

Welcome

- We will be starting soon
- There is no sound until we get started
- Please keep your phones and computers on mute to support a pleasant experience to all
- Use the chat feature for questions

Crisis Response Training

Providing Support for Health Care Staff in Crisis Situations

**TOPIC: Staying Focused in
Crisis & Unrest**

Neekee West
Office of Quality and Safety/Care Experience
Training & Development Rep



The Office of Quality and Safety, Care Experience

Our focus is providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors

All employees are encouraged to embody NYC Health + Hospitals values of **Integrity**, **Compassion**, **Accountability**, **Respect** and **Excellence**



“Where **Focus** Goes
Energy Flows”

Tony Robbins

Entrepreneur, bestselling
author, philanthropist, public
speaker and life coach



Begin to Ask Yourself the Important Questions?



TOPIC: Staying Focused in Crisis & Unrest

Big Decisions Begin with Little Actions

Challenges Facing Employees – During COVID-19 and Beyond

C

Confusion

O

Ostracized

V

Vulnerable

I

Isolated

D

Discouraged

Today's Key Focus

CONSCIOUS DECISION
MAKING

PLACE VALUE

SET GOALS & SET
BOUNDARIES

RETOOL YOURSELF

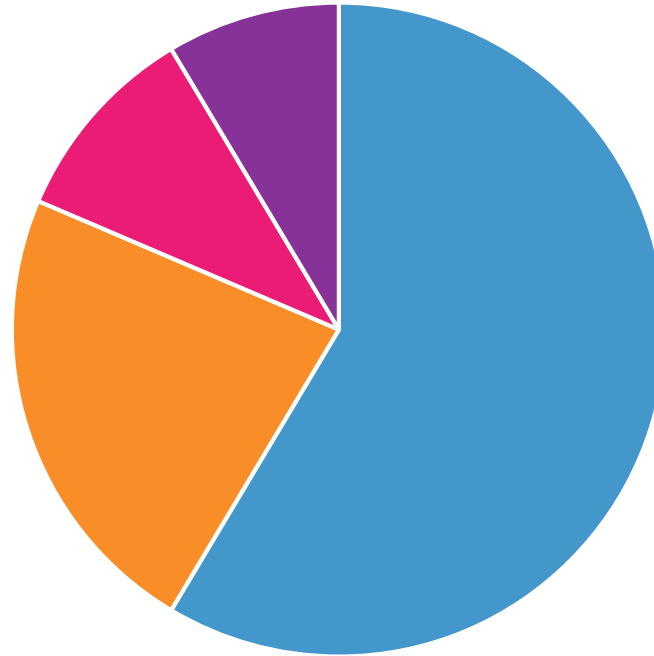
Removing Mental Barriers is a Conscious Decision Making Habit

- Research from David Rock (2008) shows that it takes five positive social rewards to overcome the same impact on our stress levels as one negative social threat
- This means we need to find ways to generate much more **POSITIVE** rewards and thoughts in our lives to overcome the **NEGATIVES** of COVID-19

What Have You Been Focusing On?

Is it adding value to your life?

CURRENT FOCUS HABITS



■ COVID-19

■ ADDITIONAL STRESSORS

■ FEARS, ANXIETY, ANGER, SENSE OF LOSS

■ POSITIVE/FOCUSED DECISION MAKING

Removing Mental Barriers is a Conscious Decision Making Habit

Things that **subtract** from us (Depreciate Value)

- **High Emotion** (fear, rage, apathy)
- **Distracted & Detached** (unable to function and be cognitively present)
- **Filled with Uncertainty** (feelings of doom)
- **Nature Restricted** (denial, unwillingness)

Things that **add** to us (Appreciate in Value)

- **Low Emotion** (empathy, see things clearly, equilibrium)
- **Able to P.A.U.S.E** (able to reason, high functioning)
- **Filled with Gratitude** (able to see good in the midst of adversity)
- **Nurture Fluid** (awareness, willingness)

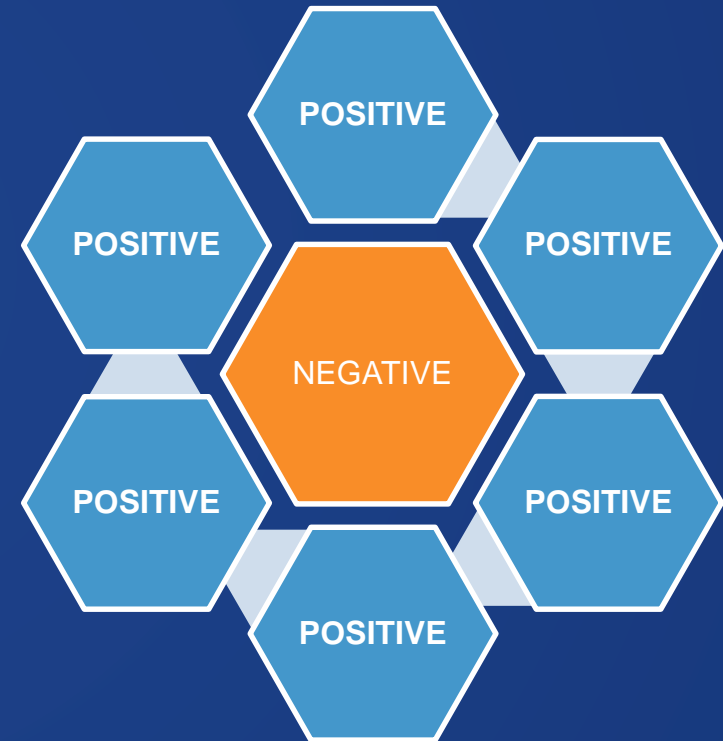
REMOVING MENTAL BARRIERS

Daily Habit Work (DHW)

Unfocused Decision Making Thought Habits



Conscious Decision Making Thought Habits



Ultimately Your **Destiny** is **Decided** by What **You Do!**

Instead of doing...

Instead of detaching from
crisis



Try doing...

Identify the crisis/challenging
experience(s)

Ultimately Your **Destiny** is **Decided** by What **You Do!**

Instead of doing...



Try doing...

Instead of having no action plan

Process and evaluate; set goals and make changes to positively impact your life

Ultimately Your **Destiny** is **Decided** by What **You Do!**

Instead of doing...

Instead of doing what is familiar



Try doing...

Make new connections, learn something new, engage in a new hobby; join a book club

Ultimately Your **Destiny** is **Decided** by What **You Do!**

Instead of doing...

Instead of feelings of inadequacies and or insignificance



Try doing...

Engage in a self appraisal; focus on your strengths and let your strengths serve as the building block for ways you can contribute adding value to yourself and those around you

Ultimately Your **Destiny** is **Decided** by What **You Do!**

Instead of doing...



Try doing...

Instead of giving in to feelings
of doom

Practice gratitude building
strategies

Ultimately Your **Destiny** is **Decided** by What **You Do!**

Instead of doing...

Instead of being in an unfocused high emotional state



Try doing...

Practice emotional intelligence and emotional self-regulation

Be Intentional With What You Focus On (Guard Your Heart)



What you **Listen** to!

Your fears, concerns, anxieties, and trauma can be magnified



What you **View**!

The content you view can add to your psychological distress

ACTIONABLE HABITS FOR A DESIRED BEHAVIOR/OUTCOME



“Where **Focus** Goes Energy Flows”

Neekee West: Training &
Development Rep

Questions/Comments
Welcomed!
Kindly utilize chat box feature



Tell a Colleague & Share With Staff

Next Training

Staying Focused in Crisis & Unrest
- **Friday June 19th 1:00PM- 2:00PM**

Combating Vicarious Trauma Through
Mindful Breathing & Chair Yoga Practice
- **Tuesday, June 23rd • 11:00AM-12:00PM**