The SHIP National
Technical Assistance Center

ship state health insurance
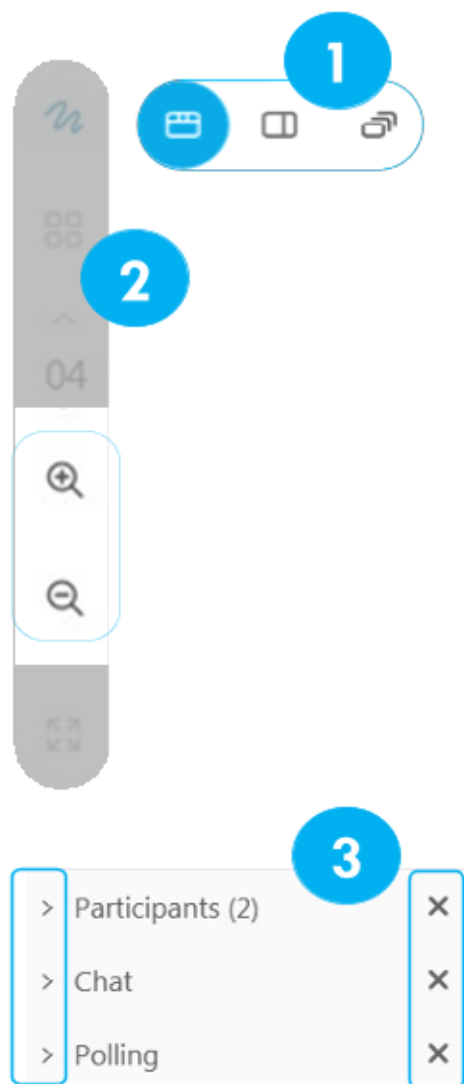assistance programs
NATIONAL
NETWORK

COPING WITH ORGANIZATIONAL STRESS: PART TWO

March 10, 2021

WEBEX TOOLBARS, MENUS, AND PANELS

1 The **view icon** in the upper right corner changes your WebEx view.

2 The **toolbar** on the left allows you to zoom in and out.

3 The **panels** on the right show participants, chat, and polling. Click the **>** or **x** to open and close panels.

4 The **menu** at the bottom allows you to mute, open participant and chat panels, and leave the event.

Tip: To raise your hand, open the participant panel, then click the hand icon in the lower right corner.
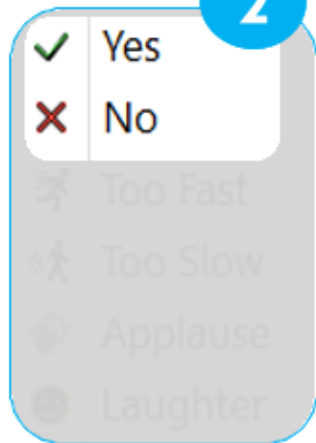
WEBEX SHARING OPTIONS

1   **Raise hand.** To raise your hand, open the participant panel, then click the hand icon in the lower right corner.
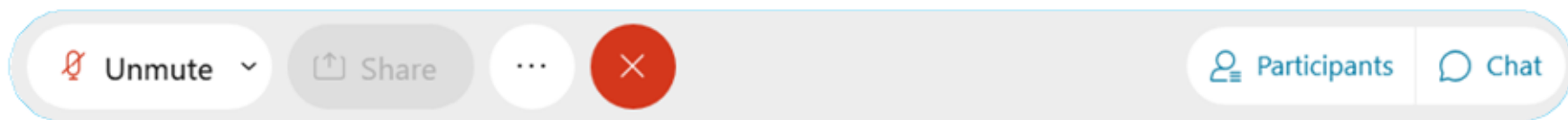
2   **Polling.** (Which I will open on the right side of your screen)

3   **Yes and No.** Click on the megaphone on the bottom right of the screen about the Chat bubble, and the Yes/No options will open

✓ Yes
✗ No
Too Fast
Too Slow
Applause
Laughter

Unmute   Share   ⋯   ✕   Participants   Chat

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AGENDA

MARCH 10

Refresher on Org Stress and Sanctuary Model
The 7 Commitments
        Democracy
        Communication
        Safety
        Emotional Intelligence
        Social-Learning
        Social Responsibility
   Growth and Change

NEXT STEPS

New Operating System

Computers have operating systems that allows the computers systems to function effectively. Threats to a computers operating system comes from a variety of sources such as viruses, spam, malware, etc. Computer systems and network work very hard protect operating system with – antivirus software, anti-malware, etc.

Not unlike a Computer, Organizations have an operating system as well. It is called Culture. In today's climate organizations are chronically being assaulted with various sources that can impact culture through stress and trauma. Organizations can now protect or redefine their culture by embracing the 7 Commitments.
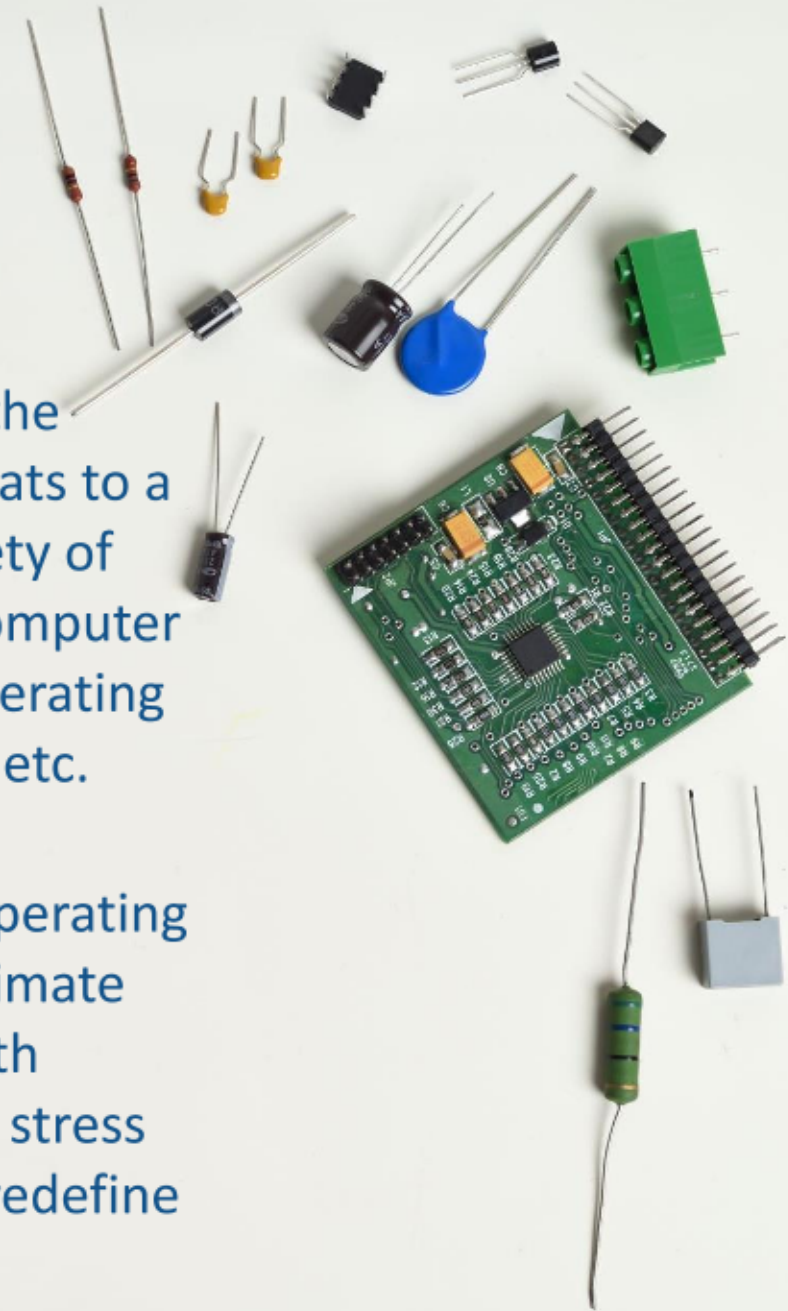
Sanctuary Model – Something Different

Sanctuary, developed by psychiatrist Sandra Bloom, is an idea that healing from trauma, stress, and adversity requires creating an environment that promotes healing.

Remember the very things that help us are those things most affected by chronic stress

- Relationships
- Hope
- Humor
- Healing activities or ritual

Sanctuary Model's Seven Commitments

1. **Nonviolence**: being physically, emotionally, socially, and morally safe

2. **Emotional Intelligence**: managing feelings to prevent harm to self or others

3. **Social Learning:** respecting and sharing the ideas of the team

4. **Open Communication:** saying what you mean but not being mean when you say it

5. **Social Responsibility:** everyone contributes to the organizational culture

6. **Democracy:** everyone has a say

7. **Growth and Change:** becoming comfortable with change while always finding hope

Commitment to Democracy
Everyone has a say

- Democracy is about shared governance
- It is also about how the organization and its members use power
- It can sometimes be referred to flattening the hierarchy
- Involve staff in agency policy and procedure development
- Include staff representative on agency committees and management groups

Commitment to Open Communications
Saying what you mean but not being mean when you say it

This is not just about being able to openly communicate it is also about how we communicate.

- Does leadership listen
- Can staff truly express their opinions, ideas, etc. in meetings without repercussions
- What happens when they do
- Transparency

Commitment to Safety

Being physically, emotionally, socially, and morally safe

A commitment to safety works to ensure that all staff safe in all aspects of their relationship with the organization.

- Are interagency communications appropriate, emails phone calls, etc.
- Do staff feel treated with respect
- Supervision
- Interactions with colleagues
- In their daily interactions with beneficiaries

Commitment to Emotional Intelligence

the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

emotional intelligence is the key to both personal and professional success

Teach such abilities as empathy, compassion, and reading body language.

Commitment to Emotional Intelligence

THERE ARE 5 GENERALLY ACCEPTED ELEMENTS:

SELF-AWARENESS

SELF-REGULATION

MOTIVATION

EMPATHY

SOCIAL SKILLS

Commitment to Social learning

The basis of social learning theory is simple: People learn by watching other people. We can learn from anyone

Build cognitive skills, and champion continuous learning.

Be the MODEL of engagement – utilize and teach SOFT SKILLS!

Commitment to Social Responsibility

Social responsibility is an ethical framework and suggests that an individual has an obligation to work and cooperate with other individuals and organizations for the benefit of society at large.

- Build social connection, and forge relationships.

- Social responsibility is an active process. It does not magically happen.

- How well do the different divisions, programs, etc., actively work together to understand and strengthen each other.

- Organizations and society benefit from this process.

Commitment to Growth and Change

Requires us to fully honor the losses that people have experienced, are experiencing in the present, and are likely to experience in the future as a necessary element of movement. Encourage hope, meaning, and purpose, and help people cope with change.

Some of the most important steps an organization can take to improve commitment to change include:

- Illustrating to employees how change implementations relate to the "big picture" or overall vision and direction for the organization

- Making efforts to help employees understand the relationship of the change initiatives to the overall success of the organization

- Maintaining strong relationships between employees and management helps employees feel more attached, which makes them feel more obligated to support change initiatives

- Motivating employees in anticipation of change initiatives should be included as part of an implementation plan

Next Steps

The big decision – will we embraces the 7 Commitments? Moving forward is can be a length process between 12-24 months to fully engage all 7 Commitments

How do we move forward?

| Honest assessment/ evaluation | Formal assessment | Champion & embrace the 7 Commitments | It means Examine all aspects of the norm | Develop an implementation plan |

Moving forward is can be a length process between 12-24 months to fully engage all 7 Commitment

Resources

- [Organizations Resilience Questionnaire](#)
- [How to Improve the Process of Change: The Sanctuary Model](#)
- Other Soft Skills materials by Dennis Smithe in the SHIP Resource Library. Use key word "Smithe" or "Soft skills"

Webinar Resources in the Libraries

SHIPs

1. Login at www.shiptacenter.org (click the orange SHIP Login padlock). 🔒 SHIP Login
2. Go to the Resource Library.
3. Search for keyword "coping."

SMPs

1. Step 1: Login at www.smpresource.org (click the blue SMP Login padlock). 🔒 SMP Login
2. Step 2: Search for keyword "coping."

MIPPA Grantees

- Resources will be emailed to the MIPPA listserv.

Questions and Discussion

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