

THE FAMILY IN CRISIS:

De-escalation, communication techniques and caring for ourselves to avoid burnout in the workplace

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OBJECTIVES:

- Identify Non-Verbal and Paraverbal Communication
- Recognize precipitating factors and how to manage them
- Describe rational detachment and learn to manage your own behavior
- Understand ways to take care of ourselves so we can take care of others

A BABY CHANGES EVERYTHING !!!!!!!



FAMILY DYNAMICS:

- Husband & Wife
- Homosexual/Bisexual/Transgender
- Infertility
- Surrogacy
- Single Parent (teenage pregnancy)
- Change of Heart
- Who is the Father of the baby? (multiple partners/extramarital affair)

STRESS:

First Child (not knowing what to expect)
 Single Parent (how can I raise a child on my own)
 The Birth Process (Stress on the mother's body and the baby)
 Family Dynamics (who's the father, teenager, single parent, surrogacy, adoption, infertility)
 Difficult Delivery (the unexpected/fear)
 After the child is delivered (medical bills, hospital bills, formula/diaper cost, etc)
 A new member of the family
 A happy/sad event
 Planned/unplanned

GROUP EXERCISE:



TOUCH ZONES:



REASONS FOR USING A SUPPORTIVE STANCE:

1. Communicates Respect
2. Non-threatening
3. Maintains Safety

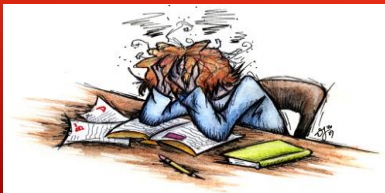


NON-VERBAL COMMUNICATION:

- Proxemics: Personal Space. An area surrounding the body, approximately 1.5-3 feet in range that is considered an extension of one's self. (an invasion of space can escalate anxiety)
- Kinesics: The nonverbal behavior that communicates messages to others via body position, posture, and movement. (body language)
- Haptics: Communication through touch: a form of nonverbal communication. (handshakes, holding hands, high fives, a pat on the back)

PARAVERBAL COMMUNICATION: IT ISN'T ALWAYS WHAT WE SAY, BUT HOW WE SAY IT

- TONE
- VOLUME
- CADENCE

PRECIPITATING FACTORS:
FACTORS THAT INFLUENCE BEHAVIORSRATIONAL DETACHMENT: THE ABILITY TO MANAGE
YOUR OWN BEHAVIOR AND ATTITUDE

- Stay Calm. We may not be able to control precipitating factors, but we can control our own responses to risk behaviors.
- Take a deep breath.
- Maintain professionalism (we want to manage the situation by responding appropriately)
- Do not take behaviors personally
- Find positive outlets for the negative energy absorbed during a crisis (Time off, Vent to peers, 5 min break)

PRIMEVAL BEHAVIOR:

This Behavior is based on a primitive instinct: raw and elementary

- Instinctive
- Primitive
- Basic
- Natural
- Ingrained

***** Do not handle difficult situations alone *****

BEHAVIOR INFLUENCES BEHAVIOR:

- We need to consider how our behavior impacts those in our care.
- Treat those in our care respectfully.
- Make objective decisions.

CARING FOR OURSELVES:

SHORT TERM

- Aromatherapy (lavender, rose, chamomile are good essential oils to relieve stress)
- Coffee Break (can potentially decrease emotional/physical stress)
- Exercise Break (take a 10 min. walk)
- Music (listen to a song of your choice, that makes you feel good)

CARING FOR OURSELVES:

LONG TERM

- Take time off from work.
- Spend quality time away from work/ with friends/family and your furry friends.
- Don't take problems home with you, leave them at work.
- Find a craft or creative task to complete.
- Get away from social media/phones/television, etc.
- Find an exercise routine.
- Get a massage, facial, etc.
- Find a mentor that can help you problem solve and can be used as a positive role model.

QUESTIONS

