

JUNE 2017

TAKING THE STRESS OUT OF STRESSED- OUT SITUATIONS



Getting and giving care can be stressful. And stressful moments can occur almost anywhere, particularly in busy workplaces. Remembering to keep our cool can help cool down others, and prevent tense encounters from getting too heated.



If a patient, member or co-worker becomes agitated:

USE A CALM VOICE AND MAINTAIN EYE CONTACT.

EMPATHIZE: *"I understand you are frustrated."*

LEAVE A DOOR OPEN. MAINTAIN A SAFE DISTANCE: *"Do you mind sitting down to talk this over?"*

BE RESPECTFUL. ASK INSTEAD OF TELL: *"Please, can you tell me what's wrong?"*

OFFER POSSIBLE SOLUTIONS: *"Perhaps if we talk with our manager, she will understand."*

GIVE OPTIONS, NOT THREATS:

"Can we take a quick break while I get some information for you, or can we talk again this afternoon?"

Note: If you are feeling threatened or the situation continues to escalate, leave the area and contact your supervisor or security. For all emergencies call 911. Always defer to the rules for your UBT, facility and KP region.

Champions, post these tips in your department and mention them in huddles and meetings. Ask team members: Have you dealt with similar situations before? What's your comfort level in de-escalating tense situations? Is there a need for additional training?

For more info, check out this link: <http://bit.ly/June2017MoreTips>