

LISTENING DEEPLY



Quiz

SELF-CARE

## self-care

Paying rapt attention is mental labor, you are a mind worker. As that kind of worker you need to realize there's not much protection in the workplace for working in conditions that cause mental harm.

Still, you need protection and plans. How are you going to protect yourself? Consider some options in the following slides.

Answers will show after each question.

# self-care

Deep listening is like wearing a really heavy hat.

How can you avoid injury?

# self-care



- Start with short sessions, very small purpose scopes
- Tell your manager & teammates about your capacity
- Across your team, balance who does which work, according to strengths
- Across your team, build in time to support & listen to each other

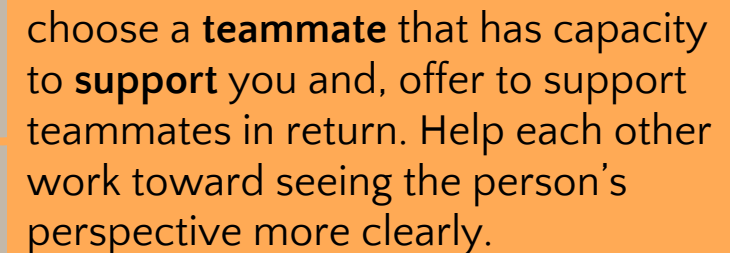
# self-care

According to the previous list of techniques, building time to support & listen to each other is important

When it's a good time to do that?

# whenever

- You've dealt with a particularly haunting topic
- You expect to encounter sensitive or emotional topics
- You've been triggered
- You feel like you didn't support the person well



choose a **teammate** that has capacity to **support** you and, offer to support teammates in return. Help each other work toward seeing the person's perspective more clearly.

# self-care

Why is it important to be aware of your emotional reactions during a listening session?

# emotional reactions can stop you

- emotional reactions distract you from paying rapt attention
- you can't stop your emotional reactions
- emotional reactions are like weather; you don't control them

**So, what can you do about your emotional reactions?**



# let emotional reactions flow away

- Ground them with a “lightning rod.”
- Acknowledge an emotion at your “front door,” and tell it to wait.
- Open an “umbrella” so your emotion doesn’t affect you.
- Also, use other analogies from communities around the world.

If you don’t have a lightning rod, a front door, or an umbrella, **begin a practice to build one**



# self-care

What can you do if you expect to have emotional reactions in a session?

# self-care

Help avoid mental injury. Think carefully

- Would a teammate be a better choice?
- Give yourself space before the session to prepare
- Give yourself more time after the session to review the reasons for your emotional reactions, to help dissipate them.

# self-care

What if you have realized that you work in an unsafe workplace, and quitting your job is not an option for you?

What can you do?

# self-care

Seek support **within or outside the organization**

- A mentor in the same field, experienced with protective planning
- A therapist, trained to help you with the mental fallout
- A particularly supportive friend or family member (if willing & able)
- Meditation practice
- Writing in your journal

**Explore your thinking, plan protection, make decisions**

# self-care

But, aren't we all working hard? What's the problem with overworking?

# self-care

## Overworking leads to a host of maladies

- rigidity, only doing what is required
- loss of creativity, loss of curiosity
- interrupting others to show how much work you are doing
- waning interest in your team members, in the work or project
- waning ability to think clearly, dyslexia, aphasia, ADHD, etc.

For the organization, it means loss

... for the person, it's devastating

# self-care

What is your own relationship to working hard?



# self-care

Be alert. Realize if you are overworking

- Many cultures wrap self-worth up with work.
- Are you chasing productivity measurements, endless economic “growth” without realizing a personal benefit?
- Have you faced layoffs? Is there a threat of losing your job?
- What kind of competition exists with other employees? Is there a threat of losing your promotion?

**working more ≠ doing better**

