

Transforming Connections

Building Emotional Resilience

Week 4 of 5

Questions between sessions:

 workshop@SILAskills.org

   @SilaSkills

Welcome back!

Workshop created by The SILA Skills Group

NOTE:

1. The content of this workshop is directed *solely* to the skill development of the participants and is in *no way intended* to represent appropriate training to teach the skills to others/clients within or outside the organization.
2. SILA and SILA facilitators are not therapists. This workshop is in *no way intended* to supplement or replace any personal and/or professional therapy.
3. This workshop is *no way intended* to supplement or replace any organizational safety procedures and protocols. Participants are expected to follow and prioritize their organization's procedures and protocols.



Mindfulness Practice



How have you been using the skills we learned?

What problem are we trying to solve?

Let's review

- DBT
- Relationship Mindfulness
- States of Mind
- Basic Assumptions
- Transactional Model
- Validation and *cheerleading
- Self Validation and Invalidation

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Let's review



SILA Skills
SKILLS IN LIFE FOR ALL

➤ **Distress Tolerance Skills (8 - 10 level of intensity of emotion)**

STOP

- Stop, Take a step back, Observe, Proceed

TIP

- Temperature, Intense Exercise, Paced Breathing/ Paired muscle relaxation

Half Smile Willing Hands

- Mona Lisa smile, palms up, fingers extended

Radical Acceptance

- When there is no solution to the problem and it's causing suffering.
- 100% acceptance of reality as it is. Full and complete

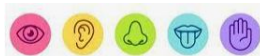
Let's review



SILA Skills
SKILLS IN LIFE FOR ALL

➤ **Emotion Regulation Skills - Goals**

Self Soothe Using 5 senses



Self Care - PLEASE

Physical Illness, Eating Habits, Avoid Mood Altering Substances, Balanced Sleep, Exercise regularly

Check the Facts and Problem Solving

SCREW it! (Solve, Change, Radically, Entertain (stuck & miserable), Worsen)

Mindfulness of Current Emotions and the Wave Skill

Opposite Action (want to change & all the way!)

Accumulating Pleasant Activities - short term and long term

What skills can we use?



Scenario 1: You received an email from a colleague. You notice it seems to have a hurtful tone. You re-read it a few times and feel that it could be neutral or non-offensive. You feel yourself leaning towards it being hurtful.

Scenario 2: A colleague is visibly upset by a heated discussion/difference of opinions at a team meeting.

Scenario 3: A colleague says: “ You know we are very behind today, it would be good if you could get through the next couple of patients/clients more quickly. “ You roll your eyes and snipe back.

Share your Practice



1. Previous weeks:

- One in one: Do 1 thing mindfully for 1 min each day.
- Practice basic assumptions: how did outcomes change?
- During the week notice transactions - share 1 transaction which could have had a different outcome?
- Notice empathy. Notice sympathy.
- Notice when you felt validated AND when you didn't.
- Notice judgements vs being judgmental.
- Notice cues/habits, mental/physical, you have to help you be present with your client/co-worker/family.
- Pick one missed opportunity for validation. What you could have done differently?
- How did validation opportunities change outcomes?
- Practice Distress Tolerance Skills - STOP, TIP, Half Smile, Willing Hands, Radical Acceptance. Notice your level of distress before and after your skills practice.

Share Your Practice



2. Practice Emotion Regulation Skills. Notice how you were feeling before your practice. How did you feel afterward?

Chose 2 to share with the group.

3. Identify 1 pleasant activity or event you would like to add in your life. List 3 steps you will take to make this happen.

What will it take? What will get in the way?



Mindfulness Practice

DBT Skills Modules



Acceptance

Mindfulness

Being aware of the present moment without judgement

States of Mind - WISE MIND

Mindfulness

- What Skills
- How Skills

Walking the Middle Path

Distress Tolerance

Managing a crisis without worsening the situation, accepting reality as it is

TIP(P)

Wise Mind ACCEPTS

Pros and Cons

Self-Soothing

IMPROVE the moment

Radical Acceptance

Willingness

Turning the Mind

Half-Smiling Willing Hands

Mindfulness of Current Thoughts

Change

Emotional Regulation

Understanding and reducing vulnerability to emotions, changing emotions

Identifying & Labelling Emotions

Check the Facts

Opposite to Emotion Action

Problem Solving

Accumulate Positives

Build Mastery

Cope Ahead

PLEASE

Mindfulness of Current Emotions

Interpersonal Effectiveness

Getting needs met, maintaining relationships, increasing self-respect in relationships

DEAR MAN GIVE FAST

Walking the Middle Path

Validation

Behaviour Change Strategies

Mindfulness → Distress Tolerance → Mindfulness → Emotion Regulation → Mindfulness → Interpersonal Effectiveness

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What to expect - Week 4



Interpersonal Relationship Skills:

DEAR MAN

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Gotta get it right. How to approach the other person?

History

The ask is too big or not doable.

Not being clear on what the ask is.

Asking for too many things.

The ask is not realistic.

State of Mind - Us? Them?

What gets in the way of effective conversations? What makes some discussions difficult?

Wasn't the right time for us or them.

Feeling defensive or judged.

Person kept derailing you..."and what about...?"

Lots at stake.

Overwhelming emotions - dread, fear, etc.

Don't know what to say or how to say it.



Interpersonal Effectiveness Skill: DEAR MAN GIVE FAST



Goal: To have an effective conversation thereby obtaining your desired outcome.

A formulaic approach to asking for something you want, maintaining a relationship, or maintaining your own self-respect.

A communication strategy.

Using this skill will increase the likelihood of getting what you want.

Components of a communication strategy



1. Purpose - Why are we having this conversation? What is the most important thing I want to get out of this? What is my **PRIORITY**?
2. Message - **WHAT** is the message? What am I going to say?
3. Delivery - **HOW** will I deliver the message? What do I need to focus on as I'm delivering the message?

DEAR MAN - the WHAT



- D** Describe the situation. Stick to the facts, no judgment, no blame, be objective.
Tip: If it's something that happens on a regular basis, pick the last time that happened, and describe as if watching a video
- E** Express how you feel or what you believe about the situation.
Tip: Use "I" statements
- A** Ask or Assert
Tip: Is it doable for the person? Is it small enough? No demands. Clear, concise, assertive.
If I actually get what I am asking for, is this what I want?
- R** Reward/Reinforce
Tip: Why would this person do this for you? Is it rewarding/reinforcing for them? What do you get out of it? Look for win/win statement.

Example of DEAR



Scenario: You have been trying to get your client to call the therapist for an initial consultation for several weeks. They have not yet called.

- D** Describe the situation:
"We've been discussing you calling this new therapist for an initial consultation for the last several weeks. Today you told me that you still haven't had a chance to call."
- E** Express how you are feeling or what you believe:
"I am really worried that by delaying the call, you will delay getting an appointment and maybe miss getting them as your therapist."
- A** What is the Assert or Ask?:
"I would like you to call the therapist today to make an appointment."
Is this the right ask? Can the client give me what I am asking for? What is the ask?
Actual Ask: *"Would you be willing to discuss what's getting in the way of calling the therapist?"*
- R** What is the reward/reinforce for them, for you?:
"This way I'll stop nagging you week after week and I'll feel like we are moving forward with our treatment plan."

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Example of DEAR



Scenario: You have been asked to stay later again today. This is the third time this week. You need to let your supervisor know that you can't keep doing this.

- D** Describe the situation:
"Yesterday you asked me to stay late. That was the 3rd time this week."
- E** Express how you are feeling or what you believe:
"I am finding that I'm exhausted and I can't keep this pace. I understand we are short staffed. I am feeling burnt out."
- A** What is the Assert or Ask?:
"I would like you to stop asking me to stay later at the end of my shift."
Is this the right ask? Can my supervisor give me what I am asking for? What is the ask?
Actual Ask: *"Would you be willing to brainstorm some solutions?"*
- R** What is the reward/reinforce for them, for you?:
"This way we can get through this period of us being short staffed and I'm not burnt out."



Let's work through an example!

Scenario: Yesterday your HALTS were off. You responded/reacted to your colleague in a way that you now regret and would like to make a repair.

Components of a communication strategy



1. Purpose - Why are we having this conversation? What is the most important thing I want to get out of this? What is my **PRIORITY**?
2. Message - **WHAT** is the message? What am I going to say?
3. Delivery - **HOW** will I deliver the message? What do I need to focus on as I'm delivering the message?

Tying Purpose, Message and Delivery together:



PRIORITY 1. Get an Objective
(purpose)

(What specific result or change do I want?)

2. Maintain the Relationship

(How do I want the other person to feel about me?)

3. Maintain Self-respect

(How do I want to feel about myself?)

WHAT	D escribe	E xpress	A sk/assert	R einforce/reward
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HOW

1. MAN

Mindful
Appear confident
Negotiate

2. GIVE

Gentle
Interested
Validate
Easy manner

3. FAST

Fair
no Apologies
Stick to your values
Truthful

Increases likelihood of getting what you want while maintaining the relationship and/or your self-respect!

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Identifying Priorities



The effectiveness of your behaviour depends on your priorities. "Why am I having this conversation?" Let's look at a couple of examples:

Your client asks you for a reference for a job you don't feel comfortable giving and need to say no.

Objective: Say no.

Relationship: It's been so hard to build a relationship with this client so you want to maintain it and say no.

Self-respect: Not lose self-respect by doing something you don't feel comfortable doing.

Your client asks you to stop by after work on your way home. Which might be the priority?

Objective: Go home and relax. It's been a super long week and it's only Wednesday!

Relationship: Keep a good relationship with the client.

Self-respect: Balance caring for the client and caring for yourself.

Priority is OBJECTIVE (What specific result or change do I want?)

MAN GIVE FAST (how to deliver the message)



be Mindful

Stay mindful of your objectives, maintain your position, avoid being distracted onto another topic.

Broken Record: Keep repeating the same thing, don't need to make up something new; keep mellow voice. The strength is in the persistence of maintaining the same position.

Ignore Attacks and Diversions: Ignore threats, comments or attempts to change the subject. Don't take the bait.

Appear confident

APPEAR confident, not BE confident: tone of voice, posture, eye contact

No stammering, whispering, looking at the floor, retreating, apologizing ...

Negotiate

Be willing to give to get while still focusing on your objective.

What are you willing to negotiate on? Time, do something differently, ask them to solve the problem differently....

Priority is RELATIONSHIP (How do I want the other person to feel about me?)

MAN GIVE FAST (how to deliver the message)



Gentle

Be Gentle, kind, and respectful in your approach. Take responsibility for the situation.

No attacks

No threats or hidden threats;

No judging no shoulds, name calling, "guilt trips"

No disrespect no sneering, walking out on the person, no put-downs

act Interested

Listen attentively. Don't interrupt, talk over, assume, interpret behaviours.

If you are assuming or interpreting behaviours - check the facts, clarifying by asking.

Be patient, delay the conversation if need be.

Validate

What makes sense about the situation? What is the kernel of truth? 6 levels of validation

(Be present, Accurate Reflection, Mind Reading, Past History or Biology, Normalizing, Radical Genuineness)

Clearly articulate the other's wants, feelings, difficulties, etc.

Easy manner

Be lighthearted, use a little humor, smile.

Priority is SELF-RESPECT (How do I want to feel about myself?)

MAN GIVE FAST (how to deliver the message)



be Fair

Be fair to yourself and the other person.

Validate your own feelings, wants, goals, as well as theirs.

no Apologies

Don't apologize for making the request, having an opinion, disagreeing, etc.

Apologies imply you are wrong or making a mistake. Over apologizing can impact the relationship and your self-respect.

Stick to your values

Avoid selling out on your values or integrity in order to get your objective or keep the person liking you.

Know what your values are.

be Truthful

Don't lie, act helpless, exaggerate

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R What is the reward/reinforce for them, for you?:

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DEAR

Week 4 Practice Exercises

1. Notice conversations.

- Notice your mindfulness skills:
 - What (observe, describe, participate)
 - How (non-judgmentally, one-mindfully, effectively)
 - What cues/habits (mental/physical) help you be ready for conversations?
- Notice your state of mind. Notice the other person's state of mind.
- Notice any basic assumptions used.
- Notice any validation used.
- Notice being less judgmental
- What was your priority/purpose - objective, relationship, or self-respect?
- What got in the way of you being skillful?

Week 4 Practice Exercises

2. Practice Distress Tolerance Skills
3. Practice Emotion Regulation Skills.
4. Bring an example of an ask to work through a DEAR MAN GIVE FAST. We will need your examples for group work.
5. Register for Skills in Action 

Thoughts/Questions

Questions between sessions:

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Follow us:

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References



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