



City Wellbeing Initiative -
The Wellbeing
Forum

17TH JUNE 2020

Welcome and Introductions

- ▶ Steve Bavington, Chaplaincy Plus
- ▶ Sarah Thorpe, Chaplaincy Plus
- ▶ Carol Wilson, Head of Spiritual Care,
Birmingham & Solihull Mental Health NHS Foundation Trust
- ▶ Sue Noyes, Coach and Mentor, Non Exec Director, Birmingham
Women's and Children's NHS Foundation Trust
- ▶ ***Principles for how we work in The Wellbeing Forum – all is
confidential ,with air time for all, no judgement or interrupting ; and
we use muting /hand signals/ chat box functions where we can***

Purpose of The Wellbeing Forum

- ▶ Safe space to share issues arising as a wellbeing champion
- ▶ A place for you to draw strength for your role, by sharing with others
- ▶ A place for bitesize 'refresher ' learning and development
- ▶ Opportunity to think about what could help you in your role in the future and help shape our future sessions (*currently being planned for July and September ,more details at the end of today's session*)



Supporting
wellbeing in a
virtual space

Aims of today's Wellbeing Forum

- ▶ To explore the impact of virtual working on levels of anxiety for ourselves and others
- ▶ To consider how we might recognise anxiety in ourselves and others
- ▶ To remind us of one way of structuring supportive conversations (using the Heron model)
- ▶ To use a case study and discussions in breakout rooms to think through how we might approach such conversations

Our contracting commitment

- ▶ Look after yourself – please be mindful of your own well-being as we discuss that of others
- ▶ This is about enhancing staff support not diagnosing or counselling people with anxiety disorders
- ▶ If you, or someone you are supporting, are experiencing distress please do seek professional help via a GP or occupational health

Important – before supporting
others ...

Check in with yourself first

***‘ How are you, what is going on for
you right here, right now? ‘***

Let's just take a moment to consider anxiety ...

- ▶ How do we define anxiety?
- ▶ How might we be able to tell if someone is anxious in a virtual space?

Some things to think about around working in a virtual space..

- ▶ Inhibition and disinhibition
- ▶ Non-verbal communication and congruence
- ▶ Amplification
- ▶ Silence
- ▶ Context
- ▶ Environment

Let's listen to Carol's story before we go into breakout groups...

- ▶ (Jot down notes as you listen ...)

Breakout group – Putting it into practice

In break out groups and using the case study as a basis:

- ▶ Discuss how you might spot signs of anxiety
- ▶ How would you raise your concern?
- ▶ What you might say using ‘push and pull tactics ‘ (you will learn about this in the group)
- ▶ Take 30 minutes in the breakout ,agreeing who will provide some summary feedback, then return to this meeting

Breakout Group - A reminder of our listening styles

You heard Carol tell her story just then ...

To what extent did you find yourself focussing on one of three areas:

- ▶ Content, facts & what happened?
- ▶ Feelings and emotions
- ▶ Meaning, what is really going on here?

Breakout group - How can we support an anxious colleague – ‘Push and pull ‘ supportive behaviours ?

- ▶ **PUSH**; prescribing, informing, confronting
- ▶ **PULL**; catalytic, cathartic, supportive

Breakout group – Additional Case Study to reflect on ...

A middle-grade member of staff appears very upbeat in virtual meetings and repeatedly says they are doing really well. You have heard rumours about emails being sent in the evening, deadlines being missed and minor errors in work. Your conversation begins and, in response to being asked how they are, the staff member says:

“oh fine, actually really fine, given the circumstances ...”

Spotting the anxiety?

Raising your concern?

Push/pull tactics?

Lets reflect on this before we go back into the main group

Sharing our Reflections

Specific techniques to help anxious people, using your senses:

- ▶ Help people reconnect with the present:
 - ▶ Ask questions about the 5 senses:
tell me about what is around you,
what can you hear, smell, touch, taste, see?
- ▶ Invite people to connect with the immediate future:
 - ▶ What do you need to do next?
 - ▶ When will you take a break?
 - ▶ How will you care for yourself in your break?

Lets consider taking care of ourselves too :

- ▶ What does the MHFA website offer us in terms of taking care of ourselves while we are working at home ?
- ▶ (VIDEO)

Thank you for being part of The Wellbeing Forum today

Other Resources to be aware of :

- ▶ ChaplaincyPlus 1:1 listening
 - ▶ Resources on Wellbeing, Anxiety, Uncertainty and Bereavement
 - ▶ More involvement in The Wellbeing Forum in the future
 - ▶ Please complete the Feedback email...
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- ▶ **Next MHFA Forum event will be on Wednesday 15th July 12.30-1.30pm**

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