

Supporting self

It is understandable that in these exceptional times, now more than ever, employees face additional pressures and may experience periods of 'difficult to manage' emotions, both at and outside of work.

Reacting in the moment due to how we're feeling, can sometimes lead us to say things we don't necessarily mean, or wish we had said in a different way.

The following tool was developed with adult social care employers in 2019 to help staff support themselves and provide some easy tips to remember to take in difficult situations.

A PERSON can choose how they respond and react:

- P**ause
- E**scape
- R**effect
- S**ense check
- O**ppportunity for change
- N**ext steps



In a challenging situation, take **CARE** using this de-escalation technique:

- C**hoose to listen before responding
- A**cknowledge their concern, don't judge
- R**effect back to check your understanding
- E**xplain what you will do next and thank them

Managing self in challenging situations

The PERSON approach is useful when you feel yourself having an emotional reaction to a situation e.g.

- when someone gives you some feedback that you are not happy with
- or someone 'pushing your buttons' when you disagree with their view
- or someone behaving in a way towards you that you don't feel is fair

You need to think before you respond.



<p>P</p> <p>Pause</p>	<p>Take a breath, listen and think for a moment, you don't have to answer or respond /react immediately.</p> <p>Think 'I'm going to take a few minutes to decide my next steps'</p>
<p>E</p> <p>Escape or Exit</p>	<p>Move away from the situation or person to give yourself time to compose and gather your thoughts.</p> <p>'I'm going to find us a room where we can talk in private'</p>
<p>R</p> <p>Reflect</p>	<p>Think about the situation and the choices you have in how you respond and what potential outcomes will arise.</p> <p>'What will happen if I speak now whilst I'm feeling upset/ annoyed, What will be the impact?'</p>
<p>S</p> <p>Sense check</p>	<p>What is the bigger picture? Is something else happening and this isn't a personal 'attack'</p> <p>'Why might they have said that to me, what is going on for them? Is this a battle worth fighting and getting upset over?'</p>
<p>O</p> <p>Opportunity for change</p>	<p>Think about your options in how you address the situation.</p> <p>'What could I say instead? I'll feel differently/calmer/if I wait a few minutes.'</p>
<p>N</p> <p>Next Steps</p>	<p>Be clear and calm with your decision and then action the changed response.</p> <p>'I've brought us some water/ tea/coffee, now let's pick up on our conversation.'</p>

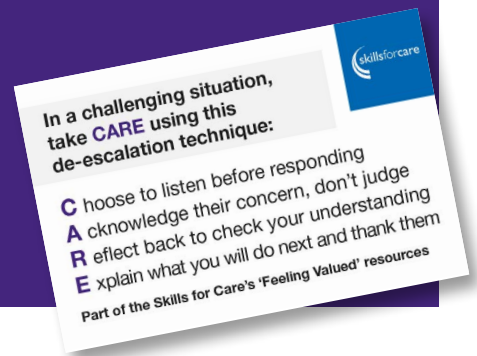
De-escalation in challenging situations



The **CARE** approach is useful when **others are displaying** an emotional reaction towards you e.g.

- when a colleague is showing frustration towards how you are working
- Or if a family member is upset or displaying anger at a situation relating to their loved one

You need to think before you respond.



<p>C</p> <p>Choose to listen</p>	<p>Stay focused on what the person is saying. Practice the PERSON technique to give yourself some thinking space.</p>
<p>A</p> <p>Acknowledge their concern, don't judge</p>	<p>Example:</p> <p>'I understand that you're worried about your (mum, dad, loved one) and feeling helpless and angry right now'</p>
<p>R</p> <p>Reflect back to check understanding</p>	<p>Example:</p> <p>'So I'm hearing that you are missing seeing dad regularly, which is raising your anxiety and upsetting you. You're worried that he wonders why you're not visiting. Is this right?'</p>
<p>E</p> <p>Explain what you'll do next and thank them</p>	<p>Example:</p> <p>'We can set up and support a regular face time chat with you and dad. We can do this x times a week and can remind dad in between so he knows that is scheduled. Does that sound helpful?'</p> <p>'Thanks for raising this with us and giving us the opportunity to resolve quickly.'</p> <p>'This can be something we offer more widely too.'</p>