

# Transforming Connections

## Building Emotional Resilience

### Week 4 of 5

Questions between sessions:

 [workshop@SILASkills.org](mailto: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



## 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:
  - o didn't quite work
  - o 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



# What's been going on?

## Let's review

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

H  
A  
L  
T  
S



# Let's review



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

### **STOP**

- **S**top, **T**ake a step back, **O**bserve, **P**roceed

### **TIP**

- **T**emperature, **I**ntense Exercise, **P**aced Breathing/**P**aired 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



## ➤ **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!** (**S**olve, **C**hange, **R**adically, **E**ntertain (stuck & miserable), **W**orsen)

**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 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

# What to expect - Week 4



## Interpersonal Relationship Skills:

### DEAR MAN

Workshop created by The SILA Skills Group 14

## 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

Workshop created by The SILA Skills Group 15

*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.*



SILA Skills  
SKILLS IN LIFE FOR ALL

Workshop created by The SILA Skills Group

16

## **Interpersonal Effectiveness Skill: DEAR MAN GIVE FAST**



SILA Skills  
SKILLS IN LIFE FOR ALL

**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.

Workshop created by The SILA Skills Group

17



# 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 asked to take on 2 more patients today on top of an already full patient list for 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 take on 2 more patients. That was the 3rd time this week. My patient load is already pretty high."*
- E** Express how you are feeling or what you believe:  
*"I am finding that I'm exhausted and I can't keep this pace and be happy with the connections I make with my patients."*
- A** What is the Assert or Ask?:  
*"I would like you to stop giving me more patients onto my full roster of patients"*  
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 our patient load and I'm not burnt out."*

Workshop created by The SILA Skills Group 20



## Let's work through an example!

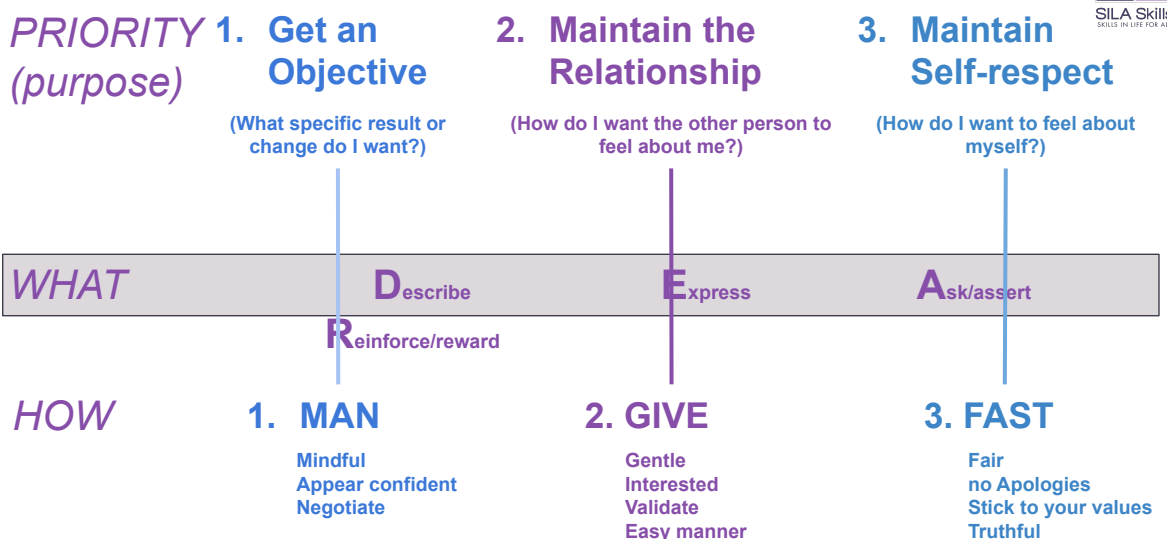
Scenario: Yesterday your HALTS were off. You responded/reacted to your colleague in a way that you now regret and would like to make a repair.

# 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:



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

# 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 co-worker asks you for a reference for a job you don't feel comfortable giving and need to say no.**

Objective: Say no.

Relationship: You consider this colleague a friend. You don't want to impact the friendship and have to say no.

Self-respect: You don't want to lose your self-respect by doing something you don't feel comfortable doing.

**Your sibling asks you to stop by after work on your way home. You are exhausted and just can't stop by. Which might be the priority?**

Objective: Say no. Go home and relax. It's been a super long week and it's only Wednesday!

Relationship: Your relationship has been a bit strained lately and it's a big deal they asked.

Self-respect: Balance caring for your sibling 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.**

Workshop created by The SILA Skills Group 26

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**

Workshop created by The SILA Skills Group 27

# Example of DEAR



Scenario: You have been asked to take on 2 more patients today on top of an already full patient list for 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 take on 2 more patients. That was the 3rd time this week. My patient load is already pretty high."*
- E** Express how you are feeling or what you believe:  
*"I am finding that I'm exhausted and I can't keep this pace and be happy with the connections I make with my patients."*
- What is the Assert or Ask?:  
**A** *"I would like you to stop giving me more patients onto my full roster of patients"*
- 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 our patient load and I'm not burnt out."*

What is the **Priority? Objective** - getting them to do something.

**How** we will deliver the message: **MAN** be **M**indful, **A**ppear confident, **N**egotiate if required

Workshop created by The SILA Skills Group 28




# 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:

 [Rosanna@SILAskills.org](mailto:Rosanna@SILAskills.org)

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

Follow us:

   [@SilaSkills](https://www.instagram.com/SilaSkills)