

A compassionate approach to coping with toxic work environments and workplace bullying

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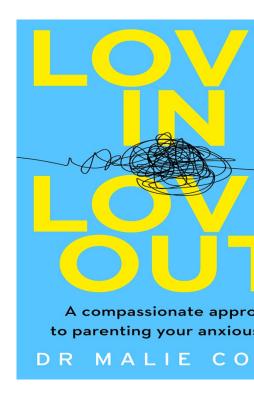
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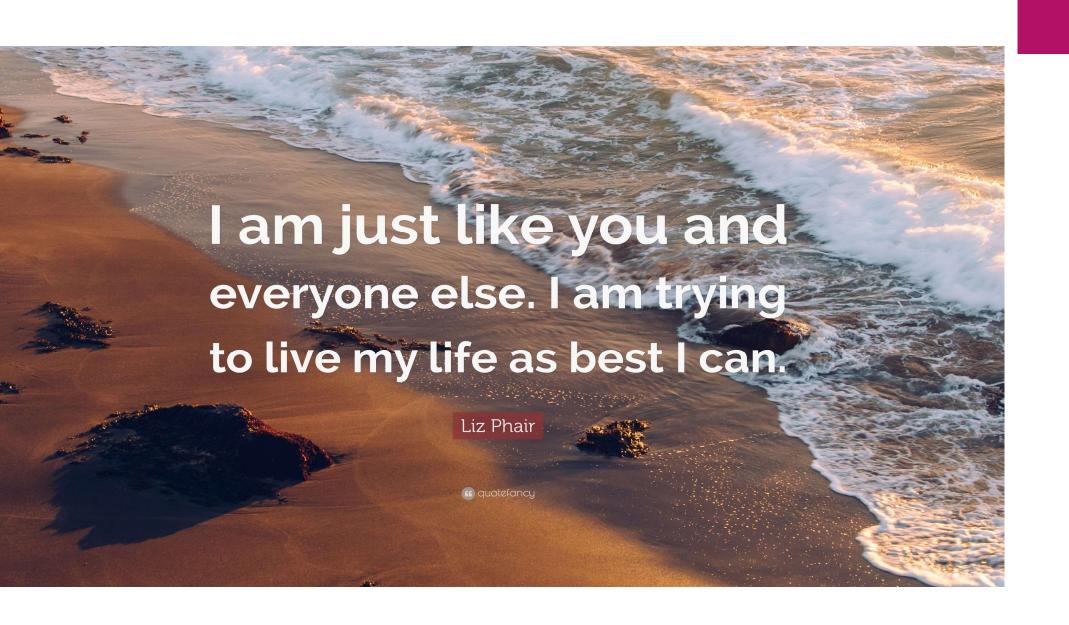
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Author "Love in, Love out"

A Lust for Life Mental Health Advisor









Toxic work environments

Meditation

Case Study and Exercise

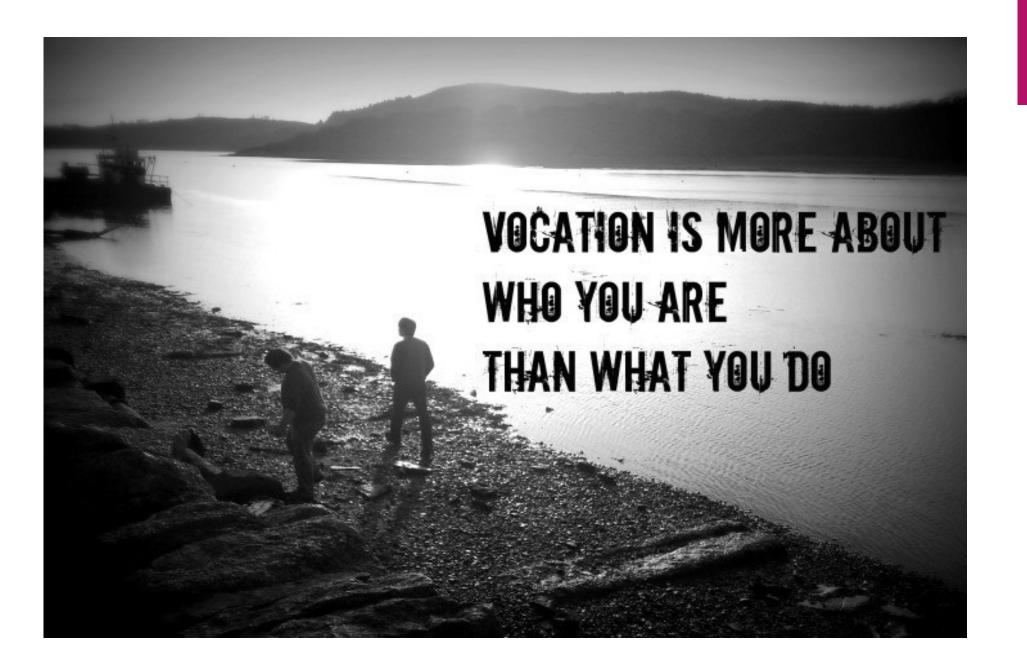
Coping Tools

Compassion Fatigue

▶ Compassionate Self-Care

Three Emotional Circles

Discussion / Questions



"What is the biggest thing that troubles you about working in your organization?" (1)

Change

Control over change Impact of change Amount of change

Nature of the work



Overload and resources



Physical, financial and staff resources
Time devoted to tech, admin and paperwork
Target-driven culture
Work-life balance

"What is the biggest thing that troubles you about working in your organization?" (2)

3. Work relationships



Lack of support, humility and compassion
Bullying and punishment
Trust and monitoring
Isolation

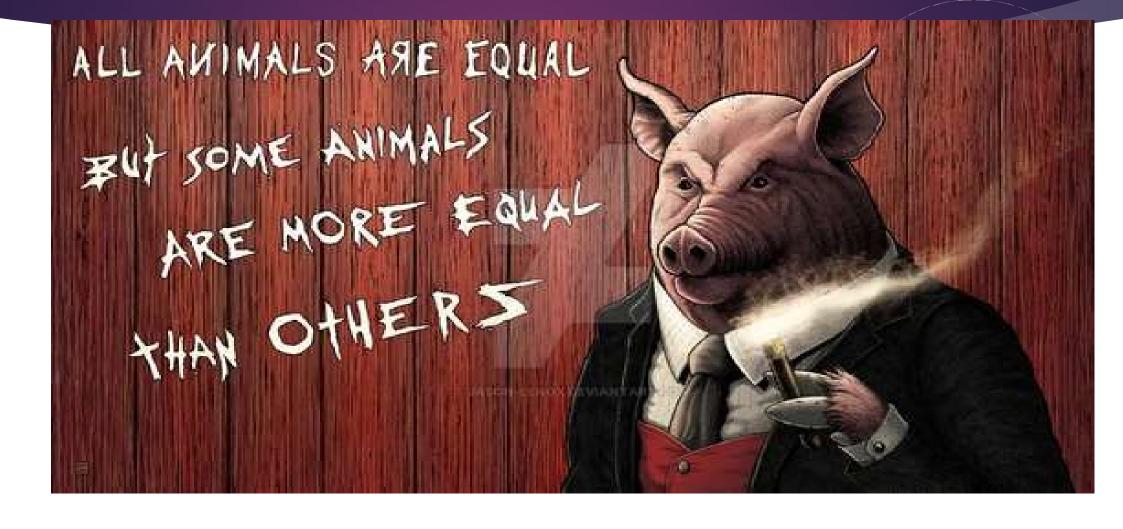
Not feeling valued Inequality "What is the biggest thing that troubles you about working in your organization?" (3)

4. Communication, leadership and direction

4. Personal factors



MHAS OH MHAS





Dr. Donald Sull & Charlie Sull

on How Toxic Work Cultures Are Driving the Great Resignation











A toxic corporate culture is by far the strongest predictor of industry-adjusted attrition and is 10 times more important than compensation in predicting turnover.

-DONALD SULL, CHARLES SULL & BEN ZWEIG

"Toxic Culture Is Driving the Great Resignation" MIT Sloan Management Review



Top predictors of attrition during the Great Resignation (Sull et al., 2022)

Toxic Corporate Culture (including organizational and human costs)

Job insecurity and Reorganization

High levels of innovation

Failure to recognize employee performance

Poor response to Covid-19

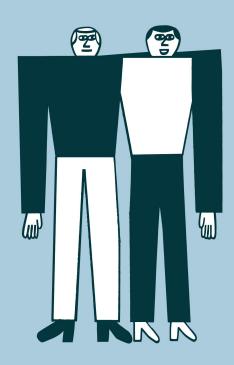
Toxic Corporate Culture



- 1. Failure to promote diversity, equity, and inclusion
- 2. Workers feeling disrespected
- 3. Unethical behaviour
- 4. Cutthroat
- 5. Abusive

"I've yet to come across a company that has both a shaming, judgmental culture and wonderful customer service."

-Brené Brown, Dare To Lead



Organizational costs

- Employee attrition is higher
- A poor employer brand makes it harder to attract talent
- Employees are disengaged and less productive
- Higher health care costs when toxic culture makes workers sick
- Cost of replacing an employee is massive
- Legal and time costs

Crucially what about the cost to the THERAPIST / CAREGIVER and the cost to the PATIENT / CLIENT?!





The HUMAN cost...

COMPASSION FATIGUE

"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet."

Dr. Naomi Rachel Remen

Symptoms of compassion fatigue	
WORK RELATED	EMOTIONAL
Avoidance or dread of working	Mood swings
with certain patients	Restlessness
Reduced inability to feel empathy	Irritability
towards patients or families	Oversensitivity
Frequent use of sick days	Anxiety
Lack of joyfulness	Excessive use of
PHYSICAL	substances: nicotine,
Headaches	alcohol, illicit drugs
Digestive problems: diarrhoea,	Depression
constipation, upset stomach	Anger and resentment
Muscle tension	Loss of objectivity
Sleep disturbances: inability to	Memory issues
sleep, insomnia, too much sleep	Poor concentration, focus
Fatigue	and judgment
Cardiac symptoms: chest	
pain/pressure, palpitations,	
tachycardia	

A **bad manager** can take a good staff and destroy it, causing the **best employees** to flee and the remainder to lose all motivation.

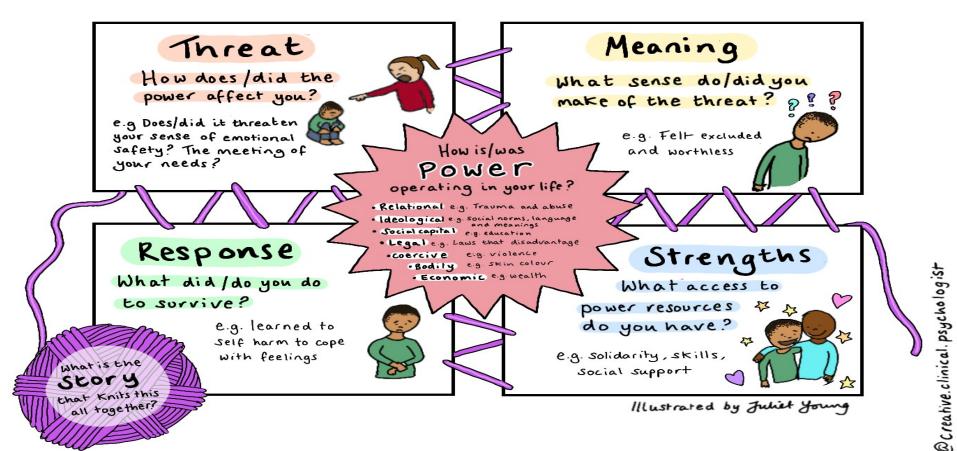
"The biggest concern for any organisation should be when their most passionate people become quiet."

People don't leave bad jobs... They leave because of bad bosses, poor management, who don't appreciate their value.

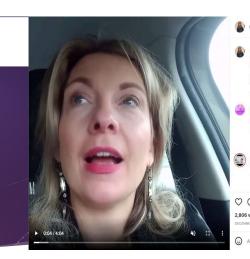
LifeLearnedFeelings



Power Threat Meaning Frame Work (Johnstone & Boyle, 2018)



What was the 'Meaning' of it?



- Loneliness / Shame / Stigma
 - 'No smoke without fire'
 - No one wants to talk about it or you are told to keep quiet
- Attack on self-worth / professional self / livelihood / family
- Inner critic comes out to play!

- Blame culture / weaponised HR too
- Harder for us with 'open hearts' /
 We are ill prepared for bullies
- Triggers your vulnerabilities
 (e.g. lack of belonging, feeling unsafe)
- Incredible common humanity show



* VIDEO: Unsafe and unsupported (10 mins)

- Permission granted by M for this video to be shown to raise awareness of issues and to help others feel less alone
- ▶ No mention of the organization in question. This was her experience
- ▶ I'm not at liberty to share my story yet so I am really grateful for M's openness and sharing of her own situation. It helped me too...
- ▶ It's time to break the stigma on this and TALK ABOUT IT!

BREAK-OUT EXERCISE / DISCUSSION (10 mins)

What is your <u>initial reaction</u> to this video? How was M affected and why? (use of Power-Threat Meaning Framework optional)

How can feeling unsafe and unsupported impact on therapists generally (i.e. on their <u>personal selves</u> and <u>how they care for clients?</u>)

What can organisations do to <u>embed a compassionate trauma-informed</u> <u>culture</u> to support therapists in helping clients?



Sometimes just being yourself is the radical act. When you occupy space in systems that weren't built for you, your authenticity is your activism.

ELAINE WELTEROTH

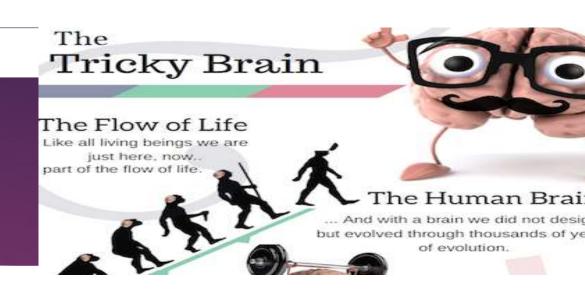
We all just want to be seen and heard. No exceptions.

#TRUTHBOMB

DANIELLELAPORTE.COM



Our biological selves



Our minds, brains and bodies have evolved over millions of years

Much of goes on in our mind is not 'of our design' and not our choosing

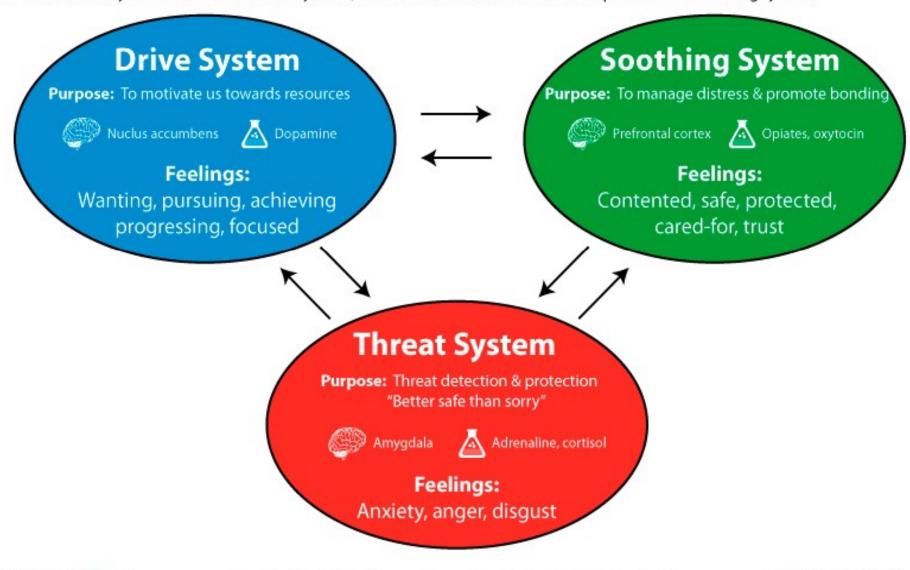
Painful emotions and negative self-talk have evolved to protect us, but they are difficult to manage

We are designed for survival, not happiness

Emotional Regulation Systems

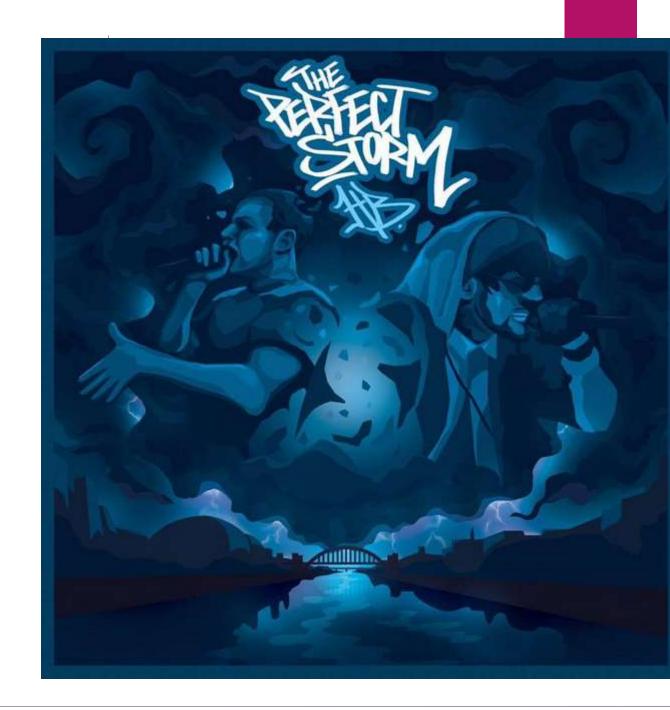
Paul Gilbert's evolutionary model proposes that human beings switch between three systems to manage their emotions. Each system is associated with different brain regions and different brain chemistry.

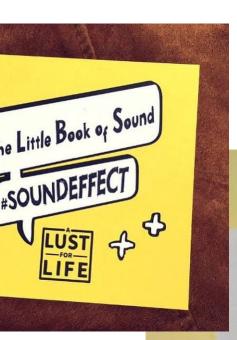
Distress is caused by imbalance between the systems, often associated with under-development of the soothing system.



Modern Life meets 'Tricky Brain'

Negativity Bias & Social Comparison Theory





Left unchecked, the negativity bias can become a serious impediment to good mental health, as it has been found to be synonymous with anxiety and depression.

The negativity bias plays a significant role in our views about ourselves, in our emotions, in our ability to take in information and in our decision—making.

STUDIES IN PSYCHOLOGY AND NEUROSCIENCE HAVE SHOWN THAT FOR EVERY UPSETTING THING THAT HAPPENS, WE NEED FIVE POSITIVES TO BALANCE IT.

Knowing that not all emotions are equal gives us a sense of control over what we can do to counterbalance negativity, and this is where making a conscious effort to be "sound" to ourselves and others comes into play, including practicing self-compassion, gratitude, and mindfulness.

Humans are a deeply social species whose most joyful and smoments arise from the fulfilling or lack of "belonging" experiences with close others. Given this deeply ingrained social drive, science shows us that as children relating, we a biologically wired to be kind to others which sets the stage for developing empathy meaningfully to others. Time spent with emotionally warm or "sound" adults in whose company you for safe and at ease can you give you a wonderful feeling of wellbeing.

ONE OF THE BEST WAYS TO LOWER STRESS LEVELS AND RELAX YOUR BODY IS TO SPEND TIME WITH REALLY GENUINE PEOPLE, THOSE YOU CAN CRY AND LAUGH WITH, IN ESSENCE THOSE YOU CAN BE FULLY YOU WITH.



Stress gives us access to our hearts

n times of stress, we release oxytocin which drives us to seek support and connection

low we respond to stressors has a significant impact on how we cope, ar the impact it will bear on us mentally and physically

When we view our stress response as being helpful or as an opportunity, o physical response changes and we build greater resilience

VIKTOR E. FRANKL

"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."

So what can WE do to feel centred?



nen our Threat, Drive and Soothing systems work well together, we feel centered. We can develop the skills to turn Threat off and Soothing on!

If-compassion triggers activity in our 'Soothing brain' which soothes our Threat response, reduces anxiety, and restores emotional balance

cultivating our Soothing brain we increase our resilience and the potenti to thrive and succeed

"No wonder..."



Volatile

The environment demands you react quickly to ongoing changes that are unpredictable and out of your control

Uncertain

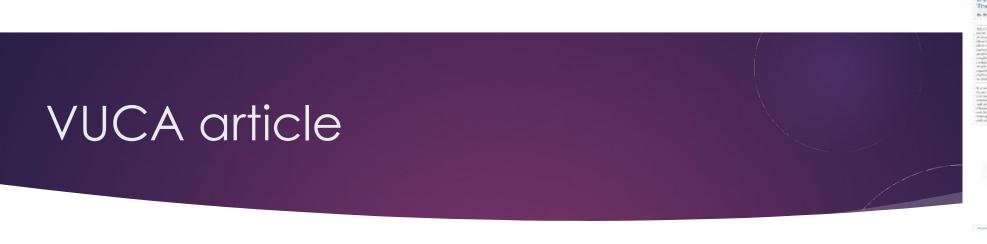
The environment requires you to take action without certainty

Complex

The environment is dynamic, with many interdependencies

Ambiguous

The environment is unfamiliar, outside of your expertise



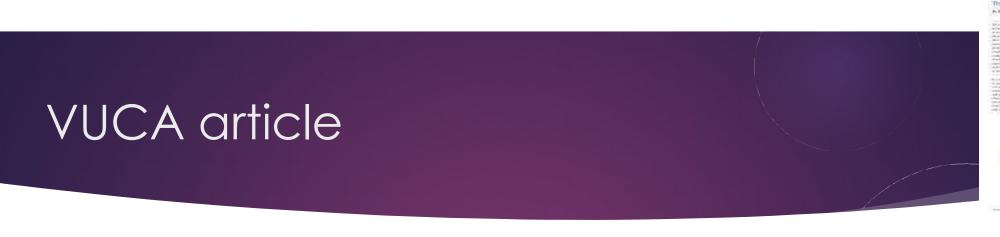


When in THREAT, we can't think or act straight!

We have a tendency to ruminate about danger even when it has passed or doesn't exist

DRIVE is a great asset, but can be over-stimulated as we live in a society that encourages us to want more, have more and be more

We push ourselves to achieve but we never quite feel like we measure up





VUCA conditions can trigger out THREAT and produce toxic DRIVE

We manage THREAT by doing, achieving and accumulating more, which creates THREAT - toxic DRIVE loop

Feeding our **SOOTHING** circle enhances healthy **DRIVE** behaviours

We can cultivate **SOOTHING** self-compassion using 3 simple practices

The role of self-compassion in a VUCA world



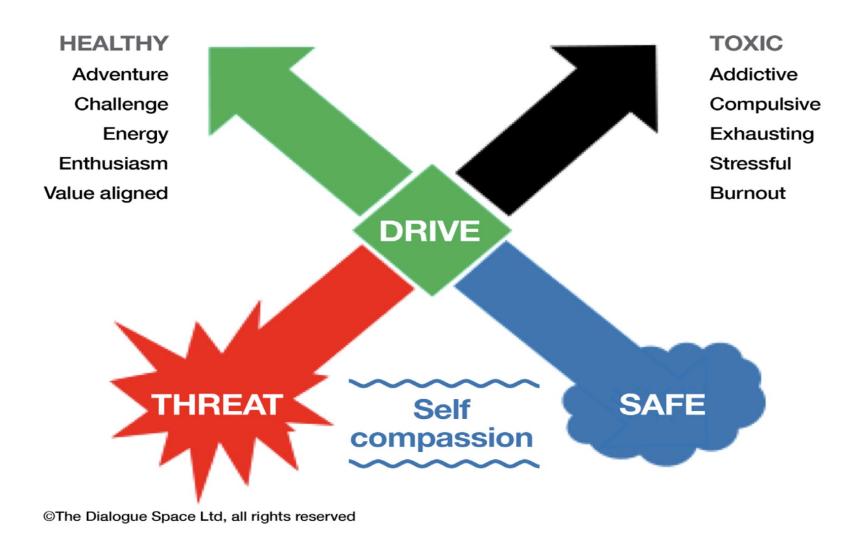


Figure two: Self compassion regulates threat and stimulates safe brain/healthy drive



WHAT IS SELF-COMPASSION?



Self-compassion involves recognising when we're stressed or struggling without being judgmental or over-reacting.



Self-Kindness

Being supportive and understanding towards ourselves when we're having a hard time, rather than being harshly self-critical.



Connectedness

Remembering that everyone makes mistakes and experiences difficulties at times.

We are not alone!

Mindfulness vs. Over-identification



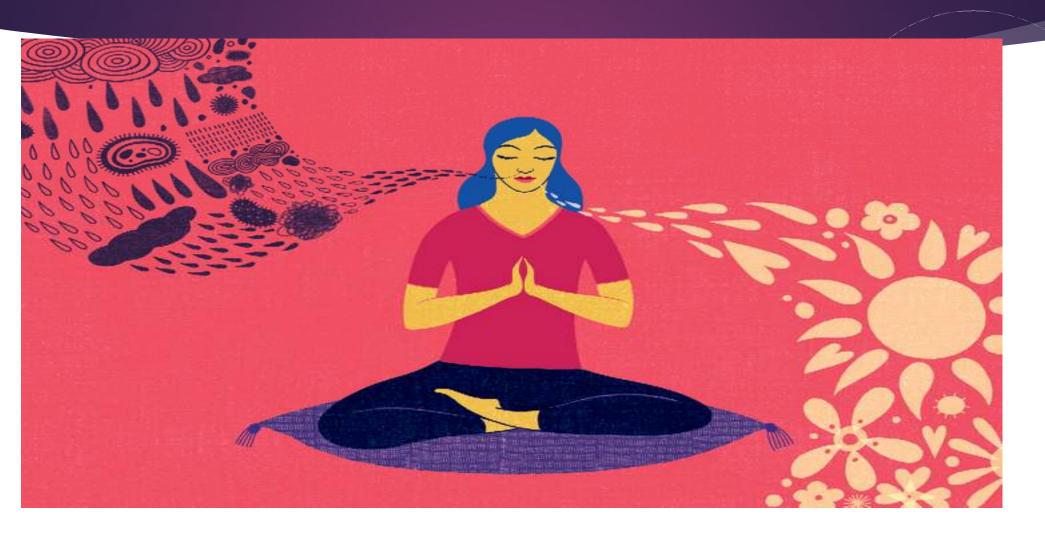
Common Humanity vs. Isolation

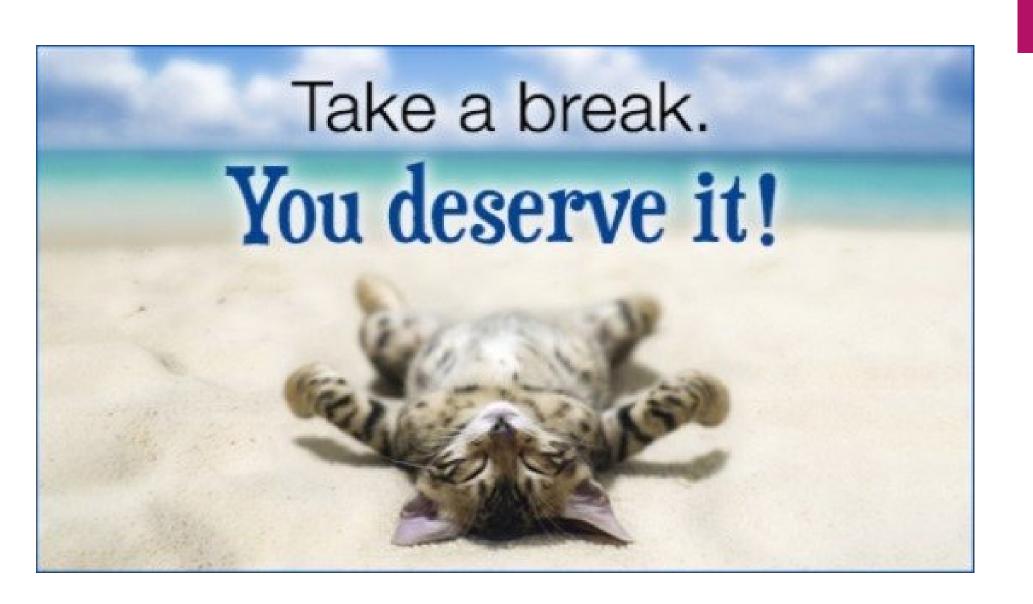


Self-kindness vs. Self-judgement

today iam good enough.

Meditation







Compassion at Work Toolkit



National Forum for Health and Wellbeing at Work

Compassionate Leadership

taff Engagement

Vorkload to Resource Alignment

xpress awareness of challenges

xpress confidence in employee abilities

et clear expectations & provide resources

Offer decision-making opportunities

emove constraints that stifle autonomy

et inspirational goals

Vision and Values

Awareness

Courage

Confidence

Joy

Compassion

Modelling



HOW COMPASSION FUELS COMPETITIVE ADVANTAGE

Compassion fuels collaboration by building trust and respect that increase people's willingness and ability to work together for mutual benefit

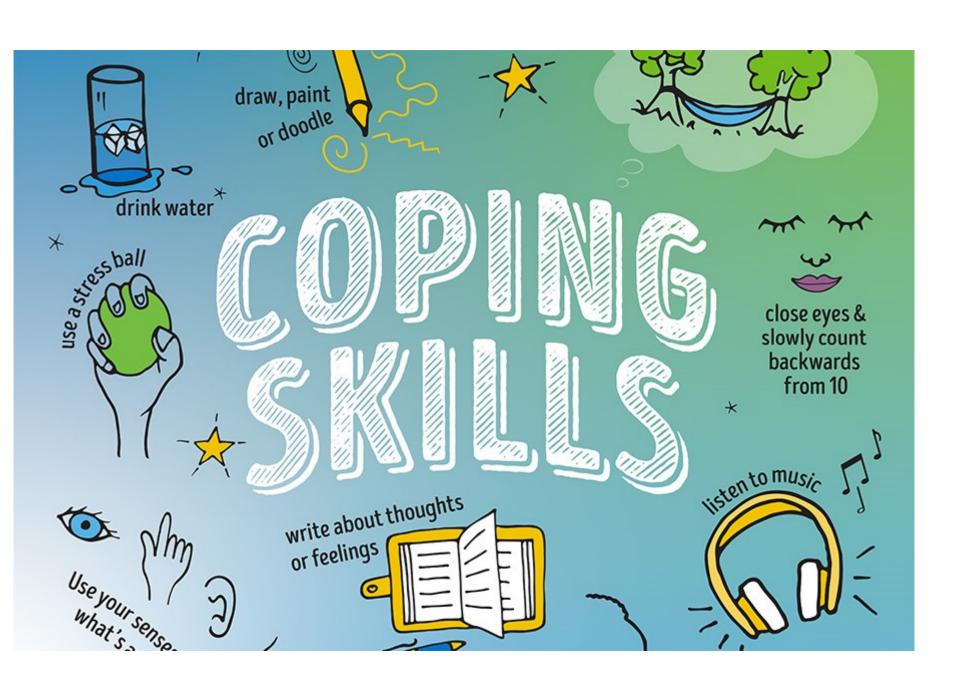
Compassion fuels the recruiting and retaining of talented people by increasing commitment and cultural fit.

Compassion fuels service quality by motivating a philanthropic approach to emotions, building customer loyalty. Compassion fuels employee and customer engagement by helping people to feel cared about at work.

Compassion fuels innovation by O— motivating creative ideas and by fostering psychological safety that enables learning.

Compassion fuels
adaptability by
alleviating the pain caused
by change processes and
sparking passion that motivates
resourceful change.





Q on 'COPING STRATEGIES'





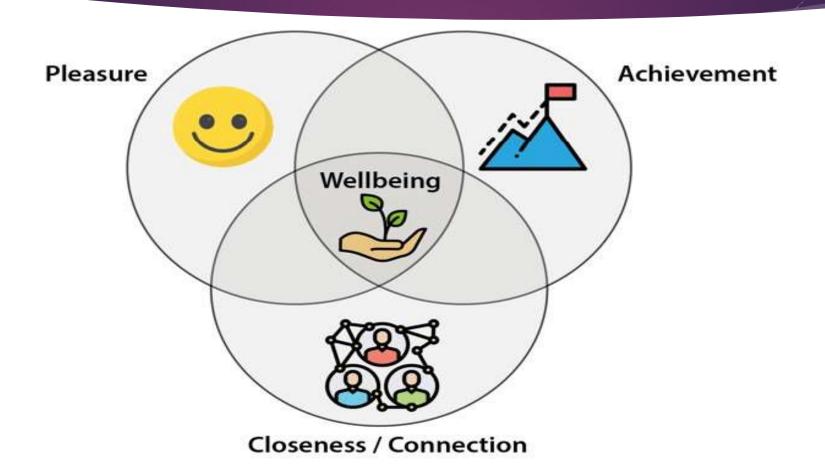
Either using your phone or opening up a new page on your browser, log onto www.Menti.com

► Enter this code to vote on my question: 4968 4728

Question: Based on your experience, what coping strategies are most helpful?

THINGS THAT MATTER THINKS YOU CAN WHAT YOU SHOULD FOCUS ON

Your daily wellbeing...







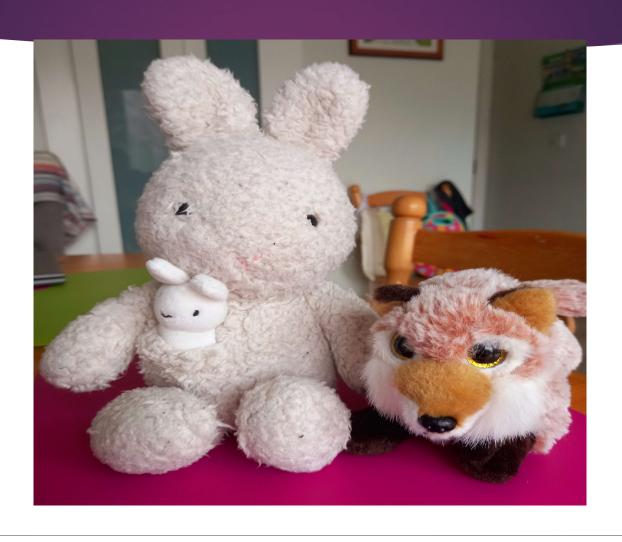








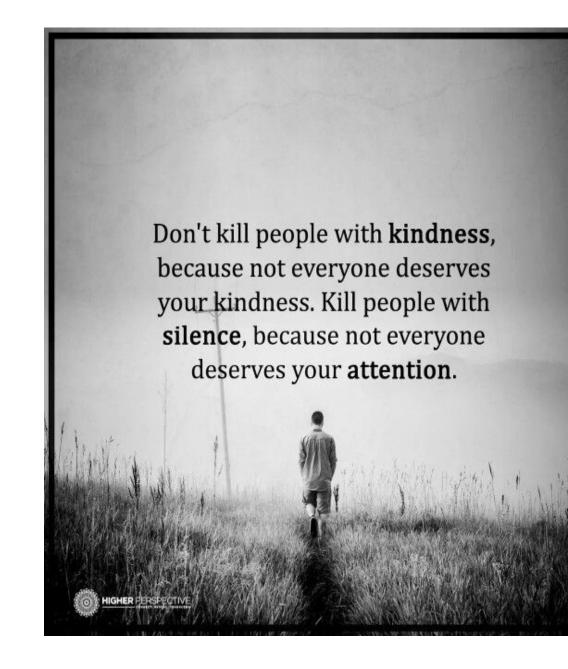
Be aware of their rabbit holes...



Silence is not silent.

Silence speaks. It speaks most eloquently. Silence is not still. Silence leads. It leads most perfectly.

Sri Chinmoy





Resilience is... the ability to resist or bounce back from adversity and not break ~? Prof. Tanya Byron

@ www.cartooncommunications.com



"When someone is cruel or acts like a bully, you don't stoop to their level.

No, our motto is, when they go low, we go high."

Michelle Obama

FIND YOUR POWER!



The universe has your back.

Gabrielle Bernstein

The state of the s

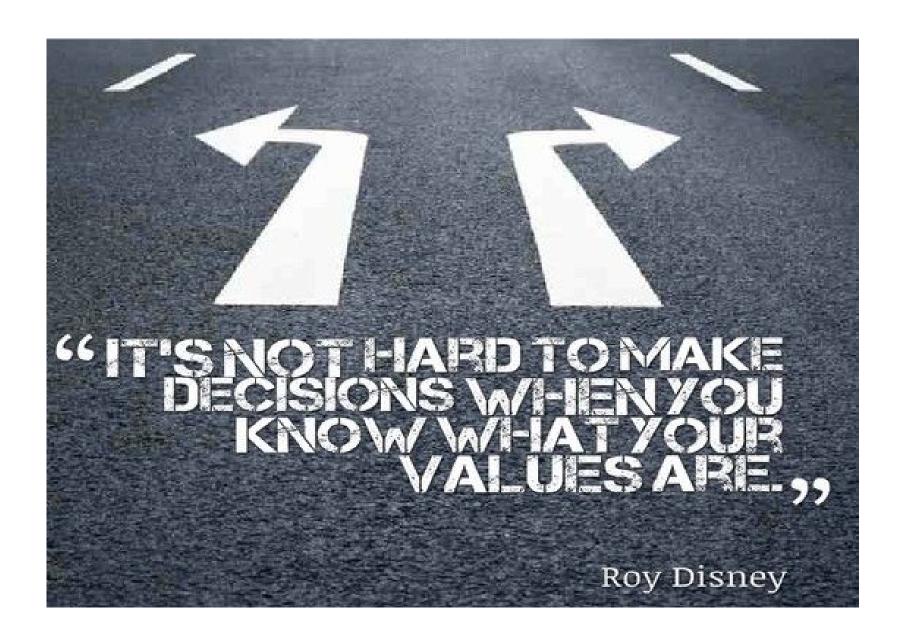
latishacotto.com

inow your Values!



Why are Values important?

- Healthy 'Drive' promotes achievement in line with your values
- Your values tell the story of who YOU are, what really matters to you and where you want to go
- Values give life meaning and purpose. They are the ideas and beliefs we hold as sacred
- It can be difficult to know what your values are, but easier to know what they are not!





In moments of choice, ask yourself:

"What will help in the service of my values?",

or...



Honouring your Core Values

- Knowing your values helps you make better decisions about how you live your life and helps you choose goals
- Because values can change, keeping in touch with them is a lifelong exercise to be revisited especially when feeling unbalanced
- In the video, the organisation's expression of values contradicted the therapist's values of safe working with children with complex trauma



If we closely align our activities and goals with the things we most value, we find balance

BEHAVIOUR 🚅 CORE VALUES ~ Feel wrong, unbalanced and unha

BEHAVIOUR CORE VALUES ~ Feel satisfied, content and healthi



*Exercise: Determining your Top 3 Core Values

Step 1: Identify the times when you were HAPPIEST:

Find examples from your career and personal life to ensure balance)

What were you doing?

Were you with other people? Who?

What other factors contributed to your happiness?

Determining your Top 3 Core Values

Step 2: Identify the times when you felt most PROUD:

• Why were you proud?

• Did other people share your pride? Who?

What other factors contributed to your feeling of pride?

Step 3: Identify the times when you were most FULFILLED:

What need or desire was fulfilled?

How and why did the experience give your life meaning?

What other factors contributed to your feelings of fulfillment?

Step 4: Determine your top 10 values, based on your experiences of

HAPPINESS PRIDE FULFILMENT

Why is each experience truly important and memorable to you?

Use the following list of personal values. Tick 10 Top Values

Achievement	Adventure
Autonomy	Balance
Boldness	Compassion
Citizenship	Community
Contribution	Creativity
Determination	Fairness
Family	Friendships
Growth	Happiness
Humour	Influence
Justice	Kindness
Leadership	Learning
Loyalty	Meaningful Work
Optimism	Peace
Poise	Popularity
Religion	Reputation
Responsibility	Security
Service	Spirituality
Success	Status
Wealth	Wisdom
	Autonomy Boldness Citizenship Contribution Determination Family Growth Humour Justice Leadership Loyalty Optimism Poise Religion Responsibility Service Success

Step 5: Prioritize your TOP 3 VALUES

- In the left column, write down your top 10 values, not in any order
- Look at the first two values and ask yourself:
 "If I could satisfy only one of these, which would I choose"? (circle 1)
- Keep working through the list, by comparing each value with each other value, until your list is in the correct order
- Write your TOP 3 VALUES in the right column

Step 5: Reaffirm your TOP 3 VALUES

- Check your top 3 priority values making sure they fit with your life and your vision for yourself
- Do these values make you feel good about yourself?
- Are you proud of your top 3 values?
- In what ways could you align your goals and daily activities with your top 3 values?

Compassionate self-care

Self-Care is a priority and necessity

- not a luxury - in the work that we do.

Self care means giving the world the pest of a instead of what

Why is self-care so important?

Caring for others takes up a LOT of energy and a LOT of patience

Neglect of self-care leads to:

Feeling irritable, overwhelmed, sad, anxious, stressed Weaker immune system and high blood pressure A louder critical inner voice

YOU are your best resource!

Benefits of self-care



Improves physical health

Helps us to treat others with care

Improves mental health

Helps to repair past traumas

Increases self-worth

Increases our productivity

Inspires contentment

Promotes work-life balance





- Achieving balance and filling your cup to nurture ALL your roles
- Soothing ourselves counter-balances our Threat response
- Restoring physical, mental, emotional, spiritual and social balance
- Mindfulness; Common Humanity; and Self-Kindness

Not just another chore!

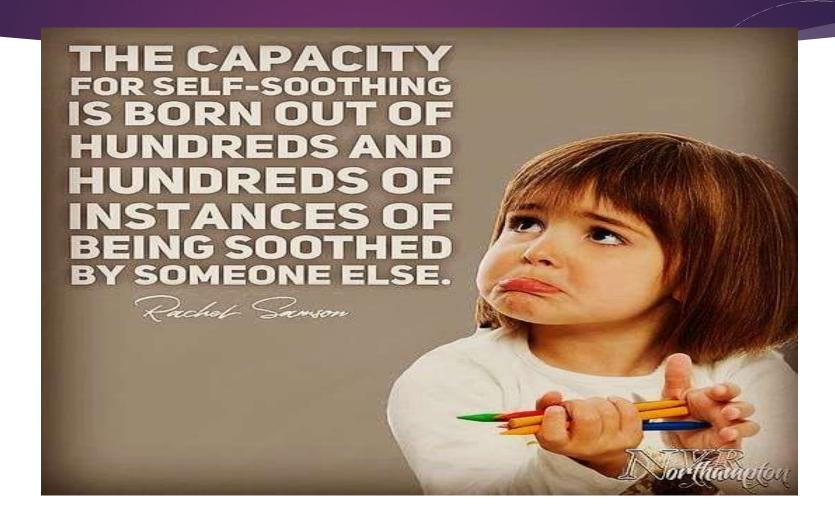
Please don't underestimate the impact of using a kind and gentle tone of voice when relating to yourself.

If you don't use warmth in your relationship with yourself, self-care activities become just another chore, something that has to be done as opposed to an act of love.

Roisin Joyce

#365daysofcompassion

We are some of everything we have lived



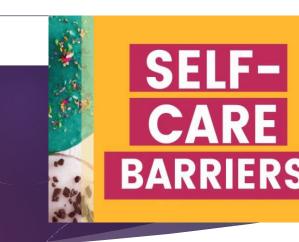


Common Barriers to Self-Care

Barrier: I'm not sure if I can trust myself in a world full of advice

Antidote: Learning to trust your gut instinct

"What would I say to a good friend in this situation?"



Common Barriers to Self-Care

Carrier: I want to be a perfect carer / I want to right a wrong

Antidote: Striving for 'good enough' caring & self-acceptance

UNING IN - RUPTURE - REPAIR - REPEAT!



Common Barriers to Self-Care

Carrier: I'm not worthy enough to soothe myself

Antidote: Self-reflection and the value of working on yourself

Each of us is a beautiful mess. We can pretend to be perfect alone or admit that we're messy together. Messy together is better"



True self-care is not salt baths and chocolate cake, it is making the choice to build a life you don't need to regularly escape from.

Brianna Wiest

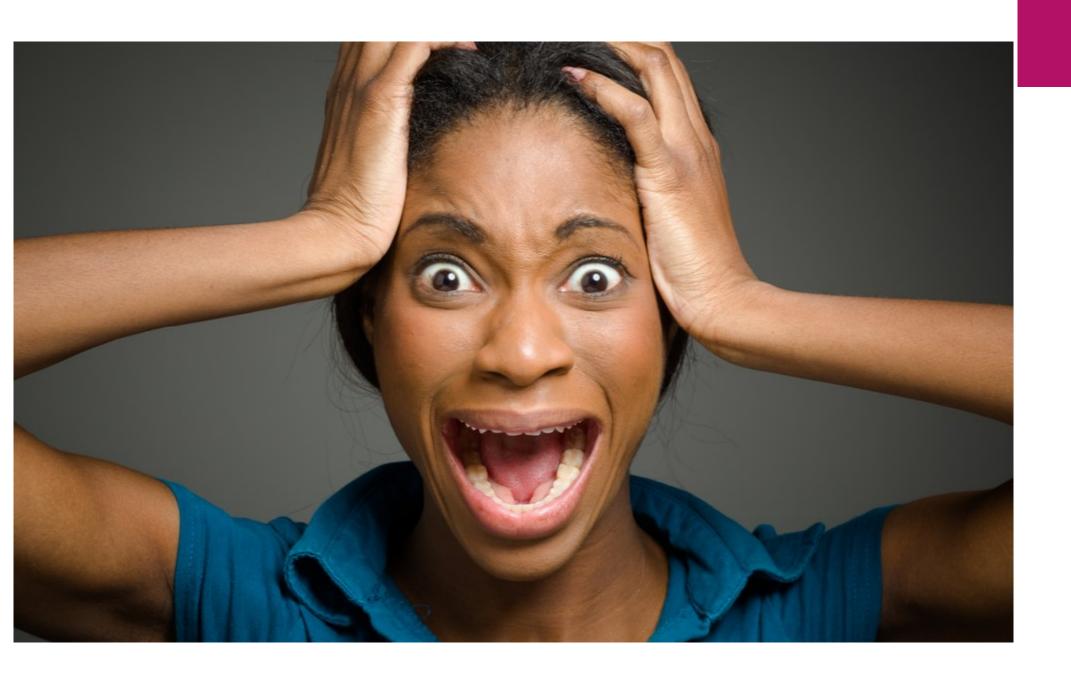
Recognising when we need self-care

PHYSICAL signs - tension headaches, disturbed sleep, fatigue, run down low immune, illness

MENTAL signs - poor concentration, forgetfulness, tension, depression anxiety, substance misuse

EMOTIONAL signs - excessive crying, angry outbursts

SOCIAL signs - excessive isolation, getting triggered easily



Cultivating safety to mirror calm



- What is happening inside my nervous system?
- What tone of voice am I using?
- What is my body language communicating?
- Do I feel safe right now?

What do I need right now to feel safe?

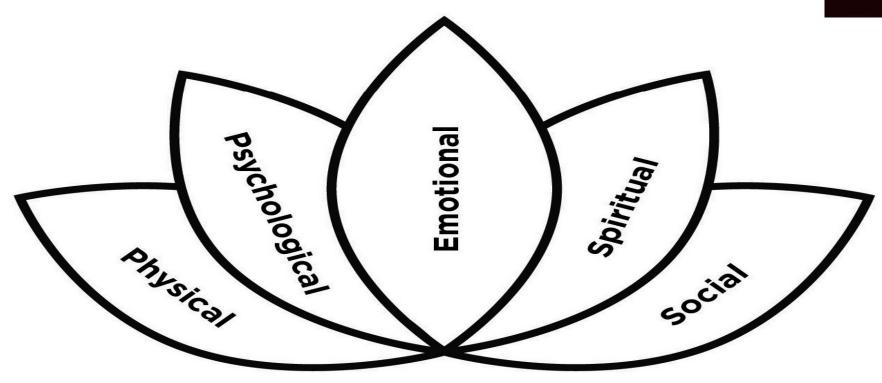
Take a deep breath, take five, or call someone to help me?

What do YOU need right now?

LIVINGW

Lotus of Self-Care INDIVIDUAL Exercise





On the road to Compassionate Self-Care...

How do you nourish your body, heart, mind, spirit and social selves on a regular basis?

What realistic intention can you set to nurture each of your self-care arec

Once you can identify at least one self-care intention in each area, what do you need to make this happen?

Physical: Refuel your body



- ► H.A.L.T: Hungry, Angry, Lonely or Tired
- Regular exercise
- Eat healthy
- Good sleep

- Spend time outdoors
- Screen-free time
- Have a good laugh
- Try the Headspace App



Psychological: Positive mental health

What's within your control?

Notice negative thoughts & let g

Personal reflection

▶ Step out of your comfort zone

Pursue an interest

Separate work and family life

Try something new

Build up your confidence

Emotional: Recognise your feelings



xplore your triggers

► Use encouraging self-talk

earn how to say NO

▶ Share your feelings

Aim for 'good enough'

Be kind and help others

Choose who you spend time with

Seek emotional support

Spiritual: Connecting to your purpose



Determine your core values

Get creative

Gratitude

▶ Faith / Believing in a Higher Power

Get time alone in nature

Cultivate calmness

Seek out humour!

▶ Be in the present moment

Social: Connection with others



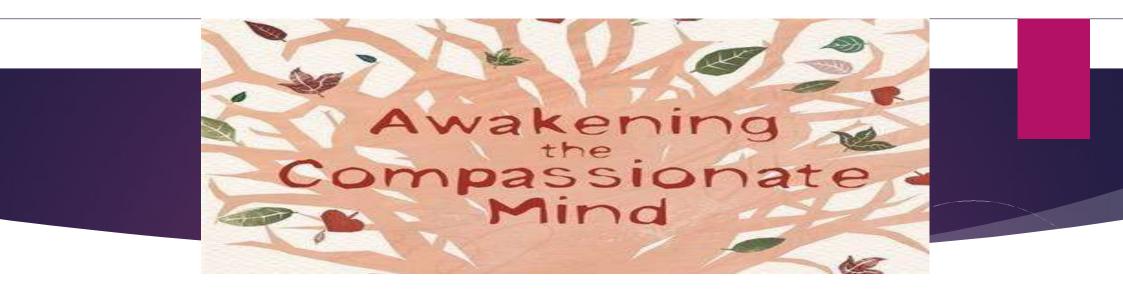
- Seek emotional support
- Accept practical support
- Surround yourself with radiators
- Balance advice with gut instinct

- Nurture your relationships
- Share the load & ask for help
- Get involved in your community
- ▶ Be assertive & clear

Compassionate Self-Care Tips

- Balance enjoyment;
- achievement; and connection
- Make time for daily Self-Care
- Good sleep
- Work-life balance & boundaries
- Steward of your senses!

- ► Find ways to cope with Stress
- Focus on what you can control
- ► WHAT DO I NEED RIGHT NOW?
- Dedicate ME TIME. Commit to yourself and see it through.
- Support network



- Soothing rhythm breathing
- Compassion flowing in and out

Creating a safe place

Compassionate letter writing

Compassionate imagery

► Inner critic work

▶ The compassionate self

Compassion formulation

How can you mind yourself today?

mantra

noun man·tra \'män-trə also 'man- or 'mən-\

: a sound, word, or phrase that is repeated by someone who is praying or meditating

: a word or phrase that is repeated often or that expresses someone's basic beliefs

Your are a RAINBOW!



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SELF-COMPASSION WEBSITES

https://www.netmums.com/support/the-compassionate-mind-approach

https://www.getselfhelp.co.uk/compassion.htm

https://www.soundstrue.com/store/power-of-self-compassion/why-self-compassion-is-important

https://chrisgermer.com/meditations/

https://centerformsc.org/10-self-compassion-practices-for-covid-19/

http://www.beaumont.ie/index.jsp?p=528&n=532&a=0

"I AM A THERAPIST AND A CLIENT.

I AM CAPABLE OF HOLDING SPACE AND I ALSO NEED TO BE HELD.

I AM HONORED TO DO THIS WORK AND I ALSO NEED A BREAK.

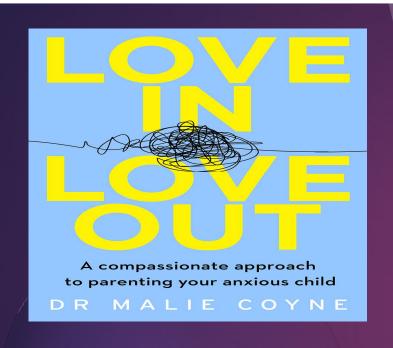
I AM NEEDED AND I HAVE NEEDS.

I AM BRAVE. I AM STRONG. I AM SOFT.

I AM A THERAPIST. I AM HUMAN."

@COLORSOFAUSTIN





ww.drmaliecoyne.ie

