

EMOTIONAL STATE KIT



RESOURCES FOR DEVELOPING EMOTIONALLY RESPONSIVE LEADERS AND SUPPORTING TEAMS IN TIMES OF CRISIS

RECOGNIZING AND READING EMOTIONS

HOW TO READ PEOPLE

Observe body language

Look at appearance, posture, physical movements and facial expressions.

Listen to intuition

Honor your gut feelings, feel the goosebumps, pay attention to flashes of insight and watch for intuitive empathy.

Sense emotional energy

Sense people's presence, watch their eyes, notice the feel of a handshake, hug or touch, listen to the tone of voice or laugh.

WORDS DON'T SAY EVERYTHING

Verbal cues

- Listen for tone of voice
- Pay attention to pitch
- Listen for pauses

Non-verbal cues

- Look at facial expressions
- Survey body language
- Determine what the eyes are projecting

Improving perception

- Leave biases at the door
- Improve listening skills
- Listen to intuition





EMOTIONAL INTELLIGENCE

LISTENING

- Hearing: the act of perceiving sound by the ear; done automatically.
- Listening: requires considerable concentration so that the brain processes meaning from words, facial expressions, etc.; done consciously.
- Create trust
- Be curious
- Stay in the moment
- Reflect on core values
- Allow for silence
- Capture opportunities

EMPATHY

What is empathy?

- Cognitive: understanding how a person feels and what they are thinking.
- Emotional/Affective: the ability to share the emotions of another.
- Compassionate – moves a person to action, to help others.

The Empathy Formula

Feelings and facts: "It sounds like you're feeling _____, because/about _____." Pause and listen.

BE A R.U.L.E.R.

Recognizing emotions by paying attention to facial expressions, vocal tones and body language.

Understanding emotions by being able to identify the causes and consequences of various emotions.

Labeling emotions and developing a vocabulary to express a full range of emotions.

Expressing emotions and learning to do so with different people, contexts and cultures.

Regulating emotions by developing strategies to manage your own emotions and help others to manage theirs.



SELF-CARE

JOURNALING

- How is my energy level?
- How is my spirit?
- What inspires me?
- How is my health?
- Do I want to change my current viewpoint? If so, how?

SPIRITUAL RESOURCES

Daily Reflections - Creighton University:

<https://onlineministries.creighton.edu/CollaborativeMinistry/daily.html>

Daily Reflections and Prayers - University of Notre Dame:

<http://faith.nd.edu/s/1210/faith/pray.aspx?sid=1210&gid=609&pgid=10745>

Daily Scripture Reflections - Seattle University:

<https://www.seattleu.edu/campus-ministry/catholic-community-and-sacraments/scripture-reflections/>

Interfaith Pocket Brochure:

<https://www.upmc.com/-/media/upmc/about/communitycommitment/inclusion/documents/interfaithpocketbrochure.pdf>

Meditation Exercises:

<https://frasercentre.ca/golden-rule/meditation-exercises/>

Interfaith Dialogue - Regis College:

<https://frasercentre.ca/>

The Golden Rule in Different Faiths:

https://scarboromissions.ca/wp-content/uploads/2015/01/item_34_lg.jpg

Principles and Guidelines for Interfaith Dialogue:

<https://www.scarboromissions.ca/interfaith-dialogue/principles-and-guidelines-for-interfaith-dialogue/12>

Dialogue Institute:

<https://dialogueinstitute.org/online-course>

RESPONDING TO “I’M FINE”

WHAT “I’M FINE” REALLY MEANS

“I’m not sure how I really feel.”

“I don’t want to talk about it.”

“Nobody would understand how I’m really feeling.”

“I feel awful/ashamed, confused/hurt, etc.”

THINGS TO SAY

“Are you sure?”

“How are you really feeling?”

“You know where I am if you need me.”

“How was the weekend?”

“Well I’m having a pretty challenging day myself if I’m being honest.”

Remember: Thoughtful questions lead to thoughtful answers; deeply listen to others and focus on recognizing their emotions to ask the most meaningful questions.





RESPONDING TO TRAUMA

INTERACTING AFTER A TRAUMATIC EVENT

Listen and encourage

Listen and encourage individuals to talk about their reactions when they feel ready.

Validate

Validate the emotional reactions of the person; intense, painful reactions are common responses to a traumatic event.

Communicate

Communicate, person to person rather than “expert” to “victim,” using straightforward terms; de-emphasize clinical, diagnostic and pathological language.

RESPONDING TO TRAUMA

- Don't ignore the anxiety people feel; this only magnifies it
- Actively define reality; provide context for actions
- Create a new starting line; let go of past ideals
- Analyze and reflect on problems rather than fearing change
- Establish new check-in routines
- Celebrate all victories, large and small
- Explore opportunities for reshaping the future
- Communicate both progress and setbacks; be honest about where things stand
- Highlight the rays of light

BUILDING RESILIENCE

TO BUILD RESILIENCE

Build connections

- Prioritize relationships
- Join a group

Foster wellness

- Take care of your body
- Practice mindfulness
- Avoid negative outlets

Find purpose

- Help others
- Be proactive
- Move toward your goals
- Look for opportunities for self-discovery

Embrace healthy thoughts

- Keep things in perspective
- Accept change
- Maintain a hopeful outlook
- Learn from your past

TO CULTIVATE RESILIENCE

To meet our need for safety, we draw on:

- Compassion
- Grit
- Calm
- Courage

To meet our need for satisfaction, we draw on:

- Caring for our body
- Practicing mindfulness
- Avoiding negative outlets

To meet our need for connection, we draw on:

- Learning
- Confidence
- Intimacy
- Generosity

Seek help when you need it





WORDS TO USE AND WORDS TO LOSE

USE:

"How do you like to be communicated to?"

"Tell me more."

"What are your thoughts?"

"I appreciate you."

"Are you okay?"

"I have a different perspective."

LOSE:

"We can't do that."

"I know exactly how you feel."

"That will never work."

"Everybody feels that way; you're not any different."

ADDITIONAL RESOURCES

Recognizing and reading emotions

How to Read Others' Emotions: <https://www.wikihow.com/Read-Others%27-Emotions>

Three Techniques to Read People: <https://www.psychologytoday.com/us/blog/emotional-freedom/201402/three-techniques-read-people>

The Benefits of Emotional Awareness: <https://www.psychologytoday.com/us/blog/between-cultures/201801/the-benefits-emotional-awareness?collection=1124070>

Understanding Others' Feelings; What Is Empathy and Why Do We Need It?: <https://theconversation.com/understanding-others-feelings-what-is-empathy-and-why-do-we-need-it-68494>

Understanding Others: <https://www.psychologytoday.com/us/blog/between-cultures/201606/understanding-others>

Emotional intelligence

Great Leaders Recognize and Value the Power of Emotions: <https://kwhs.wharton.upenn.edu/2016/07/great-leaders-recognize-value-power-emotions/>

Test Your Emotional Intelligence; How well do you read other people?: https://greatergood.berkeley.edu/quizzes/ei_quiz/take_quiz

Good Leaders Get Emotional: <https://hbr.org/2013/08/good-leaders-get-emotional>

Responding to trauma

Helping Patients Cope With a Traumatic Event: https://www.cdc.gov/masstrauma/factsheets/professionals/coping_professional.pdf

Coping With Traumatic Events: <https://www.nimh.nih.gov/health/topics/coping-with-traumatic-events/index.shtml>

Leading Your People in Times of Crisis: https://www.rootinc.com/blog/leading-your-people-in-times-of-crisis/?utm_source=ad-words&utm_medium=cpc&utm_campaign=blog&gclid=EAIaIQobChMI_qf6psXU6AIV9JFbCh3bIQ11EAMYASAAEgLd8fD_BwE

Leading in Times of Trauma: <https://hbr.org/2002/01/leading-in-times-of-trauma>

Building resilience

Building Your Resilience: <https://www.apa.org/topics/resilience>

How to Cultivate the Resources for Resilience: <https://www.mindful.org/how-to-cultivate-the-resources-for-resilience/>

Building Resilience: <https://health.cornell.edu/resources/health-topics/building-resilience>

Devereux Adult Resilience Scale: <https://centerforresilientchildren.org/wp-content/uploads/DARS-Full-Version.pdf>

Words to use

8 Powerful Phrases of Emotionally Intelligent Leaders: <https://enterpriseproject.com/article/2019/2/emotional-intelligence-8-go-phrases-leaders>

The Most Important Words a Leader Can Ever Say: <https://www.lollydaskal.com/leadership/in-the-words-of-a-leader/>

Additional resources

Kindness Resources: <https://www.randomactsofkindness.org/>

Professional Quality of Life Measure: https://proqol.org/ProQOL_Test_Manuals.html

Team building

https://spwww.ukhc.org/enterprise_learning/SitePages/Leadership%20Development.aspx



CONTACTS

If you need support in any of the following areas, please contact the appropriate department listed below:

Work+life connections counseling

worklife@uky.edu

859.257.8763

<https://www.uky.edu/hr/work-life/counseling/worklifeconnections-counseling>

Integrative medicine

Dr. Connie Jennings

connie.jennings@uky.edu

859.323.4325

<https://ukhealthcare.uky.edu/integrative-medicinehealth>

Psychiatric services

For health care providers who are dealing with moral distress, contact:

Dr. Jeff Tuttle

drtuttle@jtuttlemd.com

859.537.7332

UKHC Psychiatric Services: <https://ukhealthcare.uky.edu/services/psychiatry>

Health and wellness

Jody Ensman

healthandwellness@uky.edu

859.257.9355

<https://www.uky.edu/hr/wellness>

Pastoral care

Reverend Joe Alverson

joe.alverson@uky.edu

859.323.5302

<https://ukhealthcare.uky.edu/patients-visitors/pastoralcare>

Enterprise learning

Alison Preston

alison.preston@uky.edu

859.257.9226

<https://www.uky.edu/hr/hrhome/enterprise-learning>