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Office of Quality & Safety

**Welcome to**  
**Crisis Response Series: Winter**  
**Workplace Wellness - End of Year**  
**Self-reflection**

**December 4, 2020**  
This session will start at **11 am**  
For audio connection  
Dial: **844-621-3956**

Audio Passcode **172 730 5545# #**



- 1. We will be starting soon**
- 2. There is no sound until we begin**
- 3. Your computer has been muted on entry to support a pleasant experience for all**
- 4. If your computer doesn't have speakers or you don't have a headset, please dial-in**
- 5. Kindly use the Chat feature for questions or comments**



# Crisis Response Training

Providing Support for Health Care Staff In Crisis Situations

*Topic: Winter Workplace Wellness - End of Year Self-reflection*

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# Objectives

- Introduction
- Self-Awareness
- Self-Reflection
- Conclusion



## Introduction

- Winter Solstice is upon us - December 21, 2020
- When any year comes to a close, we're filled with a level of excitement
- Excitement for a brand new chapter, a clean slate
- 2020, however, was unlike any year we've ever seen before





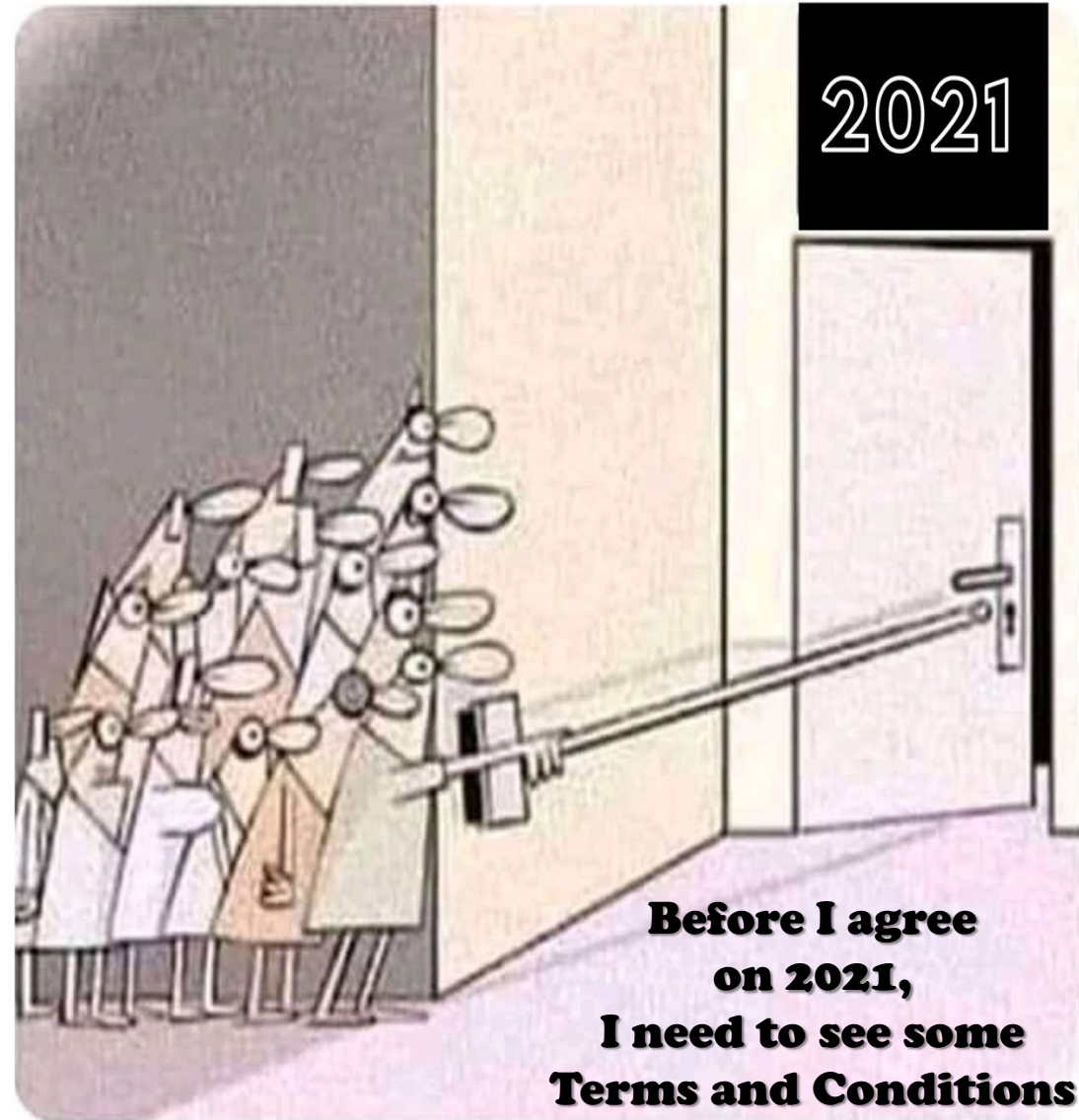
# Introduction

- For most, 2020 was an "*I don't want to talk about it*" type of year, and you're glad to see the back of it
- For some, it was an "*It's better than I had expected*" type of year, which is great
- Either way, whether we like it or not, **time moves forward** and we are now staring at a new year
- Is 2021 going to be better than 2020?



# Introduction

- If we focus too much about what could lie ahead, we might forget to pause for a moment and reflect on those good and bad moments that made us who we are today
- To not think ahead, however, is losing the opportunity to create an action plan that can set us up for a successful year
- This time of year offer opportunities and lessons we can reflect on, to guide us when the time comes to decide what to do or, what not to do with our lives



# Introduction

- We can't talk about self-reflection without discussing self-awareness. They are very much connected to each other. The definition of self-reflection is the exercising of introspection, coupled with the willingness to learn about yourself, in order to help achieve self-awareness
- Self-awareness is the mechanism used to indicate when it's time for self-reflection
- Self-reflection is the tool used to enhance and bring about self-awareness





# Self Awareness

## What is Self-Awareness?

- Self-awareness is the ability to focus on yourself and how your actions, thoughts, or emotions do or don't align with your internal standards
- Through self-awareness, you're trying to uncover what things about you are advantageous and which are harmful
- It is paying attention to the world inside you, actively taking in and processing your physical sensations, thoughts, feelings, habits, actions, emotions, and reactions to life – honestly





# Self Awareness

## What is Self-Awareness?

- Building self-awareness means you are aware of all those different aspects, as if you were another person on the outside observing them
- If you're highly self-aware, you can objectively evaluate yourself, manage your emotions, align your behavior with your values, and understand correctly how others perceive you



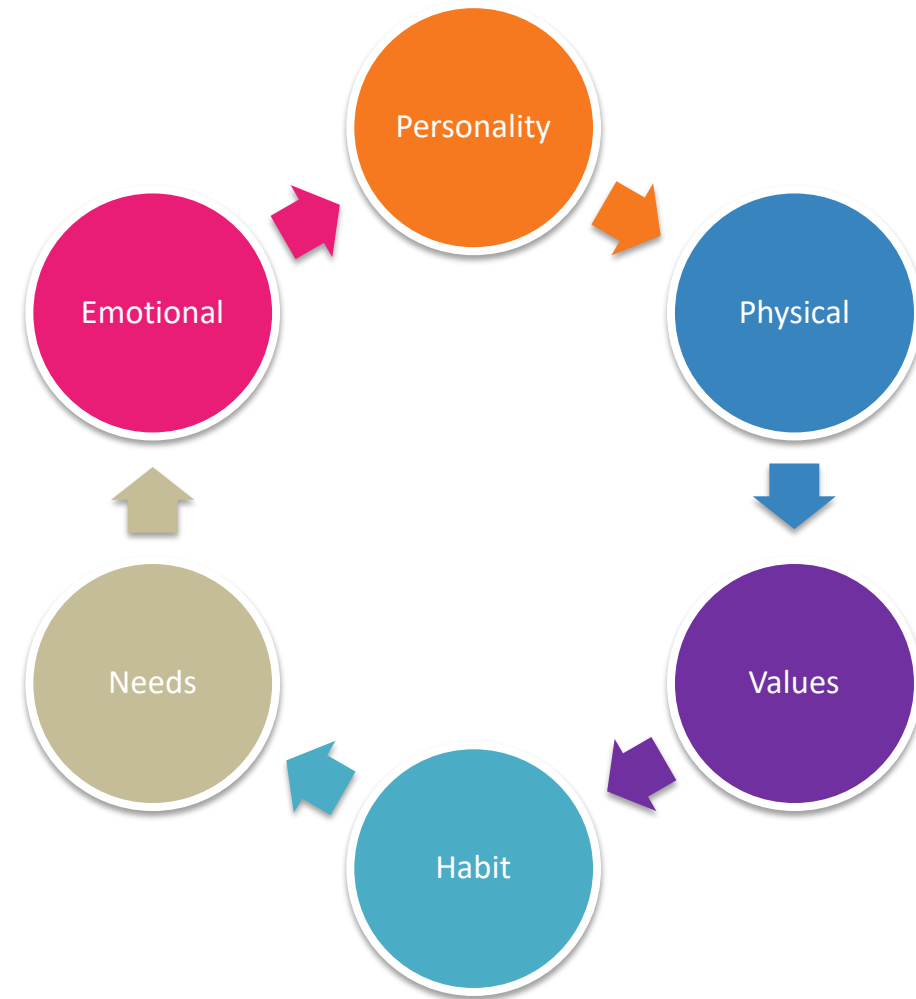
## Why is Self-Awareness Important?

- When you are aware of your own values and passions you can better align your skills with them
- Additionally, the ability to see yourself accurately allows you to detect and fix mistakes faster
- You develop more empathy which can help you maintain better working relationships with colleagues



## The Many Areas of Self-Awareness

- Emotional
- Physical
- Values
- Habits
- Needs
- Personality





# The 2 Categories of Self–Awareness

## Internal self-awareness

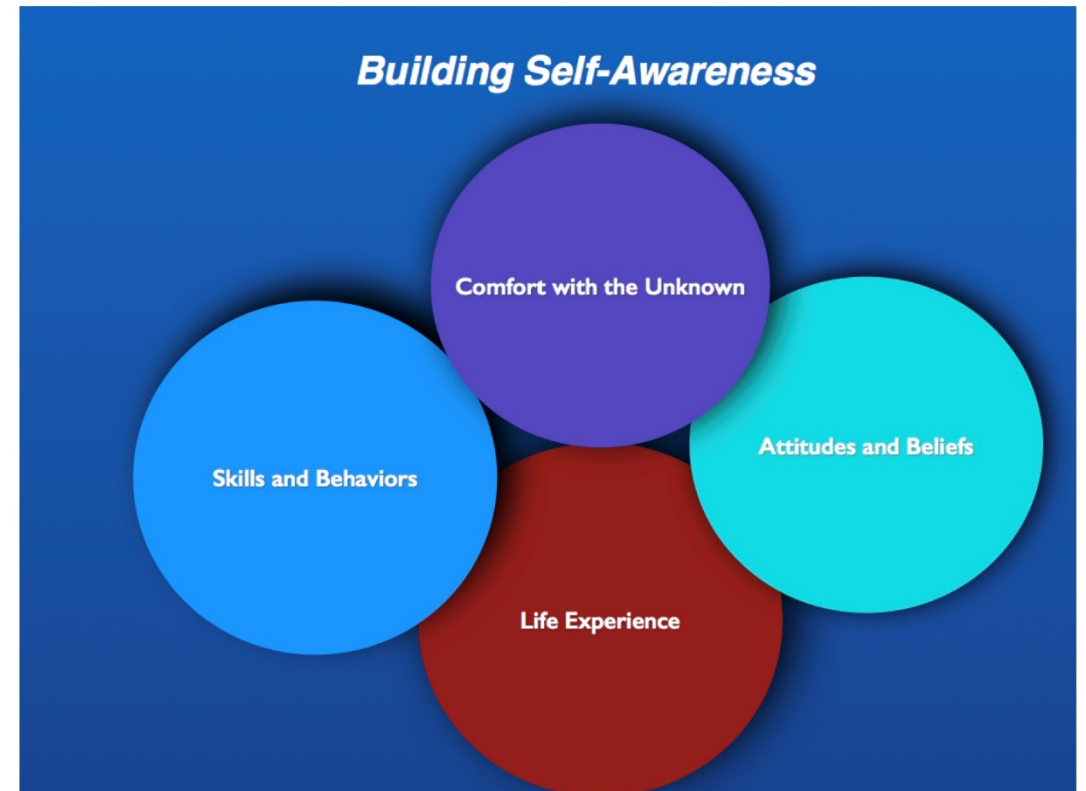
- How clearly you see your values, passions, and aspirations, and how well those standards fit with your environment and your reactions (which include thoughts, feelings, behaviors, strengths, and weaknesses)
- For example: Recognizing your current job doesn't match your true passion for marketing, or feeling dissatisfied with a heated conversation you have with your colleague, which conflicts with your belief that kindness is important



# The 2 Types of Self-Awareness

## External self-awareness

- The ability to clearly see how other people view you. Leaders who can see how their employees view them are usually more effective, and have stronger relationships with their employees
- For example: Recognizing your co-worker took your feedback personally because of your tone, or realizing your employees are disheartened by the data provided in your last email



## The Four Self-Awareness Archetypes

This 2x2 maps internal self-awareness (how well you know yourself) against external self-awareness (how well you understand how others see you).

	Low external self-awareness	High external self-awareness
High internal self-awareness	<p><b>INTROSPECTORS</b></p> <p>They're clear on who they are but don't challenge their own views or search for blind spots by getting feedback from others. This can harm their relationships and limit their success.</p>	<p><b>AWARE</b></p> <p>They know who they are, what they want to accomplish, and seek out and value others' opinions. This is where leaders begin to fully realize the true benefits of self-awareness.</p>
Low internal self-awareness	<p><b>SEEKERS</b></p> <p>They don't yet know who they are, what they stand for, or how their teams see them. As a result, they might feel stuck or frustrated with their performance and relationships.</p>	<p><b>PLEASERS</b></p> <p>They can be so focused on appearing a certain way to others that they could be overlooking what matters to them. Over time, they tend to make choices that aren't in service of their own success and fulfillment.</p>

SOURCE DR. TASHA EURICH

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# Self-Awareness is key to Self Reflection

Mastering self-awareness  
allows you to

- Strengthen work and personal relationships by managing emotions
- Increase work motivation by seeking out your true passions
- Decrease stress by identifying emotions and lessening tasks you don't enjoy



# Self-Awareness is key to Self Reflection

Mastering self-awareness allows you to

- Improve skills by recognizing what you do well and what you need to improve
- Raise happiness levels by aligning your ideals with your actions
- Become a better leader by understanding how colleagues and employees perceive your behavior



# Self-Reflection: The Art of Introspection

- Self-reflection is the capacity to exercise introspection and to attempt to learn more about our fundamental nature and essence
- At this point, I am going to share some tools to help you with your Self-reflection journey
- Keep in mind that when you do self-reflection on the past, present and future, be honest, kind and compassionate with yourself
- Here are a list of questions you can ask yourself to help get you started
- You can do this through journaling, meditation, speaking to a trusted individual or in quiet thought





## Self-Reflection: Past (2020)

**Start your journey of self-reflection by contemplating where you have been. Take time to reflect on the following...**

- What is something you did this year that you think you will remember for the rest of your life?
- One thing you can do now that you couldn't do at the beginning of the year (or something you are better at now)
- What was the nicest thing someone at work did for you this year?
- What is something you taught others this year?
- Who has made the biggest impact in your life at work this year? Why?
- Of the books, movies, TV shows, etc... you engaged in this year, which was your favorite? Why?
- If you could change one thing that happened this year, what would it be?
- Regarding self-care, rate yourself on a scale of 1-10. Why did you choose that number?
- What lessons have you learned this past year?



## Self-Reflection: Present

**Continue your journey of self-reflection by contemplating where you are right now. Take time to reflect on the following...**

- List your accomplishments this year that you are proud of
- What are your current strengths and weaknesses? In what areas of your life?
- What is something that is still challenging for you?
- Rank the most important things in your life. (Career, money, knowledge etc...)
- What are three things you did this year to help your co-workers or department?
- What is your favorite part of the day at work?
- What is something at work that could be done to improve the atmosphere?
- Knowing what you know now, if you could write a letter to yourself that would travel back in time so that you would receive it at the start of the year, what advice would you give your younger self?



## Self-Reflection: Future (2021)

**Finally, conclude your journey of self-reflection by contemplating where you want to be in the future. Take time to reflect on the following...**

- When you consider the rest of your life, what percentage of what you learned this year do you think will be useful to you?
- What advice would you give to yourself for next year?
- What are your goals and aspirations for 2021? (professionally, physically, emotionally, financially, spiritually...)
- What does it mean to achieve these goals?
- How do you intend to accomplish these goals? (create a plan)
- What is in the way of your dreams



## Ask “What?” instead of “Why?”

### Keep in mind

- When people assess their current state, emotions, and environment, they all too often ask, “Why?” Like, “Why am I feeling so sad? Why did my boss give me that feedback? Why isn’t my project going the way I’d hoped?”
- Asking “why” is ineffective. Research has shown that you don’t have access to a lot of your unconscious thoughts, feelings, and motives





# Ask “What?” instead of “Why?”

## Keep in mind

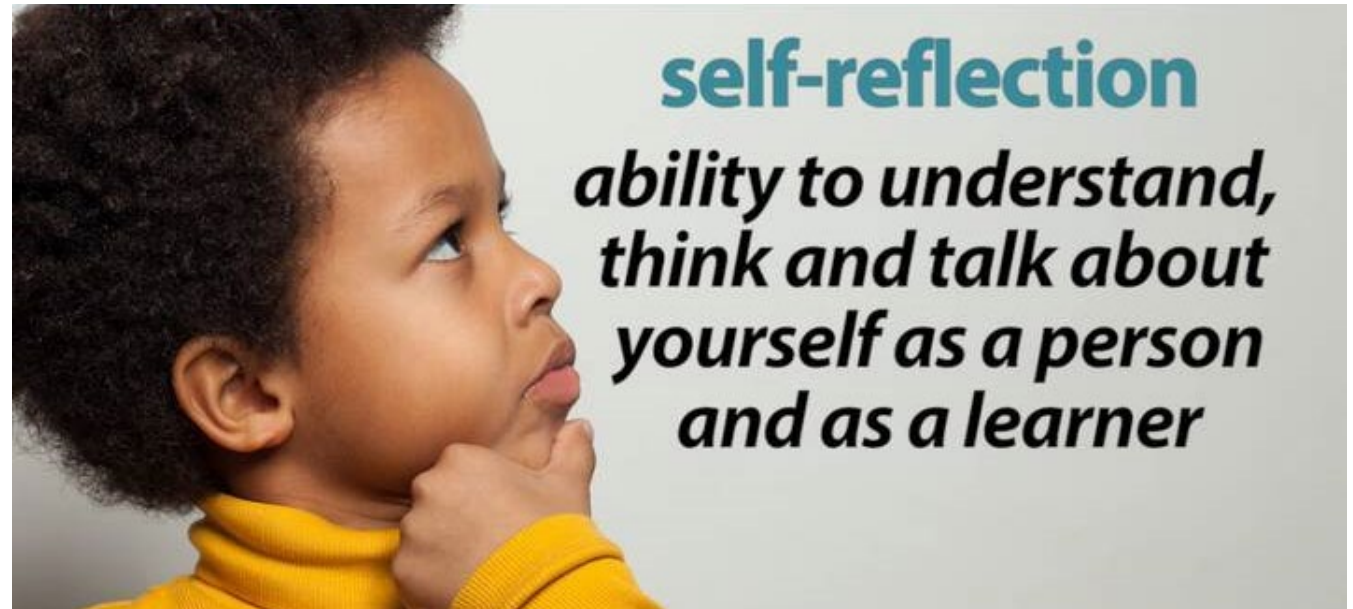
- Odds are, you’re wrong about why you act, do, or think certain things. For instance, you might hear harsh feedback from a boss, and rationale it’s because you’re not cut out for the job, or harp on your insecurities -- it’s hard for you to unbiasedly evaluate your strengths and weaknesses and come to a correct conclusion
- Plus, you don’t often factor physiological responses into the equation when you’re trying to understand your behavior. For instance, maybe you lost your temper at your employee because of low blood sugar or lack of sleep, not because you’re an unfit leader



## Ask “What?” instead of “Why?”

### Keep in mind

- Research has also found that people who are introspective are more likely to ruminate on negative thoughts when evaluating the self. Self-evaluation through “Why” questions could leave you feeling depressed and anxious, while being entirely unproductive



# Ask “What?” instead of “Why?”

## Keep in mind

- Rather than asking “Why,” highly self-aware people ask, “What?” “What” questions are more productive, and focuses on objectives and future goals, rather than past mistakes
- For instance, let’s say you’re feeling frustrated at work. “Why am I feeling awful?” will likely only leave you feeling more depressed, forcing you to ruminate on negatives. On the other hand, “What are the situations at work making me feel bad?” guides you to recognizing factors outside your control that don’t align with your passions or goals, and helps you strategize how to fix those situations



## Conclusion

- Self-reflection is a practice that should be done on a regular basis. The same can be said for Self-awareness
- When combined, the two disciplines create a symbiotic relationship that promotes self-care and well being





# Conclusion

*“Gather your mistakes,  
rinse them with honesty  
and self-reflection,*

*let dry until you  
can see every choice  
and the regret  
becomes brittle,*

*cover the  
entire surface  
in forgiveness,*

*remind yourself  
that you are human*

*and this too  
is a gift.”*

Instructions by Rudy Francisco



# Resources From NYC Health + Hospitals

- Home
- Clinical Guidance
- PPE Guidance
- Employee Resources
- Training Resources
- For Patients & Community
- Emotional Staff Support Resources
- Crisis Response Just-in-Time Training and Schedules
- Frequently Asked Questions
- Ventilator Resources
- Messages of Hope



**CLICK HERE TO REQUEST  
EMOTIONAL OR  
PSYCHOLOGICAL SUPPORT**



**CLICK HERE TO ACCESS  
CRISIS RESPONSE  
JUST-IN-TIME TRAINING  
AND TRAINING SCHEDULES**



**PERSONAL PROTECTIVE  
EQUIPMENT HOTLINE**  
FOR ALL NYC HEALTH + HOSPITALS EMPLOYEES.



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

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

**For more resources, please visit colleague Resource Center at:**  
<http://hhcinsider.nychhc.org/corpoftices/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*



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](mailto:eap@olr.nyc.gov)



<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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- Educational Assistance Programs ▶
- Facility Specific Information
- Resources ▶



**Welcome!** The Department of Workforce Development at Central Office is located at 55 Water Street on the 25th floor. We offer a variety of services, online and classroom-based training classes, and workshops for NYC Health + Hospitals employees. Please click through the links below to learn more about the current learning opportunities and take advantage of the services to further your professional development and growth:

 TRAINING DASHBOARD REQUIRED TRAINING	EMPLOYEES	CONTINGENCY WORKFORCE
 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://hhcinsider.nychhc.org/corpoftices/WD/Pages/HHC-Learning-Portal.aspx>



# References and Resources

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*Questions or concerns?  
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Jeremy Segall at [Jeremy.Segall@nychhc.org](mailto:Jeremy.Segall@nychhc.org)*



*Thank You!*

