 **DR. JOTI SAMRA, R. Psych.** & Associates Inspiring Individual & Organizational Change

Presenter:
Dr. Joti Samra, R. Psych.

OACM/CERIC Webinar Series:


Effectively Managing Psychological Health Issues as a Career Coach

Psychological Health 101 *(Feb20'18, 12:00pm-1:00pm ET)*

Self-Assessment with Useful Tools *(Mar20'18, 12:00pm-1:00pm ET)*

Incorporating a Values-Based Approach to Coaching *(Apr17'18, 12:00pm-1:00pm ET)*

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Dr. Joti Samra, R. Psych. (CPBC #1585)
Rita Schnarr, MA, RCC (RCC #14267)
Andrew Herfst, MA, RCC (RCC #14833)
Ashley Kreze, MA, RCC (RCC #11773)
Marissa Bowsfield, MA (PhD Candidate)

Self-Assessment with Useful Tools

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EI Intelligence: Understand the 4 Domains

Assessment Tools (EI, Leadership, Symptoms)

Job Search/Interview Process: Issues & Barriers (WEBINAR #3)

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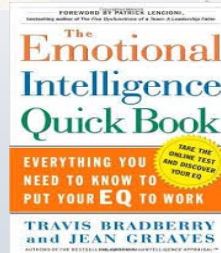
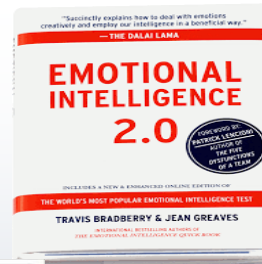
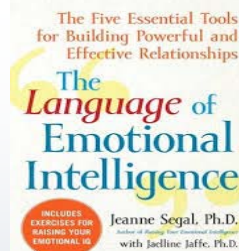
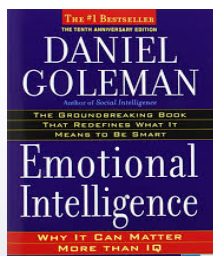
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**“Yes, I think I have good people skills.
What kind of idiot question is that?”**

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El = Our ability to be self-aware of our own emotions, to self-regulate or modulate those reactions; and to recognize the emotional states of others and respond effectively.

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The Four Attributes of Emotional Intelligence

- 
1. Self-Awareness
 2. Self-Management
 3. Social Awareness
 4. Relationship Management



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**"Your bad attitude was starting to
affect the others. That's much better."**



Self-Awareness: Understanding Your Reactions



The ability to recognize and understand factors that impact your reactions to negative emotions in the workplace.



My reactions to others at work are most influenced by...

- ✓ How tired I am
- ✓ Being under pressure
- ✓ How often the person has behaved this way before
- ✓ Lack of productivity of the person
- ✓ Personal life stressors



Exercise: Monitoring Your Impact on Others

- Think of a situation where you held an intense emotional state at work and where it impacted another worker.

Write down the following:

- The situation;
- The emotions you were experiencing;
- How you displayed the emotion when around others;
- How your emotions affected others;
- What others likely thought/felt;
- What you could have done differently



Aware of their own emotional reactions

Skilled at differentiating between a range of emotional reactions

Mindful of how they are feeling at any given time



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**“Howl at an ambulance or fire siren every chance you get.
Run around the room in circles with a sock in your mouth.
Eat a messy meal without using your hands or utensils.
Ask a friend to scratch your belly...”**

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Self-Management: Managing Your Reactions



The ability to effectively and appropriately manage your reactions, whether alone or with distressed customers or workers.

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I know exactly how to get back to balance when stressed...

- ✓ Rarely (I am almost always stressed)
- ✓ Some of the time (depends on the situation)
- ✓ Most of the time (I am rarely stressed for long)
- ✓ All of the time (I don't get stressed, I give stress)



Exercise: Evaluating Your Coping Strategies

- To reduce/manage stress, it is vital to identify our coping strategies - both helpful and harmful ones.
- Write down both your MOST effective and LEAST effective coping strategies for dealing with stress.





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Fight



Flight



Freeze

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Calm and even-tempered

Able to manage stress well

Effective even in stressful work situations

Able to self-regulate

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“This call may be monitored because some of our customers are really funny when they’re angry.”

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Social Awareness: Handling Others’ Negative Emotions & Reactions



The ability to effectively understand and manage other people’s negative emotions and reactions in the workplace.

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I am most frustrated at work by...

- ✓ Whining, blaming, justifying
- ✓ Aggression, anger, threats, sarcasm
- ✓ Silent treatment, passive aggressive, crying
- ✓ Lying, cheating, manipulation, deceit
- ✓ Criticism, teasing, judging



Exercise: Positive Qualities for Dealing with Others' Negative Emotions

Understanding your strengths/weaknesses in dealing with others' negative emotions can help you in your daily work.

Rate yourself 1-10 on the following:

- Excellent listener
- Understanding and empathetic
- Non-judgemental
- Respectful and appreciative
- Comfortable discussing workers' emotions
- Knowing what to say and do when a worker is distressed

- Calm, even in challenging situations
- Someone workers go to for support
- Understanding of individual workers' needs
- Effective communicators who can tailor their approach for individual workers
- Proactive in supporting workers

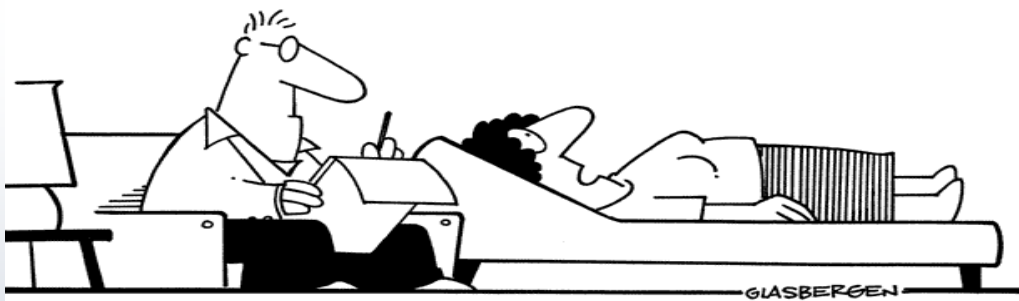


Excellent listeners

Understanding and empathetic

Non-judgmental

Respectful and appreciative



**“I’d like to learn how to be less critical. My mouth
has been classified as a weapon of mass destruction.”**

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Relationship Management: Communicating Effectively



The ability to engage effectively in verbal and non-verbal behaviours that demonstrate respectful, supportive and non-judgmental communication.

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People are most likely to misunderstand me when I am....

- ✓ Giving instructions
- ✓ Explaining concepts
- ✓ Giving my opinion
- ✓ Describing how I feel

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Exercise: Reducing Barriers to Providing Negative Feedback

- Giving negative feedback to others is hard because _____
- When I am providing negative feedback, I feel _____
- I worry that others will react by _____
- I worry that others will think I am _____


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- Appropriately assertive communicators
- Non-defensive
- Clear in describing their concerns
- Receptive to negative feedback

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BENEFITS

- Lower overall stress*
- Positive role model (work & personal)*
- Stronger connectedness (work & personal)*
- Higher quality of life & overall satisfaction*


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Higher EI = Greater Happiness



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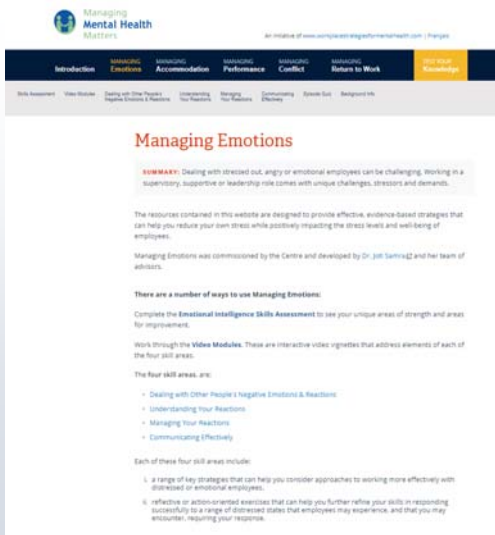


Higher EI = Better Mental Health Outcomes

THINKSTOCK

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MANAGING EMOTIONS

Online self-assessment and resource tool

**Online self-assessment
~ 100 activities/handouts/readings**


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Username or E-mail

Password

Remember Me Log in



Available online

Takes 15-20 minutes to complete

Confidential

Welcome to the Psychologically Safe Leader Assessment (PSLA)

The Psychologically Safe Leader Assessment (PSLA) is a self-assessment tool that can help workplace leaders identify strengths and associated areas for improvement as it pertains to their leadership style in the context of psychological health and safety (PH&S). Those completing the PSLA will obtain feedback on their strengths and areas for improvement across five key domains: Communication & Collaboration; Social Intelligence; Problem-Solving & Conflict Management; Security & Safety; and, Fairness & Equity. PSLA results can be supplemented by the PSLA-E (Employee Feedback) version which allows leaders to obtain input from their direct reports.

You can read more about the PSLA and PSLA-E [here](#).

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Psychologically Safe Leadership Assessment (PSLA)

- Resource used to assess and improve the psychological health and safety skills of leaders
- *Confidential*

Psychologically Safe Leadership Assessment: Employee Feedback (PSLA-E)

- Optional – distributed to leader’s direct reports
- How employee perspectives compare with leaders’ self-assessment
- *Confidential & aggregate data*

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 DR. JOTI SAMRA, R. Psych. & Associates Inspiring Individual & Organizational Change How to Use the PSLA & PSLA-E

PSLA only:

- Small work environments (small number of direct reports)


PSLA-E only:

- Concerns have been raised about a leaders' performance/behaviour

PSLA + PSLA-E:

- Larger work environment, no privacy concerns
- Leaders are willing and interested

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Action Planning slideshow

- Suggested responses to each item in the PSLA
- Links to free resources


Action Plan – Commitment Form

- Identify specific, measurable actions to improve PH&S skills

Action Plan Worksheets


- Identify strategies to continue or begin in all of the psychosocial domains

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RESOURCES

- Self-Screening Measures
- Online CBT Programs
- Online Treatment Manuals
- Mental Health Resources (BC-Based)
- Mental Health Resources (General)
- Mental Health Resources (Workplace)

Self-Screening Measures

Check up from the Neck up
<http://checkupfromtheneckup.ca/>
 Quick on-line, private, mental health check-up to identify some symptoms of common mood disorders to get help if you need it. Learn more about mood disorders on this site and find resources to help yourself, your family members, or friends.

Here to Help
<http://www.here-to-help.bc.ca>
 A comprehensive website that includes a range of screening self-tests, fact sheets, and interactive toolkits for individuals with mental health issues and their families. Resources exist on a range of areas, including: Abuse; Alcohol & Substance Use; Anxiety Disorders; Attention Deficit Hyperactivity Disorder; Bipolar Disorder; Depression; and Eating Disorders.

Foundry
<https://foundrybc.ca>
 An organization designed to help youth and young adults in British Columbia check out how they're feeling and quickly connect to mental health resources and support. Support includes education, self-care tools, website links, and assistance in connecting to local professional resources. A range of self-check quizzes, as well as self-care and family-friendly resources are provided.

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