

Emotional and Organization Support

Week 3 - The Language of Feelings and Needs and the Correlation with Wellbeing

Emotional and Organization Support Module

5 Critical Change Opportunities

- Introduce participants to two of the principles of trauma informed care, safety and trust.
- Expand emotional intelligence by recognizing one's stress response.
- Train staff in strategies to respond to stress by identifying feelings and needs with the language of nonviolent communication.
- Integrate a mourning practice into facility culture via team-based processes, such as rounds and debriefs.
- Support psycho-emotional growth by building attuned active listening, debriefs, and learning into daily activities.

Objectives for this Session:

- Explain Nonviolent Communication with emphasis on two components, feelings and needs.
- Describe attuned listening and how it relates to the basic need of being heard.
- Provide two tools to assist staff with increasing awareness around their emotional state.
- Learn how direct observations and process maps can be used to convey emotions.
- See an example of how huddles can be used by all staff to convey feelings and needs.

New Questions?

- What is top of mind for you?
- Do you have any questions that we should be sure to cover this week?
- Has anything been particularly challenging or frustrating that you would like help advancing?

Chat Waterfall:

What is a feeling that you've experienced lately related to the pandemic?



What is Nonviolent Communication (NVC)?

- NVC is a set of skills inside of a communication model to be used everyday, with or without conflict
 - NVC is not a formula
 - Sometimes called compassionate communication
- It is a skill that allows us to bring presence into all of our interactions and guides us in reframing how we express ourselves and hear others

NVC has four components

- **Observation:** “When I see/her/notice...”
- **Feeling:** “I feel...”
- **Need:** “...because I need/value...”
- **Request:** “Would you be willing to...”

Be curious and increase awareness of your feelings

How am I feeling at this moment?

- I'm scared.
- I'm confident.
- I'm irritable.
- I'm relieved.
- I'm exhausted.
- I'm delighted.
- I'm disappointed.

Why are feelings so important?

- Inform you something within isn't okay (out of balance)
- Something requires attention
- Point you in the direction of what you need
- Feelings keep you informed!

Bielak-Smith P. *Dementia Together*. Encinitas, CA: Puddle Dancer Press; 2020.

Feelings when my needs are fulfilled

Physical feelings
relaxed
comfortable
energetic
centered
balanced
big
soft
strong
lively
in flow
full
free

Well-rested
refreshed
restored
recharged
awake
alert

Peaceful
calm
quiet
bright
zen
at ease
relieved
serene
carefree
unconcerned

Satisfied
fulfilled
satisfied
content

Cheerful
happy
amused
joyous
cheerful
delighted
ecstatic

Enthusiastic
excited
adventurous
playful
lively
eager
passionate
thrilled
radiant

Loving
tender
warm
openhearted
compassionate
friendly
sympathetic
touched

Thankful
grateful
moved
touched

Amazed
surprised
flabbergasted

Hopeful
heartened
encouraged
desirous
optimistic

Curious
fascinated
interested
engaged
involved
inspired

Confident
resolute
confident
powerful
open
proud
safe

Feelings when my needs are not fulfilled



Physical feelings
pain
limp
empty
small
smothered
short of breath
tense
wretched
sick

Sad
disappointed
dispirited
melancholic
depressed
down
gloomy
desirous
nostalgic

Regret
guilty
repentance

Worried
tense
nervous
anxious

Pain
hurt
lonely
wretched
mourning

Vulnerable
fragile
uncertain
sensitive

Tired
defeated
burnt-out
exhausted
sleepy
weary

Withdrawn
bored
detached
isolated
alienated
apathetic
cold
numb
impatient

Ashamed
guilty
embarrassed
shy

Desperate
helpless
hopeless
powerless
uncertain

Skeptical
torn
lost
bewildered
perplexed
confused

Scared
afraid
suspicious
panic
paralyzed
startled
anxious

Uncomfortable
troubled
nervous
restless
uncertain
insecure

Envious
jealous

Shocked
startled
upset
surprised
disturbed
alert
panic
overwhelmed

Frustrated
irritated
annoyed
impatient
embittered
irritable

Rage
angry
mad
upset
furious
resentful

Hate
hostile
aversion
bitter
loathing
contempt

A sensitive emotion that may not quite fit the situation



Do you ever say, “*I feel guilty that...*”?

Reframe as an expression sadness or helplessness

- I feel sad that I can't take away the pain.
- I feel so sad that....

Once you've identified the feeling, *identify the need*

- I'm feeling irritable. I need time alone and a snack.
- I'm scared. I need more information.
- I'm relaxed and appreciate that my supervisor listened (the need) to my idea!
- I'm feeling overwhelmed. It's important to me that I can ask for help when I need it (the need in this example is trust).
- I'm encouraged (feeling) by the sense of renewed purpose (the need) with my team.

Needs

Physical well-being

air
food
water
shelter
protection
(emotional)
safety
movement
rest
sleep
touch
sexual
 expression
health
comfort
warmth

Harmony

peace
tranquility
relaxation
beauty
order
ease
predictability
familiarity
stability
balance
completion
wholeness

Autonomy

choice
freedom
time
space
independence

Power

self-esteem
confidence
dignity
inner power
empowerment
competence
effectiveness

Pleasure

to celebrate
to mourn
flow
humor
laughter
vitality
challenge
stimulation

Connection

collaboration
reciprocity
communication
company
to belong
durability
continuity
to give
to receive
to see / to be seen
to hear / to be heard
to understand
to be understood

Liveliness

to discover
adventure
passion
spontaneity
play

Authenticity

honesty
integrity
transparency
openness
self-expression

Meaning

to learn
growth
to contribute
to enrich life
hope
creativity
inspiration
purpose
clarity
awareness
liberation
transformation
to matter
participate
to be present
simplicity

Love and attention

love
compassion
care
attention
acceptance
appreciation
reassurance
affection
trust
involvement
respect
care
support
nearness
intimacy
tenderness
softness
sensitivity
friendliness



Word of caution

- Everyone wants to be heard and understood for what they said
 - We all do, or we wouldn't speak
- But they may not be willing to bring their deepest needs and feelings to the surface

Basic Pitfalls of Using NVC by Miki Kashtan
<https://thefearlessheart.org/basic-pitfalls-of-using-nvc/>

Being heard is a CORE human need

- We listen better after we have been fully heard
- It does not mean the other person agrees with us or our decisions
- It just means we feel heard without judgment, blame or criticism

Attuned listening (also called empathy)

- Sending the message verbally and non-verbally to the speaker that you want to hear them
 - I'm here, I care, I have the spaciousness and I'm available
- And, to ensure you've fully heard the other person
- No agenda, no need to fix or solve anything
- Summarize what they said and ask, "Did I get it?"
 - If no, ask them to share again
 - If yes, ask "Is there more?"
- "Simply" to listen

Connect Across Differences and Find Common Ground; Skill for Deepening Understanding
with Nonviolent Communication Trainer Kathy Simon

When our speaking skills devolve...

- We resort to:
 - Advice giving
 - Blanket reassurance
 - Telling a similar story that happened to us
 - Encouraging the speaker to have a broader perspective or to look on the bright side
 - Interrogating the individual
 - Changing the subject
 - Explaining how the individual brought these circumstances on themselves
 - Disagree or agree
 - "I hear you but..."

Connect Across Differences and Find Common Ground; Skill for Deepening Understanding with Nonviolent Communication Trainer Kathy Simon

Think of a recent experience in which you were sharing your thoughts and/or feelings.

- Did the other person do or say things that impacted your perception of being heard or not heard?
- How did you feel when you finished speaking? Did you finish speaking or was there a disconnection?
- Did you feel completely heard? Why or why not?

Check-in board – cultivating awareness



- The goal is connection, to create an environment that accepts people when they are in struggle and helps reconnect and support them.
 - Do people *really have permission* to share their truth?
- Consider how to include all staff (all shifts, all department, nights and weekends).
- Leaders as role models - "I'm focusing on my emotional wellbeing and I'd like to support yours as well."

Stress First Aid (Watson, Westphal & Gist, 2020)

Building a Culture of Emotional Safety and Trust to Support Staff Wellbeing

Session 3 – How to Use Feelings and Needs to Communicate and to Create a Emotionally Safe Environment *Together With Staff*

What are strategies to respond to stress by **identifying feelings and needs** through nonviolent communication?

Nonviolent Communication is a way for us to communicate about our feelings and needs:

- **Feeling:** “I feel...”
- **Need:** “...because I need/value...”

Ask, Listen, Do: Build Confidence, Trust, and Support Through Conversations that Identify Needs

- What are processes to **identify what staff need (emotionally and physically)**?
 - Rounds
 - Huddles
 - Town Halls
 - Annual Employee Survey



ASK “What Matters and What are your Needs?...Now?”



LISTEN to “What Matters and What is Needed...Now.”



DO “What Matters and What is Needed...Now.”

Tools and Questions to Invite Sharing of Feelings and Needs

- Utilize processes and discussion to reinforce shared purpose and identify needs. Use nonviolent communication to support wellbeing.
- Notice themes in responses
 - What triggers a stress response?**
 - How do they express how they feel?**
 - What needs do they identify?**
- Be present and ask thoughtful; ask open-ended questions

STAFF WELL-BEING BEFORE YOU HEAD HOME NHS Lothian

Take a moment to think about today.....

Acknowledge one thing that was difficult during your working day
Let it go

Check on your colleagues before you leave
Are they OK?

Are you OK? Your senior team are here to support you

Consider three things that **went well**.....

Now switch your attention to
REST RELAX REFRI

Working in the NHS can be a rewarding and challenging experience. It is important that we find ways of checking-in with staff on a daily basis, to surface frustrations/concerns and take actions improve the work environment/conditions. The huddle framework below can be used to run a 10 minute staff well-being huddle at the end of a shift or days work. This can be done face-to-face or virtually.

What went well?
How was teamwork and communication?
How did you look after each other today?
What are you proud of as a team today?

What could have been better ?
Any patient or service delivery issues causing a concern?
Has anyone had a conversation that caused you upset or distress?
Has anyone been unable to find equipment or advice that they need today?
Has anyone been asked to do anything they are not comfortable doing today?

Lessons learned & improvement ideas:

Permission to share Staff Wellbeing Huddle granted by Organisational Development, NHS Lothian.

Staff Wellbeing Huddle Questions

- **What feelings did you experience today? Were you able to connect them to a need? Was that need met today?**
- How did you support your team or a colleague today? How did someone support you?
- What went well with teamwork and communication? What could have gone better?
- What learning occurred? What recommendations would you share with staff and leaders?

STAFF WELL-BEING HUDDLE



Working in the NHS can be a rewarding and challenging experience. It is important that we find ways of checking-in with staff on a daily basis, to surface frustrations/concerns and take actions improve the work environment/conditions. The huddle framework below can be used to run a 10 minute staff well-being huddle at the end of a shift or days work. This can be done face-to-face or virtually.

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The Language of Feelings and Needs During Visitation

- How might staff feel? What is their need?
 - Feeling: “I feel...” [frightened, nervous, excited]
 - Need: “...because I need/value...” [Clarity about visitation, predictability, hope]

Needs

- Physical well-being**: air, food, water, shelter, protection (emotional), safety, movement, rest, sleep, touch, sexual, expression, health, comfort, warmth
- Harmony**: peace, tranquility, relaxation, beauty, order, ease, predictability, familiarity, stability, balance, completion, wholeness
- Power**: self-esteem, confidence, dignity, inner power, empowerment, competence, effectiveness
- Connection**: collaboration, reciprocity, communication, company, to belong, durability, continuity, to give, to receive, to see / to be seen, to hear / to be heard, to understand, to be understood
- Meaning**: to learn, growth, to contribute to enrich life, hope, creativity, inspiration, purpose, clarity, awareness, liberation, transformation, to matter, participate, to be present, simplicity
- Love and attention**: love, compassion, care, attention, acceptance, appreciation, reassurance, affection, trust, involvement, respect, care, support, nearness, intimacy, tenderness, softness, sensitivity, friendliness
- Autonomy**: choice, freedom, time, space, independence
- Pleasure**: to celebrate, to mourn, flow, humor, laughter, vitality, challenge, stimulation
- Liveliness**: to discover, adventure, passion, spontaneity
- Authenticity**: honesty, integrity, transparency, openness

Feelings when my needs are fulfilled

- Physical feelings**: relaxed, comfortable, energetic, centered, balanced, big, soft, strong, lively, in flow, full, free
- Satisfied**: fulfilled, satisfied, content
- Thankful**: grateful, moved, touched
- Cheerful**: happy, amused, joyous, cheerful, delight, ecstatic
- Amazed**: surprised, flabbergasted
- Hopeful**: heartened, encouraged, desirous, optimistic
- Enthusiastic**: excited, adventurous, playful, lively, eager, passionate, thrilled, radiant
- Curious**: fascinated, interested, engaged, involved, inspired
- Well-rested**: refreshed, restored, recharged, awake, alert
- Peaceful**: calm, quiet, bright, zen, at ease, relieved, serene, carefree, unconcerned
- Loving**: tender, warm, openhearted, compassionate, friendly, sympathetic, touched
- Confident**: resolute, confident, powerful, open, proud, safe

Feelings when my needs are not fulfilled

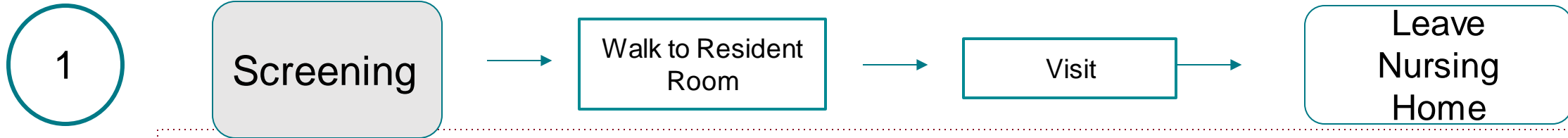
- Physical feelings**: pain, limp, empty, small, smothered, short of breath, tense, wretched, sick
- Pain**: hurt, lonely, wretched, mourning
- Desperate**: helpless, hopeless, powerless, uncertain
- Shocked**: startled, upset, surprised, disturbed, alert, panic, overwhelmed
- Vulnerable**: uncertain, sensitive
- Skeptical**: torn, lost, bewildered, perplexed, confused
- Frustrated**: irritated, annoyed, impatient, embittered, irritable
- Sad**: disappointed, dispirited, melancholic, depressed, down, gloomy, desirous, nostalgic
- Tired**: defeated, burnt-out, exhausted, sleepy, weary
- Scared**: afraid, suspicious, panic, paralyzed, startled, anxious
- Rage**: angry, mad, upset, furious, resentful
- Withdrawn**: bored, detached, isolated, alienated, apathetic, cold, numb, impatient
- Regret**: guilty, repentance
- Uncomfortable**: troubled, nervous, needless, uncertain, insecure
- Worried**: tense, nervous, anxious
- Ashamed**: guilty, embarrassed, shy
- Envious**: jealous
- Hate**: hostile, aversion, bitter, loathing, contempt

Process Map Showing Nursing Home Visitation



Brenda Marinar, Administrator at Chestelm Health & Rehabilitation Center

Process Map+ Observations Showing Nursing Home Visitation



Screening Segment Observations using (5Ws: Who, What, Where, When, Why, How):

- Resident's son arrives to nursing home. This is the first visit in over a year.
- The son refuses to wear a mask in the screening area.
- The nurse at the screening area informs the son of the nursing home's mask policy.
- Son refuses to wear a mask stating that there is no longer a state mask mandate.
- Nurse states that the nursing home's mask policy is in place to protect the residents and staff. Nurse takes 2 steps back from the son and restates the nursing home's mask policy. She advises the son that he can follow the policy or will need to leave.
- Son leaves. As he goes out the door, he is yelling obscenities at the staff and hits his fist against the door.
- The nurse goes to inform the resident about the situation and outcome.

Process Map+Observations+Emotion Map Showing Nursing Home Visitation Using Nonviolent Communication

1

Screening



Walk to Resident Room



Visit



Leave Nursing Home

2

Resident's son arrives to nursing home. This is the first visit in over a year. The son **refuses to wear a mask** in the screening area stating that there is no longer a state mask mandate.

Nurse states that the mask policy is in place to protect the residents and to keep everyone **safe**. Nurse takes **2 steps back from the son** and restates the nursing home's mask policy. She advises the son that he can follow the policy or will need to leave.

The nurse goes to inform the **resident** about the situation and outcome.

3

Son 😞
I feel...frustrated because I need...connection with my mom.

RN 😞
I feel...frightened because I need...safety.

Resident 😞
I feel...disappointed because I need...connection with my son.

Role Play: Using Nonviolent Communication (NVC) in Visitation

- Imagine that you are the **resident** in the previous example in slides 30-32.
- Situation (as told from the resident's point of view): The RN came into my room and greeted me. I was expecting for my son to be behind her. Instead, the nurse stated that my son chose to not follow the policy and wear a mask. He chose to leave, instead. I felt many emotions including anger, sadness, and disappointment.
- Imagine that you are observing the interaction above. What do you notice? What feelings and emotions are expressed through words and body language? How are needs communicated?
 - Group 1 uses NVC to consider the nurse's feelings in the interaction with the resident.
 - Group 2 uses NVC to NVC to consider the nurse's needs in the interaction with the resident.
- See slides 10 and 15 for charts of feelings and needs.

What Can We Do This Week?

- Ask 5 staff in different roles to share their feelings around visitation.
 - When you think about families visiting residents, what feelings bubble up for you?

- What did you learn? What surprised you?

Additional Resources

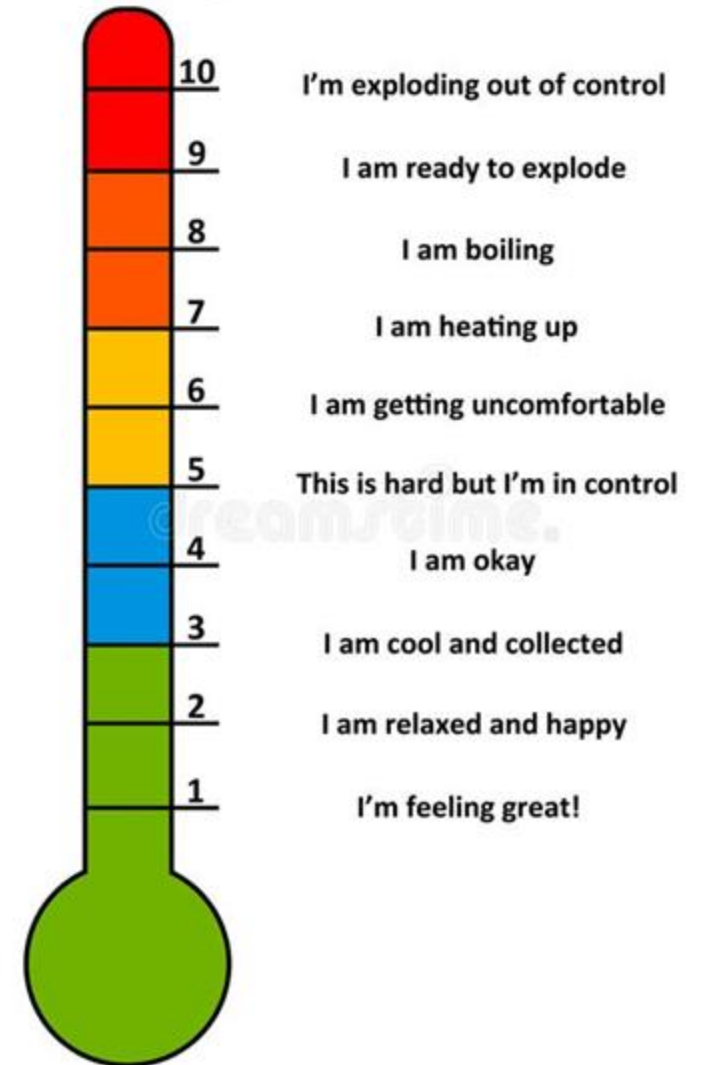
- YouTube video on empathic listening by Marshall Rosenberg, PhD, <https://www.youtube.com/watch?v=R3yUu7ZgGtk>
- Stress First Aid Toolkit for Long-Term Care Staff, <https://www.ithaca.edu/gerontology-institute/finger-lakes-geriatric-education-center/stress-first-aid>
- A handout on how to use the NVC process to increase emotional intelligence, https://www.wellcoach.com/memberships/images/NVC_Language.pdf

Wrap up

- Final comments or questions?
- Any topics you would like the faculty to discuss next week?
- We would like to learn from you! Please share your ideas for tests of change, success stories, challenges and innovations by emailing us.
- 1:1 and small group coaching is available from your coach and Training Center Team.

What's your temperature?

- Incorporate temperature checks throughout the day/shift.
- What is the plan to support staff when their temperature rises?
 - How can we be proactive and reduce the triggers that result in rising temperatures?
- How can we create environments that support staff to experience more time in green and blue zones?



Connection to self-care

- When you are triggered:
 - Invite breath
 - Slow down
 - Identify your feeling
 - Ask yourself what you need in this moment
- This is the practice of intentionality
- Just like increasing our physical strength requires repetition, so does increasing our emotional intelligence

Thank you!

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Home COVID-19 Action Network**



Thank you!

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