Advancing the Well-Being of Our Clients

Customer Service Workshop Module One: Self-Care for Client Care
Moment to land
Workshop Modules

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
Agenda

1. Connecting to each other
2. Connecting to our values
3. Why self-care matters
4. Self-compassion
5. Compassion in action
6. Committing to self-care
Symbols

Heart
Feel it!
Empathizing with how our clients feel

Light bulb
Know it!
Understanding best practices

Speech bubble
Live it!
Behaving and communicating with kindness

Cloud
Remember it!
Utilizing insight
One self-care or fun thing
Learning objectives

- Understand the value of self-care
- Identify practices that will prevent burnout and maintain compassionate service
- Write down three key concepts that you will apply to your life this month
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.
What is fulfilling about doing this work?

Write in the chat or share out loud
Why self-care matters

- Builds strength and resilience
- Helps us to be our best selves
- Prevents burnout

“If you don’t transform your suffering, you’ll transmit it.” — Richard Rohr

Self-Care for Client Care
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

Uncaring Action
- Putting results above people’s well-being

Wisdon

Indifference

Credit: Potential Project
Empathy vs. Compassion

- **Empathy:**
  “to feel with”

- **Compassion:**
  “the intent to benefit”
Mindfulness: regulate your nervous system

- Breathe
- Feel
- Notice
Self-Compassion

Practices

1. **Mindfulness** vs. over-identification
   - Accepting but not exaggerating emotions

2. **Common humanity** vs. isolation
   - We all suffer

3. **Self-kindness** vs. self-judgment
   - Reinforcing positive thoughts about yourself

"With self-compassion, we give ourselves the same kindness and care we’d give to a good friend." Dr. Kristin Neff
Compassion for others

- Being mindful
- Taking the time to listen
- Checking our own judgements and biases
- Expressing empathy: “I am so sorry that happened to you.”
- Providing solutions: “We’re going to make sure you get the food you need”
- Expressing gratitude: “Thank you for…”

"A one-word solution for almost all the problems the world is facing today is 'compassion.’” – Amma
Client issues

Sharing stories:

Clients who were angry, scared, frustrated, sad…

“Breathing in, I do my best – Breathing out, I let go of the rest.”
Self-care when stressed

In the moment what can I do to stay calm and present?

- Breathe deeply
- Bring your attention to your body
- Notice

*Emotions come and go like the ocean waves and the breath is my anchor.*
- Kelly Green
Sustaining Compassion

Compassion Fatigue:
A type of stress that results from helping or wanting to help those who are traumatized or under significant emotional duress.

Self-compassion:
Self-kindness, common humanity, and mindfulness

Self-care:
the practice of taking action to preserve or improve one's own health.
Self-care techniques throughout the day

- Breathe, feel, notice
- Pressure points
- Holding your own hand
- Deep, slow breathing
- Glimmers (the opposite of triggers)
- Tracking pleasure
- Gratitude
- Others…?
Happiness chemicals and how to hack them

**DOPAMINE**
THE REWARD CHEMICAL
- Completing a task
- Doing self-care activities
- Eating food
- Celebrating little wins

**OXYTOCIN**
THE LOVE HORMONE
- Playing with a dog
- Playing with a baby
- Holding hands
- Hugging your family
- Giving compliments

**SEROTONIN**
THE MOOD STABILIZER
- Meditating
- Running
- Being in the sun
- Walking in nature
- Swimming
- Cycling

**ENDORPHIN**
THE PAIN KILLER
- Laughter exercise
- Essential oils
- Watching a comedy
- Eating dark chocolate
- Exercising

Self-Care for Client Care
Caring People

Some people care too much.
I think it's called love.

- A.A. Milne, Winnie-The-Pooh

I TheMindsJournal
Recap

1. Understanding that self-care is critical to health
2. Recognizing that self-care will allow us to continue to do the invaluable work we do
3. Compassion applies equally to ourselves and others
4. Self-care is foundational to compassionate client service
5. Make a commitment to consistent self-care
Thank you!

For the amazing work you do transforming people’s lives!

Please take two minutes to fill out our short, anonymous survey