of stress

Physical	Digestive problems, nausea, light headedness, dry mouth, heart pounding, rashes or flushing
Emotional	Immediate emotional judgement, short temper, feeling overwhelmed, paranoia
Behavioural	Procrastinating, neglecting responsibilities, nervous habits such as pacing, nail biting
Thinking	Inability to concentrate, seeing only the negative, constant worrying, self-blame, poor judgement

Managing self - practical

- ▶ Leadership and management support
- ▶ Support from colleagues
- ▶ Time management and good organisational skills
- ▶ Stress management - your own physical and mental health
- ▶ Set priorities - be realistic (SMART goals)
- ▶ Reflection on self

Managing self - emotional

- ▶ Appropriate emotional response proportionate to the situation
- ▶ Emotions as source of motivation and creativity
- ▶ Ways of working with positive and negative emotions (Held, 2009)

Self-awareness and management

- ▶ Recognition of your own emotions and how they impact on others
- ▶ Ability to control and direct emotions in ways that are helpful and positive (including under stressful situations)
- ▶ Ability to adapt style to respond to different situations
- ▶ Ability to maintain an upbeat, can-do attitude under pressure, both calming and energizing those around them

Question

- ▶ Are some people more naturally resilient than others?

Emotional Intelligence



“The ability to monitor one’s own and other’s feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions .”

(Salovey and Mayer 1990)

“Being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one’s moods and keep distress from swamping the ability to think; to empathize and to hope”

(Goleman, 1996)

Resilience within health and social care .. the dangers

- ▶ Robotic practice
- ▶ Stress management - use of approaches such as mindfulness
- ▶ 'Set in your ways'
- ▶ Managing uncertainty and change

Confidence

Having feelings of competence, effectiveness in coping with stressful situations and strong self esteem are inherent to feeling resilient. The frequency with which individuals experience positive and negative emotions is also key.

Purposefulness

Having a clear sense of purpose, clear values, drive and direction help individuals to persist and achieve in the face of setbacks.

RESILIENCE

Social Support

Building good relationships with others and seeking support can help individuals overcome adverse situations, rather than trying to cope on their own.

Adaptability

Flexibility and adapting to changing situations which are beyond our control are essential to maintaining resilience. Resilient individuals are able to cope well with change and their recovery from its impact tends to be quicker.

My research

- Outline

Key findings - Managing Emotions

- ▶ *'I think it's very important due to the fact that if you can't manage your emotions that could lead to not being professional with the people you work with your clients, your team members but also in fact of it stress as well, health it can impact on that. If you can't manage your emotions .. it can impact on a lot of things'... your family as well if you are struggling to manage your emotions' (Dawn)*
- ▶ *'But it's really important to try and work out why you are feeling the way you are feeling so it's important to be aware of emotions and important to be able to, you know address it really. Cos you can't effectively work with people unless you're sort of aware of how they make you feel' (Tracey).*

Key findings -Cost of Care

- ▶ *‘One of the first people that I worked with who had both legs amputated had lung cancer and he was terminally ill and it just pushed so many of my buttons. And I used to come back in the office and cry. And I can remember sitting with him and his wife and having to force down tears’. (Cerys)*
- ▶ *‘Yeah, I think, one’s that situations that I found more stressful is where there’s been abuse from family members. I find it quite upsetting that somebody could do that too somebody that’s their family’ (Deborah)*
- ▶ *‘And it just over the sort of stuff the children have seen and witnessed. Stuff I have had to witness umm yeah I just broke down and cried. Because it’s too much like, it’s just too much. I was like saying to my manager look this is how it has made me feel. That two year old is there, the seven month old is there living it every day. I need you to know that I as a professional and I never, I don’t cry or anything like that’. (Megan)*

Key Findings - Team

- ▶ *When we are in the office we are having a bit of a laugh and a joke about stuff and that helps. It's a nice supportive team and I don't think all jobs are like that and I think it's because you work with people in a job where people care about other people' (Deborah)*
- ▶ *'At any point you could just grab anyone sitting in the room and say I am really sorry can I just chat with you for half an hour about this ... sometimes not even for advice but just to kinda of get it out. So I think that constant kinda of ability to reflect with them and to have those discussions and to ... have them I don't know just give hugs or make cups of tea ... It was the support from colleagues that was absolutely keybut there is literally nobody in my team, in all three teams here there is nobody who I wouldn't want to work on a case with or who I wouldn't want to leave things with' (Gemma)*

Key Findings - Team Environment

- ▶ *‘Having your own desk. I always, when I hear local authorities hot desking I think that’s absolutely appalling. It totally doesn’t see the importance of the nurturing environment and having people around to help you and if you are constantly not knowing where you are going to sit or even what office you are going to be in’ (Gerry)*
- ▶ *‘ xxx authority has put all their senior social workers in a pod, a hub. Well I am not going to be podded or hubbed. I work in a team ... But this thing about sticking people together out of the team. How does that work? No I don’t think that’s healthy. I think manager, your team make up. Sat together in one of our little rooms (laughs) is much more healthy than anything else. (Glynis)*

Key Findings - Manager

- ▶ *'I think with management you need a consistent manager. Who can manage their own emotions. Because I have been managed by a manager whose an emotional, who can't regulate her own emotions. So you have no belief then that she is going to regulate yours' (Sue).*
- ▶ *I feel like I am getting the support and manager knows, she's really experienced so she, if there is anything we are not sure about she's very approachable, makes suggestions but doesn't tell you what to do? So she just makes suggestions, have you thought about that, what about trying that to just make you think really and support you I would do anything for our manager because you get it back. There's a really good working relationship with her so you don't mind doing extra stuff because you know she'll support you'. (Deborah).*

Key findings - to develop

- ▶ Stress management - use of approaches such as mindfulness
- ▶ Managing uncertainty and change
- ▶ Understanding of resilience and training and development
- ▶ What supports career longevity?

References

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- ▶ Smith, P. (2012) The Emotional Labour of Nursing Revisited. London: Palgrave