

 **HotDoc** | CPD WEBINAR

Managing Patient Aggression in Your Practice




HOSTED BY
Kim Poyner
MediCoach



WED
9 MARCH
12:30pm AEDT



The background is an abstract composition of textures. On the left, there is a vertical band of bright green with a fine, pebbled texture. The rest of the background is dominated by warm, earthy tones of orange and yellow, with visible brushstrokes and layered textures. A large, semi-transparent white rectangular area is centered over the image, containing two paragraphs of text.

In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Compassionate Communication

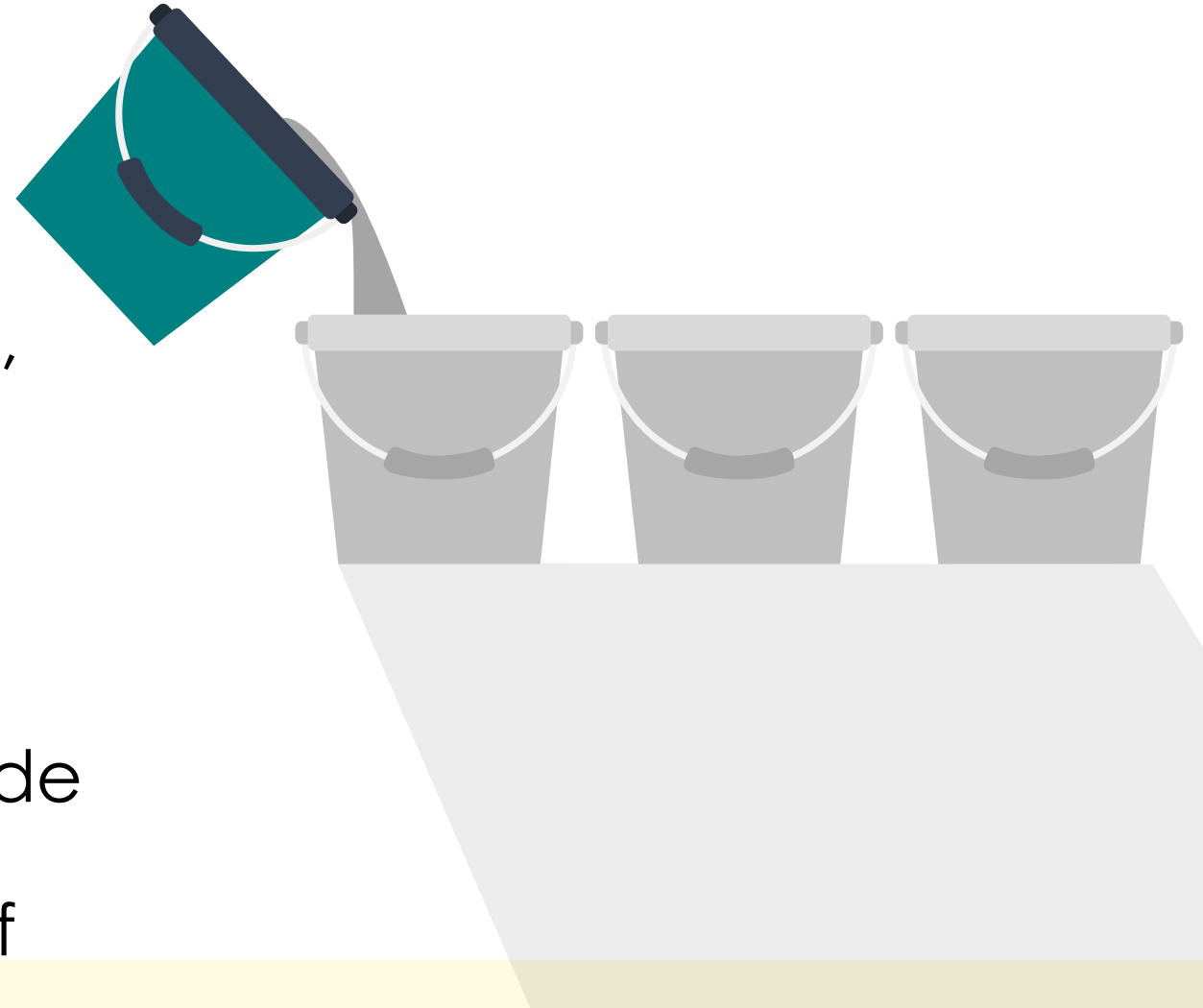
MediCoach 2022

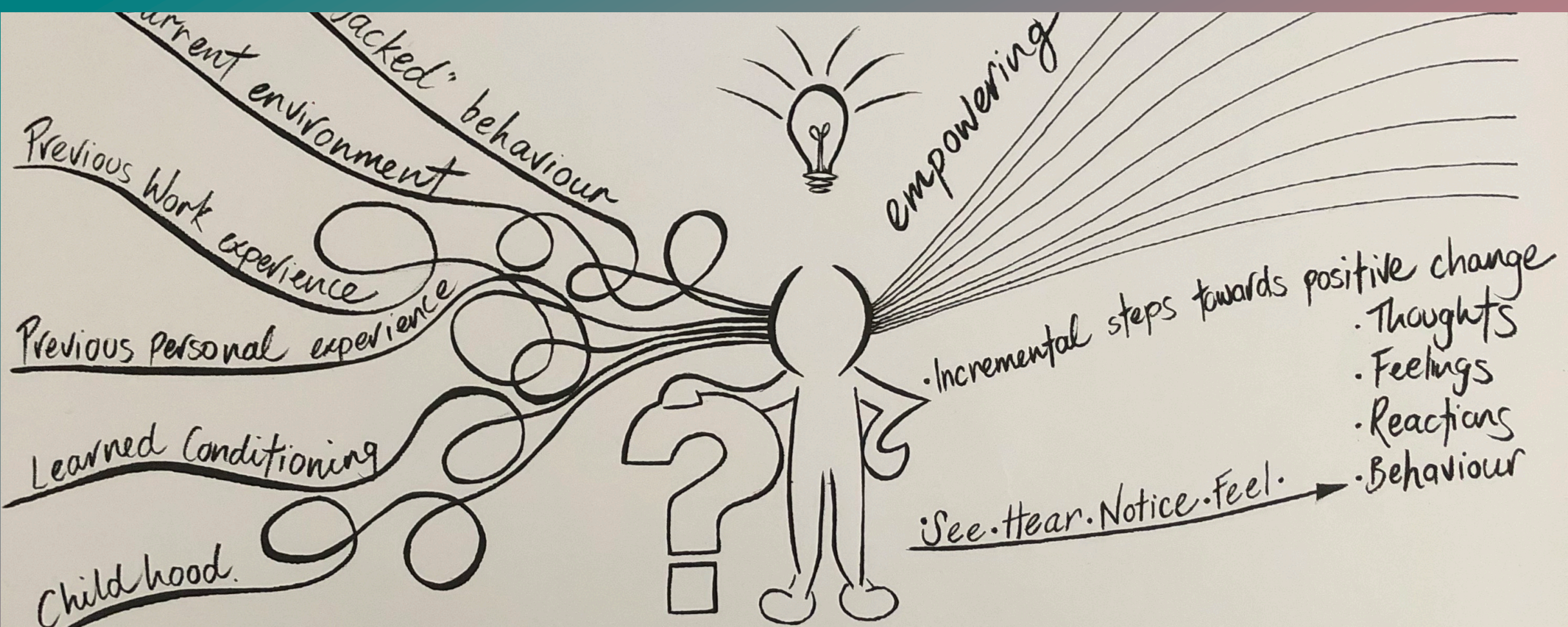


HotDoc

Learning objectives

- Differentiate between Pity, Sympathy and Empathy
- Explore the levels of listening and types of communication, how they can assist you
- Empathy communication for consistent communication across your team
- Recognise your triggers, provide self compassion and self care to prevent burnout in you staff





empowering change
to conscious thinking & decision making

Discord

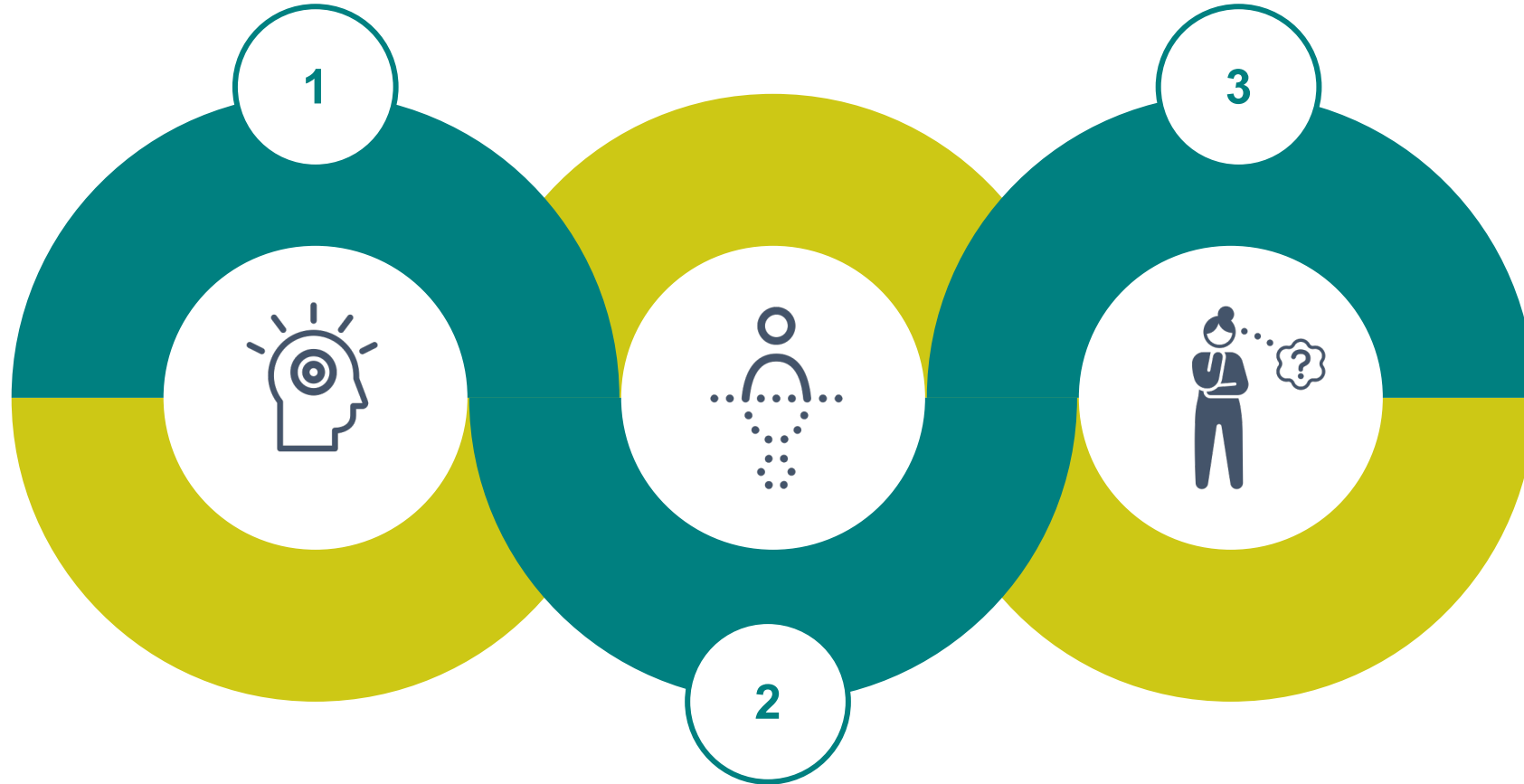
- A disconnect in the relationship
- Questions to ask yourself are:-
- Have you shown judgement
 - Tone
 - Body language
 - Words that you have used
 - Have you tried to coerce, persuade, tried to sell the idea of change
- Am I using Evaluative language
 - I think you should....
 - I think you are ...



Connection

Mindfully present

Powerful inquiries



Perceptive reflections

Mindfully present

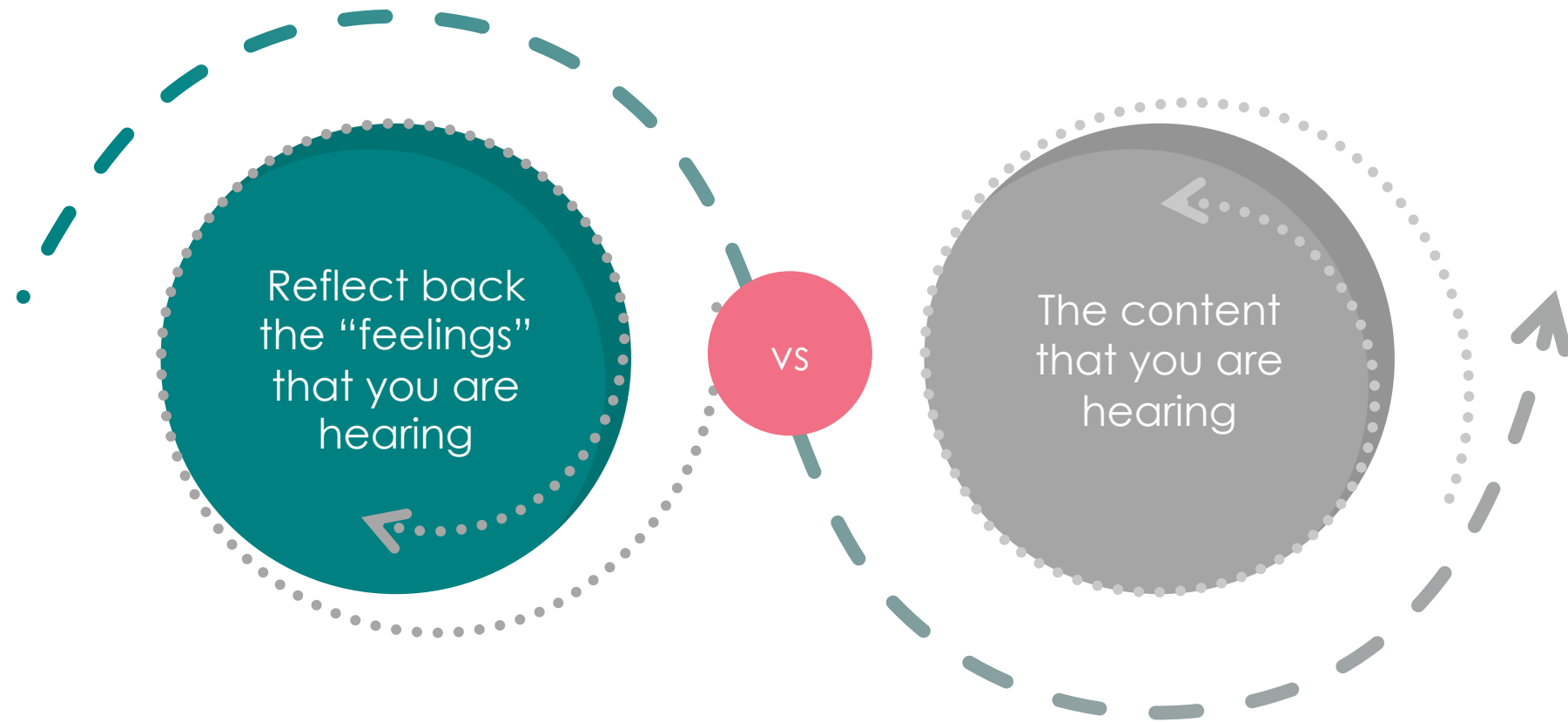
Bring the client into the present

- What has been the best thing that brought a smile to your day recently?
- What is one thing that you are grateful for right now?

Avoid questions such as

- How are you?
- How are you getting on?

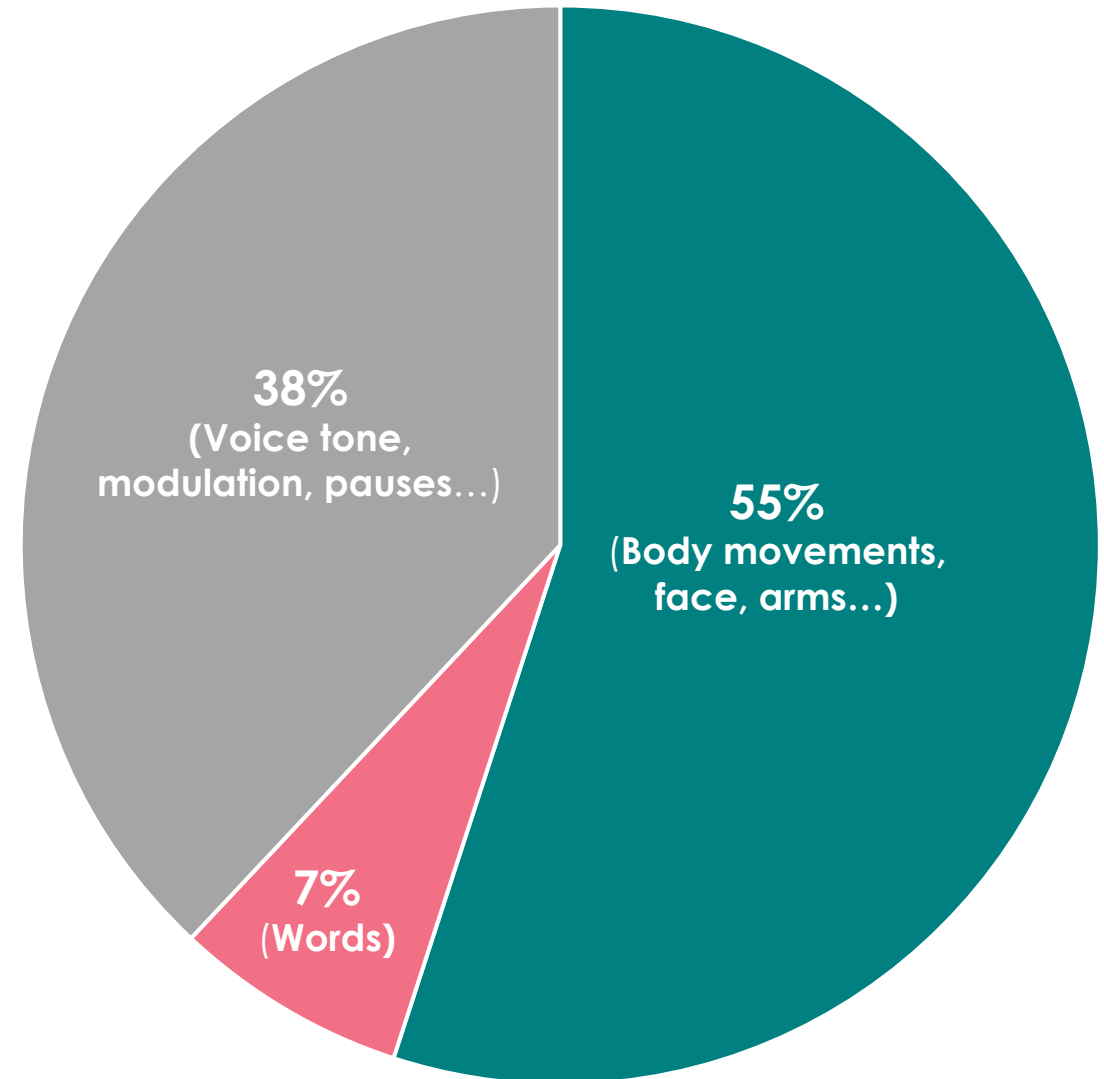
Perceptive reflections



People want to feel heard and understood

Communication

McKinsey report demonstrates effective communication between team members as a proven hospital avoidance strategy



Level 1	Level II	Level III
Transactional <i>Inform</i>	Positional <i>Persuade</i>	Transformational <i>Co-create</i>
TELL → ← ASK	ADVOCATE → ← INQUIRE	SHARE → ← DISCOVER
Confirms what you know	Defend what you believe	Discover what you don't know...
Overuse... Talk past each other Tell-Sell-Yell - Compliance	Overuse... Bang Heads Addicted to Being Right	Overuse... Talk in Circles All talk no action
Seek... Give and Take	Seek... Win/wins	Seek... Partner

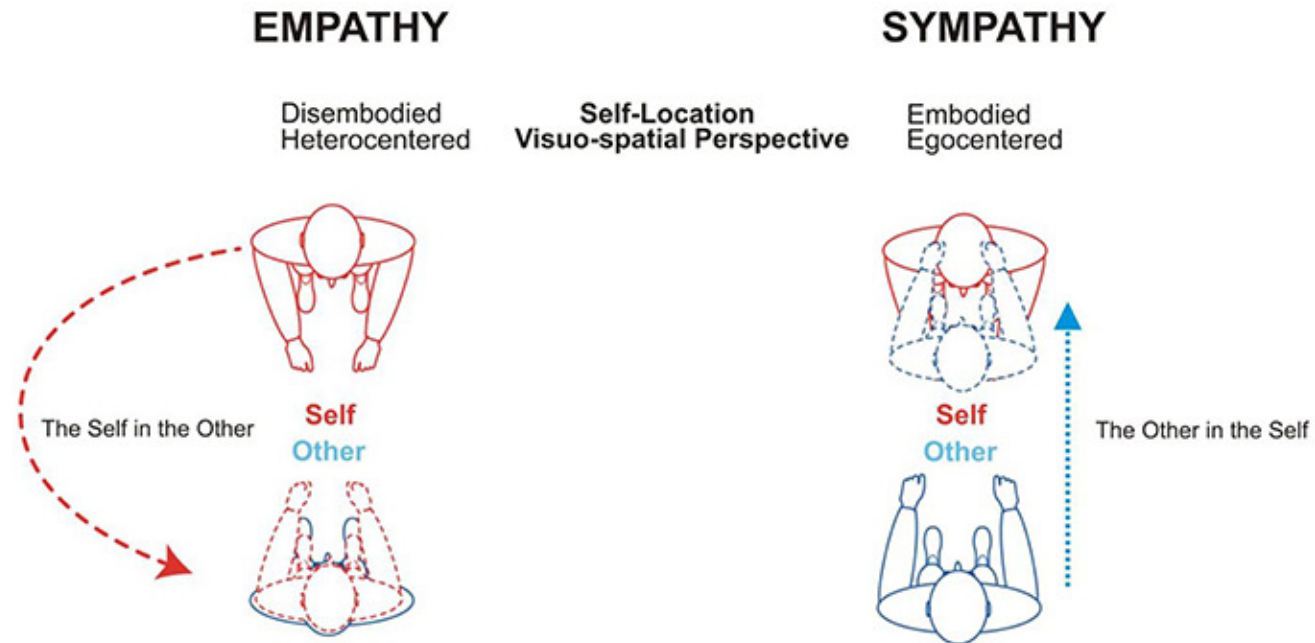
Pity

- Pity can be received as Patronising
- Pity has the undertone of being received as "thank goodness that's not to me"



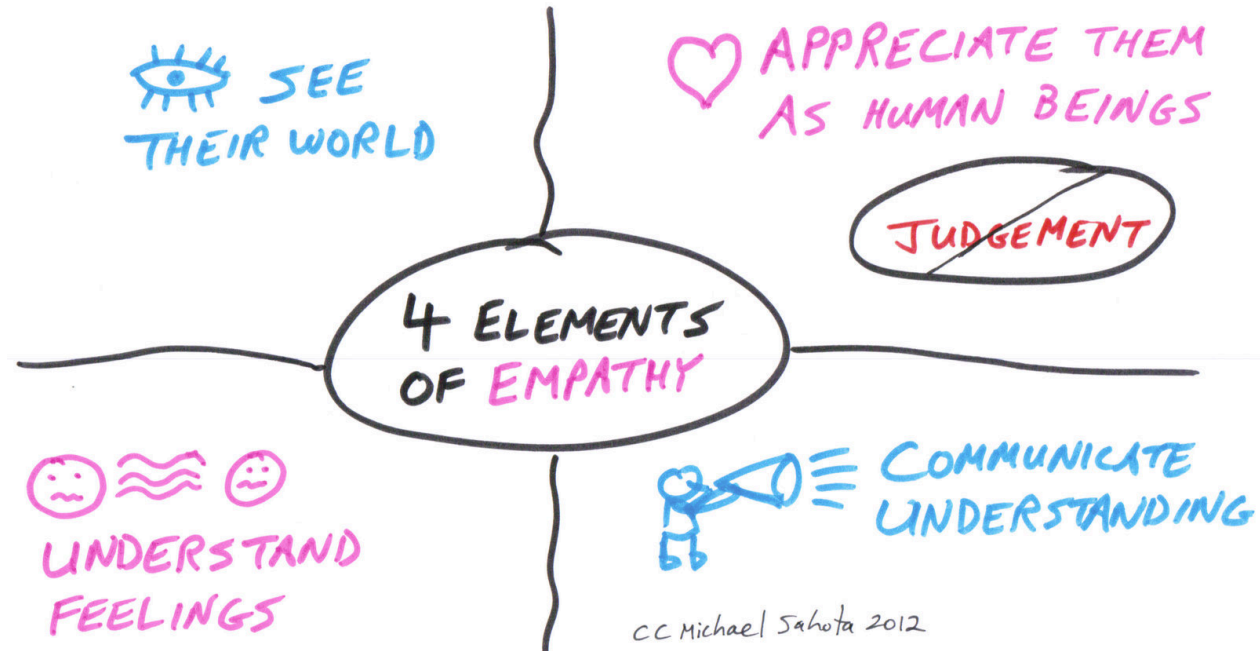
THE PITY PARTY W
WELL ATTEN

Sympathy



- Understanding another's perspective through your own lived experience
- Can be useful for Validating another's experience
- Be mindful not to take over the story line

Empathy



- Feeling with
- I hear you
- I understand you
- I get you

- Can be exhausting

Tips

If your reflection starts with
"I think" - that's your
thoughts

- Be mindful not to add
 - "is that right"

Instead use

"what's your reaction to that"

Use

Silence and space



Compassion



Praise

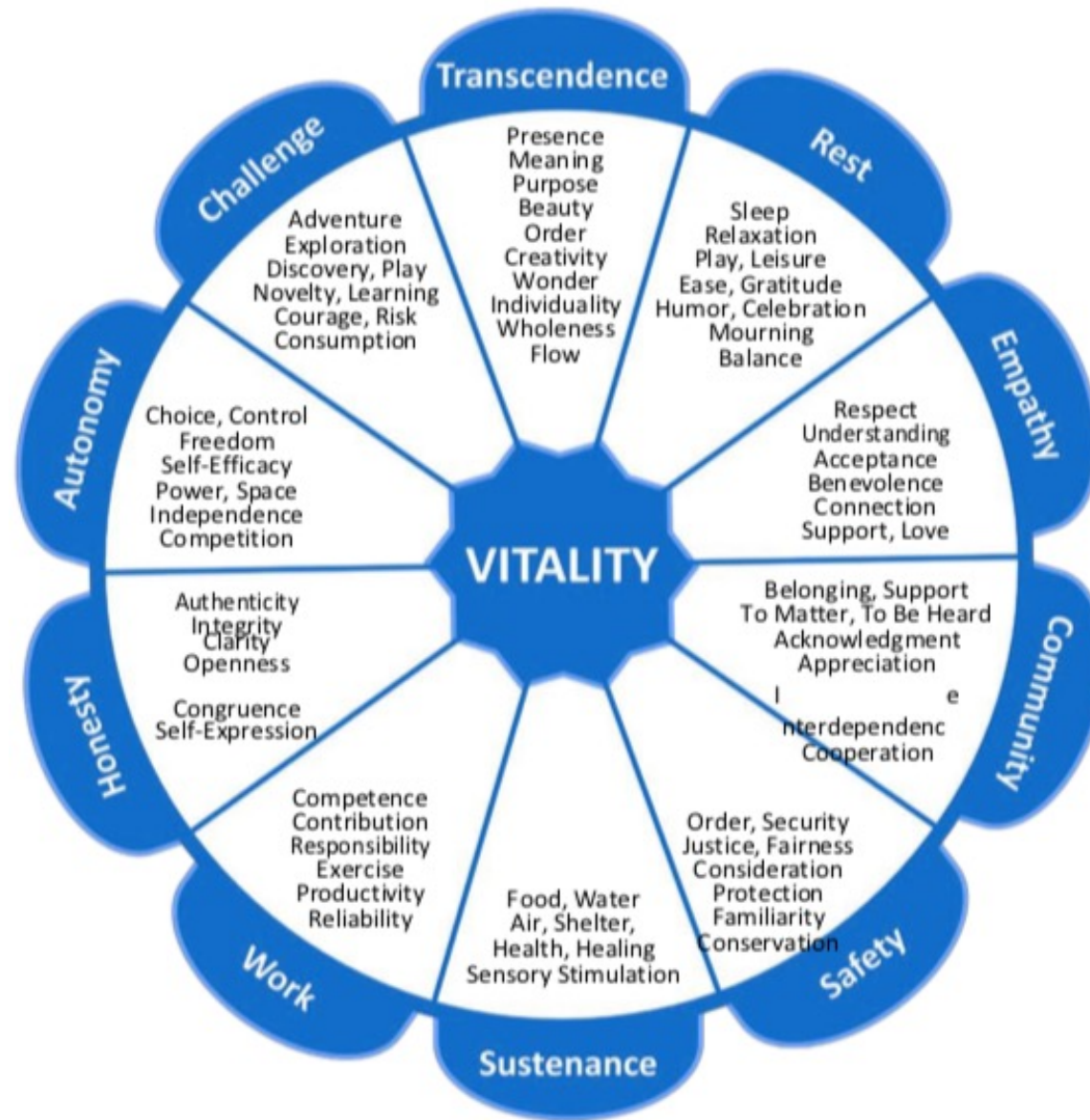
- Quick reward will limiting effects
- Can be received as judgement
- Can put us in a "sticky situation" and limit connection



Compassionate communicator



WHEN NEEDS ARE NOT BEING MET	WHEN NEEDS ARE BEING MET
Hostile Animosity, Antagonistic, Appalled, Aversion, Cold, Contempt, Disgusted, Dislike, Distain, Hate, Horrified, Repulsed, Scorn, Surly, Vengeful, Vindictive	Exhilarated Ecstatic, Elated, Enthralled, Exuberant, Giddy, Silly, Slap-happy
Angry Enraged, Furious, Incensed, Indignant, Irate, Livid, Mad, Outraged, Resentful, Ticked off	Excited Alive, Amazed, Animated, Eager, Energetic, Enthusiastic, Invigorated, Lively, Passionate
Annoyed Aggravated, Bitter, Cranky, Cross, Dismayed, Disgruntled, Displeased, Exasperated, Frustrated, Grouchy, Impatient, Irrked, Irritated, Miffed, Peeved, Resentful, Sullen, Uptight	Inspired Amazed, Astonished, Awed, Dazzled, Radiant, Rapturous, Surprised, Thrilled, Uplifted, Wonder
Upset Agitated, Alarmed, Discombobulated, Disconcerted, Disturbed, Disquieted, Perturbed, Rattled, Restless, Troubled, Turbulent, Turmoil, Uncomfortable, Uneasy, Unnerved, Unsettled	Joyful Amused, Buoyant, Delighted, Elated, Ecstatic, Glad, Gleeeful, Happy, Jubilant, Merry, Mirthful, Overjoyed, Pleased, Radiant, Tickled
Tense Antsy, Anxious, Bitter, Distressed, Distraught, Edgy, Fidgety, Frazzled, Irritable, Jittery, Nervous, Overwhelmed, Pressured, Restless, Stressed out, Uneasy	Relaxed At ease, Carefree, Comfortable, Open
Afraid Apprehensive, Concerned, Dread, Fearful, Foreboding, Frightened, Hesitant, Mistrustful, Panicked, Petrified, Scared, Suspicious, Terrified, Timid, Trepidation, Unnerved, Wary, Worried, Reserved, Sensitive, Shaky, Unsteady	Curious Adventurous, Alert, Interested, Intrigued, Inquisitive, Fascinated, Spellbound, Stimulated
Vulnerable Cautious, Fragile, Guarded, Helpless, Insecure, Helpless, Leery, Reluctant	Confident Empowered, Proud, Safe, Secure, Self-assured
Confused Ambivalent, Baffled, Bewildered, Dazed, Flustered, Hesitant, Lost, Mystified, Perplexed, Puzzled, Skeptical, Torn	Engaged Absorbed, Alert, Ardent, Curious, Engrossed, Enchanted, Entranced, Involved
Embarrassed Ashamed, Chagrined, Contrite, Guilty, Disgraced, Humiliated, Mortified, Remorse, Regretful, Self-conscious	Hopeful Expectant, Encouraged, Optimistic
Longing Envious, Jealous, Nostalgic, Pining, Wistful, Yearning	Grateful Appreciative, Moved, Thankful, Touched
Tired Beat, Burned out, Depleted, Exhausted, Fatigued, Lethargic, Listless, Sleepy, Weary, Worn out	Refreshed Enlivened, Rejuvenated, Renewed, Rested, Restored, Revived, Energetic
Disconnected Alienated, Aloof, Apathetic, Bored, Cold, Detached, Disengaged, Disinterested, Distant, Distracted, Indifferent, Lethargic, Listless, Lonely, Numb, Removed, Uninterested, With drawn	Affectionate Closeness, Compassionate, Friendly, Loving, Openhearted, Sympathetic, Tender, Trusting, Warm
Sad Blue, Depressed, Dejected, Despair, Despondent, Disappointed, Discouraged, Disheartened, Downcast, Downhearted, Forlorn, Gloomy, Grief, Heavy hearted, Hopeless, Melancholy, Sorrow, Unhappy	Peaceful Blissful, Calm, Centered, Clear headed, Mellow, Quiet, Serene, Tranquil
Shocked Appalled, Disbelief, Dismay, Horrified, Mystified, Startled, Surprised	Relieved Complacent, Composed, Cool, Trusting
Pain Agony, Anguished, Bereaved, Devastated, Heartbroken, Hurt, Miserable, Wretched	Content Glad, Cheerful, Fulfilled, Satisfied





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NVC

- Technical Giraffe:-
- You feel because your need for has been met/not met

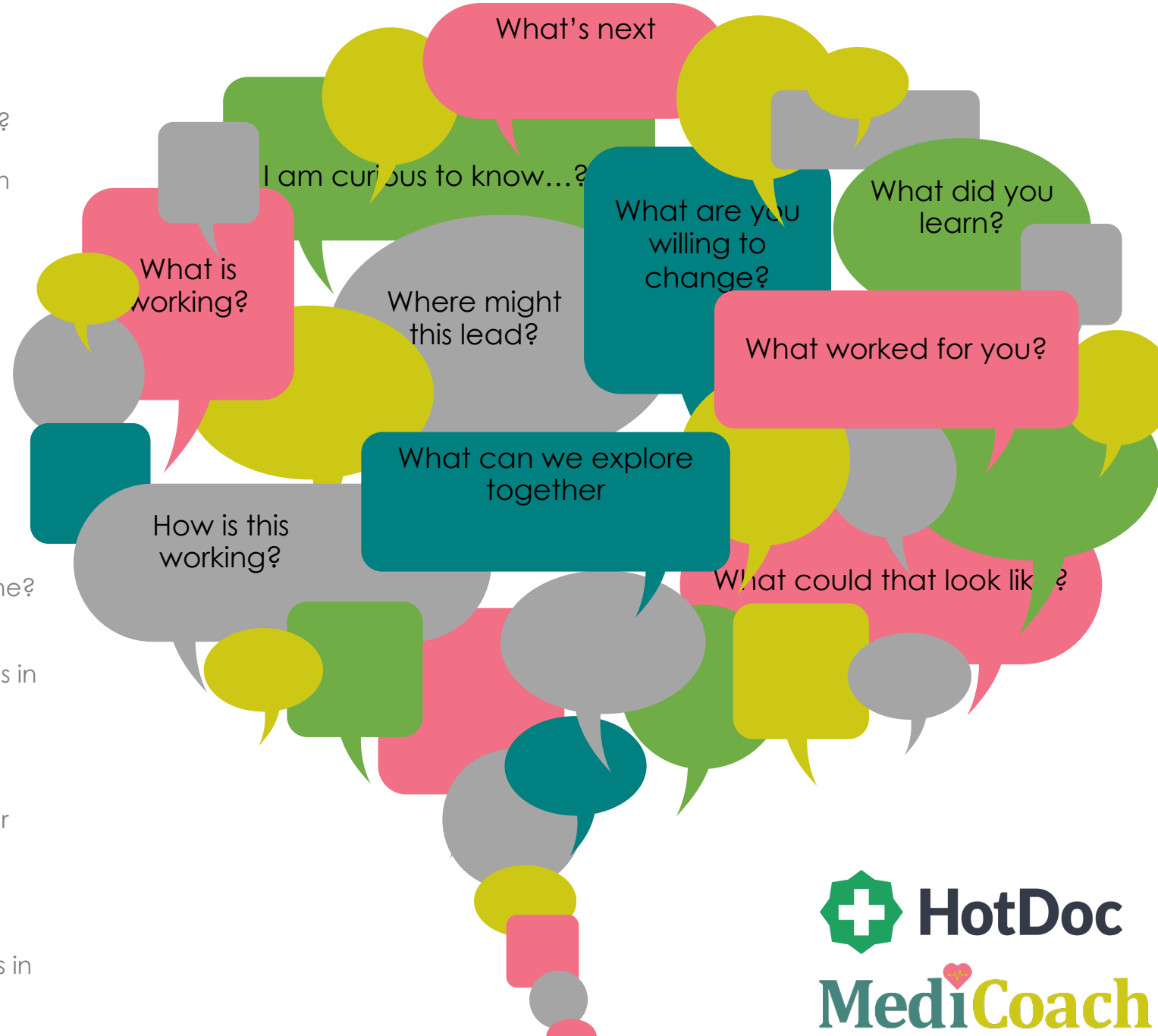
- Street Giraffe:-
- Your (emotion)..... and you want

- Naming the emotion
Vs reflecting the content



Powerful inquiries

- What can we explore here together?
- What's next?
- What are you willing to change?
- What do you feel I need to know?
- What would you like/ (topic) to dive deeper on?
- What would make this an effective strategy for you?
- What else can we learn from this experience?
- What's another choice you make besides the two in front of you?
- How do you want it to be?
- What about that is important to you?
- What are the possibilities here?
- What did you learn?
- What is your desired outcome?
- What do you know?
- What is the alternative?
- What would you ask yourself?
- Where might this lead?
- What is the opportunity here?
- How is this working?
- What else?
- What changes would you like to make in your routine?
- What could that look like?
- What could be?
- Tell me about a time you had an experience like this in the past?
- What would you like to discuss?
- I am curious to know ...?
- What worked for you?
- What is the best experience you have had with your desired future behaviour?
- What Values do you seek to live by in your life?
- How might your desired future behaviour lead to benefits in the future?
- How might your current behaviour lead to problems in the future?

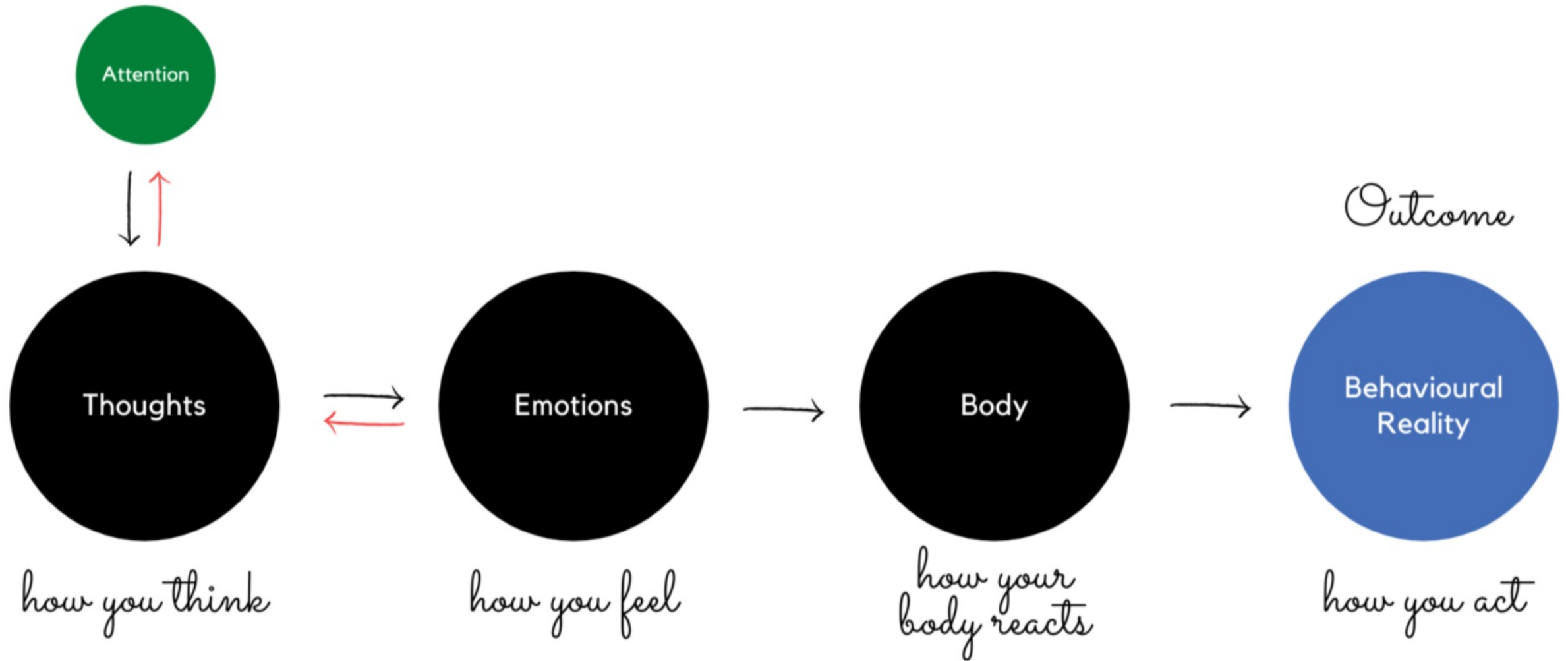


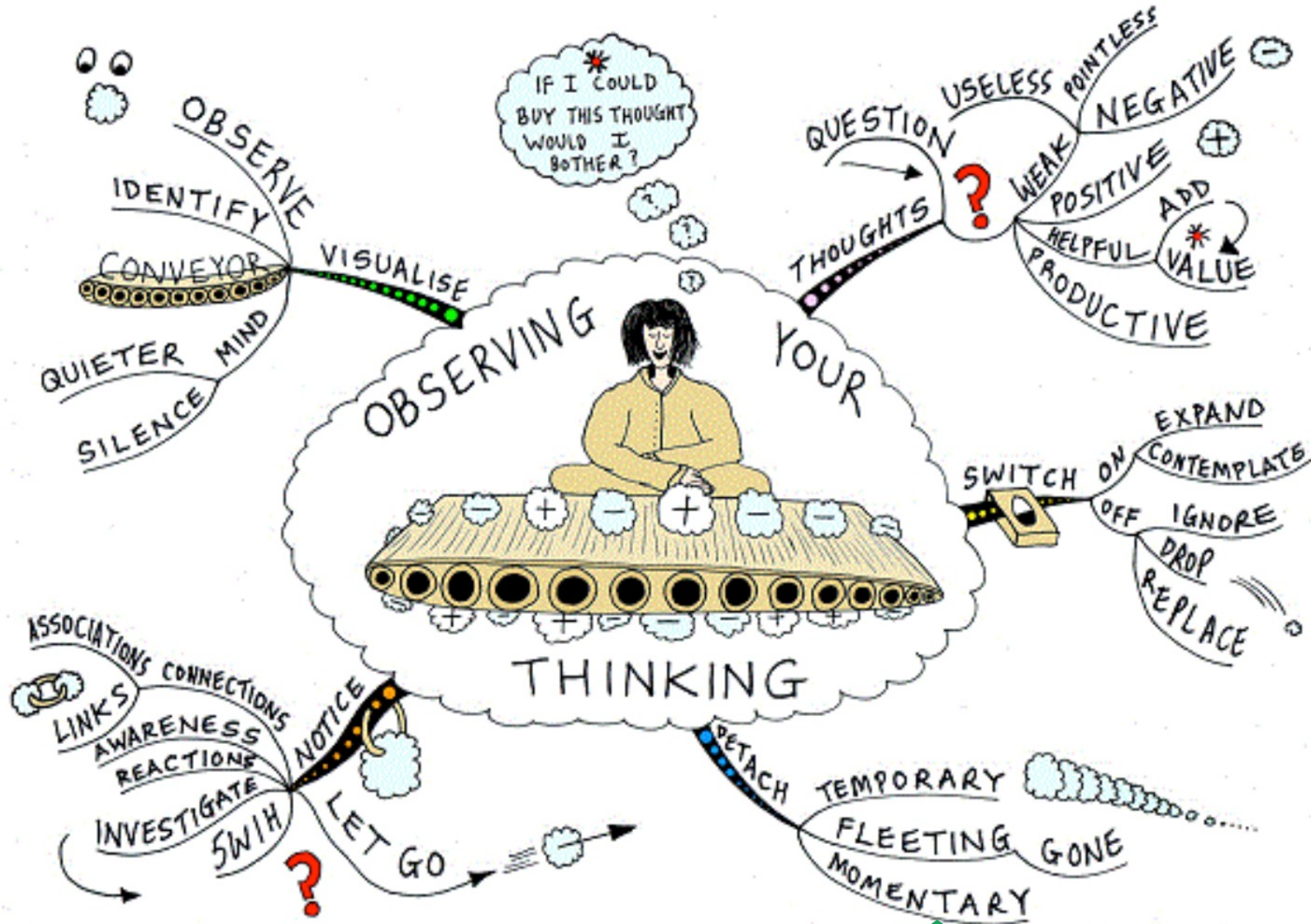
Open Inquiry, reflections, affirmations

I'm hearing you're feeling...

Who, What,
When, Where,
How?

This is important to
you
This really matters to
you
You really value this





Key Concepts

- Learned helplessness: is the giving-up reaction, the quitting response that follows from the belief that whatever you do doesn't matter.
- Explanatory style: is the manner in which you habitually explain to yourself why events happen.

There are three crucial dimensions to one's explanatory style: permanence, pervasiveness and personalization.

We are teaching clients a crucial skill – how to conduct an optimistic personal dialogue. Clients learn how to talk to themselves when they fail and when things go well.



ABCDE Model



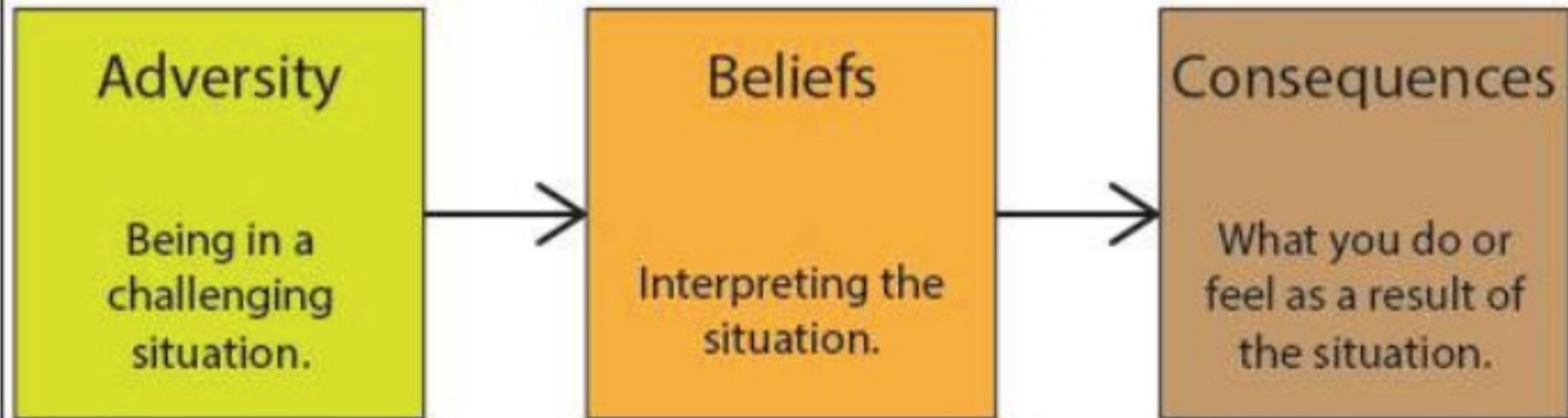
ABCDE Model & 5 Thinking Traps

1. Catastrophizing
2. Black & White Thinking
3. Jumping to conclusions
4. Overgeneralizing
5. Should statements

Negativity Bias: 1/5th of a second (our chemistry can work against us)

Checking and challenging negativity; negative brain circuit breaker

The A-B-C Model of Resilience



Based on the work of Albert Ellis

The ABC Model

A: Adversity - something happens to or around someone

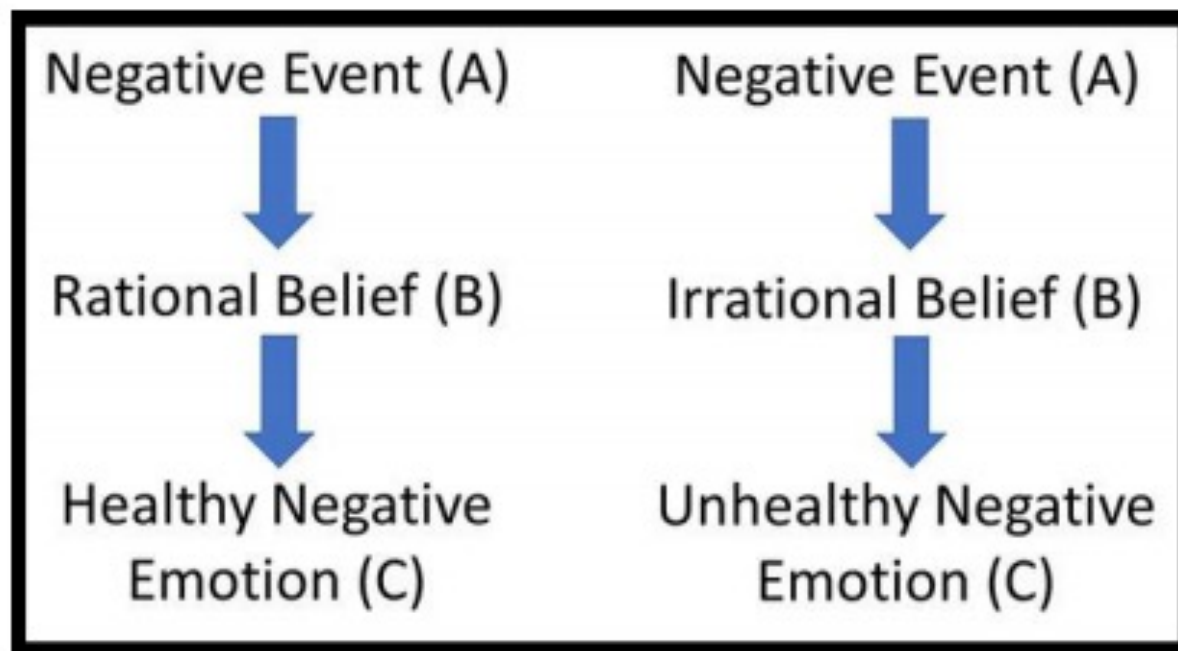
B: Belief - the event causes someone to have a belief or thought that is either rational or irrational

C: Consequence - the belief has led to a consequence.

Rational beliefs lead to healthy consequences and irrational beliefs lead to unhealthy reactions

Errors in thinking

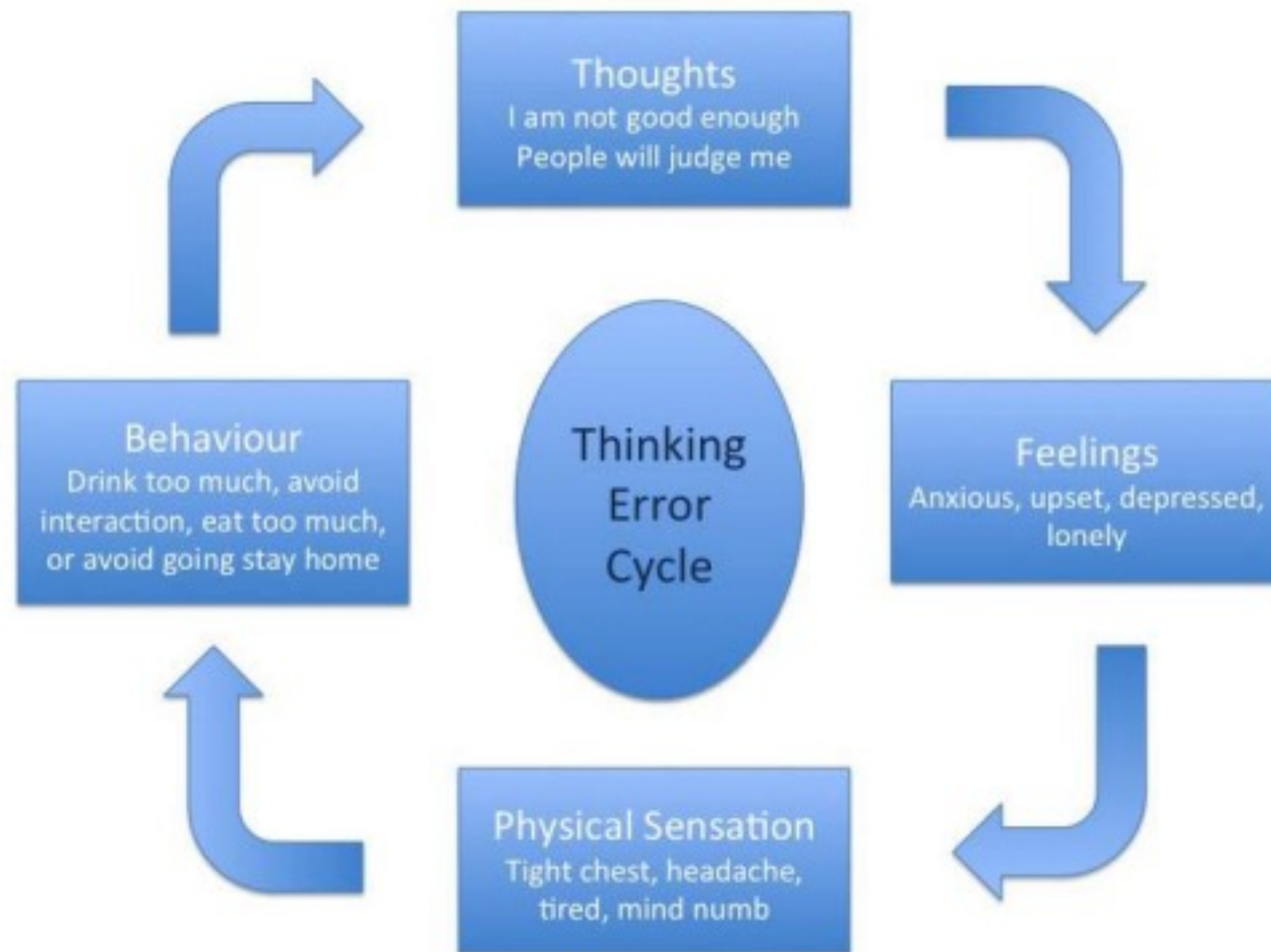
- Research suggest humans are poor logicians
- Our brains are predisposed to making connections between thoughts, ideas, actions, and consequences, whether they are connected or not i.e., apply inductive thinking to situations requiring deductive reasoning
- Errors in thinking = tendency to make connections where there is no true relationship



Thinking errors

- Faulty, non-helpful connections occur and are influenced by our explanatory style i.e., way we explain success and setbacks
- Faulty connections and explanatory style are influenced by biology and brain chemistry, social interactions and culture, experience, learned habits, bias, etc
- These errors reinforce negative thinking and emotions, serve to keep us feeling bad about ourselves and undercut effective behavior







Magnification (Catastrophizing)

Blowing things out of proportion (catastrophizing), sometimes called "making mountains out of mole hills"

Example: *This is going to be a disaster; this is the worst day of my life; I'm never going to get over this.*



Should statements

Focusing on the past, attempting to redo history with our thoughts, thinking that we could have known things we couldn't have known. Using critical words like 'should', 'must', or 'ought' can make us feel guilty, or like we have already failed. If we apply 'shoulds' to other people the result is often frustration.

Example: *I should have studied more before that test; I shouldn't have said something so stupid; I should have worn a different outfit.*



Judging yourself unfairly

These statements are harsh and critical. When we talk to ourselves this way, we are treating ourselves unkindly and without love and aren't recognizing that everyone makes mistakes and nobody is perfect!

Example: *I'm such a loser — I can't do anything right; I'm so stupid; I'm the only one who can't do this; I'm ugly.*



Accepting helplessness

Deciding there is nothing you can do when maybe we haven't tried everything, or deciding to give up instead of keep trying.

Example: *It doesn't matter what I say, they won't believe me; I can't do anything about it; I'll never get better; my opinion doesn't matter; what's the point of even trying?*



Perfectionism

Perfectionism is holding yourself to an unreasonable standard and being unable to tolerate mistakes. It often leads to beating yourself up over even small errors, and can lead to other thinking traps like "should" statements and judging yourself unfairly.

Example: *I need to re-do the whole thing; I can't believe I made that mistake.*

THINKING TRAPS: UNHELPFUL THINKING STYLES



All-or-nothing thinking

Sometimes called "black and white thinking", this kind of thinking operates in extremes and doesn't leave room for anything in the middle.

Example: *I have to get all A's this semester; what's the point of trying out for the play — I'll never get the lead; either I do it right or not at all.*



Jumping to Conclusions

Forming an opinion without enough evidence. Sometimes called "assuming the worst," there are two key types of jumping to conclusions:

- Mind reading (imagining we know what others are thinking)
- Fortune telling (predicting the future)

Example: *I'm going to fail the test; No one wants to talk to me; I'm going to say something stupid; She didn't call because she doesn't even like me.*



Emotional Reasoning

Assuming that because we feel a certain way what we think must be true.

Example: *I feel embarrassed, so I must be an idiot; I feel awkward, so other people must think I'm awkward; I feel nervous, so that means something bad is going to happen; I feel lonely; that means I don't have any friends.*



Over-generalizing

Seeing a pattern based upon a single event, or being overly broad in the conclusions we draw, often using words like "never," "always," "nobody," and "everybody."

Example: *Nothing ever goes my way; I always mess things up; I can't do anything right.*



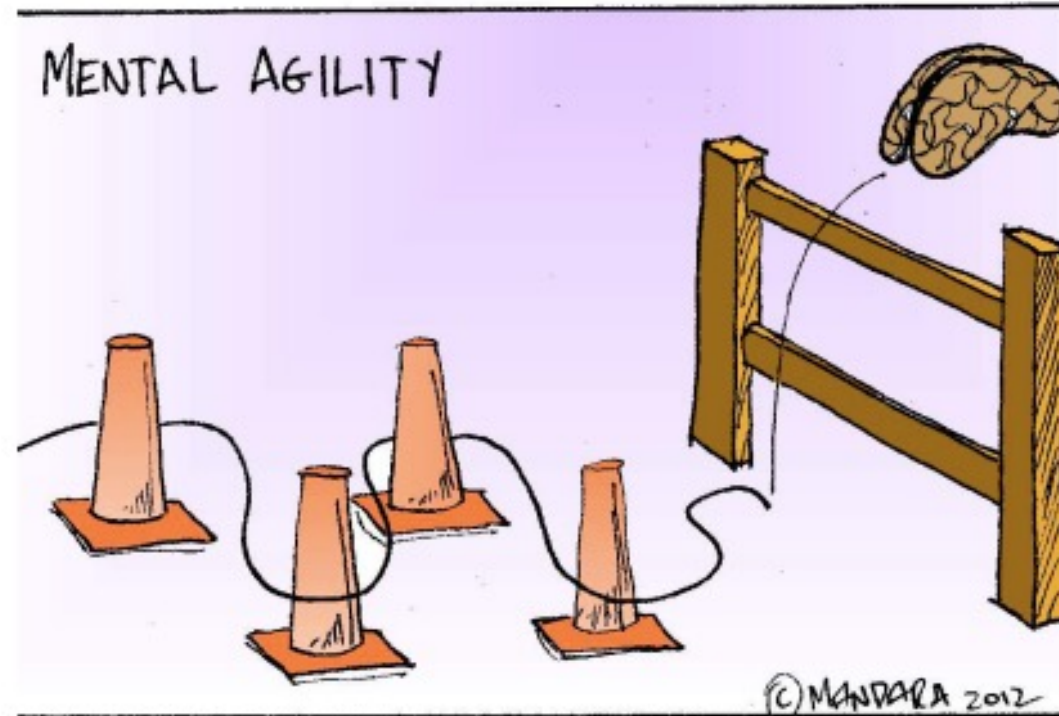
Ignoring the good

Discounting or ignoring the good things that have happened or that you have done for some reason or another, thinking that good things "don't count." Paying attention to only certain types of evidence by noticing our failures but not our successes.

Example: *It doesn't matter that they like me if the popular kids don't like me; I'm a terrible student (even though I have an A in one class); nothing went right today; I mess up everything.*

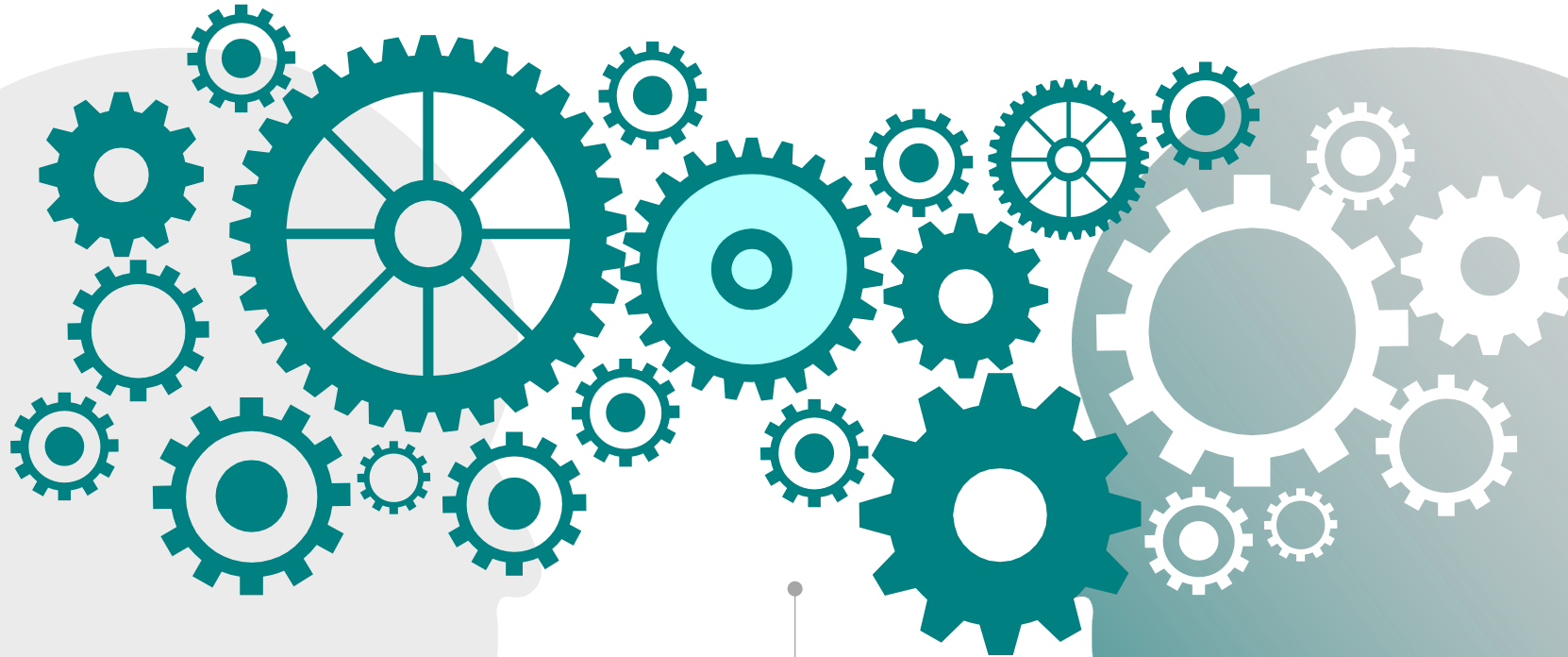
Mental agility

- Thinking traps get in the way of mental agility – seeing things from multiple perspectives to assess accurately and productively
- We can't control what is happening - we can control our interpretations, thoughts.
- Evaluate these automatic thoughts with the goal of thinking flexibly and accurately (realistically).
- *Most adversities are caused by many different factors - you, other people and/or circumstances*



Dealing with challenging
Behaviours

Emotional agility



The ability to manage one's thoughts and feelings

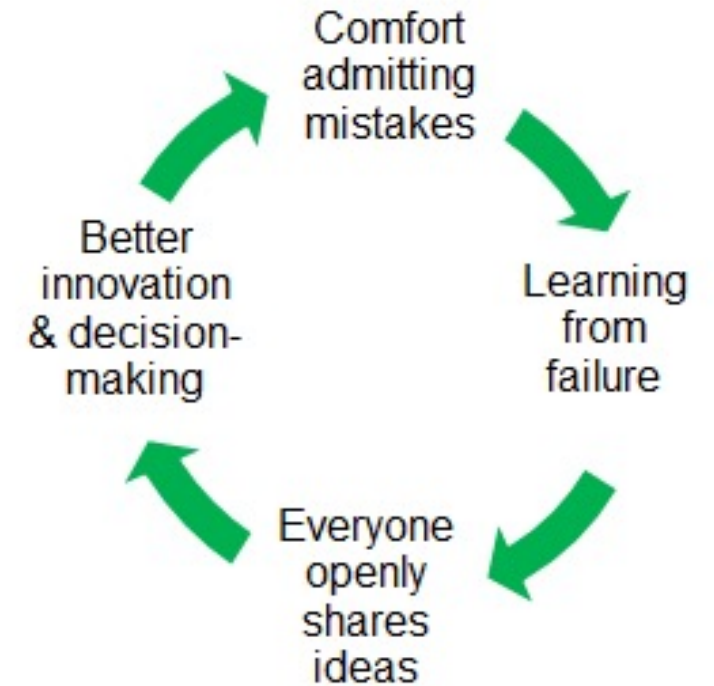
Emotional agility can help alleviate stress, reduce errors, become more innovative, and improve job performance

Cultivate Psychological Safety

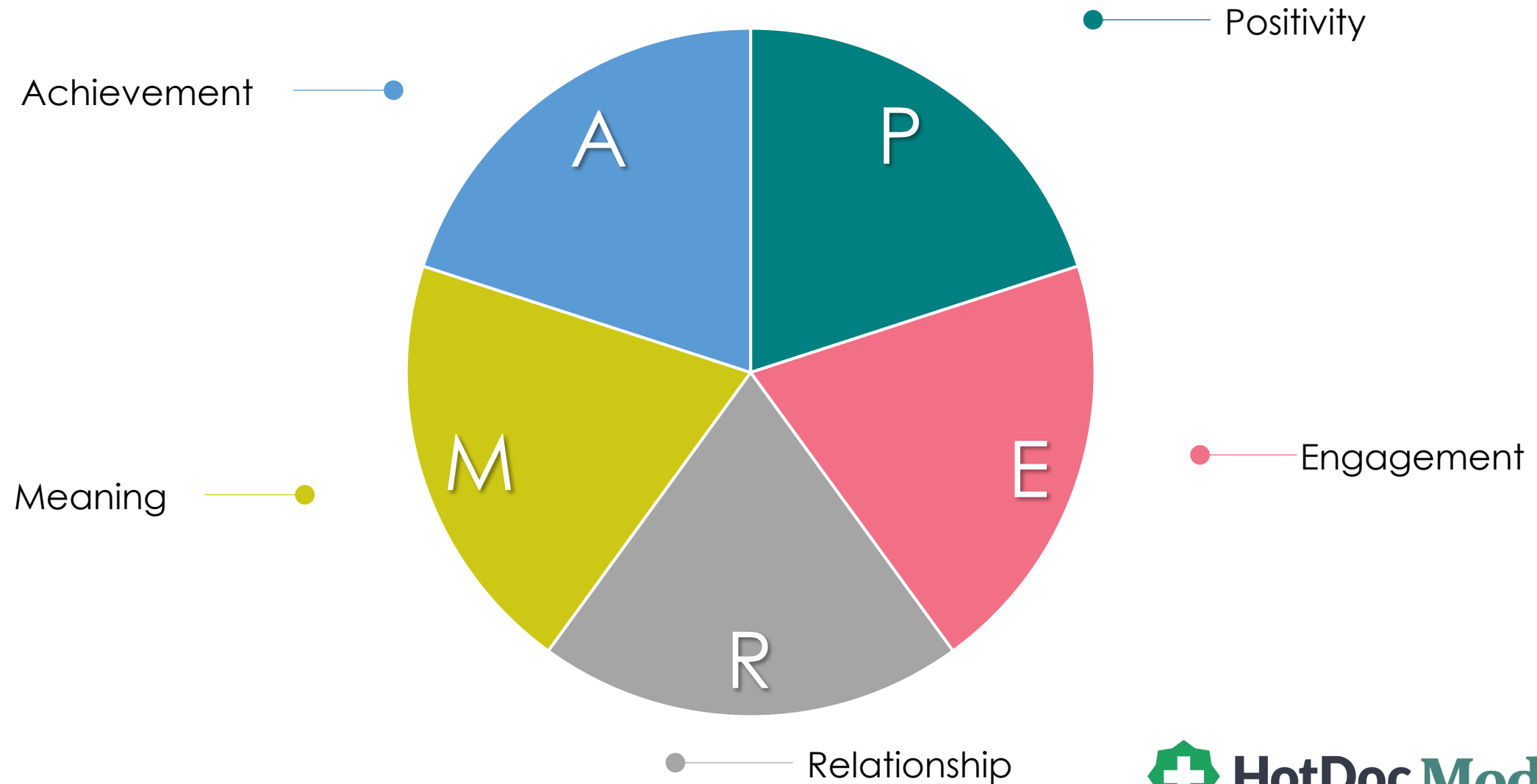
Psychological Danger



Psychological Safety



What is PERMA?



What are the positive emotions?



Daily check-in

What experience of (PERMA) have I had today?

What experience of (PERMA) could I have tomorrow?

The “Census” question for resilience

***Did I feel challenged
today?***

***Many conversations
are “problem
solving”***

***Many could be
asking “What could
be?”***

Learn to manage your triggers

Happens to all
of us...

How can you
tell?

What *hooks*
you?

The path to “unhook” and avoid the trigger!

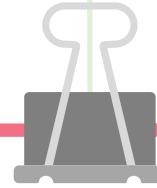


Change fatigue

- Sense of apathy or passive resignation towards organisational changes
- Change efforts are unfocussed, uninspired & unsuccessful



Signs of change fatigue



- Disengagement
- Exhaustion
- Absenteeism
- Confusion
- Conflict
- Cynicism

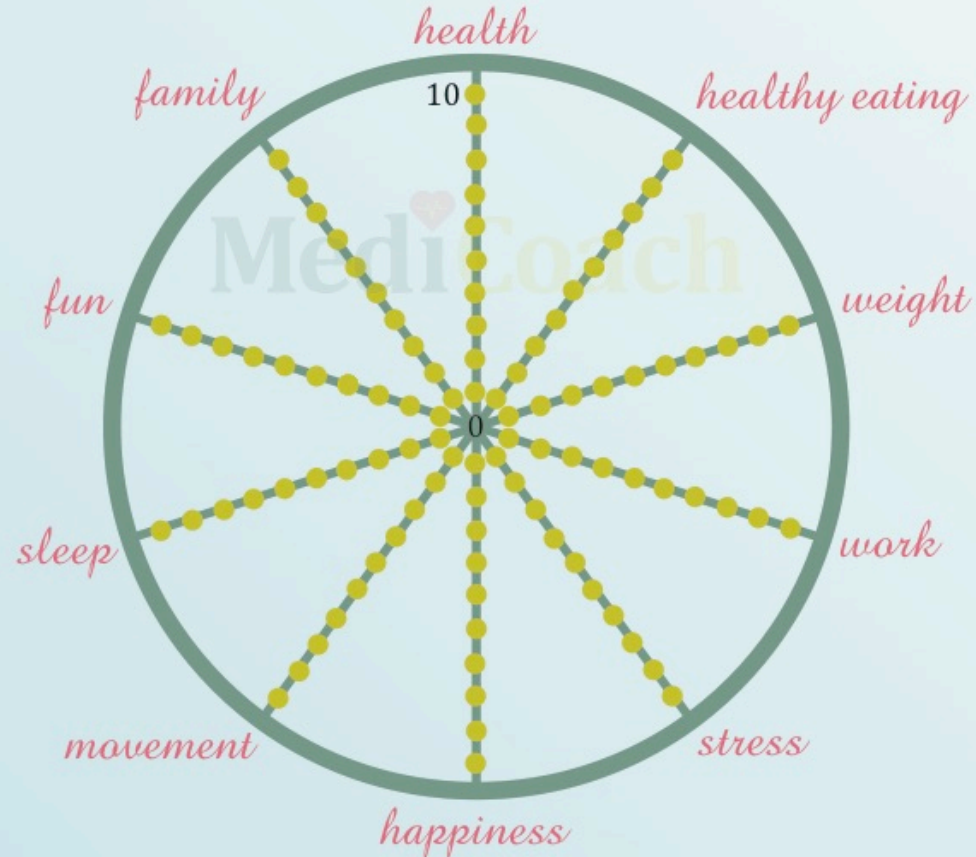


Check in

MediCoach *wellness wheel*

The *wellness wheel* provides a clear representation of how you balance these areas of your life and will help you focus on which areas you feel need attention.

Plot 0 being least satisfied to 10 being most satisfied.



Resilience Skill Set



Self-Awareness

The ability to pay attention to your thoughts, emotions, behaviors, and physiological reactions.



Self-Regulation

The ability to change one's thoughts, emotions, behaviors, and physiology in the service of a desired outcome.



Mental Agility

The ability to look at situations from multiple perspectives and to think creatively and flexibly.



Strengths of Character

The ability to use one's top strengths to engage authentically, overcome challenges, and create a life aligned with one's values.



Connection

The ability to build and maintain strong, trusting relationships.



Optimism

The ability to notice and expect the positive, to focus on what you can control, and to take purposeful action.

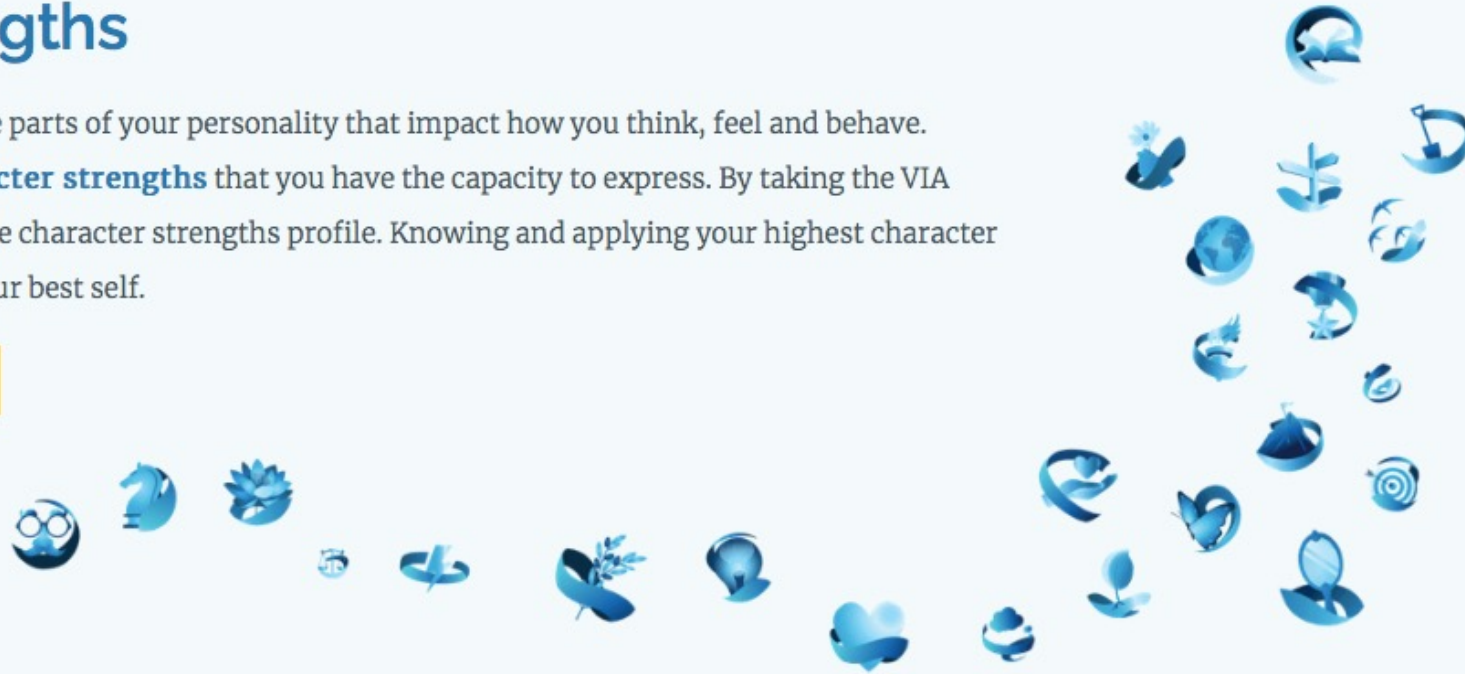
Self Check in

HOME > CHARACTER STRENGTHS

Character Strengths

Character Strengths are the positive parts of your personality that impact how you think, feel and behave. Scientists have identified **24 character strengths** that you have the capacity to express. By taking the VIA Survey you will discover your unique character strengths profile. Knowing and applying your highest character strengths is the key to you being your best self.

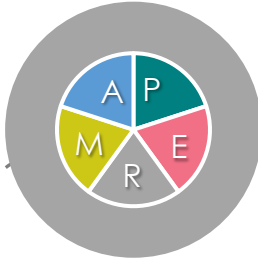
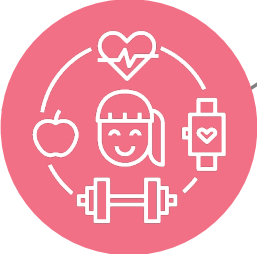
TAKE THE FREE SURVEY →



Create a self-care plan for you and others

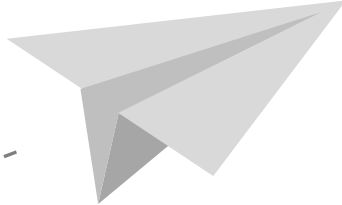


Principles
of lifestyle
health



Principles
of PERMA

“Tomorrow I
will...”



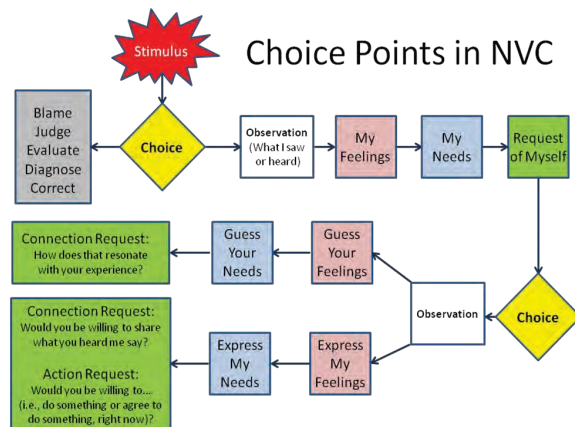
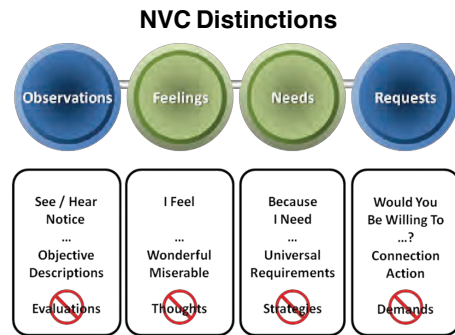
Resources

Compassionate communication

Expressing Empathy

To establish trust and rapport, to resolve ambivalence, to evoke "The Golden Sigh," and to invite new possibilities, evocative coaches may seek to express empathy using the Nonviolent Communication® (NVC) model developed by Marshall Rosenberg and the Center for Nonviolent Communication (www.cnvc.org).

The NVC model distinguishes between observations and evaluations, feelings and thoughts, needs and strategies, as well as requests and demands. The lists on the following pages can assist coaches to gain facility with using these distinctions in our communications with teachers. The Choice Points diagram, below, illustrates two key opportunities to use these distinctions in coaching as well as in life.



The Choice Points diagram is inspired by Gregg Kendrick <http://www.basileia.org>

[Download here](#)

Steps

1. Listen for the Feeling expressed or "guess" (called an empathy guess what is not being said)
2. Use observational language of:- I hear; I notice; sound like you are ...; VS I think
3. Name the Feeling
4. A feeling being expressed is attached to a need that is being met or unmet
5. Can you or your staff member identify what need is not being met
6. Naming the need that is not being met will allow for multiple solutions to arise
7. A person who can identify a solution for themselves and state it, is most likely to adopt it

MediCoach wheel

Click [Here](#) to complete (confidential, MediCoach nor does any 3rd party does not see or report on any of these)

1. Start with scoring your current satisfaction out of 10 for each area
2. Identify where would be the easiest place for you to start to make some adjustments (1% more at a time)
3. Select the progress measure (bottom dark green section)
4. Nominate how long you are providing yourself to make these adjustments to this area
5. Email it to yourself

Activities

- Take the FREE VIA strengths survey [here](#)
- Take the Emotional Intelligence test and resources [here](#)
- Mindfulness test [here](#)
- Watch and read – How Mindfulness cultivates compassion [here](#)
- Take the CREATES test [here](#) for innovation and understanding your brain and your workforce mindsets

Stress and resilience

- Click [here](#) to read about Psychological safety in teams
- Click [here](#) for Appreciative Approach with example questions
- Click [here](#) for a PERMA overview – How to cultivate teams and individuals that flourish

Flu Vaccine Update 2022



HOSTED BY
Angela Newbound
Immunisation Education Specialist



WED
30 MARCH
12:30pm AEST

Q&A