

Crisis Response Training

Providing Support for Health Care Staff In Crisis Situations

Topic: Positive Self Talk in the Workplace

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Objectives

- Introduction
- What is Self Talk?
- What is Positive Self Talk?
- What is Negative Self Talk?
- How To Apply Positive Self Talk at Work



What is Self Talk?

- Your inner voice
- The running commentary always going on in the background
- Ongoing internal conversation with ourselves, which influences how we feel and behave



What is Positive Self Talk?

Your inner monologue that encourages you to

- Look at the bright side
- Pick yourself up when you fall
- Recognize when you fail



Why is this Important?

- It affects how you feel about yourself
- It influences your decisions, health and behavior

Positive self-talk allows you to look at the bright side and encourage yourself



Why is it Good for you?

Positive self-talk comes with many health benefits

- Increased vitality
- Greater life satisfaction
- Improved immune function
- Reduced pain
- Better physical well-being
- Less stress and distress



Negative Self Talk

- Negative self-talk makes you feel bad about yourself and your overall life
- Negative self-talk encourages misery and can even impact recovery from physical and mental health difficulties



Common Forms of Negative Self Talk

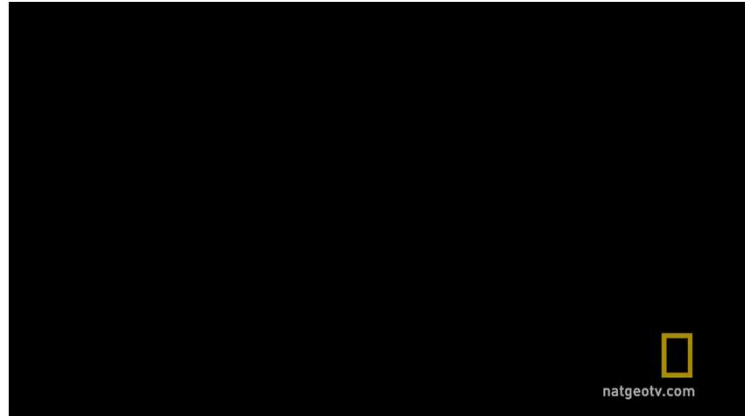
- **Filtering.** You magnify the negative aspects of a situation and filter out all of the positive ones
- **Personalizing.** When something bad occurs, you automatically blame yourself
- **Catastrophizing.** You automatically anticipate the worst
- **Polarizing.** You see things only as either good or bad



The Power of Positivity | Brain Games

National Geographic

See firsthand how positive
and negative reinforcement
can affect a player's game on
the court



<https://www.youtube.com/watch?v=kO1kgI0p-Hw&feature=youtu.be>

Change Your Thinking

- You can learn to turn negative thinking into positive thinking
- The process does take time and practice
- You're creating a new habit
- Here are some ways to think and behave in a more positive and optimistic way



How To Manage Self Talk

- Do it consciously and intentionally
- Interrupting the negative
- Reframe by substituting the negative with hopeful and accurate
- Repeat consistently



Improve Self Talk

- Identify areas to change
- Check yourself (self awareness)
- Be open to humor
- Follow a healthy lifestyle
- Surround yourself with positive people
- Practice positive self-talk



Improve Self Talk

- Mantras & Affirmations
- Visualization
- Environments
- Self-Other Comparisons
- Avoid Minimization of the Positive

I AM ENOUGH
I BELIEVE IN ME.
I AM WORTHY OF LOVE.
I AM ON MY SIDE.
I TAKE CARE OF MYSELF.
MY HEAD KNOWS



Negative Self Talk

Positive Self Talk

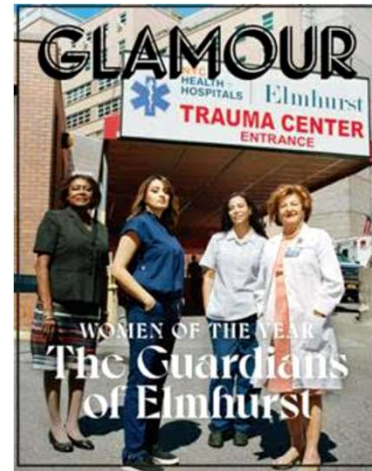
Negative Self Talk	Positive Self Talk
I've never done it before	Here's an opportunity to learn something new
It's too complicated	I am resourceful and capable
I don't have the resources	Necessity is the mother of invention
I'm too lazy to get this done	I wasn't able to fit it into my schedule, but I can re-examine some priorities
There's no way it will work	How can I make it work?
It's too radical a change	Let's take a chance
No one bothers to communicate with me	I'll see if I can open the channels of communication



Positive Self-Talk Results During Pandemic

Positive Self-Talk opens the door for innovation. Consider NYC Health + Hospitals during the pandemic

- Expansion in use of technology
- Creative solution approach ex: Use of hotels as quarantine station and temporary Hospitals
- Initiatives and hard work resulting in numerous awards and recognition ex: Community Care, Post Acute, Nursing, Medicine, Administration, Employees at Elmhurst as Glamour Women of the year and more



Conclusion

Your self talk is a reflection on how you view yourself. Therefore

- Be Kind
- Be Compassionate
- Be Understanding
- Be Openminded
- Be Gracious
- Believe in yourself



Conclusion

Never forget how far you've come. Everything you have gotten through. All the times you have pushed on even when you felt you couldn't. All the mornings you got out of bed no matter how hard it was. All the times you wanted to give up but you got through another day. Never forget how much strength you have learned and developed.

Edward F. T. Charfauros

Resources From NYC Health + Hospitals

Please visit our COVID-19 Guidance and Resources page at:
<http://hcin Insider.nychhc.org/sites/COVID-19/Pages/Index.aspx>


To request emotional or psychological support, go to:
<http://hcin Insider.nychhc.org/sites/COVID-19/Pages/COVID-19.aspx>

For more resources, please visit colleague Resource Center at:
<http://hcin Insider.nychhc.org/corpo ffices/erc/Pages/Index.aspx>



Available Help

Anonymous Support Hotlines for all of NYCH+H

COVID 19 SYSTEMWIDE SUPPORT HOTLINE
 **646-815-4150** *Monday – Friday, 9:00am – 12:00 am*
**Hours may be extended upon demand*

EAP
 you talk, we listen.
<https://www1.nyc.gov/site/olr/eap/eaphome.page>
 Make an appointment by phone or email
 250 Broadway, 28th Floor, New York, NY 10007
 (212) 306-7660
eap@olr.nyc.gov

NYC WELL
 Talk. Text. Chat. 24/7
<https://nycwell.cityofnewyork.us/en/>
 Free anonymous service for NYC residents
 Available 24/7/365
 Call or Text anytime.
 English: 1-888-NYC-WELL (1-888-692-9355), Press 2
 Call 711 (Relay Service for Deaf/Hard of Hearing)
 Español: 1-888-692-9355, Press 3
 Text WELL to 65173



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START LEARNING NOW via NYC Health + Hospitals PeopleSoft	START LEARNING NOW via OneCity Health	
SCHOLARSHIP OPPORTUNITY JOHNS HOPKINS BLOOMBERG FELLOWS PROGRAM	VIRTUAL EDUCATION FAIR	
PROFESSIONAL DEVELOPMENT	WEB TIME ENTRY	ONLINE-LIVE COMPUTER SKILLS TRAINING

To access the Learning Academy, use the following link
<http://hincinsider.nychhc.org/corpoftices/WD/Pages/HHC-Learning-Portal.aspx>

***Questions or concerns?
Please contact us***

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Jeremy Segall at Jeremy.Segall@nychhc.org



Thank You!

