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 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

WINDOW OF TOLERANCE

FIGHT/FLIGHT - DANGER
- Agitated
- Irritation
- Anger
- Frustration
- Anxious
- Crying
- Panic
- Fear

SOCIAL ENGAGEMENT - SAFETY
- At Your Best
- Happy
- Joy
- Present
- Mindful
- Curious

FREEZE/SHUT DOWN - THREAT
- Tired
- Numb
- Detached
- Shame
- Hopelessness
- Depressed

Inspired by Dr. Dan Siegel's Window of Tolerance and Dr. Stephen Porges' Polyvagal Theory
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

Compassion

Caring Avoidance
Letting empathy be a barrier to action

Wise Compassion
Doing hard things, the human way

Ignorance

Ineffective Indifference
Lacking skills and concern for others

Wisdom

Uncaring Action
Putting results above people's well-being

Indifference

Credit: Potential Project
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

Thank You!