

# Transforming Connections

## Building Emotional Resilience

### Week 5 of 5



# 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.



# Skills In Action Virtual Real-time Coaching and Refresher session



**Session dates are sent out at the beginning of each month. Register for any/all that appear.  
Watch your email for your special invitation!**

This is for **YOU**, regardless of what organization you work for.

\*A Zoom link will be included in your confirmation email after you register. Be sure to check spam folder and accept emails from us.

This Coaching/refresher session is intended to provide an opportunity for past participants of **Transforming Connections** workshops to receive coaching on:

- scenarios where skills:
  - didn't quite work
  - how and what skills could have been used in specific situations
- refresher on specific skills of interest to you
- share how you have used skills to transform your relationships with clients and co-workers and/or personal life

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# Mindfulness Practice

# Share Your Practice




## Notice conversations.

- Notice your mindfulness skills:
  - What (observe, describe, participate)
  - How (non-judgmentally, one-mindfully, effectively)
- Notice your state of mind. Notice the other person's state of mind.
- Notice any basic assumptions used.
- Notice any validation used.
- What was your priority/purpose - objective, relationship, or self-respect?
- Bring an example of an ask to work through a DEAR MAN GIVE FAST. We will need your examples for group work.
- What got in the way of you being skillful




## Let's review:




 **Relationship Mindfulness**  
Observe, Describe, Participate  
One-mindfully, non-judgmentally, effectively

**States of Mind** (Wise, Emotion, Rational)

 **Basic Assumptions**  
There is no one or any absolute truth  
Benign interpretation  
Everyone is doing the best they can in this moment  
Keep trying, trying differently

**Transactional Model**

 **Validation and \*cheerleading**  
(Being present, Accurate Reflection, Mind Reading, Past History or Biology, Normalizing, Radical Genuineness)

**Self Validation and Invalidation**

**Emotion Regulation Skills**

**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**

**Distress Tolerance Skills** (8 - 10 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 extreme suffering. 100% acceptance of reality as it is. Full and complete.

**Hungry, Hormones, Hydration**

**Angry**

**Loss, Lonely**

**Tired**

**Stressed, Sick, Substances, Screentime**

**Why  
Am  
I  
Talking**

## DEAR MAN: Tying Purpose, Message and Delivery together



**PRIORITY 1. Get an Objective**  
(why/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

**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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## DEAR MAN GIVE FAST Practice



In your group (pick a scribe/spokesperson):

- Decide on a DEAR (Is it an ask or an assert?)
- |                       |   |
|-----------------------|---|
| What is the Priority? | How will you deliver the message?   |
| <b>Objective</b>      | <b>Mindful</b> <b>Appear confident</b> <b>Negotiate</b>                     |
| <b>Relationship</b>   | <b>Gentle</b> <b>Interested</b> <b>Validate</b> <b>Easy manner</b>          |
| <b>Self-Respect</b>   | <b>Fair</b> <b>no Apologies</b> <b>Stick to your values</b> <b>Truthful</b> |
- Deliver the DEAR
- Share your experience

# Factors to consider when using DEAR MAN



- Is it important to me that I get what I want, maintain the relationship or maintain my self respect?
  - Yes to any of these priorities - use DEAR MAN GIVE FAST
  - No to all of these - do not use this skill.
  
- Is it the right time for me? For them?
  - Yes to both- continue to deliver the DEAR MAN
  - No - wait for a better time
  
- Can the person give me what I need/want?
  - Yes - continue
  - No - revisit the ask/assert; wait for a better time
  
- Is this the right DEAR?
  - No judgement, no blame
  - Am I expressing how I feel?
  - Is the ask too large?
  - Is the reinforce/reward actually something the other person wants?

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# What gets in the way of DEAR MAN being effective?



- Not being clear on the PRIORITY - Objective, Relationship, Self-respect.
- Believing every moment is the right moment.  
“I need to do this now.”
- Not being clear on what your ask is.
- Too large of an ask.
- Believing that since you can do something they can as well.  
Missing that the ask is NOT doable for that person.
- Giving up too quickly.
- Not getting the reward/reinforce correct for the other person or missing it entirely.
- HALTS are off
- We are in Emotion Mind or Rational Mind

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# Reducing Conflict with THINK Skill



**Think**

about the situation from the other person's perspective. Are they in Emotion Mind? What's their viewpoint? How might they be interpreting your words/actions?

**Have empathy**

for how they may be feeling about the situation, you, others?

**Interpretations**

of possible reasons for their behaviour (at least one good/positive/not ill-intended).

**Notice ...**

the ways the other person has been trying or making an effort perhaps at other times or perhaps they might be struggling.

**Use Kindness**

and gentleness in your approach and responses.

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# Mindfulness Practice

## What do you find challenging when dealing with people?



**Patient Behaviours:** Manipulative, aggressive, hostile, argumentative, impatient, not processing/listening to what I sharing, veering off topic, bringing up non hip/knee related issues, repeating the same question many different ways, interrupting me and other patients

**Patient Emotions:** anxious, angry, intense emotions

**Time:** *Patients* need more time due to not understanding, having intense emotions, managing unrealistic expectations, veering off topic. **My own time constraints:** lots of patients, want to stay on task, pressures to process more patients

### Other:

Disclosure of personal information - what do I do with that?

"Knowledgeable patients" whose expertise is not accurate

Shift responsibility to me to get them functioning again

Hostage: cancel surgery unless I....get them services, help financially, support, etc.

Complaining about the system, our level of care

So much info to share, patients forget key points

Not progressing as anticipated and are having difficulty coping

Highlighting what patients are doing wrong vs what they are doing well increasing anxiety and causing them to be more upset potentially leading to longer/more appointments and/or unhappy patients

Patients struggling with their mental health

**Family members:** speaking at odds with our recommendations, or what the patient wants,



## Mindfulness Practice Review



1. I'm OK
2. Stone on a Lake
3. Body Scan
4. Setting our intentions
5. Mindful Stretching
6. Acceptance by the Chair
7. Mindfulness of Pleasant Activity
8. 5 Things
9. Paced Breathing
10. Paired Muscle Relaxation
11. Mindful Balancing
12. Dropping into the Pauses between Inhaling and Exhaling

## Let's Share Our *Transformations*:



- **learnings**
- **observations**
- **thoughts**
- **takeaways**
- **other?**

## Transforming Connections

Change is underway.

We all *THRIVE* with *CONNECTION*.

Workers, renewed *HOPE*

- **SILA**



# Transforming Connections Skills



## Relationship Mindfulness

Observe, Describe, Participate  
One-mindfully, non-judgmentally, effectively

**States of Mind** Wise, Emotion, Rational



## Basic Assumptions

There is no one or any absolute truth  
Benign interpretation  
Everyone is doing the best they can in this moment  
Keep trying, trying differently

*Do I want to be right or EFFECTIVE?*



## Transactional Model

### Validation and \*cheerleading

Being present, Accurate Reflection, Mind Reading, Past History or Biology, Normalizing, Radical Genuineness

### Self Validation and Invalidation

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## Distress Tolerance Skills (8 - 10 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 extreme suffering. 100% acceptance of reality as it is. Full and complete.

**THINK** Think, Have empathy, Interpretations (focus on positive), Notice, use Kindness

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## Emotion Regulation Skills

### 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** (must want to change & all the way!)

**Accumulating Pleasant Activities** - short term and long term

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## DEAR MAN GIVE FAST

PRIORITY (purpose)	1. Get an Objective (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	Describe	Express	Ask/Assert
	Reinforce/reward		
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!*

# Workshop Evaluation and Feedback

## Workshop Evaluation

<https://bit.ly/ConnectionsFINALSurvey>  
(CASE SENSITIVE)



# How can you continue strengthening your skills?

## **PRACTICE REVIEW PRACTICE REVIEW PRACTICE!**

Continue to meet as a group

Add an agenda item to your team meetings:

what skills did you use, how did they help, what skills could you have used instead to change outcomes?

Request coaching session for your team via: [www.SILAskills.org/contact-us](http://www.SILAskills.org/contact-us)

Practice skills with co-workers who have taken the course

Attend a FREE “**Skills in Action**” session - real-time coaching and refresher sessions (pre-registration requested)

Bring the skills to other teams/locations. Share with others in your profession.

Take the course again:

<https://www.SILAskills.org/>

Check out our blog: *Living Skillfully* <https://www.silaskills.org/blog-1>

Become a facilitator

Follow us on:    @SilaSkills



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# Mindfulness Practice

## Keep in touch



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Follow us:



**@SilaSkills**

**Are you ready to don  
your superhero cape?**



**[www.SILAskills.org](http://www.SILAskills.org)**

**DONATE: <https://donorbox.org/donate-to-sila>**

# References



DBT Skills Manual for Adolescents; Jill H. Rathus and Alec L. Miller, 2015 Guilford Press

Linehan, Marsha M. (2015). DBT® Skills Training Manual. Guilford Publications, 2015 Guilford Press

NEABPD, Family Connections™, 2002, 2012 National Education Alliance for Borderline Personality Disorder