BE KIND: HABITS OF KINDNESS

JUNE 30TH, 2020
JULY 2ND, 2020
today’s agenda

welcome & introductions

defining and understanding kindness

why kindness?

factors that inhibit kindness

habits of kindness

wrap up
INTRODUCTION
TODAY’S PRESENTERS

Ian Rios
Administrator Funded Project

Zachary Kee
Assistant Director
We focus our staff on providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors.
Defining and Understanding Kindness
Psychologists define **Kindness** as, “A benevolent and helpful action intentionally directed toward another person. Kindness is often considered to be motivated by the desire to help another, not to gain explicit reward or to avoid explicit punishment.”

In this COVID-19 climate, when asked dealing with the day to day realities of stress, work life, and personal life-

In a pandemic climate, Where does **kindness** fit on your list of priorities?

Does it feel like a **necessity** or a **luxury**?

When we value kindness, do we make room for **kindness to self** as well as **others**?
### UNDERSTANDING KINDNESS

**Kindness to self**
- Patience
- Generating feelings of care and comfort towards oneself
- Being tolerant of our flaws and inadequacies
- Recognizing and engaging support systems
- Respecting our Humanity

---

**Kindness to others**
- Patience
- Perspective taking
- Non-judgemental
- Not living by the motto - “Don’t make waves” or “ruffle feathers”
- Requires some type of communication
Why Kindness?
CLEVELAND CLINIC EMPATHY:

https://www.youtube.com/watch?v=cDDWvj_q-o8
A Dose of Kindness

- 87% said kindness is the most important factor when choosing a doctor.
- 90% would switch doctors if treated unkindly.
- 72% would pay more for a kinder doctor.
- 88% would travel farther for a kinder doctor.
Quick Facts

Kindness Counts

48% think society is generally unkind

95% think of themselves as kind

98% think kindness is an important trait

50% think children today will become less kind than their parents

Survey conducted by Wakel; Research for Dignity Health.
Who makes the grade?

See how cities rate on health care kindness.

Survey conducted by Wakefield Research for Dignity Health.
FACTORS THAT INHIBIT KINDNESS
Kindness Inhibitors

- Having to much to do
- Being in a hurry
- Having a lot on your mind
WHAT CAN WE DO TO CREATE HABITS OF KINDNESS WITHIN OURSELVES?
YOU CAN’T CONTROL OTHER PEOPLE. YOU CAN ONLY CONTROL YOUR REACTION TO THEM.
How it is an essential ingredient in self-kindness and what are the obstacles that prevent turning compassion inward.
THREE ESSENTIAL ELEMENTS OF SELF-COMPASSION

• **Self-Kindness vs. Self-Judgement**

• **Common-Humanity vs. Isolation (I’m the only one feelings this)**

• **Mindfulness vs. Over-identification**
**Self-Kindness vs. Self-Judgement**

<table>
<thead>
<tr>
<th>Self Kindness</th>
<th>Self Judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Warmth for our growing process</td>
<td>- Self-Criticism</td>
</tr>
<tr>
<td>- Recognizing our own imperfection and being gentle when we do</td>
<td>- Expecting perfection from ourselves at everything we try</td>
</tr>
<tr>
<td>- Accepting difficult realities with empathy</td>
<td>- Only accepting the perfect reality we initially imagined</td>
</tr>
<tr>
<td>- Respecting our Humanity</td>
<td>- Contrasting your “imperfection” to everyone else’s “perfection”</td>
</tr>
</tbody>
</table>
## Common Humanity vs. Isolation

<table>
<thead>
<tr>
<th>Common Humanity</th>
<th>Isolation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding that we are mortal, vulnerable, and imperfect</td>
<td>Believing that it is okay for others to be imperfect, but it’s not okay for yourself</td>
</tr>
<tr>
<td>Recognizing suffering and personal inadequacy as part of the human experience</td>
<td>Expecting that if you “do things perfectly” then you’ll never suffer pain</td>
</tr>
<tr>
<td>Understanding that this experience is universal</td>
<td>Believing that “I am the only one experiencing this”</td>
</tr>
<tr>
<td>Mindfulness</td>
<td>Over-Identification</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>- Taking a balanced approach to negative emotions</td>
<td>- Letting negative emotions be the only voice in your head – “Over-Identifying” with them</td>
</tr>
<tr>
<td>- Not suppressing nor exaggerating</td>
<td>- Feeling that emotions are an “all or nothing” process</td>
</tr>
<tr>
<td>- Perspective taking</td>
<td>- Leaving compassion out of the emotional interaction</td>
</tr>
<tr>
<td>- Non-judgmental mind state</td>
<td></td>
</tr>
</tbody>
</table>
One way to implement this now

Center yourself and think positively
HOW TO CENTER YOURSELF

MEDITATE

Go for Walk

Mindfulness Breathing

Laugh
WHAT CAN WE DO TO CREATE HABITS OF KINDNESS WITHIN A TEAM?
SIX ESSENTIAL ELEMENTS OF POSITIVE TEAM CULTURES

- Treating one another with respect, gratitude, trust, and integrity.
- Caring for, being interested in, and maintaining responsibility for colleagues as friends.
- Providing support for one another, including offering kindness and compassion when others are struggling.
- Avoiding blame and forgive mistakes.
- Inspiring one another at work.
- Emphasizing the meaningfulness of the work.
ONE WAY TO IMPLEMENT THIS NOW

SHOW YOUR APPRECIATION FOR THOSE AROUND YOU
WHERE TO SHOW APPRECIATION

AT A MEETING

INFORMAL CONVERSATION

AT THE BEDSIDE
**How to Show Appreciation**

I want to take a moment to thank Komal on her hard work on the blue project...

I really appreciated your help on the red project today.

This is nurse Ian, he is amazing and will take wonderful care of you tonight.
Kindness is Contagious
THE KINDNESS CYCLE

START THE CYCLE OF KINDNESS
WHAT IS THE CYCLE OF KINDNESS
WHAT IS THE CYCLE OF KINDNESS
LIBERTY MUTUAL AD - “HALF ACRE”

KINDNESS IS CONTAGIOUS:

https://www.youtube.com/watch?v=wMwoexR1evo
Wrap Up
I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

- Maya Angelou
QUESTIONS?

Ian Rios
Administrator Funded Project
riosi@nychhc.org

Zachary Kee
Assistant Director
Zachary.Kee@nychhc.org