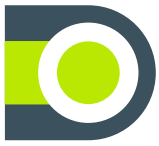




BEHAVIOR SPOTTING

Handout For Leaders



WHAT IS PSYCHOLOGICAL FIRST AID (PFA)



- ➔ An initial supportive response to promote safety and stabilize individuals affected by personal or professional crises.
- ➔ Its purpose is to assess the immediate concerns and foster connection, comfort and support towards healthy coping.



BEHAVIOR SPOTTING



As Digital Guardians individuals play a vital role in streamlining all the information and as a result are prone to stress and anxiety from the content they are exposed to. As a Supervisor/Team Lead, it becomes critical to be able to identify distress amongst the team members. Identifying a maladaptive behaviour or response in time helps taking charge and replacing it with alternate and acceptable behaviour. It further helps:

- ➔ Individuals feels safe, connected and hopeful
- ➔ Address concerns and needs in distress
- ➔ Access relevant resources and get social support



IDENTIFYING ABC's

SOCIAL AFFECT

FEELINGS ABOUT SELF AND OTHERS

- Loss of interest
- Changes in moods
- Emotional numbness
- Pessimism about work
- Nervousness, edginess
- Increased sense of vulnerability



SOCIAL BEHAVIOR

INTERACTION WITH OTHERS

- Withdrawal from valued activities
- Diminished intimacy
- Lack of motivation
- Procrastination
- Overidentification with work



SOCIAL COGNITION

THOUGHTS ABOUT OTHERS

- Worrying thoughts
- Repetitive negative thoughts
- Difficulty concentrating
- Forgetfulness



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GoCoaches@silveroakhealth.com



OFFERING CARE AND SUPPORT

A.C.T

- Ask and listen non-judgmentally
- Connect to resources that can help
- Team up to support the employee



CREATE A SAFE PLACE

- Normalize
- Connect directly
- Offer non-judgmental space
- Stay approachable
- Have open discussions
- Show genuine appreciation
- Maintain confidentiality





ESSENTIAL SKILLS

REFLECTIVE LISTENING

- Involves paying respectful attention to the content and feelings and letting others know that he/she is being heard.
- Can use phrases like "It sounds like...", "You're wondering if..."



PARAPHRASING

- Repeating what the speaker says with fewer words.
- Can use synonyms, change from active to passive voice or vice versa.



ACTIVE UNDERSTANDING

- It is ensuring that your listening will translate into appropriate action.
- Pause- take time to process. Review – what are the key points. Reflect-Put it into a meaningful context. Rephrase- to make sure you are on track.



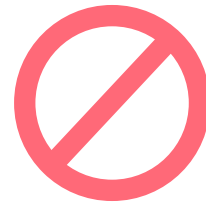
WHAT TO SAY

- "Thanks for sharing it with me."
- "I am here."
- "Check and ask 'did i miss something?'"



AVOID SAYING

- "Let's talk about some thing else."
- "You are strong."
- "Move on!"



BREACH OF CONFIDENTIALITY

It is advisable to breach confidentiality if the individuals present a danger to themselves or others. TL's/ Supervisors must bring it to the notice of their HR or to Silver Oak Health counsellors.

Please note: This document does not intend to train the readers to become counsellors and should not be disseminated freely beyond the sessions.

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