



SILA Skills

Transforming Connections:

Building Emotional Resilience

What's going on:

Observe, describe, non-judgmentally
You? Patient/Co-worker
Emotional/Vulnerabilities
HALTSSSS

HINT:

Am I addressing the EMOTION or the situation?
No explanation or justification or sharing facts.
Less is more.

What's getting in the way?

Not accepting what we hear.
Trivializing the problem
Justifying ourselves
Quick to solve the problem
Wanting to be right
Focusing on the secondary emotion
Focusing on the behaviour (thorns)
Judging
Thinking we are approving, and it will continue

What's going on? What Happened?	What was said? What did we see? What are the feelings?	What can we validate? What do we say?
<p>Patient is very angry that government is not paying for additional physio. Had the physio, wants more physio in the community. 74 yr old. Already had physio. Doing really well. He does not require any more. He wants guidance from a professional, doesn't know if doing it right. Feels he is entitled like his friends. High functioning.</p>	<p>Patient Unfair, ripped off, scared, worried not going to recover as best as he can, upset, frustrated different messages from different people, not feeling understood, pays taxes/entitled, feels like the system is letting him down, hard done by, confusion over the system</p>	<p>Validate This must be so frustrating; the system can be confusing. It's so hard when you feel like you need more physio, can't afford it, while others seem to be getting more. Not so much: I'm so sorry the information given to you has not been very clear and has caused confusion. I know how confusing the system can be, I know how frustrating this is. I can see how confusing this can be when you get conflicting information.</p>
	<p>OT Frustrated, annoyed, angry at the clinic, anxious because don't know what kind of response you will receive, feel bad, lack of control, does feel unfair, here we go again, not meeting expectations, want to</p>	<p>Validate Must be hard to have to deal with this all the time. Sarah, really sucks that people are calling you all upset and you don't have direct control over. This sounds so frustrating.</p>



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provide more and can't, feel guilty, should be able to do something to help them and hands are tied, how to help them calm down, leaving them with something tangible, help them understand, hard message to communicate/deliver. Have to give this message even if you don't believe it yourself.

I'm so sorry you had to deal with this, [have you thought of discuss getting the education in writing.....]

Must be so stressful dealing with all these situations.

Not so much:

Your job seems very taxing. I hate phoning anybody, not just my sister.

Call me I'm here to help.

Dealing with all these situations must be so stressful.