



Institute of
Health &
Social Care
Management

...by our members for our members.

Managing Overwhelm and Isolation Through Building Connections



Learning objectives

- Recognising and understanding overwhelm - how self-compassion can be your superpower
- How building connections across internal and external boundaries can support you and your team
- Building your tribe to thrive



Who am I?



- ❖ Sue Jones - Director of Social Care
IHSCM
- ❖ Psychologist, NLP & Strengthscope
Practitioner.
- ❖ Diploma in Hypnotherapy



Over to you!

- What would you like to get from this session?



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Self Compassion – Your Superpower



Self Compassion

Attending

Understanding

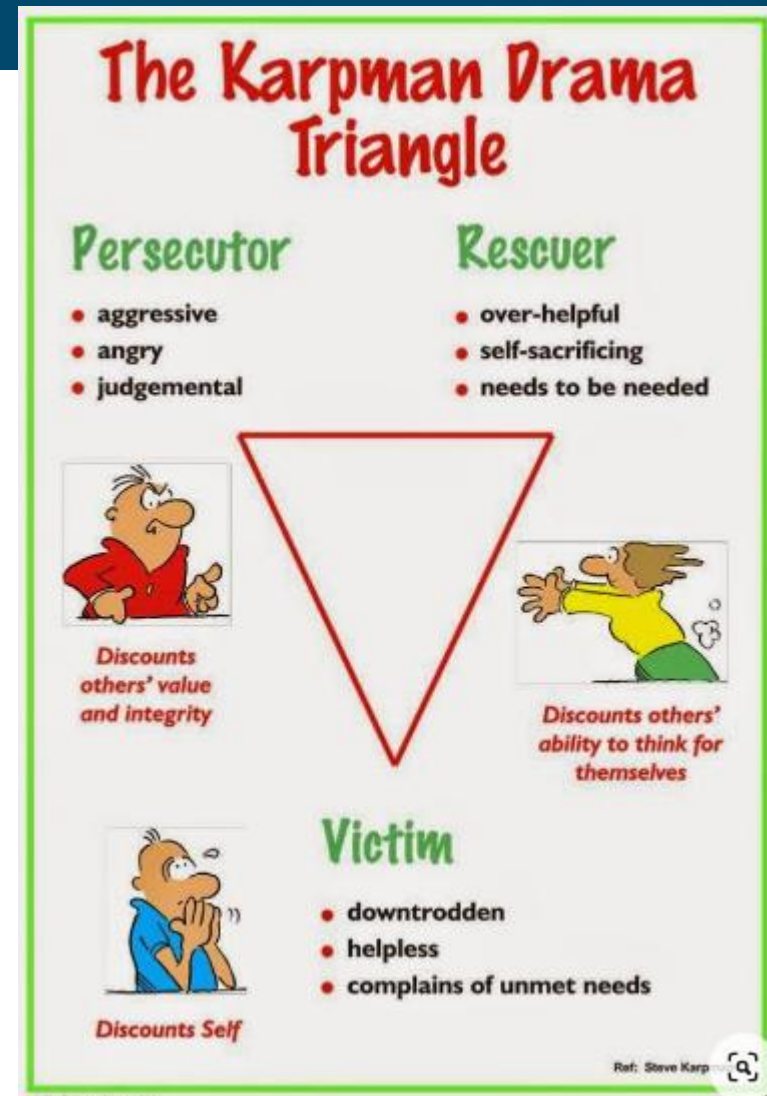
Empathising

Helping

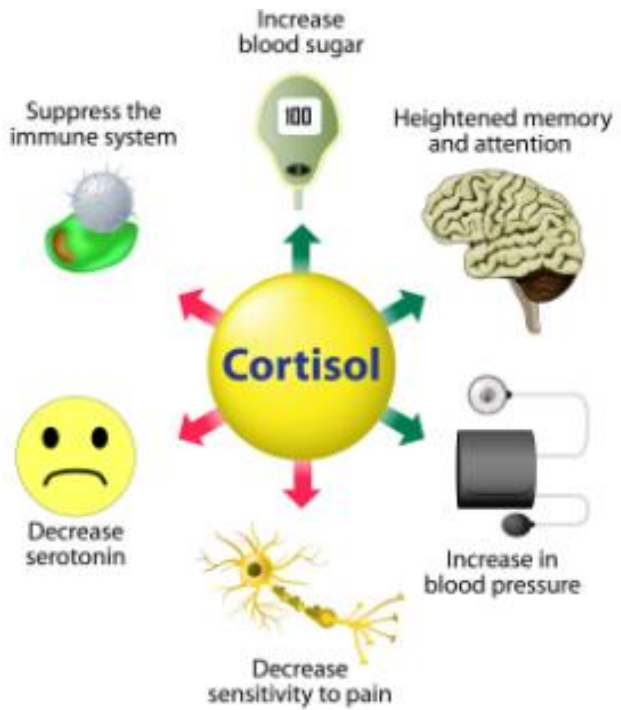
- How do I listen and notice myself?
- How do I understand and navigate the challenges I face?
- How do I empathise with myself?
- How do I help myself?



**You are on an
aeroplane, and
the oxygen masks
come down.
What do you do?**



Introduction to brain chemicals



<p>DOPAMINE THE REWARD CHEMICAL</p> <ul style="list-style-type: none"> • Completing a task • Doing self-care activities • Eating food • Celebrating little wins 	<p>OXYTOCIN THE LOVE HORMONE</p> <ul style="list-style-type: none"> • Playing with a dog • Playing with a baby • Holding hands • Hugging your family • Giving compliments 
<p>WWW.FRONTLINE19.COM</p>	
<p>SEROTONIN THE MOOD STABILIZER</p> <ul style="list-style-type: none"> • Meditating • Running • Sun exposure • Walking in nature • Swimming • Cycling 	<p>ENDORPHIN THE PAIN KILLER</p> <ul style="list-style-type: none"> • Laughter • Essential oils • Watching comedy • Dark chocolate • Exercising 



Helpful Exercises

Breathing techniques

**MEDITATIVE
BREATHING AMAZING
STRESS MANAGEMENT
TECHNIQUE**

- It helps to cure insomnia.
- Positive energy circulates in your body.
- It calms your mind.
- It improves blood circulation.
- Keep away the heart-related problems.
- Provide relaxation to body and mind.
- It improves your concentration.
- The oxygen supply throughout the body is increased thus making one feel calm and peaceful.

Step-1
Inhale for 4 seconds through nose

Step-2
Hold for 7 seconds

Step-3
Exhale for 8 seconds through nose

[Yogo breath video](#)

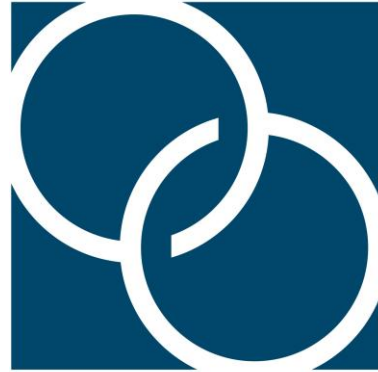
Mindset

Loving-Kindness Practice

May I be happy
May I be healthy
May I be peaceful & at ease
May I feel loved & accepted

Send wishes to

1. yourself
2. someone you love
3. a neutral party
4. a difficult person
5. all beings



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Building relationships across
boundaries



Compassionate leadership

Attending

Understanding

Empathising

Helping

- Active listening, being present
- Meet the other person where they are at. No assumptions/judgements
- Walk in their shoes, see their perspective
- Access to support



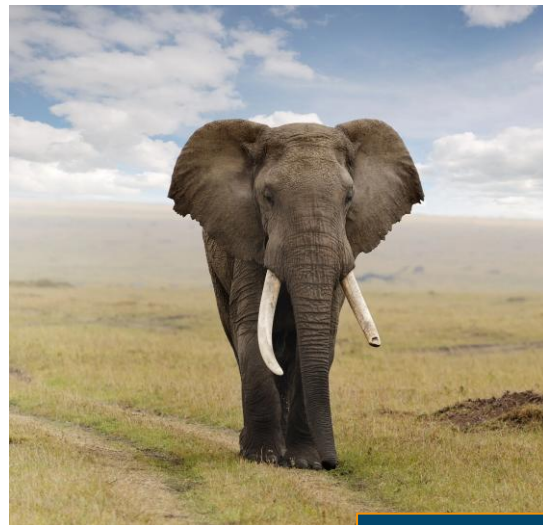
Awareness of self & others

Extrovert – Fast Paced



Task focused

People focused



Introvert – Slow Paced



Trust & Respect



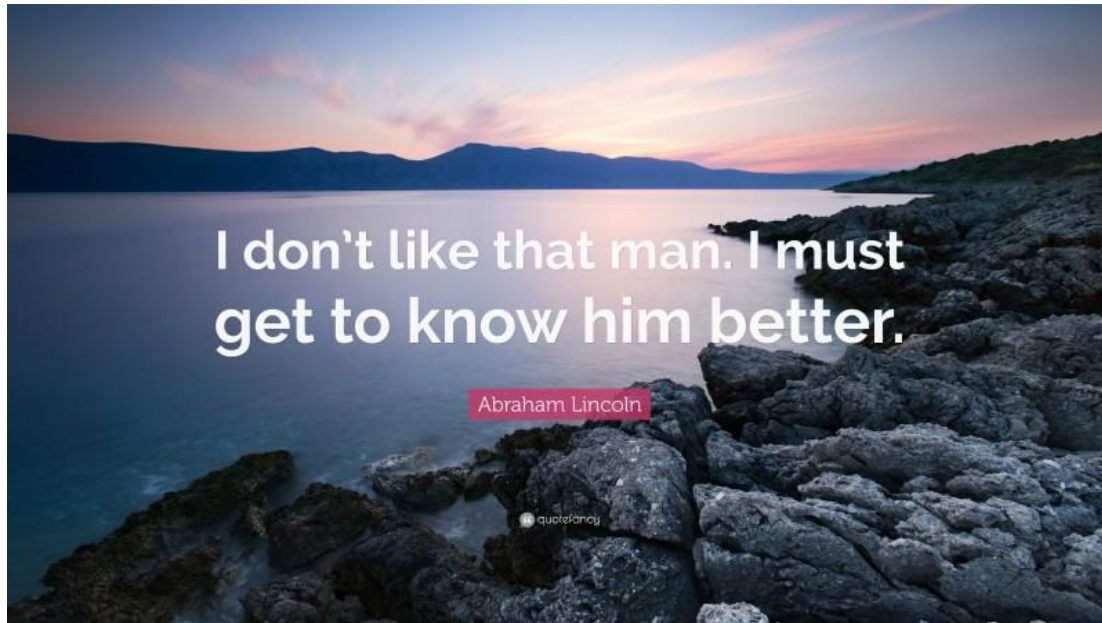
Amy Cuddy



[Connect, Then Lead \(hbr.org\)](https://hbr.org)



Building compassionate teams



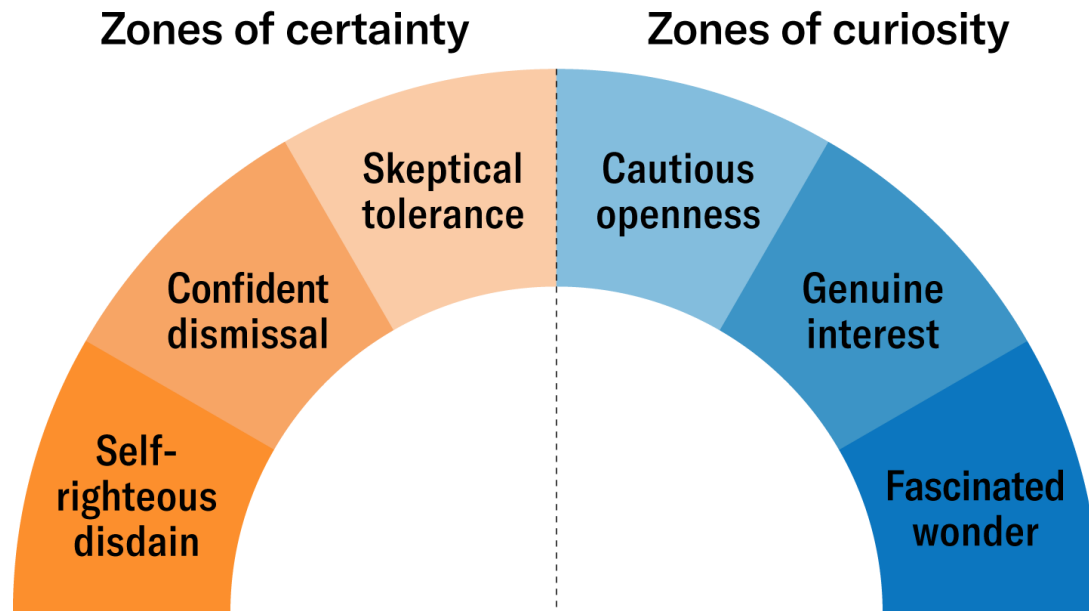
- *Who among we lead do we find it easier or more difficult to interact with?*
- *To what extent do we practice being present with those we find more difficult?*



Be curious and open

The Curiosity Curve

Before high-stakes conversations, gauge whether you're actually open to vital new information from your counterpart.



**Self-righteous
disdain**



"I can't stand them!"
"They're mad, bad, or scary!"

**Confident
dismissal**



"They're mistaken, incompetent, or out of line."
"I'm right!"

**Skeptical
tolerance**



"I think they're wrong but I'll hear them out."

**Cautious
openness**



"Hmm...they could know something worth finding out."

**Genuine
interest**



"I truly want to understand their views and experience."

**Fascinated
wonder**



"Wow! There's so much I want to learn—from, with, and about them!"

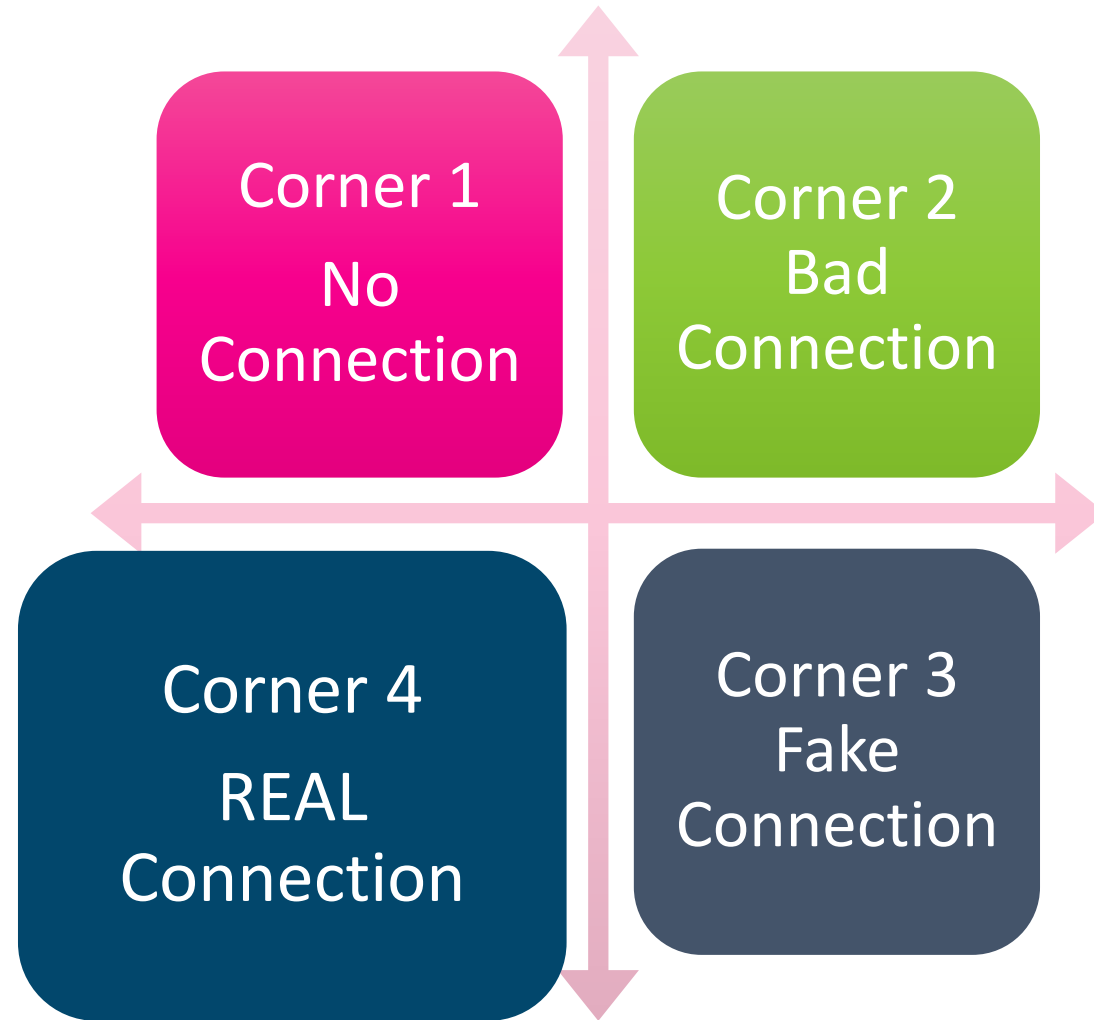


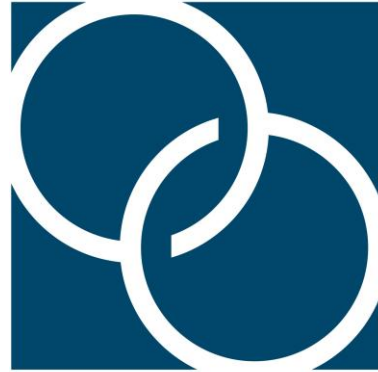
Leaders working across boundaries





What are you aiming for?





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Building your tribe



Building relationships - Exercise

Think about a relationship that you would like to develop, either between teams or across boundaries.

Why are you building the relationship e.g. the purpose/objective?

How will you achieve it e.g. what steps will you take? Any barriers?

What will you do e.g. Make a plan, measure outcome

Remember to put judgements, assumptions & biases aside.



Persuasive techniques

- Connect emotionally
- Self-awareness
- Find common ground
- Use Compassionate style
 - Attend, Understand, Empathy, Help

...and remember the Curiosity Curve



Consistent leadership styles & values

Basic principles – All leaders need to demonstrate:-

- Authenticity
- Openness
- Honesty
- Humility/vulnerability
- Optimism

...AND ALWAYS COMPASSIONATE!



Exercise – Working across boundaries

You're a manager and you would like to build relationships with the health and social care professionals in your community.

1. What would your objective be?
2. How will you build rapport?
3. What language will you use?



Questions, thoughts, comments