

The Alchemy of Empathy

Transforming Stress in to Meaning at Work

Eve Ekman MSW PhD

Overview

- Introduction and Intention
- Council
- Defining Stress and Burnout
- Exploring Emotion
- Sustainable Empathy and Compassion
- Communication, Gratitude at Work

WHY ARE YOU HERE AND NOT SOMEWHERE ELSE

Eve Ekman

- (Z)San Francisco General Hospital
Emergency Department
- University of California Berkeley,
MSW, PhD
- Cultivating Emotional Balance,
CEB
- Postdoctoral Fellow Osher Center
for Integrative Medicine, UCSF
- Atlas of Emotion



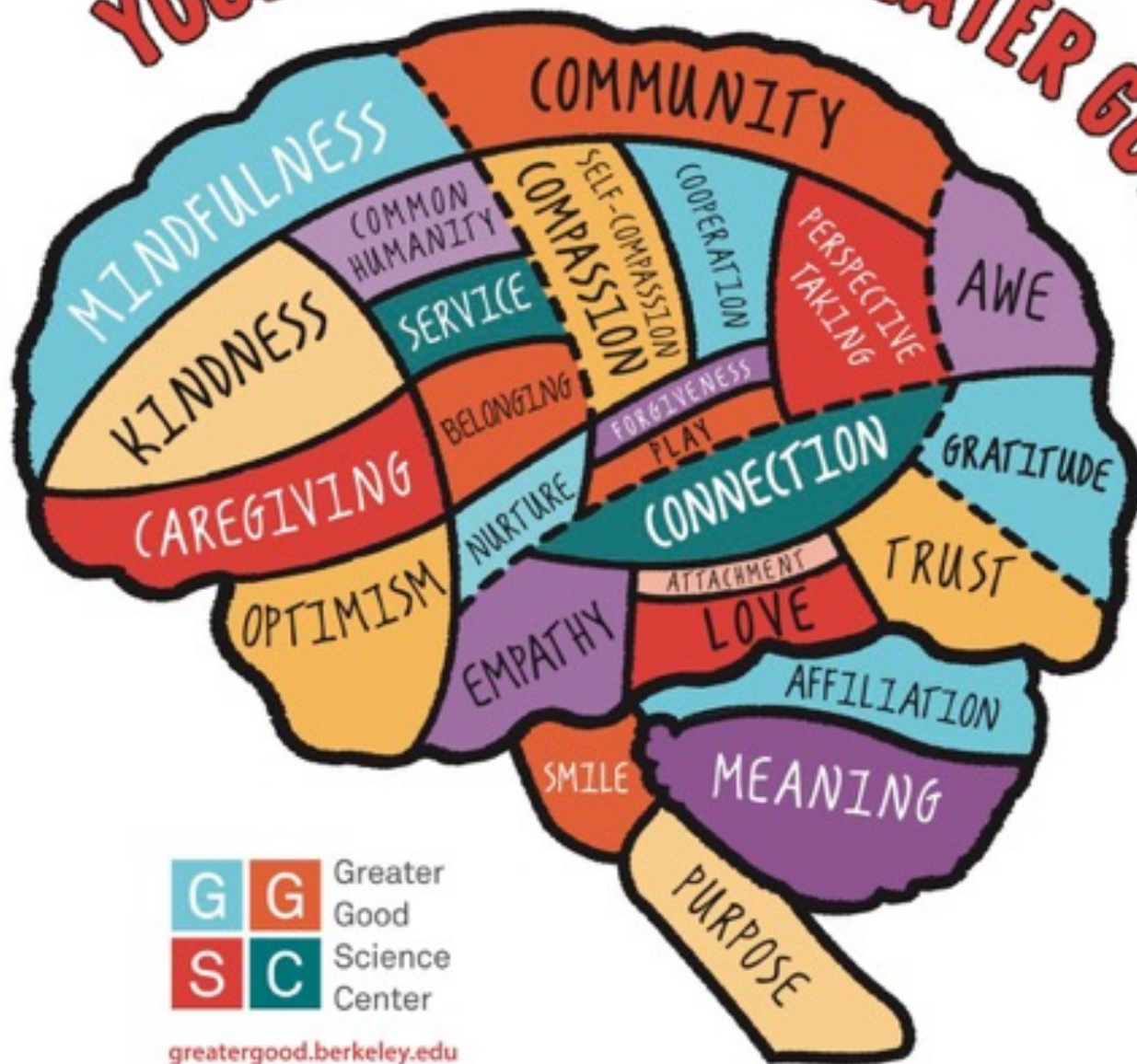


Greater Good Science Center

Research-based resources for a compassionate and resilience society

The screenshot shows the Greater Good Magazine website. At the top left are social media icons for Twitter, Facebook, YouTube, and LinkedIn. The logo consists of four colored squares (blue, orange, red, green) with white letters G, G, S, C. The main title is "Greater Good Magazine" with the tagline "SCIENCE-BASED INSIGHTS FOR A MEANINGFUL LIFE". On the right, it says "HELLO JASON MARSH" and "MY ACCOUNT | LOG OUT". Below the header is a navigation bar with a hamburger menu icon, and links for "TOPICS", "QUIZZES", "VIDEOS", "PODCAST", "KEYS TO WELL-BEING", and a search icon. The main content area features a large article titled "Teens and Purpose" with a sub-headline "A new study suggests that teens with purpose are more resilient and optimistic, even during a severe economic crisis." To the right are four smaller article thumbnails: "How to Avoid the Social Media Outrage Trap", "Five Ways Sleep Is Good for Your Relationships", "Four Myths About Being Grateful at Work", and "Are Social Media Driving Political Polarization?"

YOUR BRAIN ON THE GREATER GOOD



G **G** Greater
S **C** Good
Science
Center

greatergood.berkeley.edu

Agreements and Council

TRY IT ON: Be willing to “try on” new ideas, or ways of doing things that might not be what you prefer or are familiar with.

SPEAK YOUR OWN TRUTH: Attend to and speak about your own experiences and responses.

UNDERSTAND THE DIFFERENCE BETWEEN INTENT AND IMPACT: Try to understand and acknowledge impact.

PRACTICE “BOTH / AND”: When speaking, substitute “and” for “but.” This practice acknowledges and honors multiple realities of lived experience.

REFRAIN FROM BLAMING OR SHAMING SELF & OTHERS: Practice giving skillful feedback.

Adapted from East Bay Meditation Center, based on Visions Inc., “Guidelines for Productive Work Sessions”

Agreements and Council

STEP UP / STEP BACK: Encourage full participation by all present. If you tend to speak often, consider “moving back” and vice versa

PRACTICE MINDFUL LISTENING: Use active listening skills with your whole self when others are speaking

CONFIDENTIALITY: Take home learnings. If you want to follow up with anyone regarding something they said in this session, ask first and respect their wishes.

STAY ENGAGED: Participate in all forms: mentally, emotionally, or physically, even if you ‘pass’

Adapted from East Bay Meditation Center, based on Visions Inc.,
“Guidelines for Productive Work Sessions”

Feel The Burn

Felt Experience of Burnout

Emotional Exhaustion



Fatigue from emotions of the work

Lack of Efficacy, Meaning



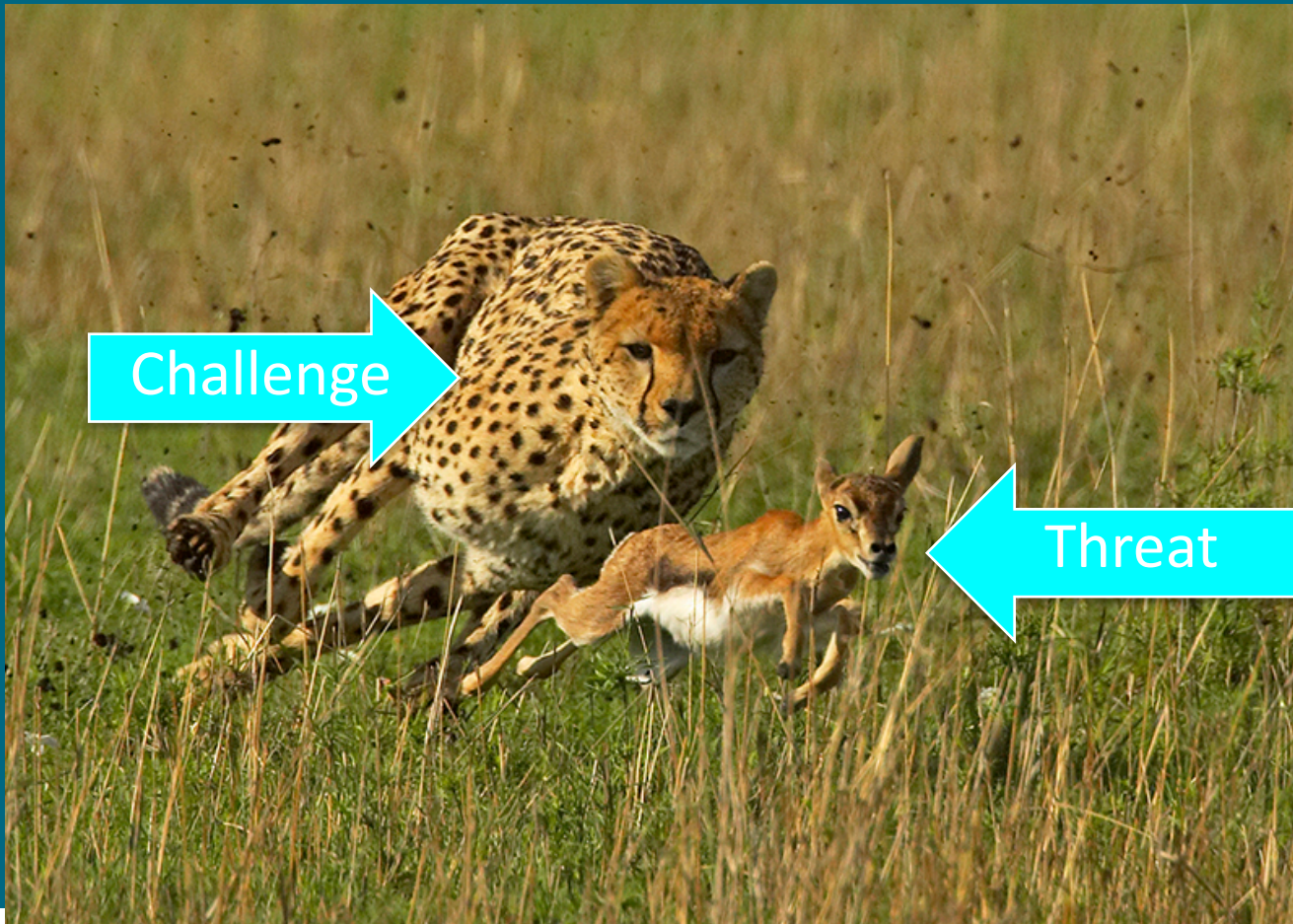
Not feeling able to complete the job
Not able to feel meaning in the job

Depersonalization

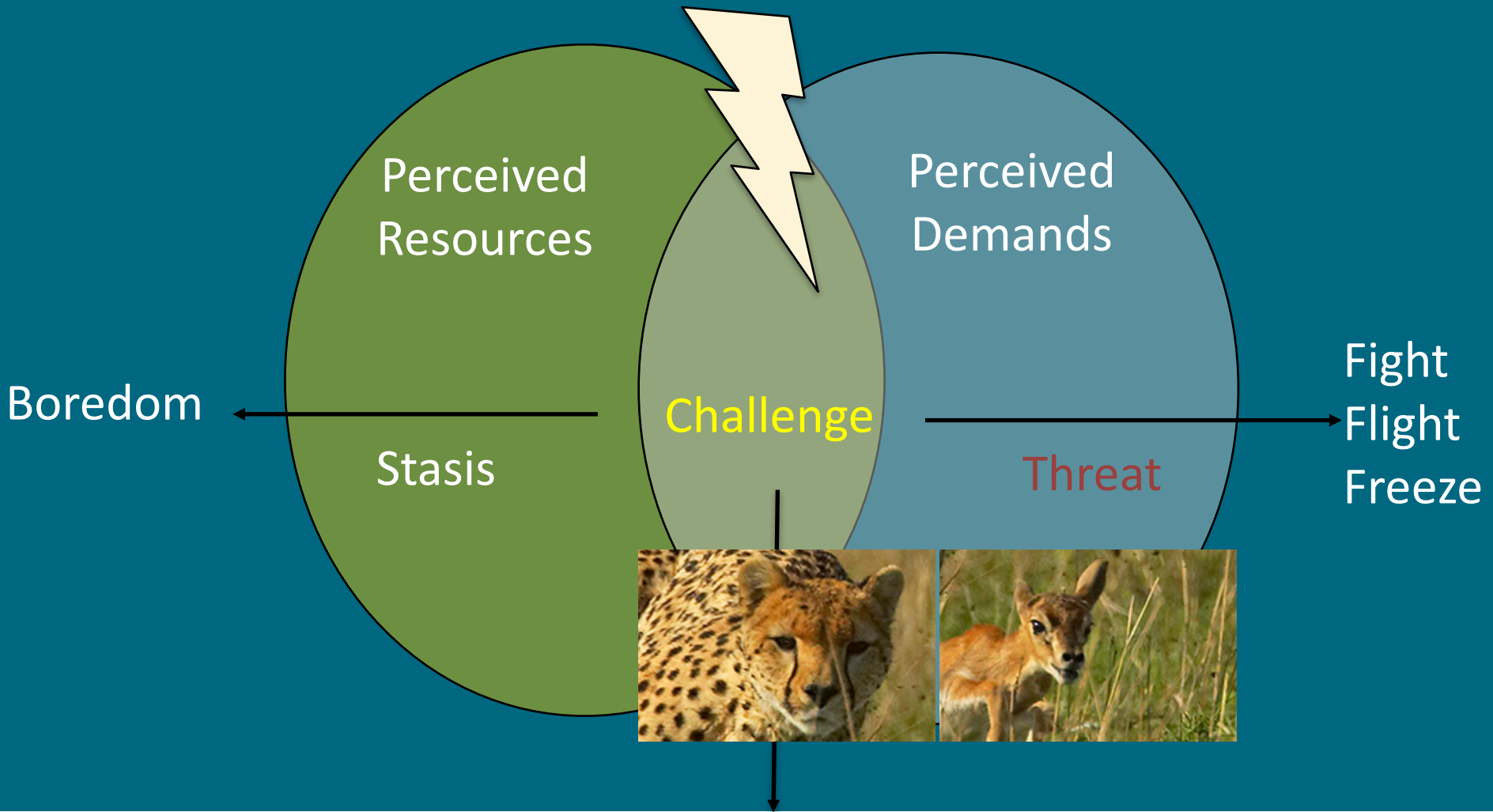


Loss of sense of identity in the job
Unfeeling or uncaring stance

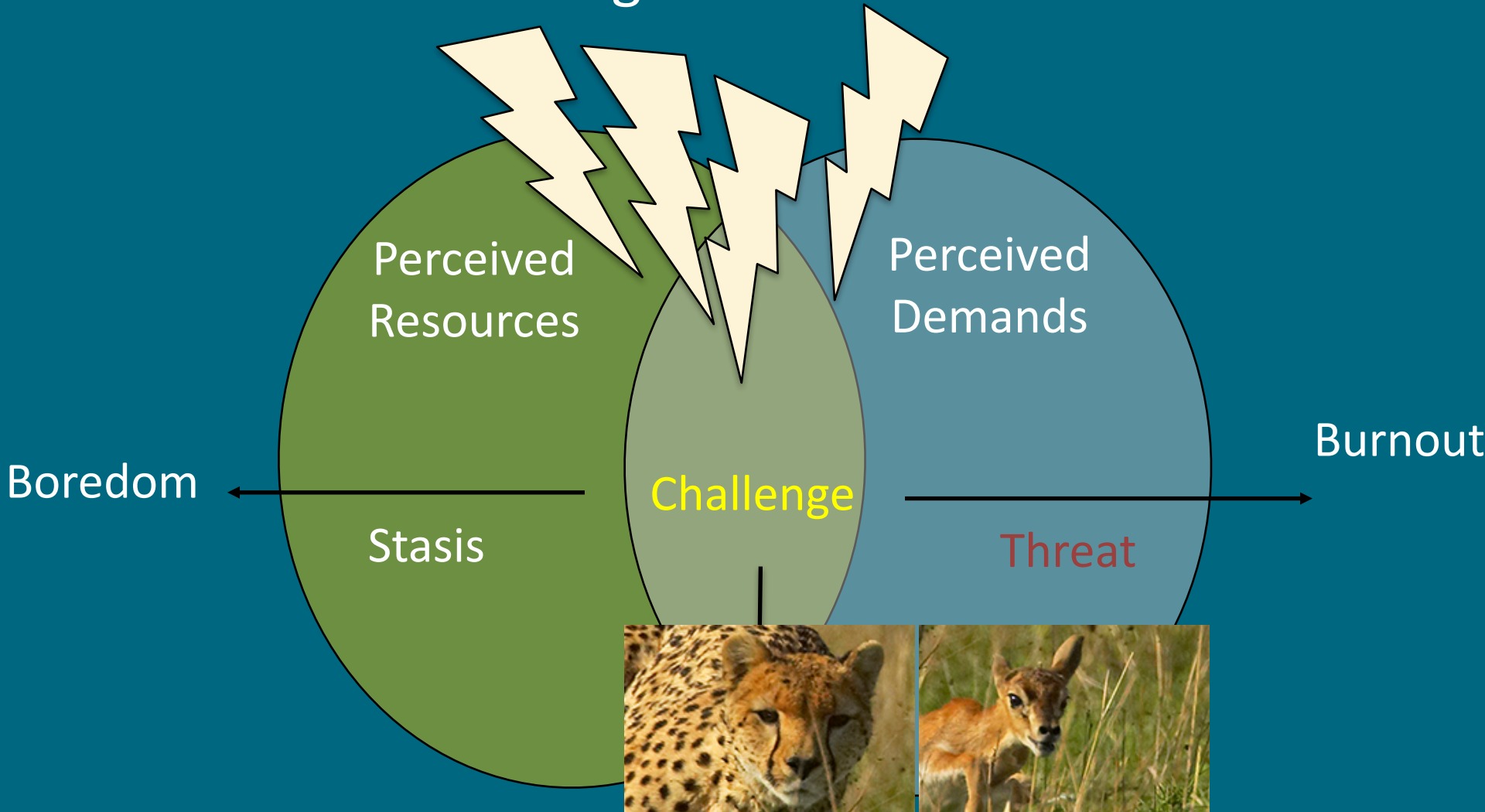
Not All Stress Is Created Equal



Challenge Stress vs. Threat Stress



Challenge Stress vs. Threat Stress



Lazarus & Folkman, 1984, Akinola & Mendes 2012, Dickerson & Kemmeny 2004

Resources

- List Five

Demands

- List Five

Resources

- Emotional Awareness
- Intelligence
- Sleep
- Physical Wellness
- Training
- Education
- Co-Worker Support
- Supervisor Support
- Family/Friend Support
- Autonomy
- Understanding of role
- Commitment to organization

Demands

- Lack of support from Co-workers
- Lack of support from Management
- Lack of support from home life
- Stress and Emotional Demands
- Unsafe workspace
- Excess Work Load
- No efficacy
- Role Conflict/Dissonance
- Feel over burdened with paperwork

“Professional” Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Cognitive appraisal
Perspective taking,
curiosity

“Professional” Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Cognitive appraisal
Perspective taking,
curiosity



Empathic Response
Enactive compassion or stance

“Professional” Empathy

Affective, emotional resonance
Automatic mirroring with
patients



Cognitive appraisal
Distancing



Aversion

Blaming, anger, avoidance, ignoring

“Professional” Empathy

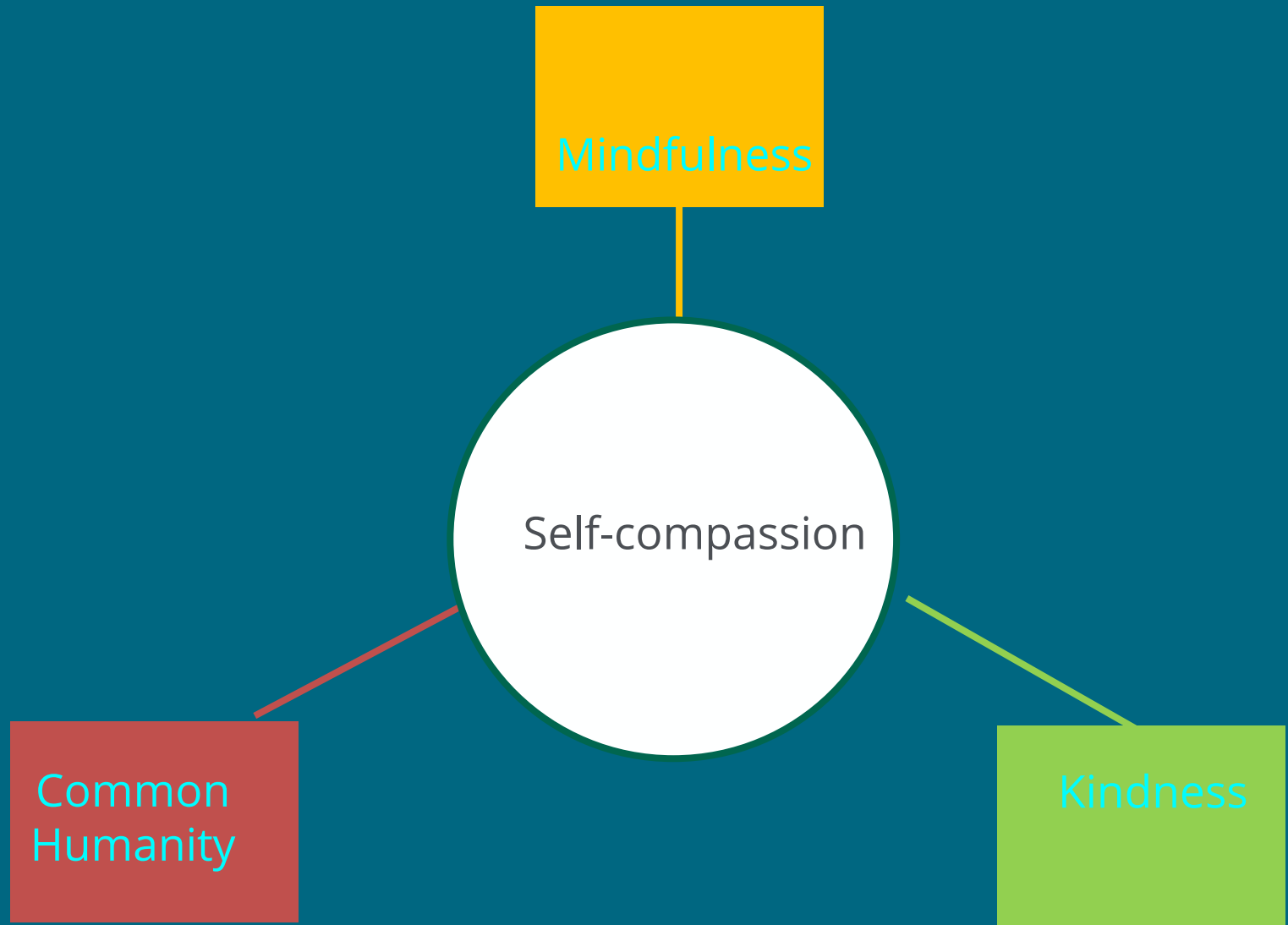
Affective, emotional resonance
Automatic mirroring with
patients



Empathic or Personal
Distress



Avoidance, Over-arousal,
Self related concern



Empathy

Empathic
distress

Burnout



Empathy

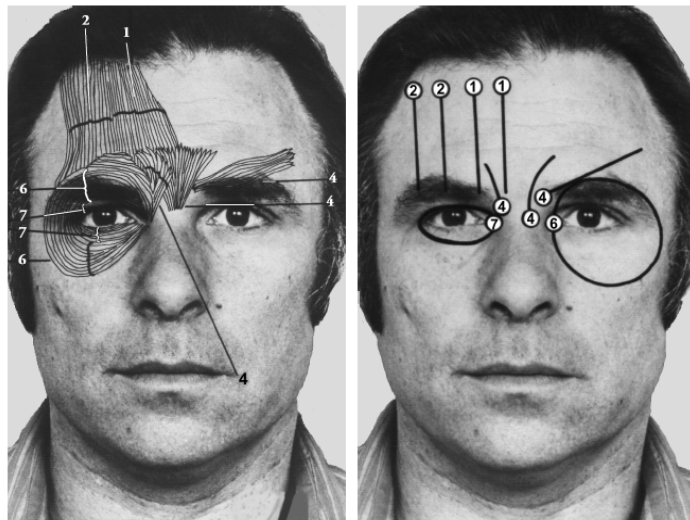
Compassion

Meaning

Let's Get Emotional!

A Scientific Definition of Emotion

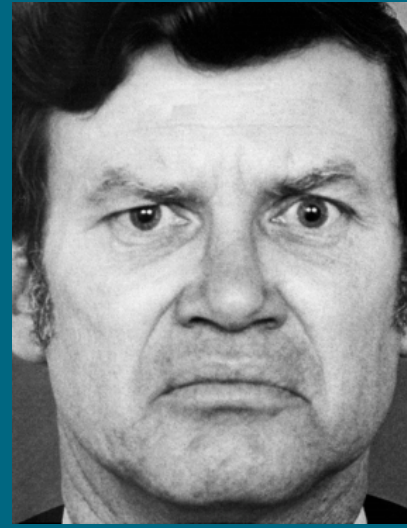
Figure 2-1. Muscles underlying upper face Action Units.



Muscular Anatomy

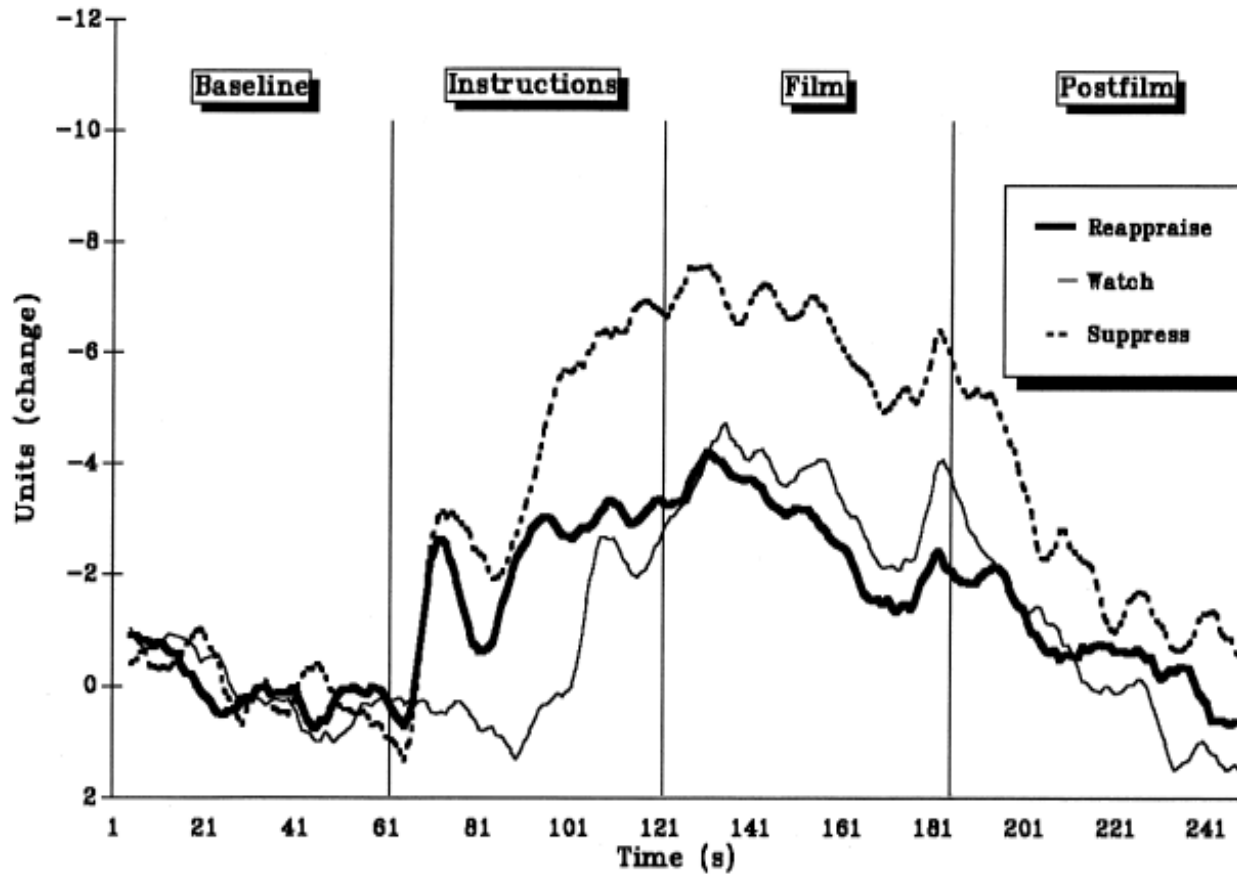
Muscular Action

Emotion is a process, in which we sense that something important to our welfare is occurring, and a set of physiological and psychological changes and behaviors begin to deal with the situation.



F. Liszt Totentanz
(solo piano version)
Valentina Lisitsa





Watch

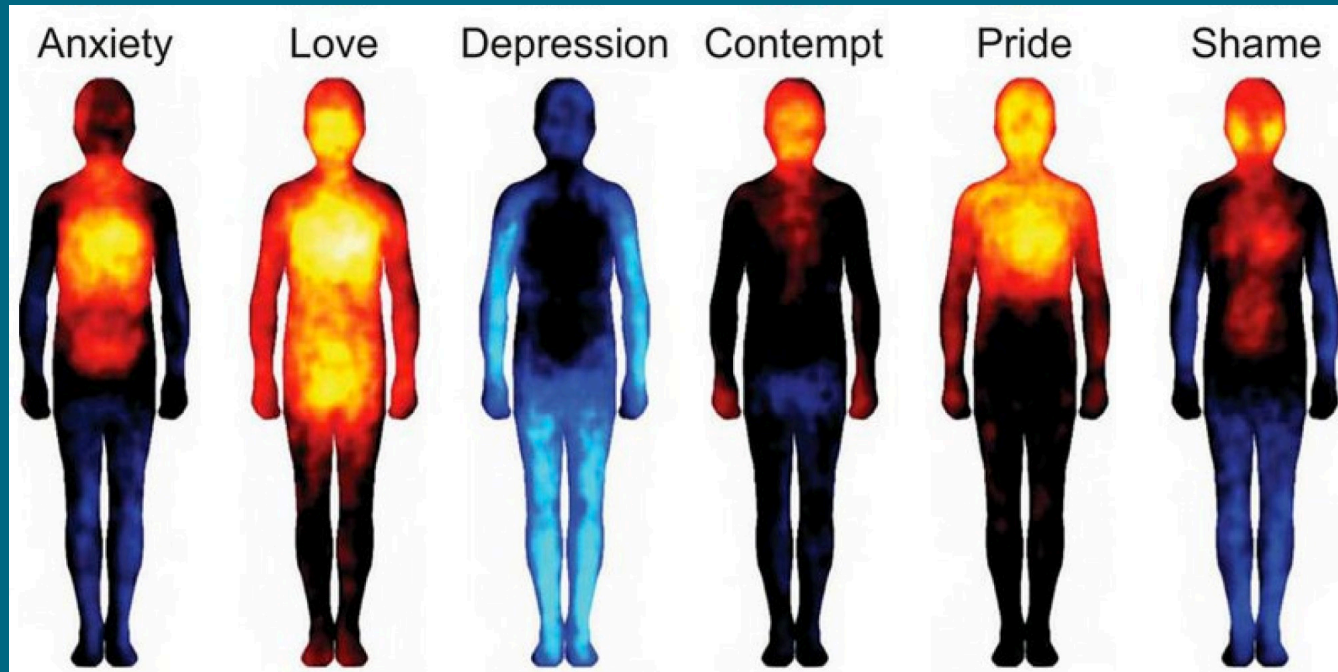


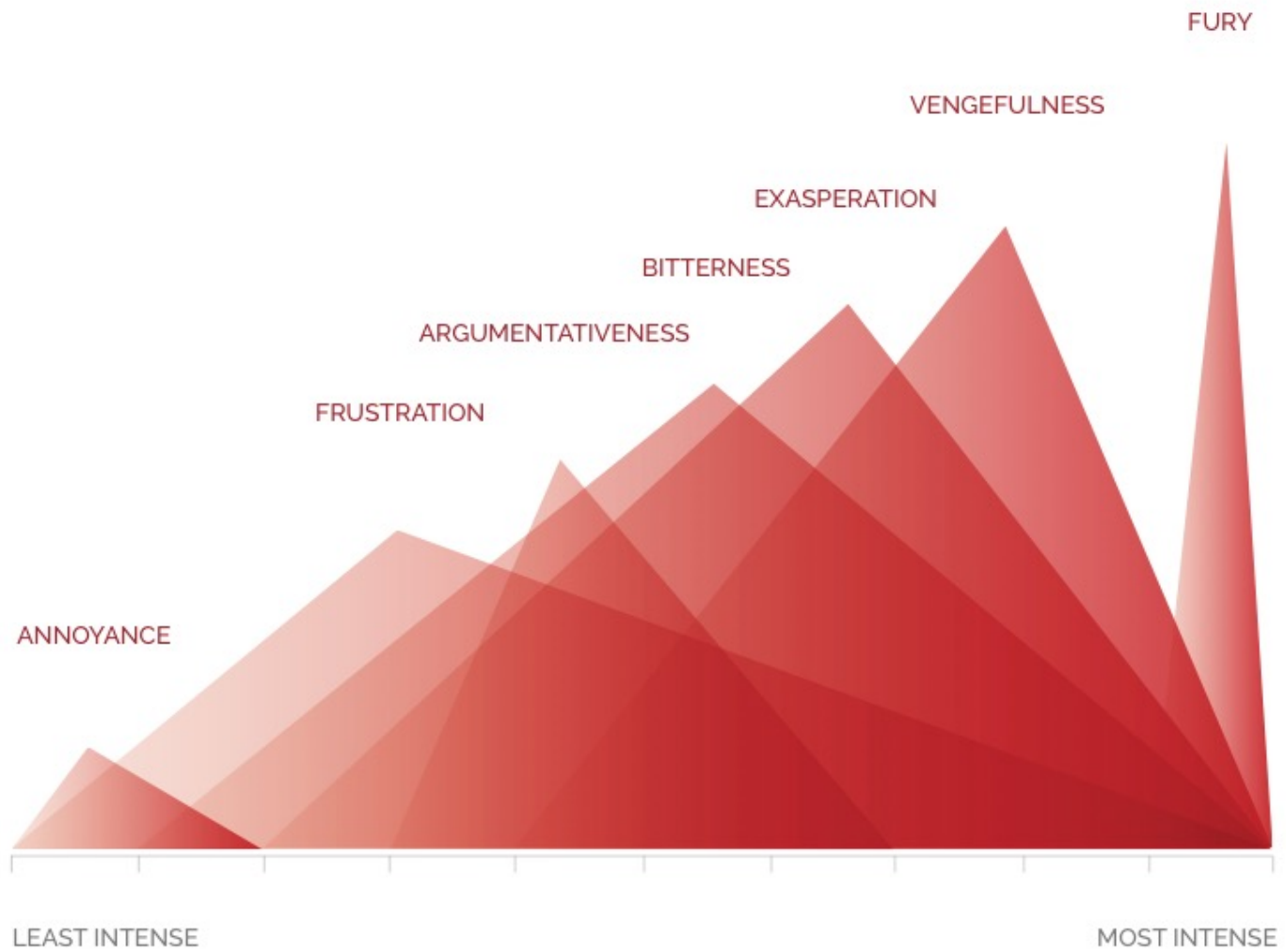
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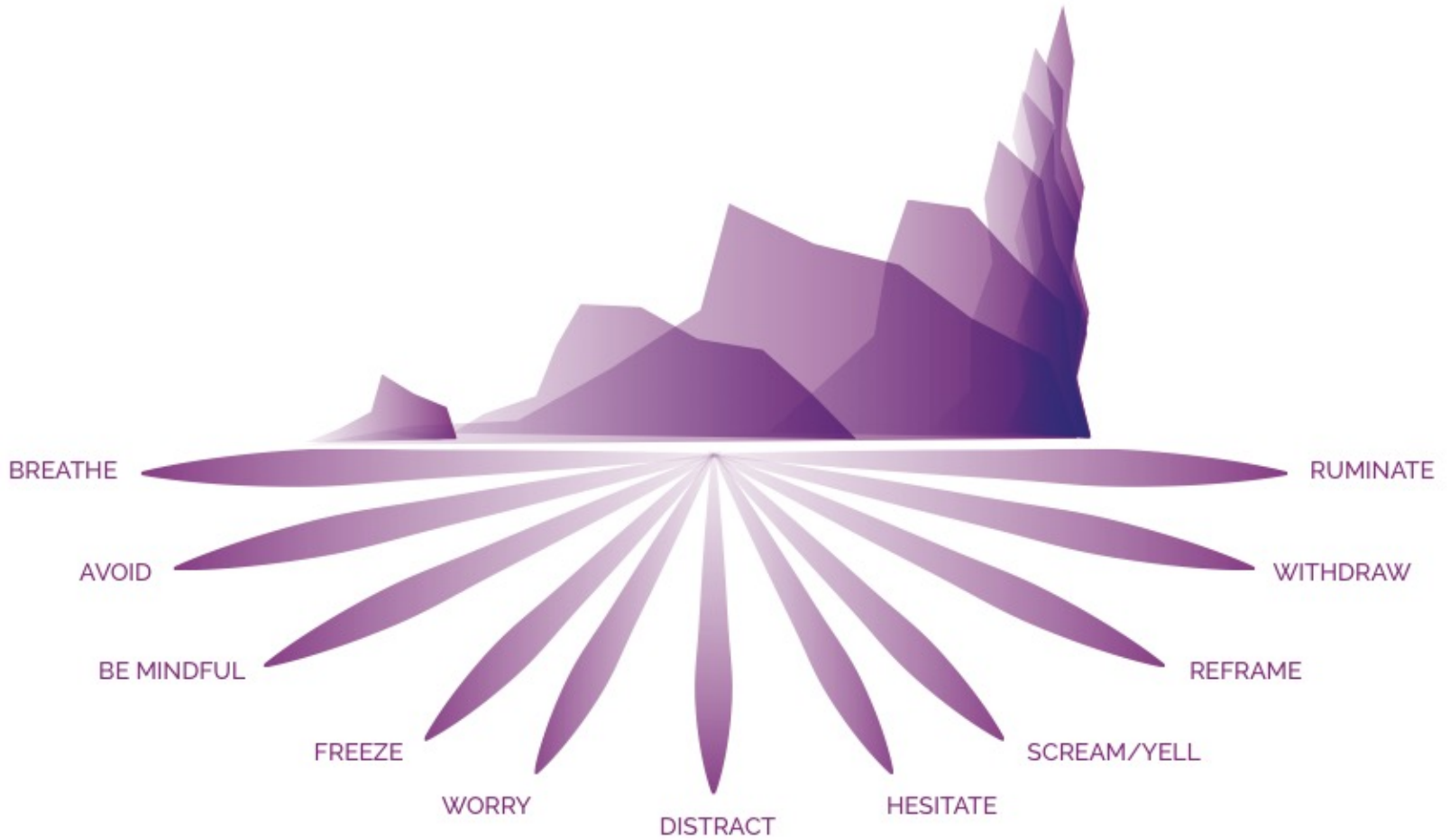


Reappraise

Spark before the Flame







Exercise

Triggers to anger?

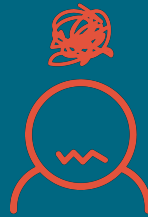
- Get in to a pair
- Write down as many examples of what makes you feel angry, irritated, frustrated, etc. (2 minutes)

Common Anger Triggers

Passed over for a promotion

No credit for work done

Wrongly faulted



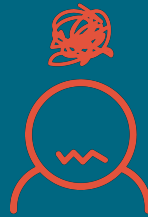
Injustice

Common Anger Triggers

Colleague conflict

Being micro-managed

Not included



Disrespect

Common Anger Triggers

Technology failure

Red tape black hole

Paperwork avalanche

Meeting log jam



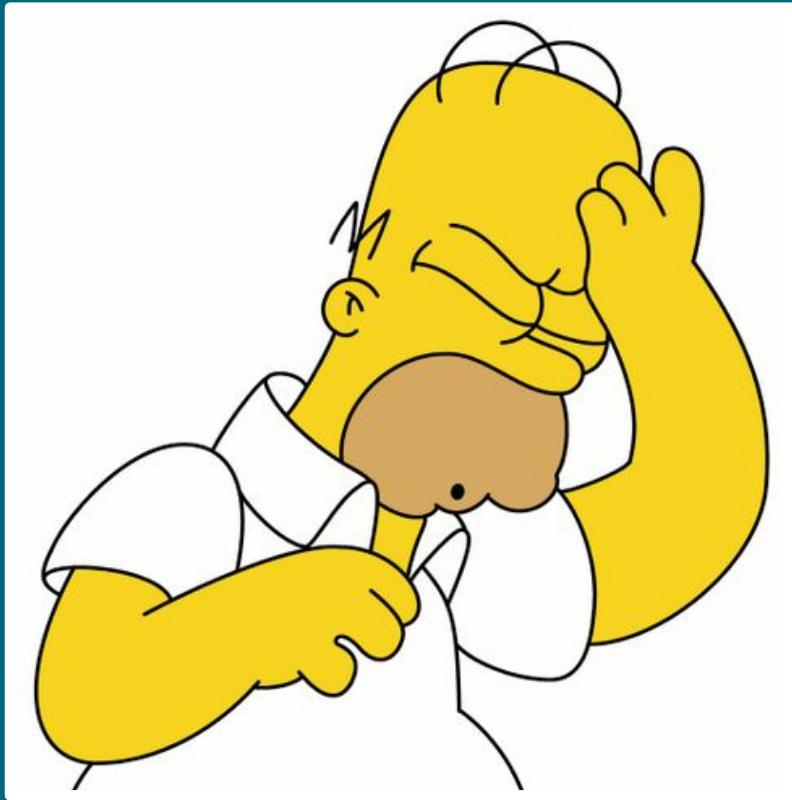
Lack of Efficacy

Destructive and Constructive Emotions



All emotions can be enacted in a way that is constructive *or* destructive.

Destructive Emotional Behavior



- Regrettable Emotional Episodes
- We respond too strongly
- We don't respond
- We don't notice how it impacts others
- We misread the trigger

Emotion Timeline

Trigger → Experience → Response

Emotion Timeline

Trigger → **Experience** → **Response**

What was the Trigger?

What Emotion did you feel?

Where in the body?

How intensely?

How Long?

How did you respond?

Did it help?

Exercise

Mapping an emotional episode timeline

*Choose a frustrating work situation
you are dealing with*

Identify:

trigger: situation/person

sensation in body

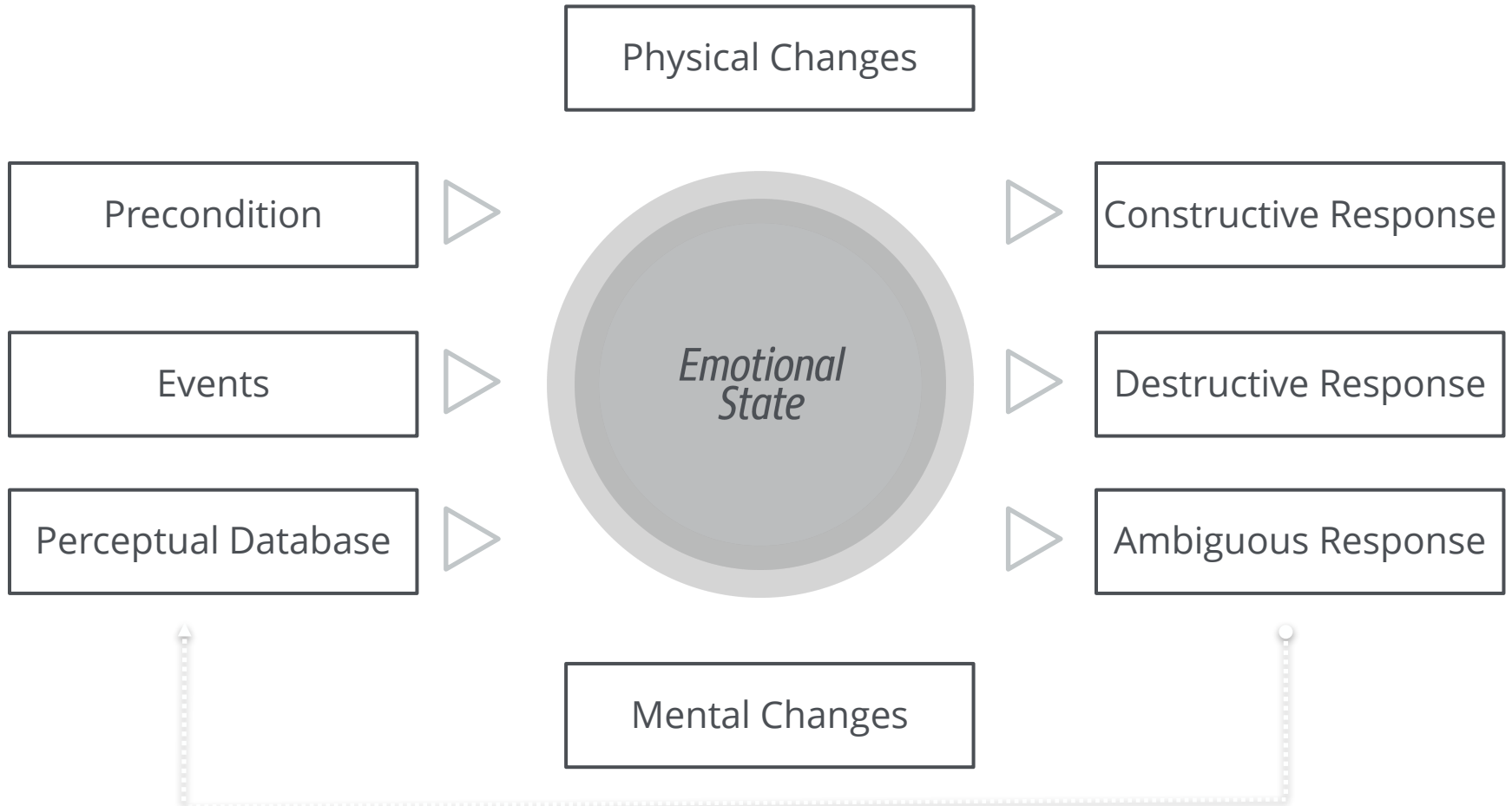
emotion

your current reaction

Trigger

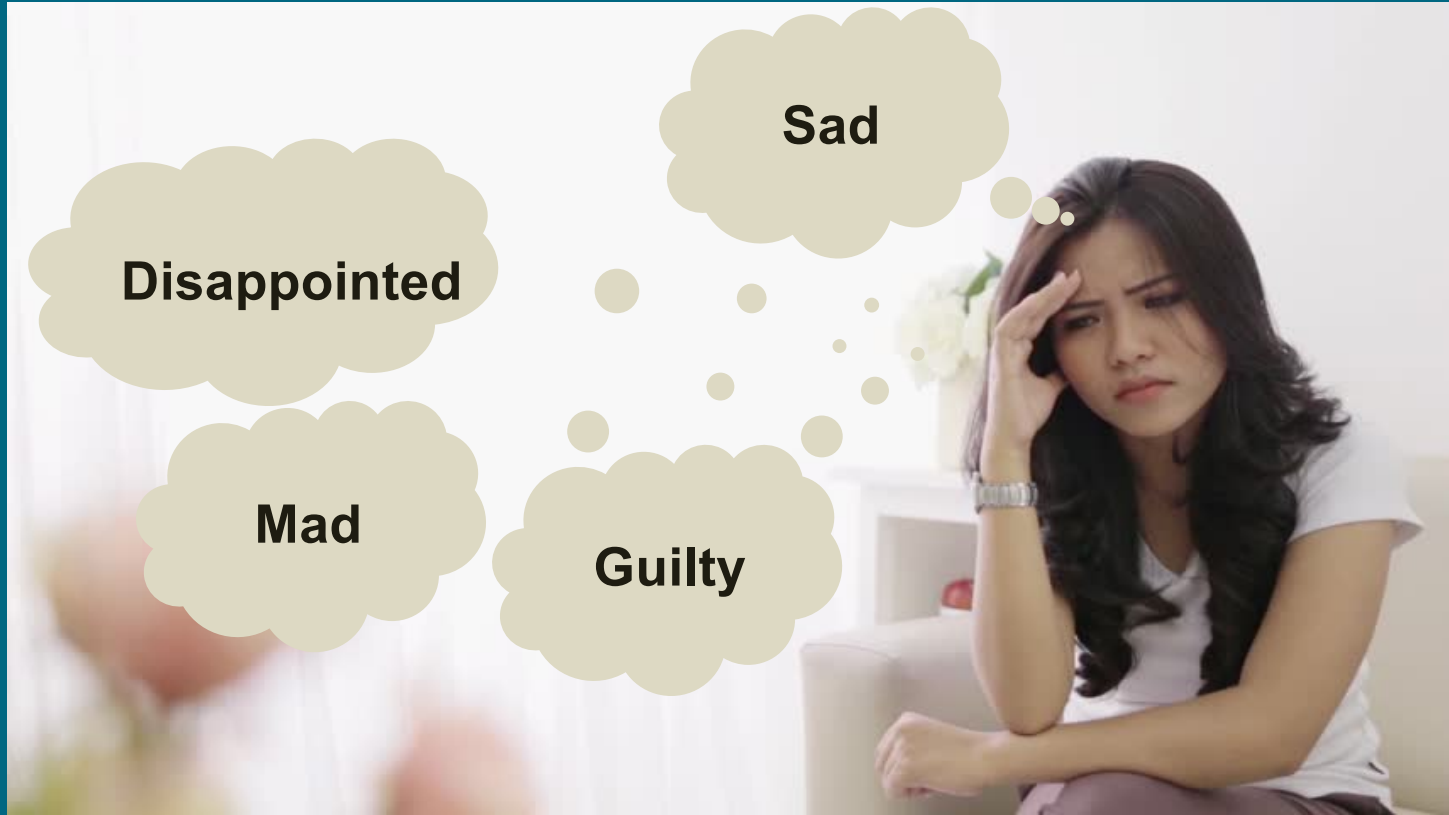
Experience

Response





**Feeling
Bad**



Emotion Strategies

- “**Emotional Awareness** is being able to recognize the spark before the flame.”
- “**Emotional Granularity** is an individual's ability to differentiate between the specificity of their **emotions**.”
- “ **Emotional Intelligence** is the ability to monitor one's own and other people's emotions and to use emotional information to guide thinking and behavior.

Exercise Constructively Communicating Anger

Come back to the situation at work that feels regrettable related anger or frustration.

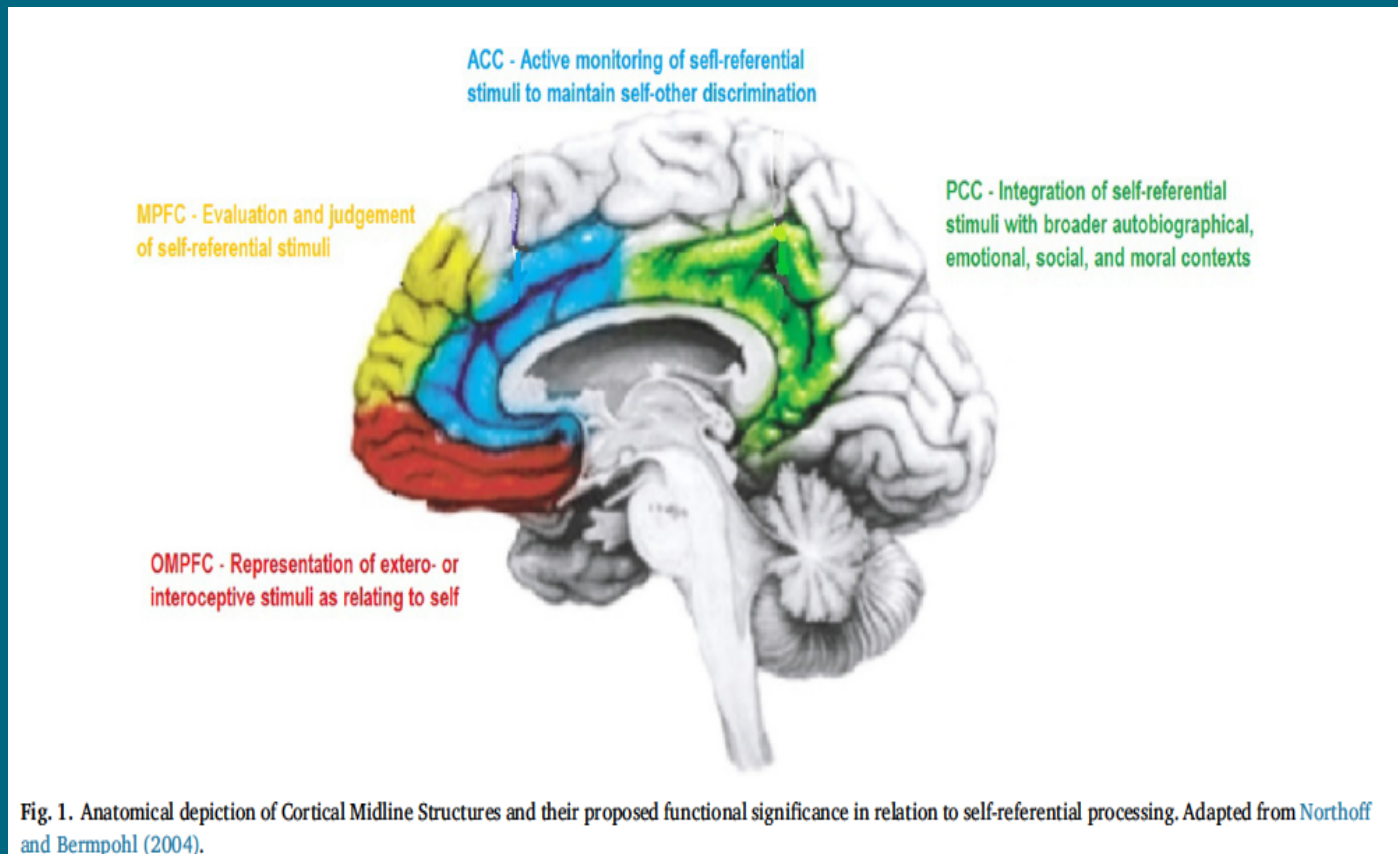
In a pair ask these questions:

If you could return to the situation, what would it look like?

How could you respond informed by emotion awareness?

Everyday Mindfulness





Mindfulness: root meaning
“to keep something in mind; to remember”

Mindfulness: beyond the hype

22% of US workforce (2016)

4,000 research studies



What does “being mindful” look like in real life?

1. Pay attention (with intention, kindness & curiosity)
2. Respond skillfully

How does mindfulness build emotional awareness?

Experiential level
(body awareness)

Cognitive level
(reappraisal)

Meditation Safety Toolbox

Resources

Meditation Safety Toolbox



[Meditation Safety Toolbox \(version 4.06.18\)](#)

The original Safety Toolbox has been updated to accompany the ["First, Do No Harm" Meditation Safety Trainings](#). The toolbox contains documents, protocols and best practice guidelines from the UMASS Center for Mindfulness, Bangor and Oxford Mindfulness Centers, and other mindfulness researchers.

Get Grateful!

Gratitude as Medicine:

A Survival Kit for Health Care Organizations

THE GREATER GOOD SCIENCE CENTER AT UC BERKELEY

How Can Gratitude Help Us?

Over the past two decades, studies have consistently identified strong benefits of gratitude for our minds, bodies, and relationships.



- Gratefulness increases happiness and life satisfaction.
- Grateful people are more resilient to stress.
- Grateful people get along better with others.
- Grateful people are less depressed.
- Grateful people achieve more.
- Grateful people are more helpful and generous.

 Greater Good
Science Center

Gratitude and Health

Improves

- Sleep
- Tendency to exercise
- Cardiovascular health
- Adherence to medication
- Mood, optimism, hope



Reduces

- Substance abuse
- Fat intake
- Cortisol
- Blood pressure
- Suicidal thoughts
- Inflammation
- Perceived stress and depression in health care providers

Gratitude Motivates

Gratitude motivates people to make positive changes in their lives and in the world around them through feelings of:

- **CONNECTEDNESS:** Gratitude rewards us with a strong network of support and encouragement, leading us to feel that we are capable of tackling big challenges.
- **ELEVATION:** Gratitude helps us feel inspired and uplifted, motivating us to become healthier & more generous people and better & more productive workers.
- **HUMILITY:** Expressing gratitude forces us to recognize that our successes are due, at least in part, to the actions of others.
- **INDEBTEDNESS:** Gratitude encourages us to recognize and reciprocate the good that others have given us, thus ridding ourselves of psychological debts we carry.



Try It Now

Writing Reflection

1. An event in the last week when you witnessed kindness
2. An event in the last week when you extended kindness
3. An event in the last week when you received kindness

Gratitude

- Being thanked boosts effort and productivity (*better than other perks).
(Baraket-Bojmel 2014, Grant 2010)
- Work-related gratitude journaling predicts lower illness-related workplace absence, lowered stress and depression, and less vulnerability to burnout.

(Kaplan 2014, Cheng 2014, Lanham 2012)



Sharing Gratitude

- Find one photo on your phone that makes you feel gratitude.
- Take turns describing this gratitude to a partner or triad
 - 2 minutes each
- Return and Reflect
- Send a Text



Gratitude

How to say “Thank You”

1. Describe what you are thanking a person for doing; what precisely did they do?
2. Acknowledge the effort that the person put into what they did to benefit you.
3. Explain how the person’s actions benefitted you.

Next Steps- Where do We Go from Here?

Take the Gratitude Challenge

INTERESTED IN SEEING WHAT GRATITUDE CAN DO FOR YOU?

Consider registering yourself or your organization for a Gratitude Challenge through Thnx4.org, the GGSC's online, sharable gratitude journal that helps you say "thanks" for the good people and things in your life.

HOW IT WORKS

- Register for a 21-Day or 10-Day Gratitude Challenge at Thnx4.org.
- Receive an email every other day for three weeks, or every day for 10 days, inviting you to record and share what you felt grateful for recently.
- After 21 days, you'll receive your gratitude profile and enjoy the benefits of giving thanks: greater happiness, better health, stronger relationships.



Learn more at
Thnx4.org



Greater Good in Action

Science-based Practices for a Meaningful Life



CASUAL



Frequency: 1x/week | Duration: 10 mins

Gratitude Journal

Count your blessings and enjoy better health and happiness.



MODERATE



Frequency: Variable | Duration: 30 mins

Gratitude Letter

Write a letter expressing thanks, and deliver it in person.



CASUAL



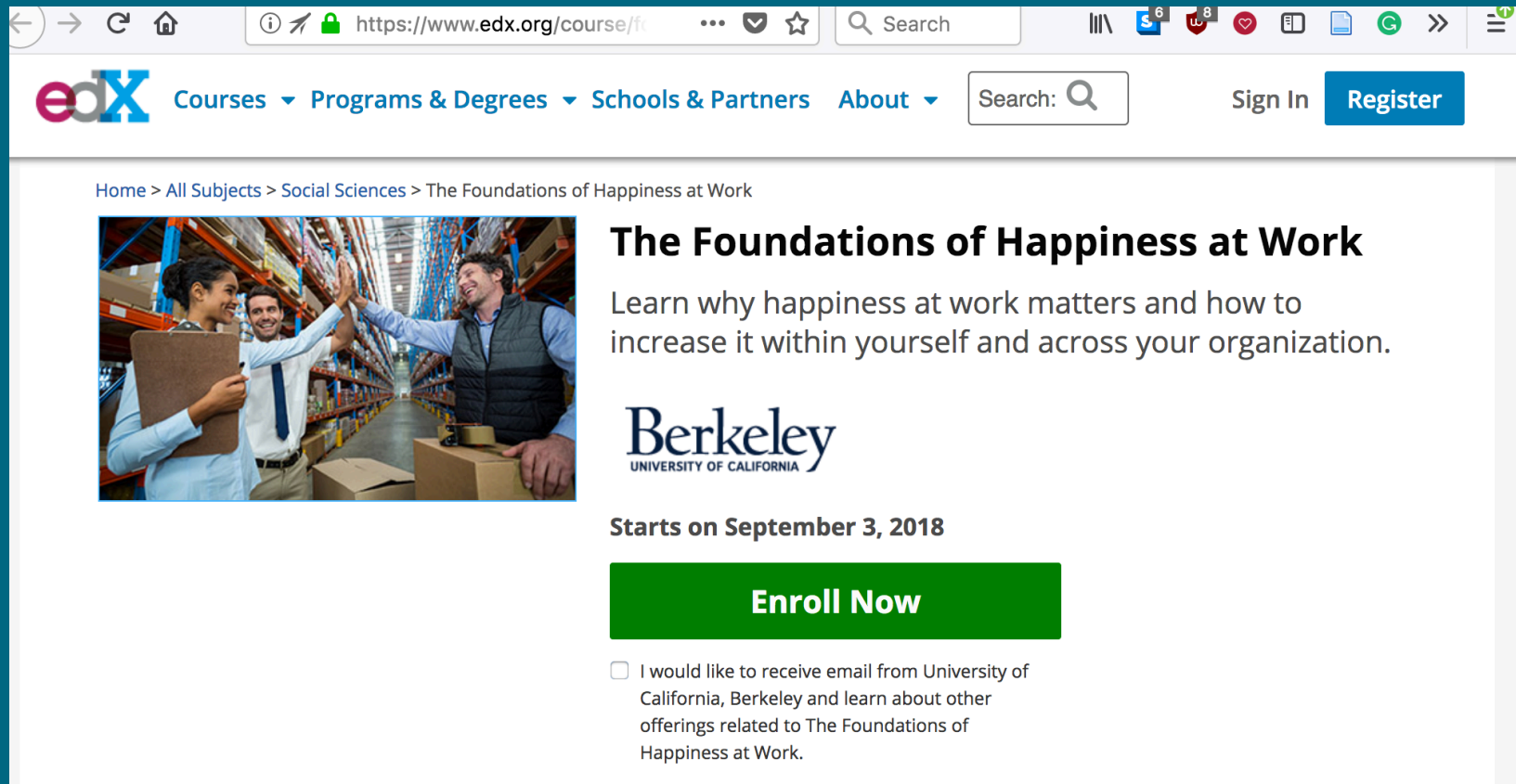
Frequency: 1x/day | Duration: 10 mins

Gratitude Meditation


Feel grateful as you reflect on all the gifts in your life.

GGSC

Science of Happiness at Work



Home > All Subjects > Social Sciences > The Foundations of Happiness at Work



The Foundations of Happiness at Work

Learn why happiness at work matters and how to increase it within yourself and across your organization.

Berkeley
UNIVERSITY OF CALIFORNIA

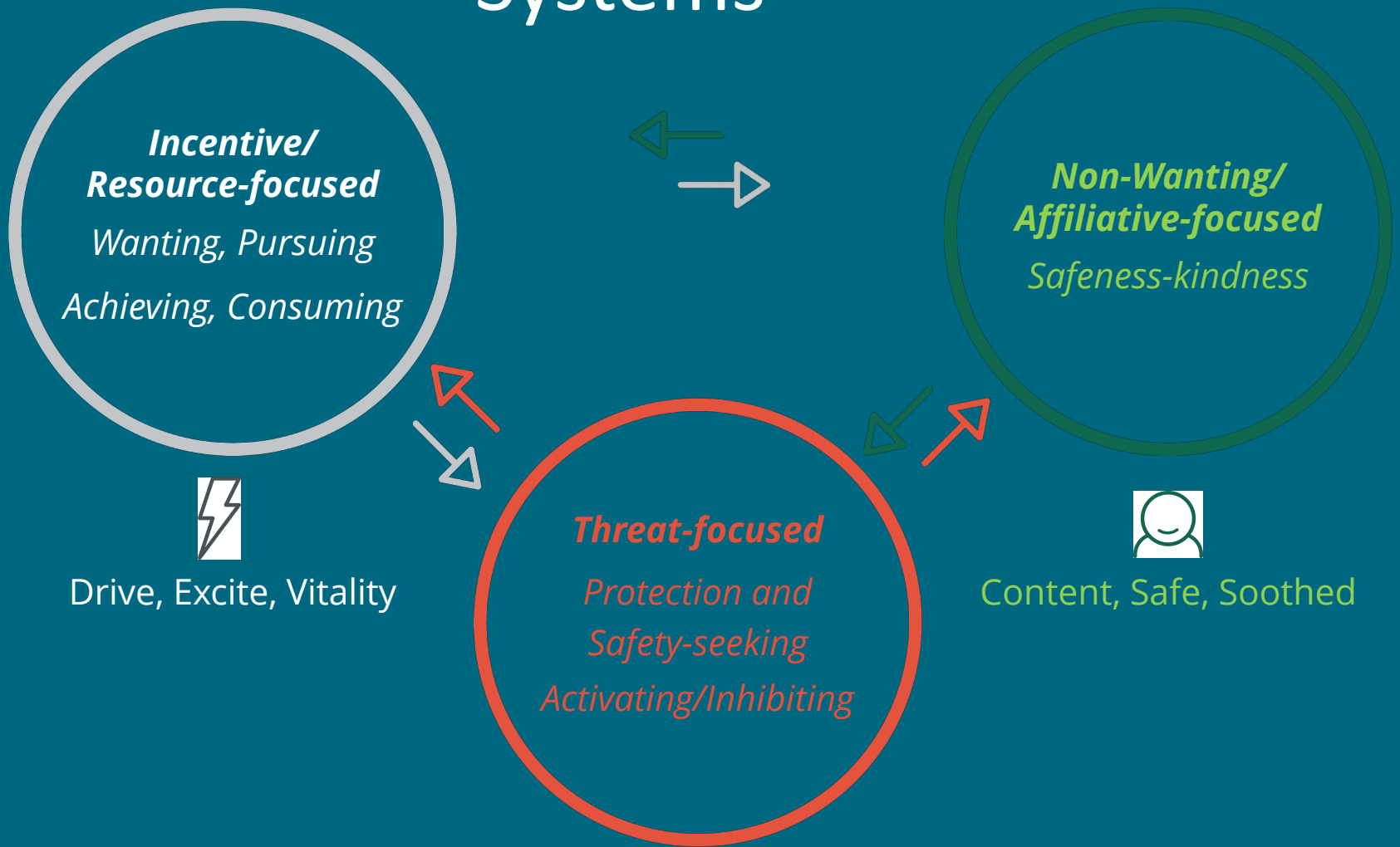
Starts on September 3, 2018

Enroll Now

I would like to receive email from University of California, Berkeley and learn about other offerings related to The Foundations of Happiness at Work.

THANK
YOU!

Paul Gilbert's Emotion Regulation Systems



Gilbert, P. (2010). An introduction to

compassion focused therapy in cognitive
 behavior therapy. *International Journal of
 Cognitive Therapy*, 3(2), 97-112.



Threat-focused

Protection and
Safety-seeking
Activating/Inhibiting



**Incentive/
Resource-focused**

Wanting, Pursuing
Achieving, Consuming



**Non-Wanting/
Affiliative-focused**

Safeness-kindness

Strengthening our self-compassion with emotional drives

