

# Supporting self

**It is understandable that in these exceptional times, now more than ever, employees face additional pressures and may experience periods of 'difficult to manage' emotions, both at and outside of work.**

Reacting in the moment due to how we're feeling, can sometimes lead us to say things we don't necessarily mean, or wish we had said in a different way.

The following tool was developed with adult social care employers in 2019 to help staff support



# Managing self in challenging situations

The PERSON approach is useful when you feel yourself having an emotional reaction to a situation e.g.

when someone gives you some feedback that you are not happy with

or someone 'pushing your buttons' when you disagree with their view

or someone behaving in a way towards you that you don't feel is fair

You need to think before you respond.



<p><b>P</b> Pause</p>	<p>Take a breath, listen and think for a moment, you don't have to answer or respond /react immediately.</p>

# De-escalation in challenging situations

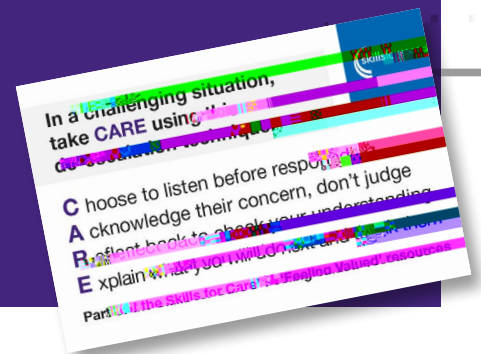


The CARE approach is useful when others are displaying an emotional reaction towards you e.g.

when a colleague is showing frustration towards how you are working

Or if a family member is upset or displaying anger at a situation relating to their loved one

You need to think before you respond.



<p><b>C</b> Choose to listen</p>	<p>Stay focused on what the person is saying. Practice the <b>PERSON</b> technique to give yourself some thinking space.</p>
<p><b>A</b> Acknowledge their concern, don't judge</p>	<p>Example:  'I understand that you're worried about your (mum, dad, loved one) and feeling helpless and angry right now'</p>
<p><b>R</b> Reflect back to check understanding</p>	<p>Example:  'So I'm hearing that you are missing seeing dad regularly, which is raising your anxiety and upsetting you. You're worried that he wonders why you're not visiting. Is this right?'</p>
<p><b>E</b> Explain what you'll do next and thank them</p>	<p>Example:  'We can set up and support a regular face time chat with you and dad. We can do this x times a week and can remind dad in between so he knows that is scheduled. Does that sound helpful?'</p> <p>'Thanks for raising this with us and giving us the opportunity to resolve quickly.'</p> <p>'This can be something we offer more widely too.'</p>