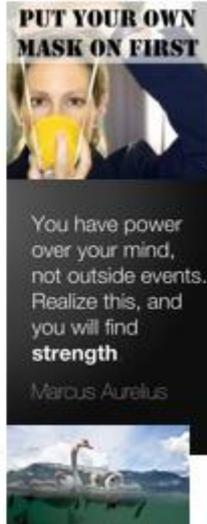
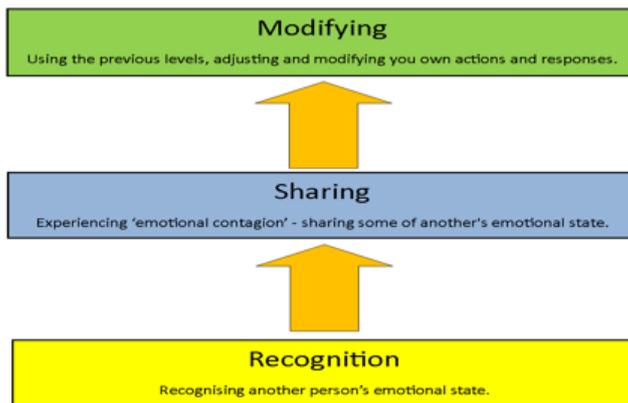


Calm.....[yourself]

- ▶ Staying in your 'top' brain
- ▶ Paying attention to yourself
- ▶ Pressing pause
- ▶ Breathing is good for you
- ▶ If you can't stay calm; show calm



Three Levels of Empathy



Here we are looking at there being three levels or stages of empathy.

Someone with Autism can often be taught the lowest level through pictures/photos of faces.

Someone with PDA will often be quite good at the first stage, but shows difficulties in the other two, especially modifying.

Connect

- ▶ Active listening skills
- ▶ Avoid confrontation and power struggles
- ▶ Safe disclosure and past experience
- ▶ Empathising out loud

Now we are at least showing calm, even if we don't feel it, we need to relate to them. Calm and distant = cold. We need to connect, before we re-direct.

- Listening: how do we show someone we are listening? Non-verbals are vital. Eye-contact, but don't stare. Triangular gazing [explain] PARA-PHRASING.
- Let yourself in; did something similar or a similar feeling ever happen to you? Are you able to relate that in a professional and appropriate manner? Rather than saying 'you are doing this,' try saying 'I feel as though you are doing this....'
- Connect: if you know anything about them already, common interests, strengths especially, you might be able to work this in. People feel more comfortable in areas they are competent.

STOP THERE AND INTO PAIRS. TAKE YOUR EXAMPLE FROM THE START AND PRACTICE HOW YOU WOULD RELATE TO THEM. DO THE ROLE-PLAY! IF YOU CAN'T DO IT HERE, YOU WON'T DO IT AT WORK.

- EMPATHISE OUT LOUD. What is empathy? Anyone? We often get told we need it when working with people but what does it mean?

Out loud empathy

- ▶ Name the feeling – guess, wonder but don't tell

'It looks like you are angry.' 'I wonder if you are scared about.....'

- ▶ Connect with the feeling.

'I have felt like that before.' 'I think I would be if I was you too.'

- ▶ Suggest or share solutions to the feeling

'When I get angry it helps me to.....' 'I remember last time you were upset youand it helped.'



Cognitive = recognition. Naming it and seeing it in other people even when they are not clearly telling you how they feel.

Emotional = empathy sponge, soaking it up. If everyone around you is pissed off, makes you feel uneasy. All been to a cinema to watch a comedy or with a large group of friends? Often, there is more laughter than if you watched it on your own.

Compassionate = the motivation and the skill and understanding to know how to support someone to move away from negative emotions, thoughts and feelings.

Those 3 stages provide a model that we can use to understand empathy, but that I often use to show empathy. For example:

I can see you are all very bored by this training, the fact that you find it so dull it's making me feel quite self-conscious and concerned. So for the next 5 minutes, I'm going to deliver this training through the medium of song, whilst juggling....

I can see your upset by this situation, it's very important to me that we help you in any way we can but when you shout it makes me less able to find solutions. Perhaps you could take 5 mins in the seating area to try and feel better, while I try and find some options.

BACK IN YOUR PAIRS – GIVE IT A GO.

Collaborate

- ▶ Solutions, distractions and negotiations
- ▶ Tell them what they can do; avoid negatives
- ▶ Requires 'top brain' engagement
- ▶ Person centred communication style

When re-directing someone or de-escalating aggression, it is important to avoid conflict by telling them what they can't do. Focus on what they can do instead and give choices.

Try to be clear, concise, considered and controlled with communication. Using that Calm stage again to pay attention to what you say, take time and slow down slightly. Use pauses.

Collaborative problem solving is essentially, Ok you guys. I can see you've pretty much had enough of me by now. We are getting towards the end but I'd like to cover this last bit as I think it's really important. I know you wanted to go early. How are we going to solve this then?

Involving them can help. Making it a discussion where you are both trying to solve something.