



Advancing the Well-Being of Our Clients

Navigating Challenging Situations
May 2, 2022

Moment to Land



Workshop Modules 1- 4

Module 1: Self-Care for Client Care

Module 2: Creating a Safe and Welcoming Space for All

Module 3: Navigating Challenging Situations

Module 4: Becoming a Trauma-Sensitive Organization



Learning Objectives

- Being aware of our own triggers
- Using mindfulness to manage our emotions
- Developing wise compassion in action
- Recognizing how to create positive outcomes from challenging situations



Icebreaker

What's one recipe or cooking skill you learned from someone else?



Defining customer service

*Customer service is about having clients feel **supported, understood and valued** in every interaction with Second Harvest staff and all our representatives.*

*Good customer service creates a relationship of **trust and loyalty** beyond the immediate interaction, meeting the client where they are in the moment, responding to their needs with kindness and acceptance, and connecting them to the food and services they want.*

*Customer service goes beyond finding solutions for clients to access food by seeking to improve the **well-being and resilience** of our clients in every interaction.*



Challenging Situations

Why this is important?



Mindfulness as a Tool

Mindfulness means paying attention to what's happening in the present moment in the mind, body, and external environment, with an attitude of curiosity and kindness.

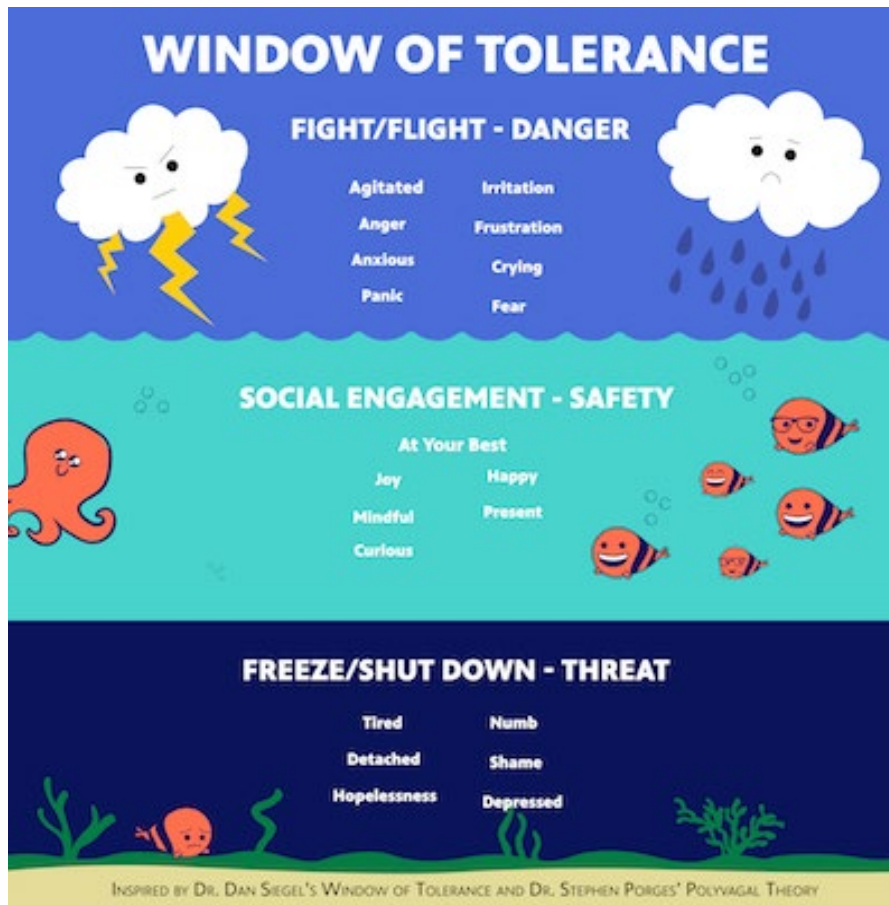
- Mindful Nation UK Report



Breathe, feel, notice



Window of Tolerance



Personal Inventory

Breakout Rooms

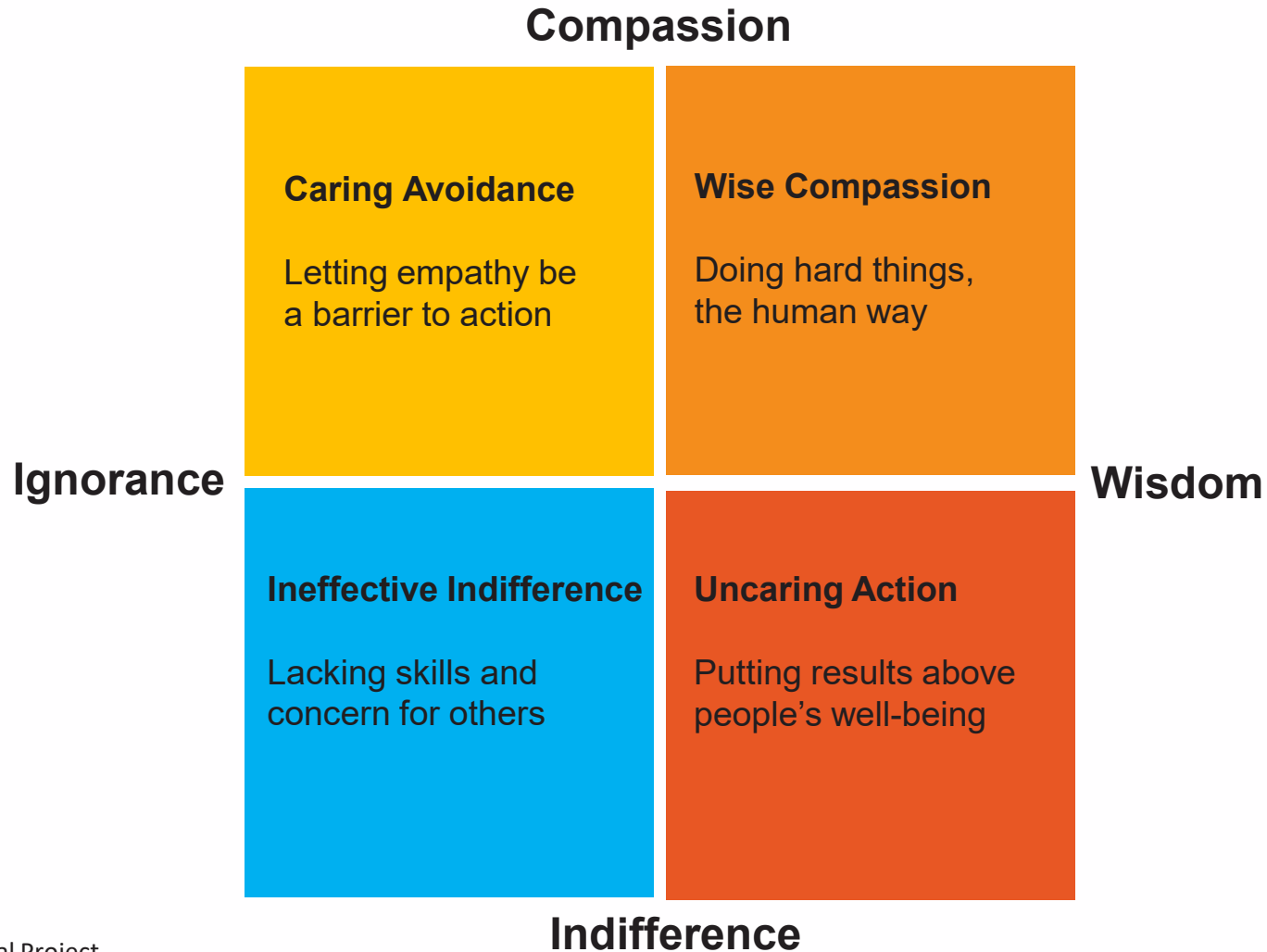
What takes you out of your emotional center?

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

Viktor Frankl



Wise Compassion



Wise compassion in action

- Listen deeply to understand
- Repeat back what you hear
- Apologize sincerely for them having had this experience
- Gather additional information
- Respond with empathy for all involved
- Model kind behavior



Creating a Safe Space

When you are triggered and need some support:

- Recognized activated nervous systems
- Encourage open communication
- Speak to a trusted colleague
- Buddy system
- Assign the right person
- Ask to be removed from a site
- Other suggestions?



Ten Tips for De-escalation

1. BE EMPATHETIC AND NONJUDGMENTAL
2. RESPECT PERSONAL SPACE
3. USE NONTHREATENING NONVERBALS
4. AVOID OVERREACTING
5. FOCUS ON FEELINGS
6. IGNORE CHALLENGING QUESTIONS
7. SET LIMITS
8. CHOOSE WISELY WHAT YOU INSIST UPON
9. ALLOW SILENCE FOR REFLECTION
10. ALLOW TIME FOR DECISIONS



Mantras for compassionate service

Be here now

Listen, hear, connect, care

Breathe, feel, notice

Put yourself in other's shoes

Move from empathy to compassion

Be clear, candid and direct

Follow up & self-care



Your three takeaways

Share one or more key concepts that you will be applying, whether new to you or something you're already doing.



Feedback & Gratitude

