

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.”¹

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**?

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-08

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 Wakefield Research for Dignity Health.

QUICK FACTS

Who makes the grade?

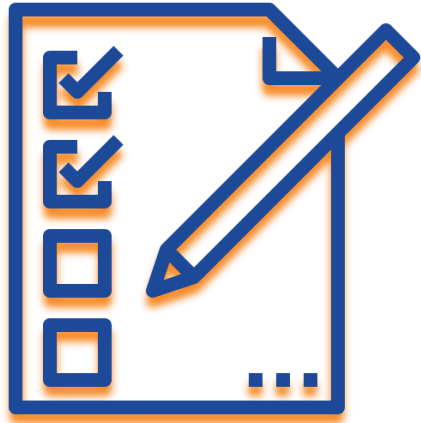
See how cities rate on health care kindness.



Survey conducted by Wakefield Research for Dignity Health.

FACTORS THAT INHIBIT KINDNESS

KINDNESS INHIBITORS



HAVING TOO 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.

SELF COMPASSION

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 FEELING THIS)
- MINDFULNESS VS. OVER-IDENTIFICATION

SELF-KINDNESS VS. SELF-JUDGEMENT

Self Kindness

- Warmth for our growing process
- Recognizing our own imperfection and being gentle when we do
- Accepting difficult realities with empathy
- Respecting our Humanity

Self Judgement

- Self-Criticism
- Expecting perfection from ourselves at everything we try
- Only accepting the perfect reality we initially imagined
- Contrasting your “imperfection” to everyone else’s “perfection”

COMMON HUMANITY VS. ISOLATION

Common Humanity

- Understanding that we are mortal, vulnerable, and imperfect
- Recognizing suffering and personal inadequacy as part of the human experience
- Understanding that this experience is universal

Isolation

- Believing that it is okay for others to be imperfect, but it's not okay for yourself
- Expecting that if you “do things perfectly” then you’ll never suffer pain
- Believing that “I am the only one experiencing this”

MINDFULNESS VS. OVER-IDENTIFICATION

Mindfulness

- Taking a balanced approach to negative emotions
- Not suppressing nor exaggerating
- Perspective taking
- Non-judgmental mind state

Over-Identification

- Letting negative emotions be the only voice in your head – “Over-Identifying” with them
- Feeling that emotions are an “all or nothing” process
- Leaving compassion out of the emotional interaction

ONE WAY TO IMPLEMENT THIS NOW



CENTER YOURSELF AND THINK
POSITIVELY

HOW TO CENTER YOURSELF



MEDITATE



GO FOR WALK



MINDFULNESS
BREATHING



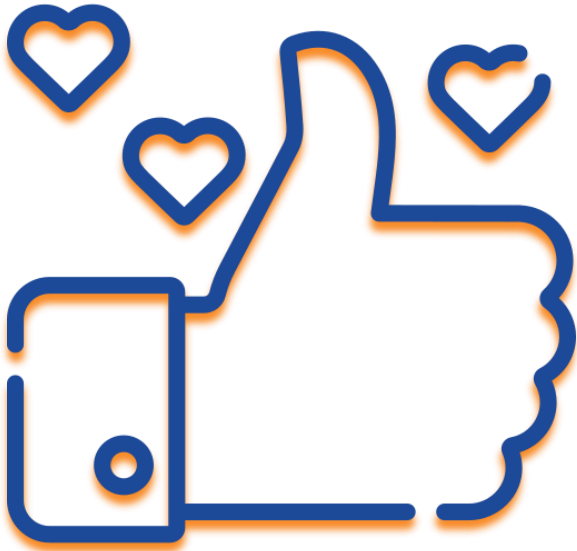
LAUGH

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...



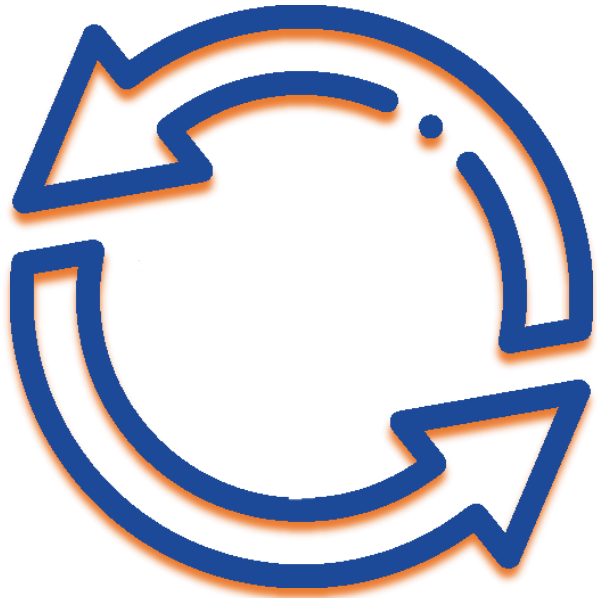
I really appreciated your help on the red project today



This is nurse Ian, he is amazing and will take wonderful care of you tonight

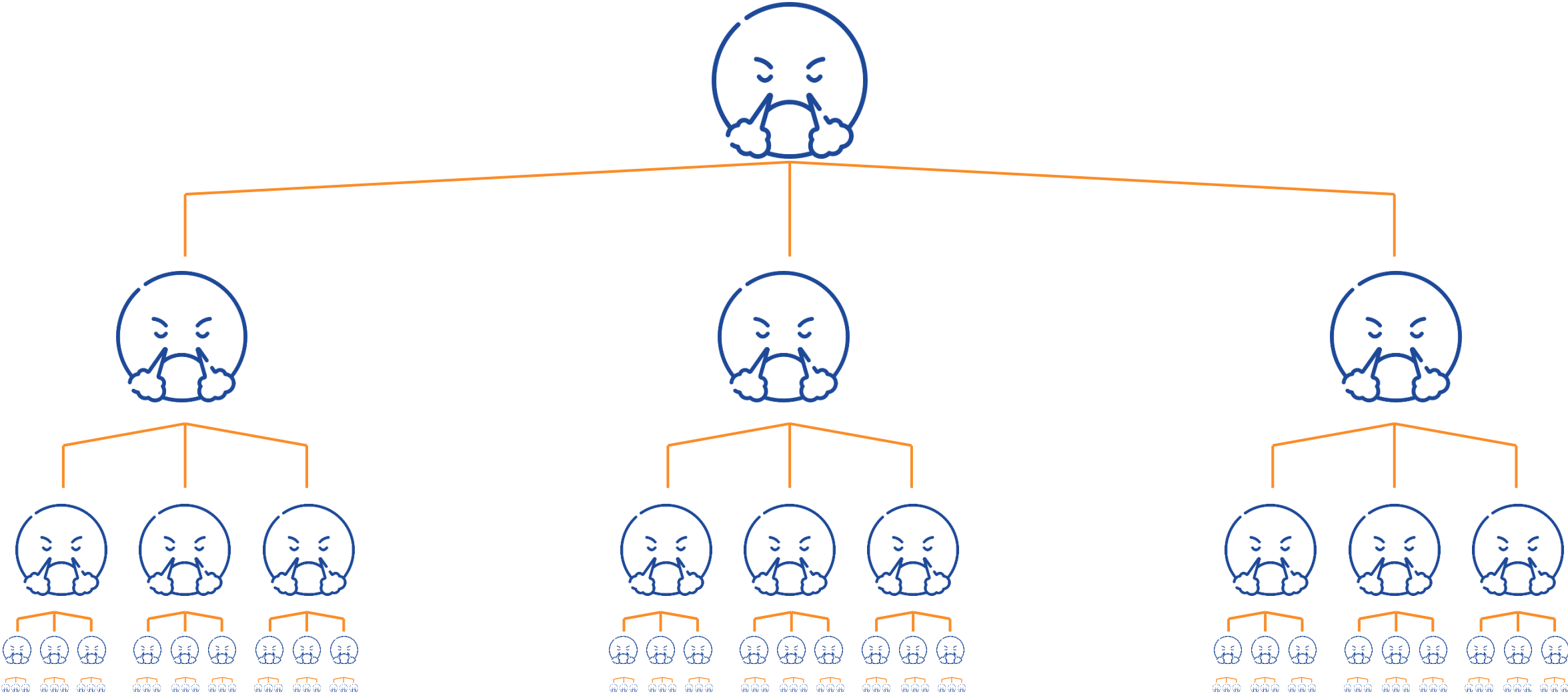
KINDNESS IS CONTAGIOUS

THE KINDNESS CYCLE

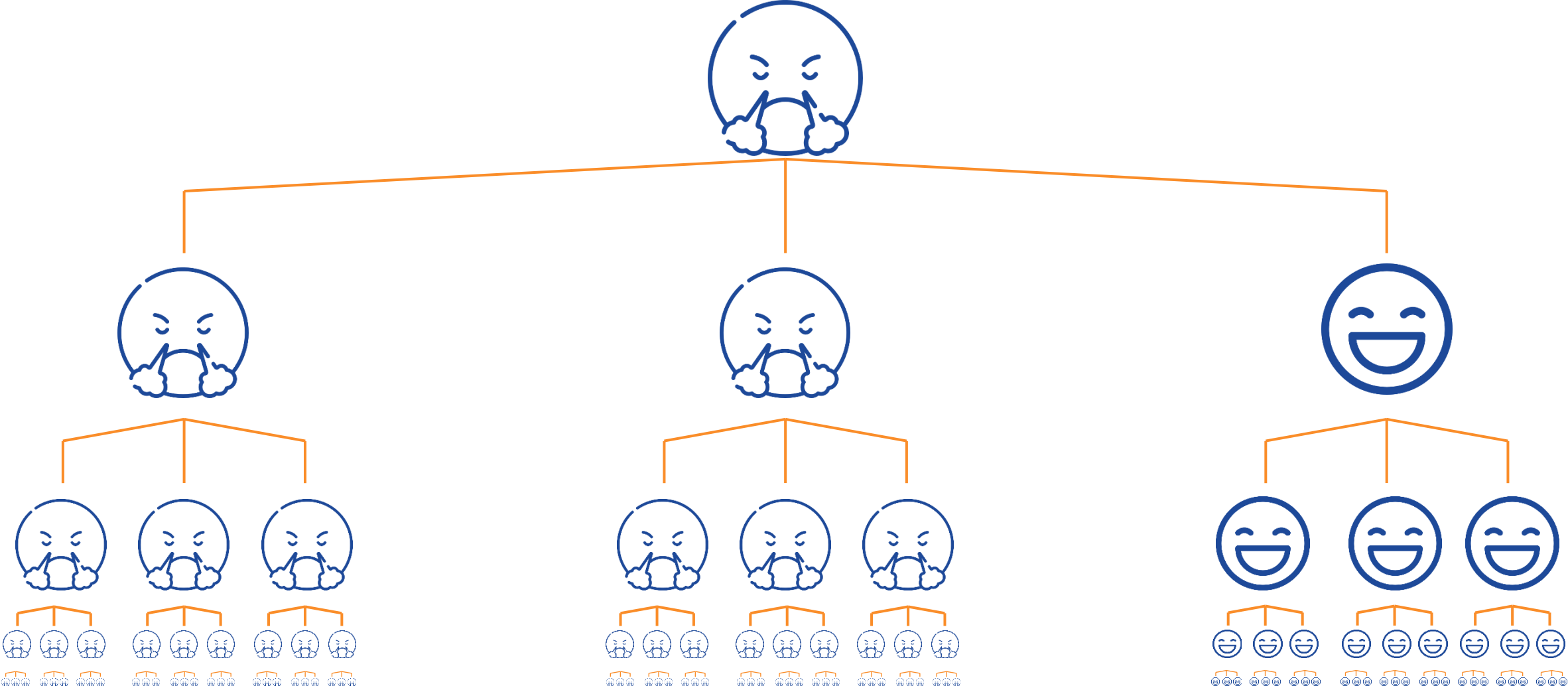


START THE **CYCLE OF KINDNESS**

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