

Self-Compassion and Emotional Resilience for working with Families

Healing Together
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Welcome

How do we handle being the messenger of bad news all the time?



- Painful emotions
- Self-compassion practice
- Detoxing “bad energy”
- Empathetic listening
- Rescue Scripts

Can you relate?

With being attacked for something that you had nothing to do with and have no control over



Can you relate?



Your gas tank is more than empty?

You're working with demoralized staff and coworkers?

People are quitting left and right, and you're finding the emotional toll exhausting?

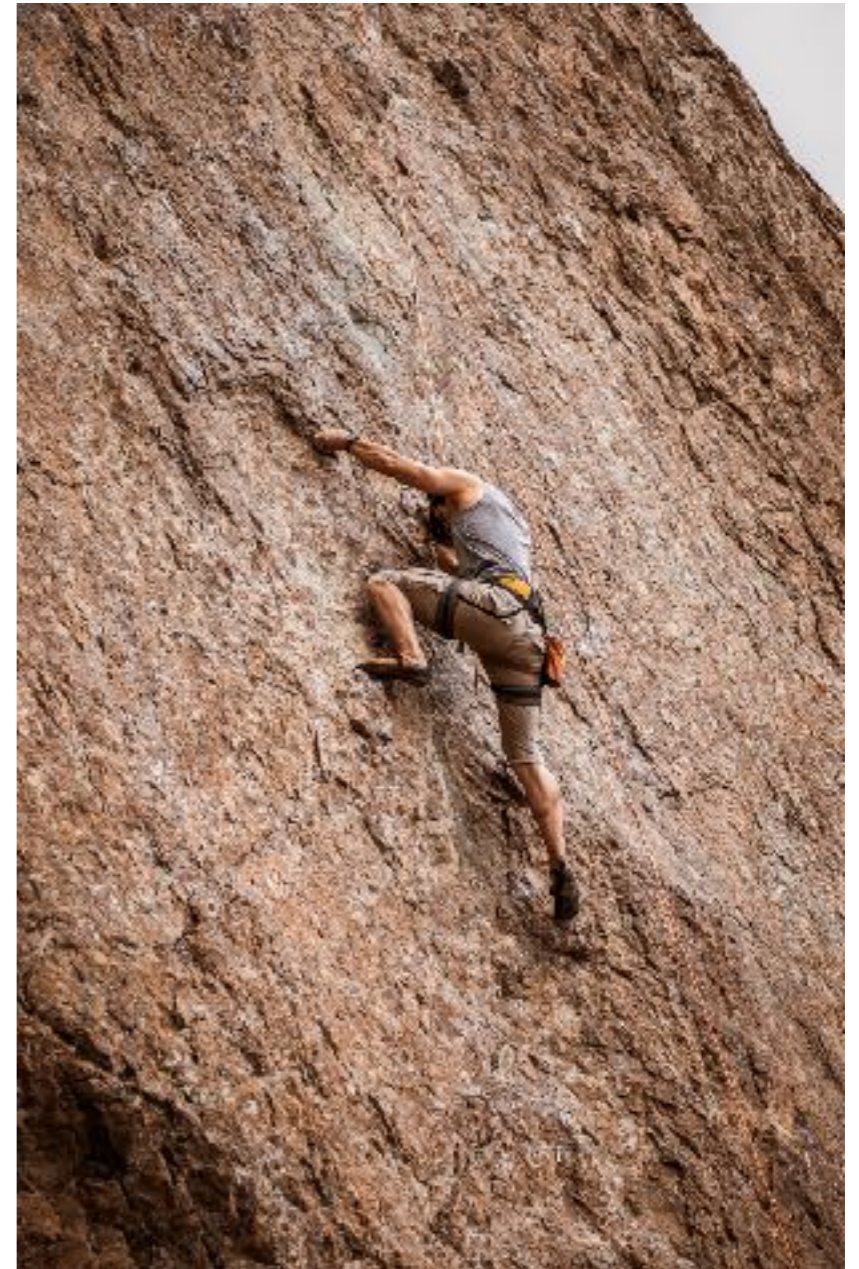
Compassion and Emotional Resilience

- The recognition of suffering in ourselves and others, coupled with the desire to alleviate that suffering.
- Generating kindness towards ourselves and others as imperfect human beings.



Compassion and Emotional Resilience

- Learning to be present with the inevitable struggles of life with greater ease.
- Responding to human imperfections without harsh (self)condemnation, but rather with a deep willingness to be present to our feelings and our needs.



Painful Emotions

- We work at the front lines of people's pain, grief and helplessness.
- Families are going through difficult moments and don't want to feel the guilt, remorse and sadness
- It's easier to displace their feelings by turning into anger against the facility and staff
- What do we do with our pain?



Creates Distress

Judgments

Criticism

Dismissiveness

Demanding

Blaming

Shaming

Pathologizing

Alleviates Distress

Empathy

Compassion

Gratitude

Patience

Humility

Curiosity

Kindness

Emotional Resilience

- Feel feelings
- Name and identify feelings
- Become present to feelings
- Respond to feelings with empathy, curiosity and kindness
- Welcome them in, instead of avoiding and resisting them



Needs Consciousness

- Focus on universal human needs
- See the goodness underneath people's self-sabotaging behaviors
- Respond to the pain, vulnerability and distress behind all aggression and hostility



Meeting Needs

Everything you've ever done has been your best attempt at the time to meet a deep, universal human need.



Every moment, each human being is doing the best we know how at that moment to meet our needs.

We never do anything that isn't in the service of a need. There is no conflict at the level of the needs.

We all have the same needs. The problems lie in our various strategies for meeting those needs.

Marshall Rosenberg

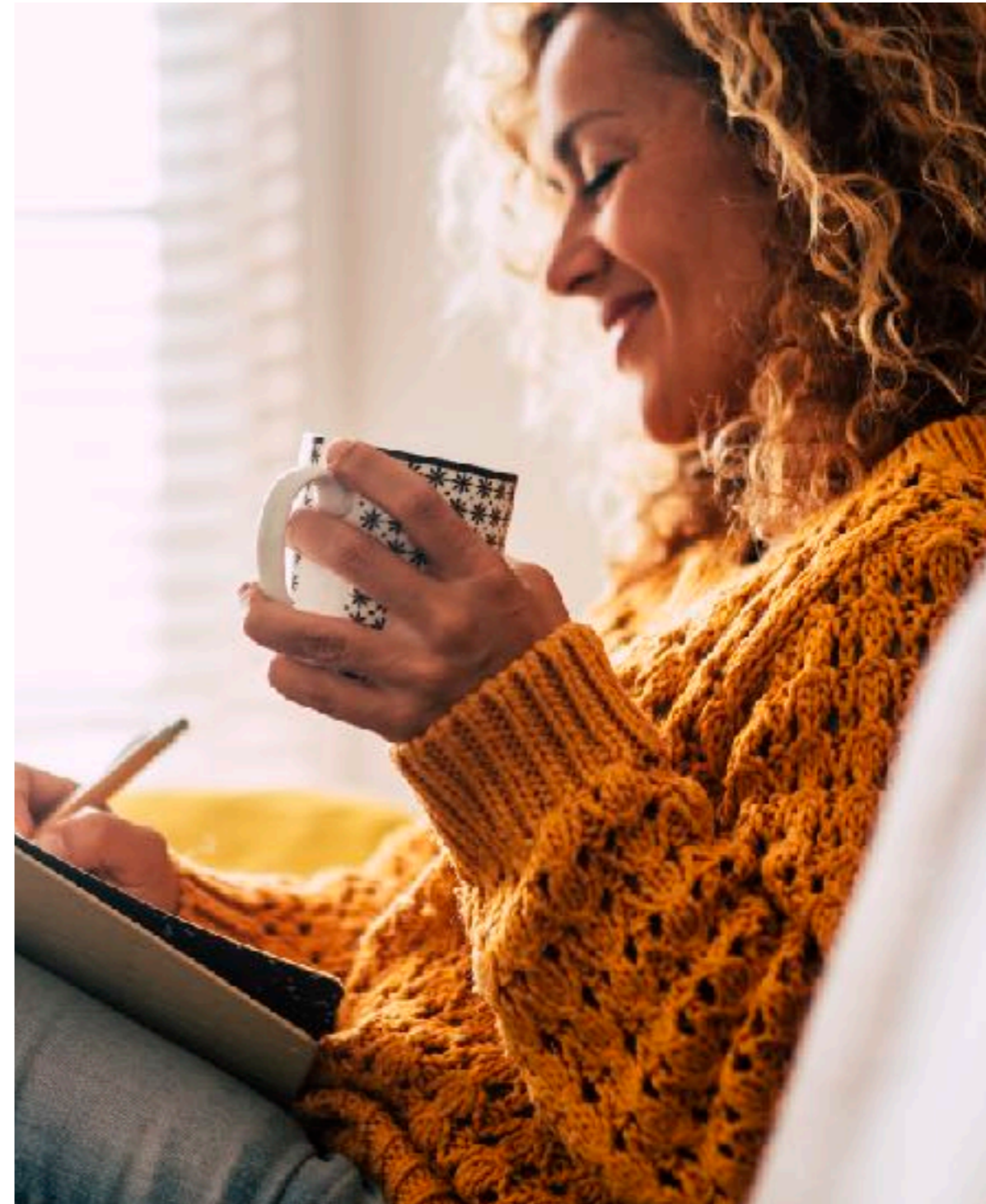
What is a “Need”?

Intrinsic motivation

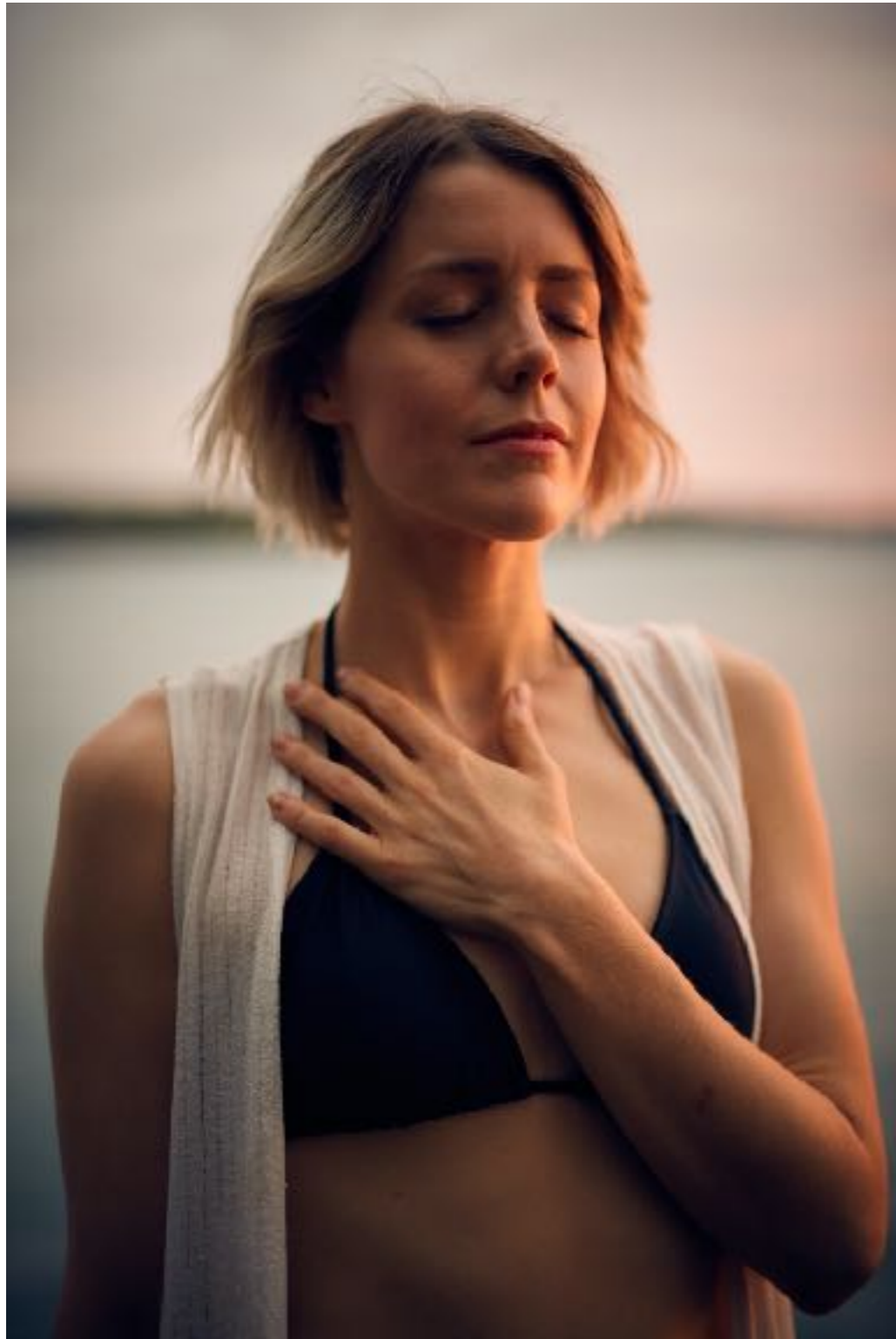
Divine life energy

Inner Guidance

Survive and Thrive drives



Examples of Needs



Meaning and purpose

Choice and Freedom

Health and well-being

Self-expression

Connection with others

Understanding and clarity

To matter, to have significance

Self-Compassion Practice



Respond with ...

Kindness, not criticism

Presence, not judgment

What am I **feeling**?

What are my **needs**?

What would **help**?

Flip it.

"You are/ I am ignorant, incompetent, stupid."
(Needs: information, intelligence, effectiveness,
insight, learning.)

"You are/I am just a sheep."
(Needs: independent thinking, choice, autonomy,
courage)

"You are/I am a selfish and entitled!"
(Needs: consideration, mattering, mutuality, shared
humanity)

Detoxing “Bad Energy”

- Getting grounded in our values and choices
- Having good boundaries about what is ours, and what isn't
- Leaving work at work: Create a ritual that signifies the changing of environment and mindset. (Jai Te Gang)
- Showers, movement, humming, shaking.



Where does our energy come from?



- Doing meaningful work that is aligned with our values.
- Staying grounded in the needs we have that are being MET by going to work.
- Getting empathy and compassion for the needs of ours that are not getting met during our work day.

Lifting each other UP

- Expressing what is going well
- Noticing when our needs are being met
- What you pay attention to grows
- Looking out for one another: kindness, having each other's back, taking turns, expressing care for one another



Listen Empathically

- How do they feel?
- What matters to them? What are their underlying needs and values?
- Mirror, reflect, paraphrase and validate



What It Sounds Like

- Are you *frustrated*, wanting more clarity?
- Are you *worried*, needing reassurance?
- Are you *angry*, wishing we had more alignment?

When we combine the
courage to make clear what
works for us and what doesn't,
with the compassion to
assume that people are doing
their best, our lives change.

Brene Brown

Making your intention explicit

Try saying...

"I'd like to understand ..."

"I want to find a place we can work from together ..."

"I want to find some common ground ..."

"I want to understand how you came to believe ..."

"Help me see what's important to you about ..."

"I want to have a conversation ..."

Empathic Connection

Try Saying ...

Of course you're feeling ... (disappointed, helpless, angry) and you're wanting (to connect with your mother, to see your loved one, to have more predictability). That makes sense to me and I'd probably be feeling the same way in your shoes.

Here's what I'm working with (name limitations/ conditions etc that create a boundary/container for the situation) Knowing this, what might feel most helpful or supportive to you?

Empathic Connection

Try saying ...

Even though I am powerless to change this situation for you, please know that I care and it matters to me how this is impacting you.

If you need to disengage

Try saying ...

I can see you are really upset about this, and that makes sense to me, I get it.

I am feeling pretty helpless and overwhelmed in this moment and I need some space and time to figure out what might be helpful given the situation we are in, so I am going to disengage for now and will loop back to you later today/tomorrow/next year.

For finding common ground Try saying...

"It sounds like we are both wanting a solution that creates more safety for all people, is that true?"

"It seems like we both want to honor people's choice to decide their own values and morals - am I getting that right?"

"It sounds like we both want to be treated with respect and dignity regardless of our differences, do you agree?"

Let's Help Each Other Shift ...

- From blame and shame to **connect and redirect.**
- From *What is wrong?* to ***What will help?***
- From judgment and criticism to **connection and empathy**
- From power struggles to **co-creation**
- From stressed out to **internally resourced**

Allow the positive within you to emerge.
Be dominated by love, respect, understanding,
compassion, appreciation and concern for others
rather than the self-centered and selfish, greedy,
hateful, prejudiced, suspicious and
aggressive attitudes that dominate our thinking.

We often hear people say:
This world is ruthless and if you want to survive
you must become ruthless too.

I humbly disagree with this contention.
The world is what we have made of it.

It is ruthless today, it's because
we have made it ruthless by our attitudes.
If we change ourselves we can change the world,
and changing ourselves begins with
changing our language and our methods of communication.

Arun Gandhi.

www.yvetteerasmus.com

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