

A photograph showing a group of diverse hands stacked together in a circle, symbolizing teamwork and empathy. The hands are of various skin tones and are positioned in a way that they all overlap in the center. The background is a soft, out-of-focus blue-grey color.

The Empathetic Workplace

with Katharine Manning



CLOSED

Until

Further

Notice



Stay
Safe

JUSTICE 4



GEORGE FLOYD

















The background of the entire image is a dense, chaotic pattern of white rectangular labels with the word "STRESS" printed in black, sans-serif capital letters. The labels are oriented in various directions, creating a sense of overwhelming pressure and mental clutter.

Trauma is on the Rise

In 2019, 1 in 12 American adults reported symptoms of an anxiety disorder. In 2020, it was 1 in 3.

Rates of depression have tripled during the pandemic.

53% of Americans believe the pandemic is taking a toll on their mental health. Among African-Americans, the number climbs to 68%.

Poor mental health and stress affect job performance, productivity, engagement, communication, physical capability, and daily functioning



Depression interferes
with ability to
complete physical job
tasks by 20% and
reduces cognitive
performance by 35%.





Institutional Betrayal and Psychological Safety




Trauma and the Brain

Perceived Danger

- Flood of adrenaline
- Suppression of complex thinking and rational decision-making







The 5 Steps to an Empathetic Response to Trauma



LISTEN



Active Listening

Open Ended Questions

Body Language

Looping





Controlling Your Response


- Breathe
- Acknowledge your feelings
- Take a break if you need to
- Set a firm boundary calmly

ACKNOWLEDGE





Deny and Distract

A photograph of two people sitting at a rustic wooden table. The person on the left, with long blonde hair and wearing a dark blue sleeveless top, holds a white coffee cup with both hands. The person on the right, wearing a dark top and several bracelets, also holds a white coffee cup. The table is made of dark, weathered wooden planks. In the upper right corner, there is a white rectangular box with a black border containing the text: "Be willing to sit with the person in his or her pain."

Be willing to sit
with the person
in his or her pain.

SHARE





What to Share

- Facts
- Process
- Values
- What You Don't Know



How to Share Information

Be Brief

Speak in
Short, Clear
Sentences

Repeat

Say it three
times

Write

Follow up
in writing

Empower



Resources to Know

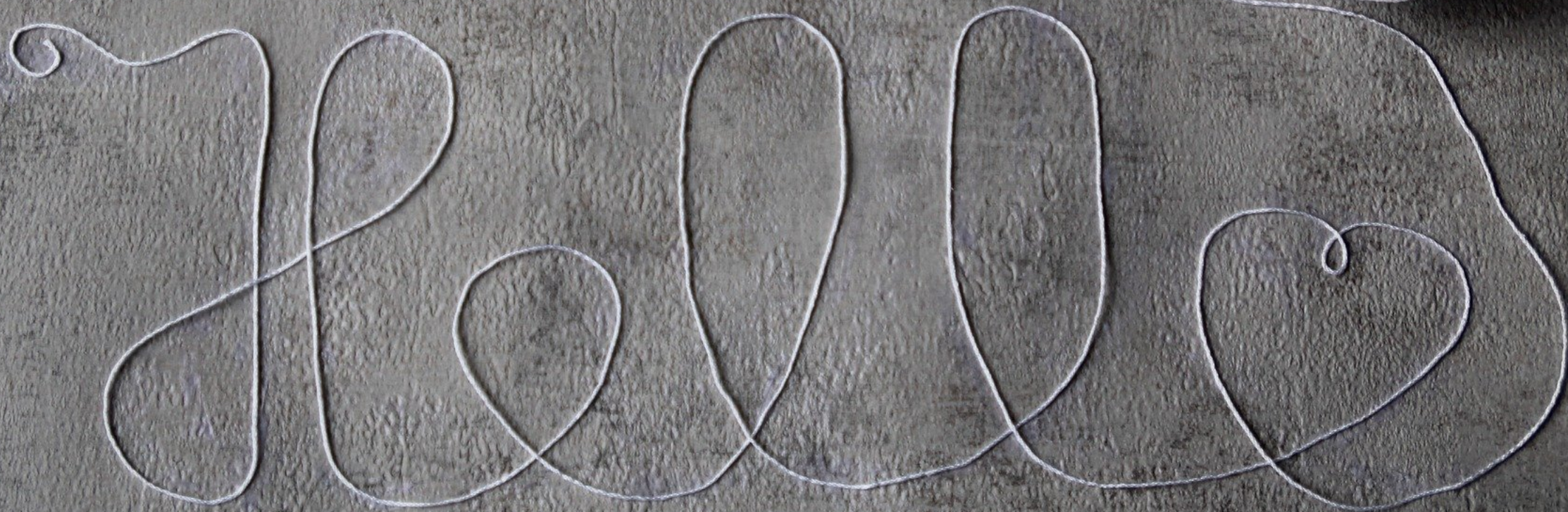


- Security
- Counseling
- Flexible Work Options



RETURN

Check in Later



Recognizing Compassion Fatigue

anxiety

sadness

HYPERVIGILANCE

appetite changes

trouble sleeping

a sense of isolation

anger

fatigue

guilt

helplessness

rigid thinking

weakened immune system

apathy or numbness

Protecting Against Compassion Fatigue

Healthy Boundaries

- Recognize your limits
- Don't tie your happiness to someone else's recovery

Take Care of Yourself

- Make self-care a routine
- Talk about the hard stuff

LISTEN

ACKNOWLEDGE

SHARE

EMPOWER

RETURN

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