THE EMPATHETIC WORKPLACE

Five Steps to a Compassionate Response to Trauma on the Job

Katharine Manning
1. 50% of college students identified their mental health struggles as their top stressor in 2023

2. 71% of students said they struggle with stress, anxiety, or depression

3. In a 2021 UK survey, 53% of higher ed staff reported probable depression

4. Women and others with caring responsibilities, ethnic minorities, and those on precarious contracts were at greater risk of poor mental health
Institutional Betrayal
Psychological Safety
TRAUMA AND THE BRAIN
Stress Response

• Flood of adrenaline
• Suppression of complex thinking and rational decision-making
The LASER Technique

- Listen
- Acknowledge
- Share
- Empower
- Return
LISTEN
Active Listening

Active Listening is more than letting the person speak; it’s creating the circumstances where they feel comfortable speaking.

- Ask open-ended questions
- Encourage
- Try looping
- Watch your body language
SPECIAL CONSIDERATIONS

1. Spinning
2. Emotional Outbursts
3. Self harm
Manage your own stress response

- Breathe
- Name Your Feeling
- Engage Your Senses
- Take a Break
ACKNOWLEDGE
Deny and Distract
What to Share

- Facts
- Process
- Values
- Unknowns
How to Share Information

• Be clear and succinct
• Repeat yourself
• Follow up in writing
Empower
Resources to Know

1. Security
2. Mental Health (988)
3. Community Supports (211)
Return
Protecting Against Compassion Fatigue

• Make self-care a routine
• Have a community of support
• Recognize your warning signs
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Stay in Touch!

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