

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



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 Pause</p>	<p>Take a breath, listen and think for a moment, you don't have to answer or respond /react immediately.</p>

De-escalation in challenging situations

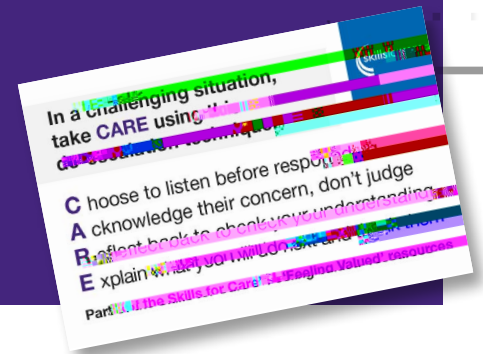


The CARE approach is useful when others are displaying an emotional reaction towards you e.g.

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 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 Acknowledge their concern, don't judge</p>	<p>Example: 'I understand that you're worried about your (mum, dad, loved one) and feeling helpless and angry right now'</p>
<p>R Reflect back to check understanding</p>	<p>Example: '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 Explain what you'll do next and thank them</p>	<p>Example: '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>