

Care for yourself to care for others

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What has the greatest impact on your workload?

- Physical workload
- Mental workload
- Emotional workload

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Prevent piling up mental and emotional workload

- Apply the three good principles
 - Good in the beginning
 - Good in the middle
 - Good at the end

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Good in the beginning

- Be aware of yourself
- Empty your head/mind
- Think of what you are going to do
- Imagine what the person will need
- Think of your own needs
- Generate the good motivation

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Good in the middle

- Keep your mind here and now
- Be present with full awareness
 - 70% attention for the person
 - 20% attention for yourself
 - 10% attention for the rest
- Once and a while take a break in yourself
- Be flexible and adjust your goal if needed

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Good at the end

- Conclude the interaction with the person
- Reflect on how it was for the person
- Reflect on how it was for yourself
 - ▶ leave negative experiences where you found them
 - ▶ take the good experiences with you
- Commit yourself to use whatever you learned for other persons also

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Positive and negative emotions

- Joy, pleasure
- Care / compassion
- Irritation / anger
- Inability
- Insecurity / fear

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Causes of negative emotions

- Irritation / anger
 - ▶ thinking that the person does it on purpose
 - ▶ having to high expectations of the person
 - ▶ hurt ego
 - ▶ Inability

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Causes of negative emotions

➤ Inability

- ▶ Too high level of ambition
 - ▶ thinking you can change a person
 - ▶ thinking you should be able to do everything
 - ▶ thinking that you should also be able to prevent harm
- ▶ Not being able to deal with the suffering of others
- ▶ looking at what you cannot, do instead of what you can do

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Causes of negative emotions

➤ Fear

- ▶ Fear for responsibility
- ▶ Fear for physical harm of pain

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Working with negative emotions

- Practice: 6 steps to transform negative emotions into positive emotions
- Take a moment to remember a moment that you experienced a negative emotion, like irritation / anger

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Working with negative emotions

- 6 steps to transform negative emotions into positive emotions
 1. Recognizing the emotion

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How do you respond to disturbing emotions?

Loving

Offer your help when wanted
 Reassuring
 Giving protection and support
 Giving proximity
 making warm eye contact
 giving (physical) nurturing
 speaking with a warm voice/kind words
 Flexible adjusting to the moment
 Giving attention on the persons needs

Domineering

Giving only functional help
 setting borders
 Making accountable for behavior / use of punishment
 Aloof, only functional contact
 looking tough
 grabbing / sending away
 Speaking tough
 working according rules and protocols
 Ignoring

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Working with negative emotions

- 6 steps to transform negative emotions into positive emotions
 1. Recognizing the emotion
 2. Feeling the emotion
 3. Accepting the emotion
 4. Investigating the emotion

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Causes of disturbing behaviors

- Frustration due to lack of quality of Life
- Fear
- Traumatic memories
- Lack of Self-Control
- Negative role model
- Negative self image
- Not feeling connected with others

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Fear for physical pain and harm



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Working with negative emotions

- 6 steps to transform negative emotions into positive emotions
 1. Recognizing the emotion
 2. Feeling the emotion
 3. Accepting the emotion
 4. Investigating the emotion
 5. Letting go the emotion
 6. transforming the emotion

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Rising of positive emotions

- **Pleasure**
 - ▶ Making fun together
 - ▶ Sympathizing with the pleasure/happiness of the person
 - ▶ Seeing the funny part of challenging behavior
- **Care / Compassion**
 - ▶ Feeling connected with the person
 - ▶ Emphasizing that the person suffers / has a hard time
 - ▶ Feeling the wish that the person feels well

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Working with negative emotions

- 6 steps to transform negative emotions into positive emotions
 1. Recognizing the emotion
 2. Feeling the emotion
 3. Accepting the emotion
 4. Investigating the emotion
 5. Letting go the emotion
 6. Transforming the emotion

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Non violence at moments of escalation

- Focus your attention mainly on the feelings of suffering / helplessness of the person
- Be alert for possible risks, but don't let fear control your actions
- Don't use verbal or physical violence yourself
- Try to absorb the energy of violence
- Decide yourself what you can do at this moment

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