

WORKFORCE WELLNESS

Unity in Well-being:
Building a Supportive & Well Workplace
Community



School
of Social Work
PORTLAND STATE UNIVERSITY




Please

- Stay muted unless instructed otherwise.
- Know participation is optional but appreciated!
- Use the chat for questions or comments.
- Help us co-create a respectful environment.
- Do not quote or record this presentation without permission. All rights reserved.

Group Agreements / Invitations



- Confidentiality
 - Active Listening
 - Respectful Communication
 - Non-judgement
 - Safety
- 

DISCLAIMER :

- People are dynamic and each person's life experience, individual, and collective coping strategies are unique. What's shared during these training discussions are solely for informational purposes and not meant to change or supersede policies and procedures of your agency/ organization requires of you.
- What is shared is not meant to be therapeutic intervention or prevention methods, but consist of information obtained through academic resources, past professional experiences, aspects of evidence based TI-theory, and general lived experience.

Empathy & Inclusivity in Well-being

Presented by
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Regulate



Relate



Reason



REGULATE:

GROUNDING MOMENT

Grounding techniques are a way of connecting to the body, mind, and environment to help support a person in the present moment. These techniques can be used to reduce stress or to help a person self-regulate.

TAKE
CARE
OF
YOU



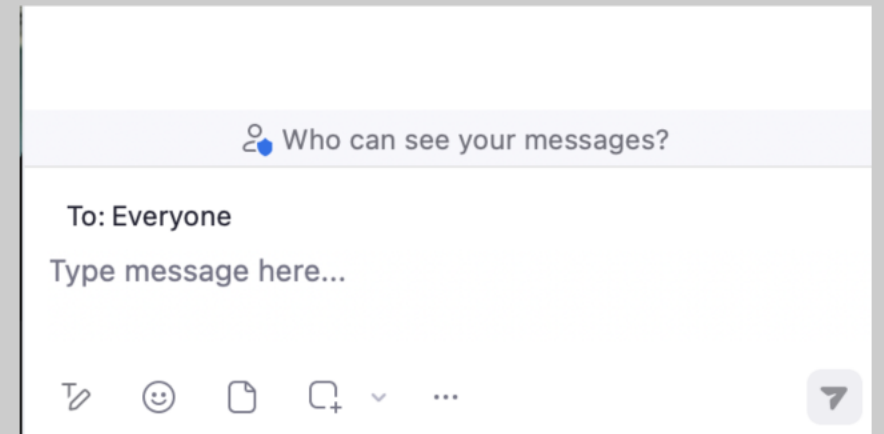
RELATE:

Emoji Check-in

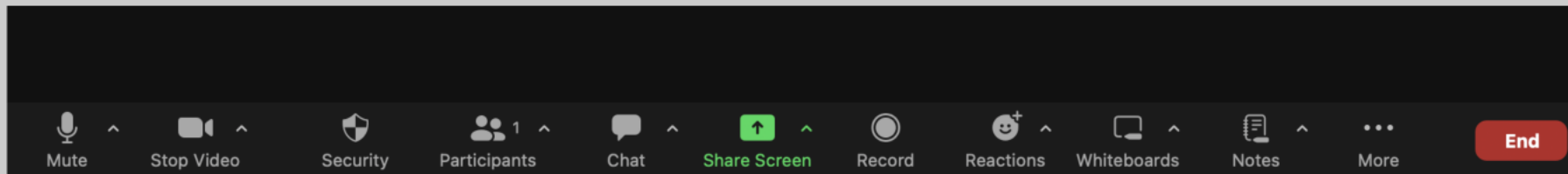


How to Emoji

- In the chat box



- As a "reaction"



Why?



- We want to hear from you
- There are a lot of y'all
- This is one way we can **model creating connection** virtually

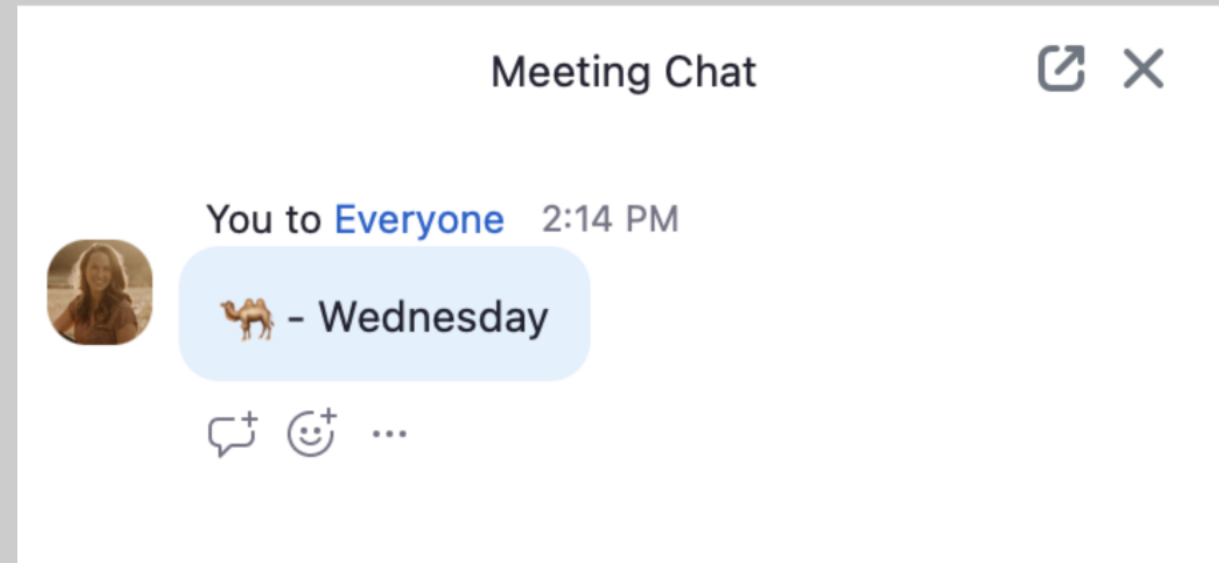
IN THE CHAT BOX:

What emoji best
describes how you
are feeling right
now?

+

In one word,
why?

Example:



REASON:

Today's focus

- Empathy 101
- Intra/Inter/Org. Application
- What factors influence worldview?
- How does it connect to trauma-informed practice?

Why?

*"If our goal is to create a workplace culture that feels professional yet compassionate, well-organized but empathetic, for service users and staff alike, it's helpful to explore the characteristics of empathy that we hope to build into the fabric of our organizations. This also supports a foundation of **psychological and emotional safety** needed for **healthy workplace culture.**"*

- Steffannie Roache, MS LPC, Professor of Practice

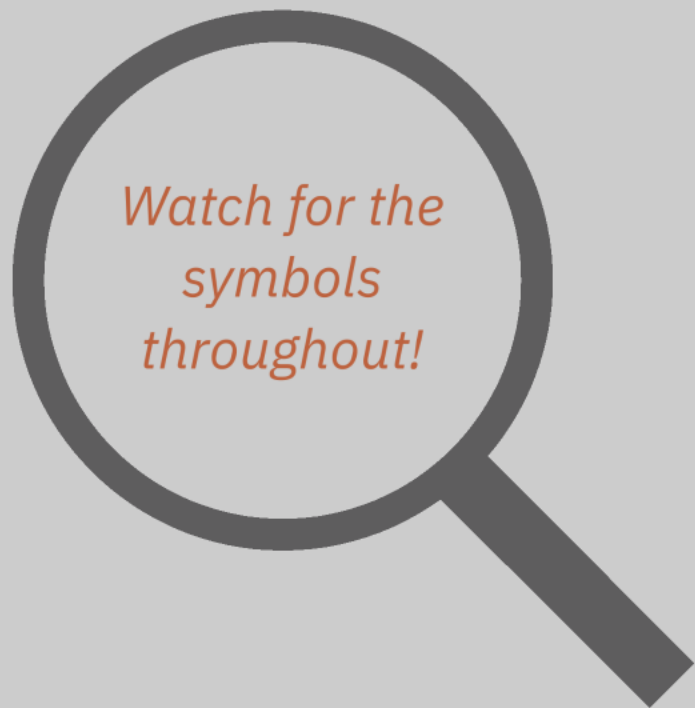
TRAUMA INFORMED CARE

“A **program, organization, or system** that is trauma-informed:

- **Realizes** the widespread impact of trauma and understands the multiple paths for recovery;
- **Recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- **Responds** by fully integrating knowledge about trauma into policies, procedures, and practices;
- Seeks to actively **resist re-traumatization.**”

- Substance Abuse & Mental Health Service Administration (SAMHSA)

Prompts for Engagement



**GROUP
WORK**



CHAT

Prompts for Awareness

What does trauma informed practice look like:



• **intrapersonally?**



• **interpersonally?**



• **organizationally?**

What is empathy?



Empathy

noun

em·pa·thy

: the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another

Empathy is connected to ***mentalization*** or “the ability to understand one’s own and others’ mental states, thereby comprehending one’s own and others’ intentions and affects.”

(APA, 2023)

Mentalizing

- Involves some level of recognition of our own internal feelings and emotions while also considering other individuals.



“Mentalizing must **be imaginative** because we have to imagine what other people might be thinking or feeling.”

(Fonagy & Allison, 2011)

Brené Brown on Empathy vs Sympathy



*“Empathy
is feeling with
someone.”*



4 Attributes of Empathy

- perspective taking
- staying out of judgement
- recognizing emotion in others
- communicating back the emotion you see

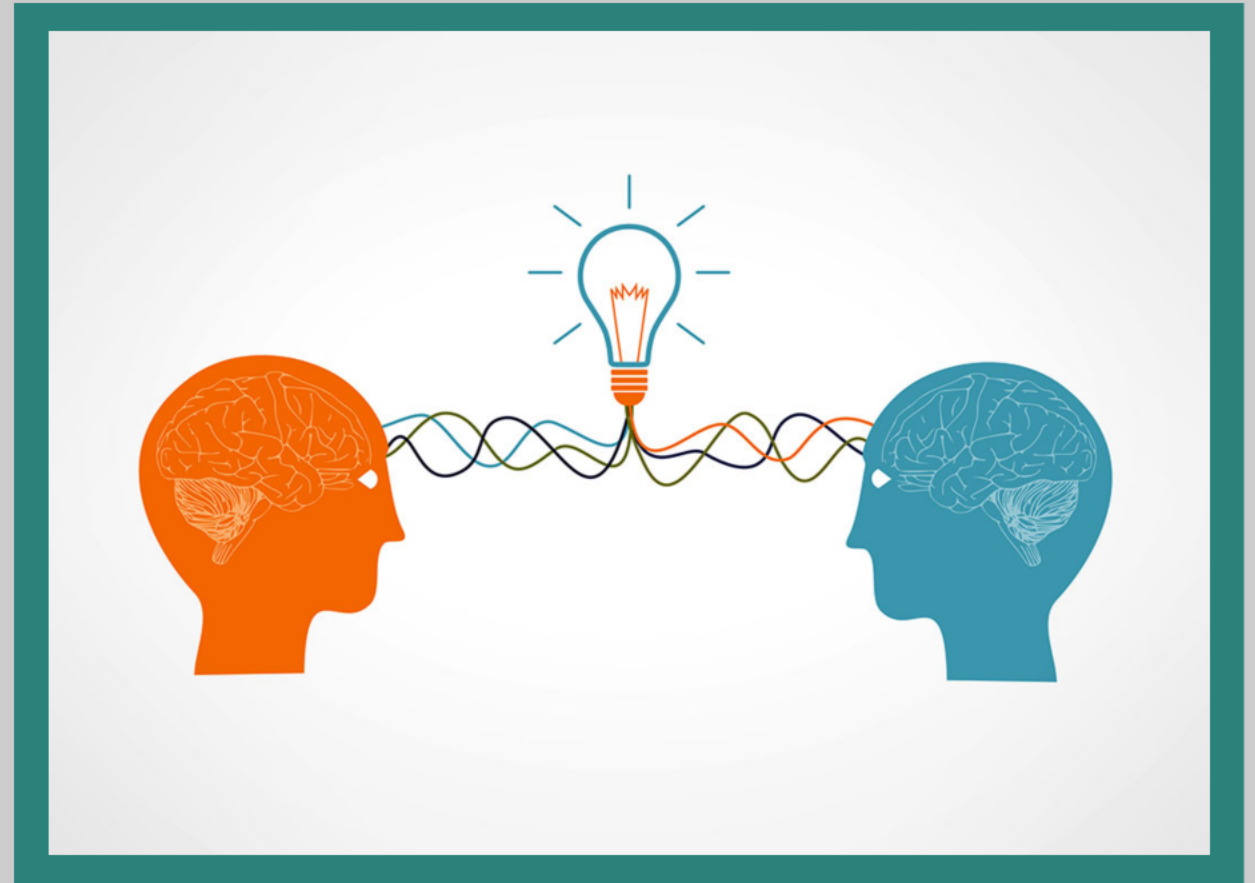
4 Attributes of Empathy

- perspective taking
- staying out of judgement
- recognizing emotion in others
- communicating back the emotion you see

*Did anything
else resonate
with you from
the video?*



*Empathy is a
skill that can
be developed
over time.*



Intrapersonal

: occurring within the individual mind or self.





ACTION ITEMS:

- **REFLECT-** Regularly reflect on your own experiences and acknowledge emotions.
- **BE CURIOUS** - Learn about other people, cultures, and worldviews.
- **EXAMINE BIAS** - Acknowledge and stay mindful of your biases that interfere with your ability to listen and learn.
- **WELCOME FEEDBACK** - Embrace constructive criticism and seek relationships that celebrate growth.

How might a history of trauma, adversity, or chronic stress impact these action items?

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Interpersonal

: being, relating to, or involving relations between persons.





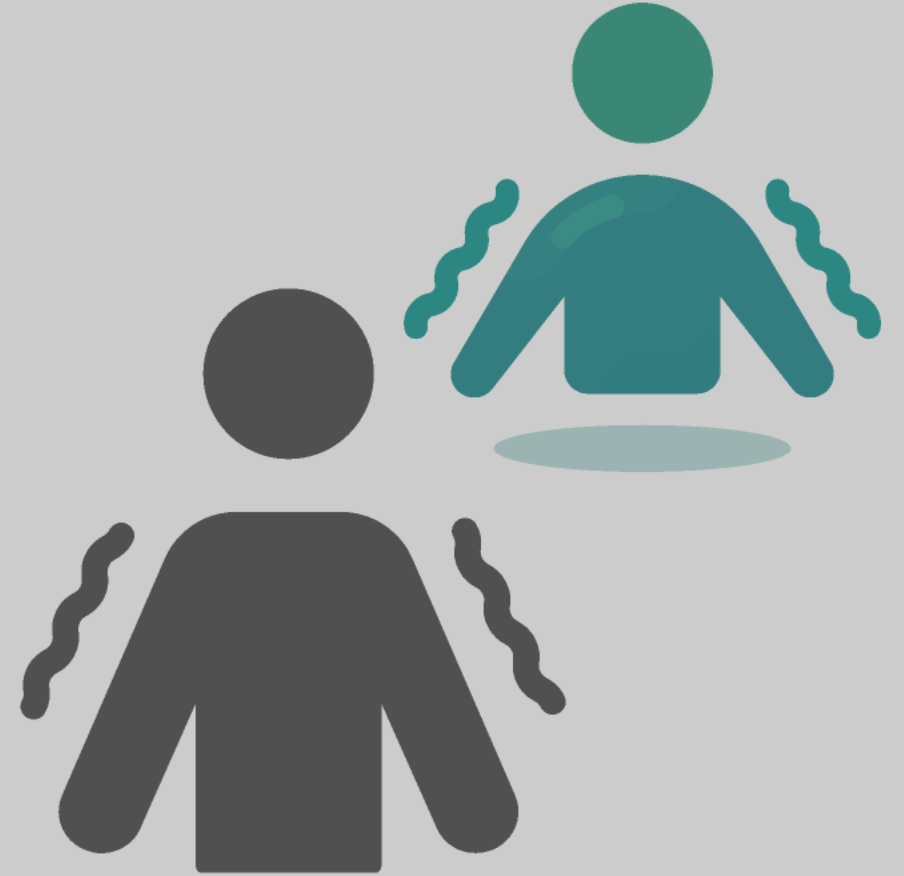
ACTION ITEMS:

- **LISTEN**- Actively listening to others without interrupting or imposing your own thoughts.
- **RESPECT** - recognize and honor cultural differences. Understand how cultural backgrounds influence and shape varying worldviews.
- **ASK QUESTIONS** - Seek to understand what others are trying to convey, even non-verbally. Show interest in their perspectives.
- **PRACTICE** - Consciously try to improve your ability to actively listen, communicate thoughtfully, recognize emotions, and validate.

Validation versus Problem Solving

Practice a validating response:

- *"I am so overwhelmed with my inbox this week! I can not seem to catch up."*



Validation versus Problem Solving

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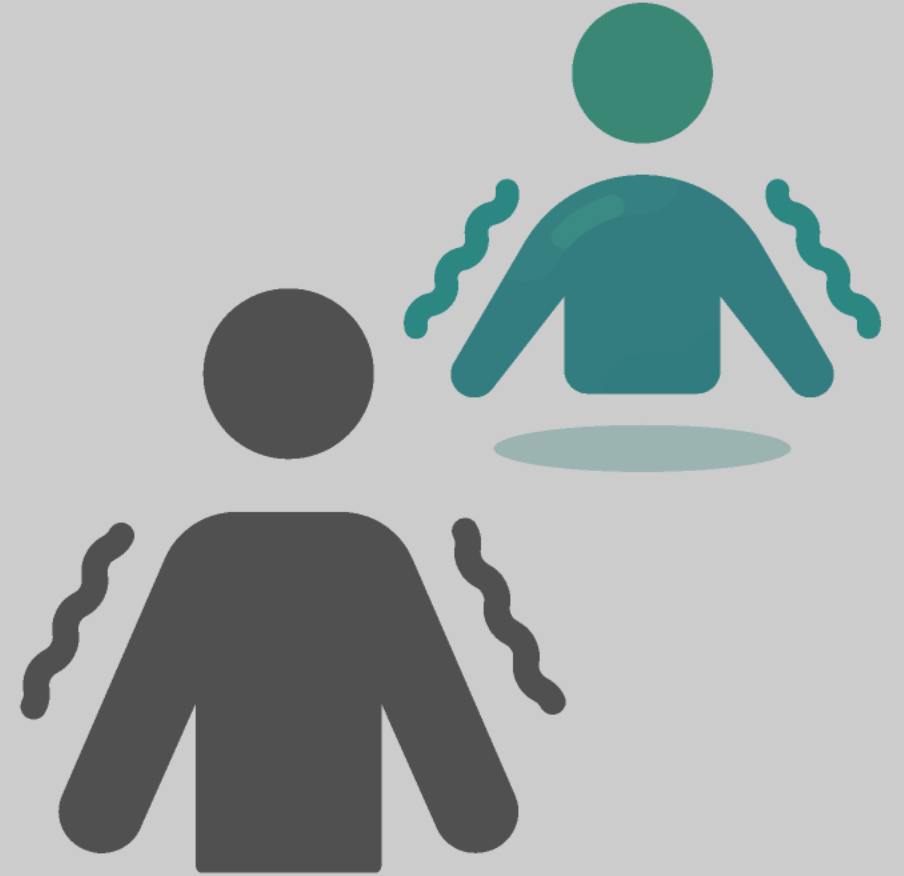
- *"I am so overwhelmed with my inbox this week! I can not seem to catch up."*
- *"I totally said the wrong thing in that meeting!"*



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- *"I totally said the wrong thing in that meeting!"*
- *"No one respects or listens to my ideas."*
- *"I feel so exhausted that it is truly hard for me to care about that right now."*





IT'S **NOT**
ABOUT
THE
NAIL

IT'S **NOT**
ABOUT
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Worldview

A person's worldview is a combination of their beliefs, values, assumptions, attitudes, and ideas about fundamental aspects of reality.

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What factors influence worldview?



Organizational

: relating to an organization or the way it is set up.



- Policy
- Procedure
- Practice



ACTION ITEMS:

- **PRIORITIZE CONNECTION-** Design agendas for meetings and events with relationships in mind. Allocate time, activities, and resources accordingly.
- **TRAIN UP SKILLS** - Provide paid learning opportunities for employees to develop and improve necessary skills (active listening, communication, and anti-bias education).
- **INVITE FEEDBACK** - Create multiple ways in which staff can provide their opinion, including anonymously. Check-in often so feedback is normalized.
- **ASSESS** - Regularly review policies and procedures and make adjustments that incorporate appropriate feedback.

Why might an organization have barriers towards these action items?

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REFLECTION

**How might
prioritizing empathy
practices lead to a
more inclusive
workplace?**



How does it connect to
trauma-informed
practice?

Six Principles of TIC

The six key principles fundamental to a trauma-informed approach include:

- 1. Safety**
- 2. Trustworthiness & Transparency**
- 3. Peer Support**
- 4. Collaboration & Mutuality**
- 5. Voice & Choice**
- 6. Cultural, Historical, & Gender Responsiveness**

The background of the image features a row of stylized, semi-transparent silhouettes of people of various ethnicities and ages, facing right. A large, solid teal rectangle is overlaid on the center of the image, containing the text.

**We do better when we
have safe & supportive
environments.**

Thank you!



Exit Survey!

Thank You!

We welcome your feedback!

Visit our Website
traumainformedoregon.org

