

SFH Colleague Re-connecting Toolkit - Supporting Resources

This supporting resource pack provides additional information, exercises and resources to the SFH Colleague Re-connecting Toolkit.

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Dealing with Feelings Including Guilt during Covid19

The following ideas may be useful for NHS staff, or others, to help understand and manage the feelings they are experiencing during the Covid-19 outbreak.

- **Recognise** we are all cogs in a bigger machine. To combat Covid-19 different roles have been required of us, some active frontline and for others their duty and contribution is to step back in order to limit virus spread. This is not a selfish act and for many it is not their preference or choice, however, it is essential. Feelings of frustration, guilt and helplessness are the challenges you have to face. Watch '[We Can make Our Problems Worse](#)' and '[The Rumination Trap](#)' videos which are part of the Trust's wellbeing offer. Treat yourself with kindness and know you are making a valuable contribution to the fight against Covid-19. Watch '[Compassion Counts](#)' video which is part of the Trust's wellbeing offer.
- **Give yourself** permission to take steps to cope with the frustration. Recognise that you are making an active contribution to society and the NHS. Watch '[Engaging with the Good Stuff in Life](#)' video which is part of the Trust's wellbeing offer. Maintaining contact with colleagues will be supportive to them and help to keep them and you positive. Place value on development work that you never would normally get chance to do. Getting yourself and colleagues through this in the best way will help ensure you are ready and as robust as possible to resume work. This will benefit the NHS and its patients.
- **Focus on what you can influence**, rather than what you cannot. There will be many things you can't change. Try to focus and use your energy on the things you can influence. This will help you to remain positive and give you a sense of control during uncertainty. Refer to the section on Circles of concern, influence and control for further information, helpful advice and a tool to help you focus your energy on what you can influence.
- **Live our CARE Values**, you may not be able to work on the front line, but you can contribute and make a difference by checking up on colleagues, spending time chatting to a lonely neighbour, showing understanding to your family and friends, being grateful and considerate to other keyworkers in the supermarket, doing a really good job of the tasks in front of you. Be proud of whatever effort you can make, however small it may seem. Remember it is often the small acts of kindness and consideration that make a huge difference to people. It is sometimes helpful to note these 'small' wins down, or share them as a team, to recognise and acknowledge their importance.
- **Remember** If the clap for key workers and the NHS heroes movement makes you feel uncomfortable about your role in the Covid-19 effort remember:
 - you did not ask to be clapped;
 - the 'NHS heroes' movement was not instigated by you;

- you didn't tell everyone you were key to the Covid-19 effort in your Trust, or running the testing facilities through the night;
- you are not a fraud or imposter because you have not been dishonest;
- many people in the NHS are in the same situation- it is not a personal weakness or failing, nor a situation you chose. It is just reality and you are fulfilling your duty as an NHS employee;
- our experiences are all different and all are important.

In summary – the wonderful celebration of NHS 'heroes' can be uncomfortable for anyone who (through no fault of their own) does not feel 'heroic'. Some frontline colleagues have said that they are not heroes and do not feel like heroes, because they are 'just doing their job'.

Non-frontline NHS staff are doing their duty, just as much as anyone else. 'Duty' just looks different for different groups.

All NHS colleagues are undertaking their task by; keeping going, showing care and compassion, looking out for each other and managing challenges and frustrations in a positive and professional manner. This is our service.

Adapted from 'Dealing with Guilt during Covid19- NHS Staff NOT on the frontline' by Jo Black, Clinical Psychologist, Stockport NHS Trust (7.5.20)

My Circle of Concern, Influence and Control

In challenging times it is helpful to focus our energy on the things we can do something about, rather than the things where we have little or no control. You can do this exercise just for you or perhaps as a family or with your work team.

Start by making a list of all your thoughts/pressures. Next organise these into the Circle of Concern, Circle of Influence or Circle of Control using the diagram below. This is your Circle of Concern, Influence and Control so order them to reflect your thoughts and the challenges you face.

Everything in the **Circle of Concern** is outside of your control. Conserve your energy for things you can influence or which you have control over and let go of things outside of your control.

Your **Circle of Influence** contains the things you can do something about. Identify what you can do to influence these and only focus on the aspects you can influence.

Your **Circle of Control** is where you should focus your energy. Writing down and organising your challenges and thoughts in this way will help to clarify what you need to focus your energy on and what you need to let go.



Building Resilience - Guide and Exercise

Perspective-

Try to find opportunity in the current situation.

Ask yourself the following 6 questions

1. Where is this situation you are dealing with on a scale of 1-10?
2. How important do you think will this be in 6 months time?
3. What is in your control or influence on the situation?
4. What do you think your best friend would say to you?
5. What can you learn from it?
6. What positives might there be to it?

- Watch the ['We can't do everything we value'](#) video
- Use the previous Circle of Concern exercise to consider question 3

Purpose, Values and Strengths-

Try to get a clear sense of purpose to help you through challenges. Setting short term goals which use and build on your strengths is helpful.

What would a good day or week look like for you? What would you have achieved? What would you be proud to have done or have been part of?

Emotional Intelligence-

Acknowledge feelings and find ways that work for you to change your mood. Recognise the needs of others and provide support to others has a positive impact on you and them.

Watch ['Compassion Counts'](#) video which is part of the Trust's wellbeing offer.

For further information refer to OD Factsheet ['A Guide to Self Compassion'](#) and [Developing Emotional Intelligence](#)

Physical Energy-

Find ways to; exercise regularly, [getting good sleep](#), eating healthily, taking part in activities that are fun and bring you happiness, rediscovering your hobbies and passions all support your physical and emotional wellbeing.

Connections-

Keep in touch with those who make you feel connected whether family, friends and colleagues. Reach out and ask as they may also want to connect.

Take time to build new connections. Asking for or offering help and support, will have a positive impact on your wellbeing. Why not sign up to the SFH [Randomised Coffee Trials - RCT?](#)

Resilience Exercise: Write down 2 things you will do under each area to build your resilience today:

Perspective

Purpose, Values
and Strengths

Emotional
Intelligence

Physical Energy

Connections

To complete the Resilience Capability index, go to the link below, this will give you an indication of how your resilience capabilities are today compared against a norm group of your peers <https://www.roffeypark.com/resilience-capability-index/>

Managing the Change Curve

Derived from work of Elisabeth Kubler-Ross, the Change Curve identifies 7 typical stages people go through when faced with change. Understanding the Change Curve helps use to understand our response to change and give reassurance that this is normal and that it is a process we can work through.

Stage 1. Shock: The individual realises change is coming.

Stage 2. Denial: Defensive energy results in a temporary improvement in performance and mood.

Stage 3. Anger & Blame: Realisation that change is still happening can result in denial turning into externalised anger and blame - 'it's not fair' or 'it's all their fault'

Stage 4. Bargaining and Self Blame: Blame becomes internalised and people start to 'bargain' to try and prevent the change – for example by offering to do more work to reduce the need for a new system.

Stage 5. Depression & Confusion: Realisation that change is unavoidable leads to the lowest point in terms of energy & morale.

Stage 6. Acceptance: Hopefully, eventually change is accepted, and the individual resolves to face the future

Stage 7. Problem Solving: Having accepted change, the individual starts to plan how they will adapt to the new situation.

It is important to note that people will go through the change curve at their own pace.



Useful videos to support managing the change curve:

[Escaping Stress Traps with Awareness](#)

[Inner Self Critic](#)

[Protecting Instead of Connecting](#)

[Choosing to Respond](#)

The Preparation Envelope

The Preparation Envelope is based loosely on Cognitive Behaviour Therapy (CBT) and helps us filter out unnecessary information so that we can focus our thoughts on something. If we focus on something we tend to see or get more of it.

Think about what success is from the task/situation/change you face. What helpful thinking will move you towards success? What feelings/emotions will help you and which might you need to manage e.g. frustration, nervousness, anxiety etc. in order to succeed? What behaviours will drive you to success?

This mechanism can help you overcome your doubts, fears and concerns by enabling you to focus on what you need to do to understanding the change, the rationale for it, how you can prepare for it and make an active contribution to its success and benefit realisation for you, your colleagues and the organisation.

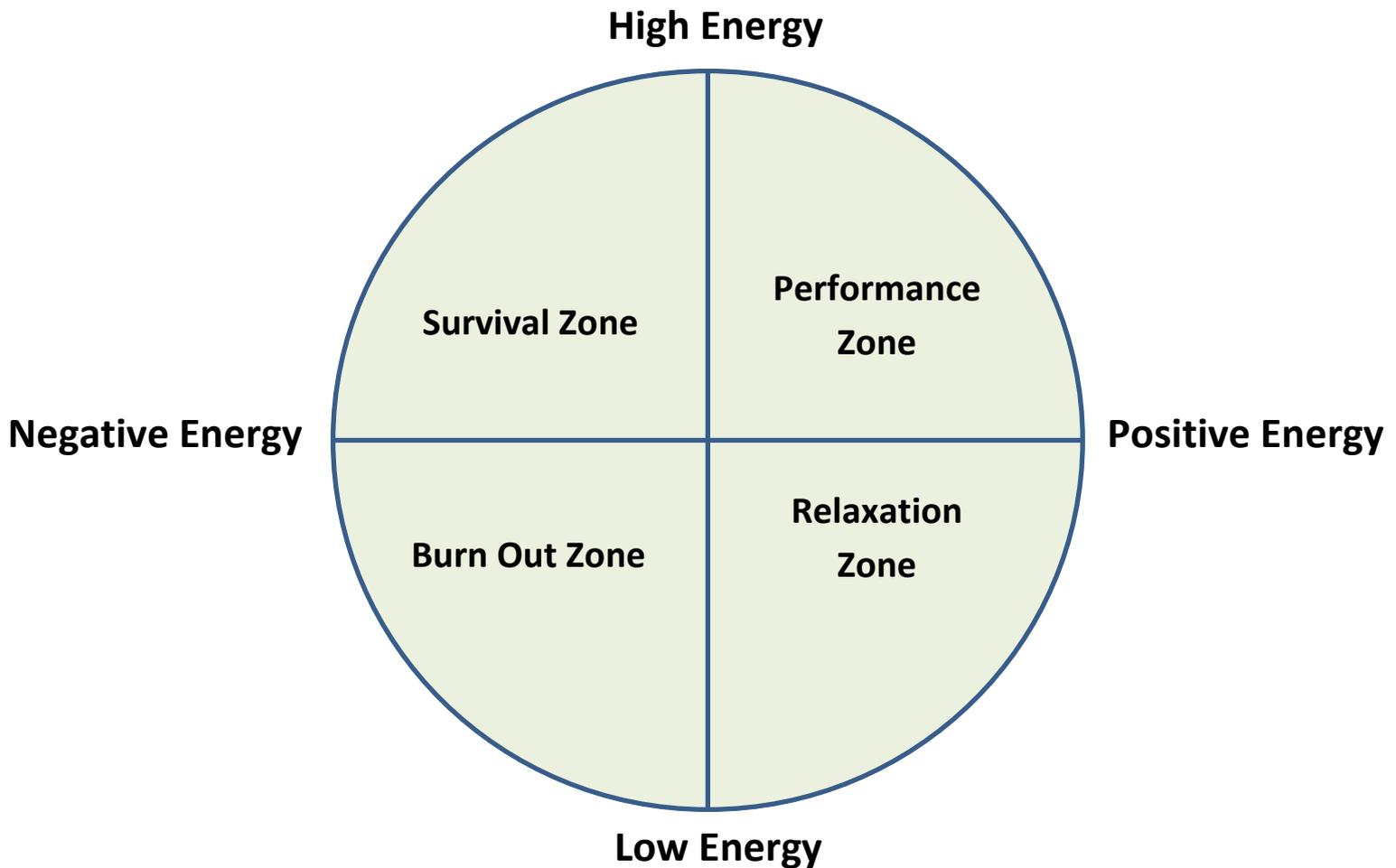
Complete the envelope below:

The diagram is a square divided into four quadrants by two diagonal lines. Each quadrant contains a label in a box and an example sentence:

- Top:** A box labeled "Success" with the example "E.g. I will have adapted to the change and learnt how"
- Left:** A box labeled "Helpful feelings" with the example "E.g. I will be proud of myself for making the effort to learn new skills/ways of working"
- Right:** A box labeled "Helpful thoughts" with the example "E.g. I am able to learn new things."
- Bottom:** A box labeled "Helpful behaviours" with the example "E.g. I will ask for help."

Managing My Energy

'Energy, not time, is our most precious resource' – Loehr & Schwartz

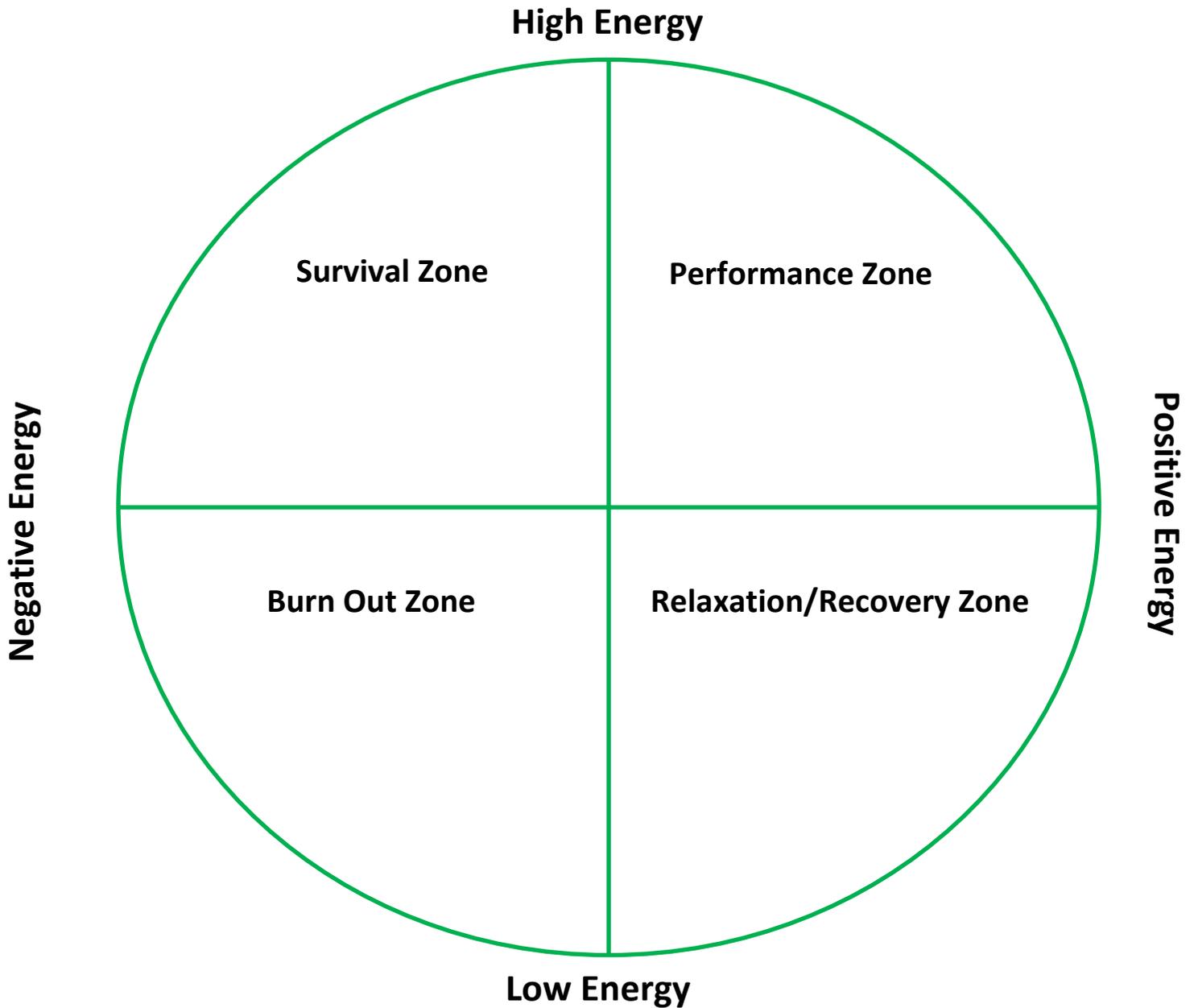


Our energy helps us to do things and thrive. Loehr and Schwartz developed an energy check model. This helps us to identify how we are feeling and whether we are engaging in either 'high or low energy' emotions as well as whether they are 'negative or positive energy' emotions. The zones show us how this affects our wellbeing.

For example, when you are feeling happy, this is high energy and positive energy putting you in the performance zone. However, if you are feeling defensive, this can be high energy but negative energy so can put you in the survival zone. When you are feeling calm, this is positive and low energy putting you in the relaxation zone. When you are feeling exhausted, this is low and negative energy so puts you in the burn zone.

Using the energy model, think about the different types of daily activities that you are doing and what types of energy that is. Notice which zones you are spending most of your time in and focus on the zone you would like to be in. Understanding this can help you manage where you expend your energy with the benefit of positively influencing your emotions.

Complete the circle below:



Gratitude Exercise

Gratitude Journal

Writing down a few things you are grateful for is one of the easiest and most popular exercises available.

The purpose of the exercise is to reflect on the past day, few days, or week, and remember 1-3 things you are especially grateful for and why. Do this for 2 to 3 weeks. In this way, you are focusing on the good things that happened to you in a given set of time. Notice if this helps, has it made a difference?

Gratitude Jar/Box

Find a jar or box and decorate it however you wish. Think of at least three things throughout your day that you are grateful for and write them on a slip of paper. It can be something really simple such as a colleague making you a drink. Place the list in your gratitude jar/box. Do this every day, over time you will have captured lots of reasons to be thankful for what you have and enjoy.

If you are ever feeling especially down and need a quick pick-me-up, take a few notes out of the jar to remind yourself of who, and what, is good in your life.

Gratitude Rock/Object

Choose a rock or object that appeals to and can become special to you. Carry this around with you or have it on your desk. Whenever you see or touch it, pause and think about at least one thing that you are grateful for. At the end of the day use it to take a moment to remember the things you were grateful for throughout the day.

Not only will this help you remember the things you are grateful for, but also it can trigger a mini-mindfulness time in your day. It will help you move to more positive thinking and a more positive day.

These gratitude activities are taken from a selection which can be found on at PositivePsychology.com

Sharing Gratitude

Thinking of our CARE Values and knowing how important it is to each of us to feel that we are recognised, valued and appreciated – take a moment to recognise, appreciate and say thank you to colleagues for the things we often take for granted. Doing this will make you and them feel better and foster the culture of compassion, kindness and inclusivity that we aspire to.

There are a number of initiatives you can use to [show appreciation and kindness](#) which can be found on the OD section of the Trust's intranet. The Communications Department also has a supply of Thank you cards available upon request.

Gratitude Worksheet

Overlooked blessings: Happiness isn't created by getting something you don't have, but by appreciating what you already have. What overlooked blessings do you have to be grateful for right now?

Positive things about my health & body: It's important to keep ourselves on the list of things we are grateful for. Having a good relationship with yourself will help you have healthy relationships with others. What things are you grateful for about yourself?

Activities I enjoy: Whether it's preparing a meal, pausing to admire the sunset, or telling a friend your good news—the idea is to linger, take it in and enjoy the experience. What helps you enjoy the moment without thinking of anything else?

Relationships I am grateful for: While the true benefits of friendships can't ever be measured (how do you calculate how much joy your best friend has brought to you over the years?), study after study shows friendships boost our happiness and even our health. Who are you grateful for in your life?

Extra step: Share your gratitude by writing a gratitude letter to someone you care about and has had a positive influence in your life. Thank them for their support, kindness, guidance, etc. and commit to sending or reading your letter to them within the next 48 hours. Do your best to write the letter by hand and not by text or email.