Asking for Help Worksheet & Checklist

Recognize the Need

☐ Admitting I’m stuck, that I have gone as far as I can with my current resources

☐ What type of support do I need?
  ☐ Facts: ________________________________
  ________________________________
  ________________________________

☐ Resolution of: ________________________________
  ________________________________
  ________________________________

☐ Support/Cooperation of: ________________________________
  ________________________________
  ________________________________

☐ Teamwork/Camaraderie with: ________________________________
  ________________________________
  ________________________________

☐ Other: ________________________________
  ________________________________
  ________________________________

Going for Help

☐ What I am specifically asking for is: ________________________________

☐ Who: ________________________________

☐ When: ________________________________

☐ Where: ________________________________

Accepting the Gift

☐ Listening without judgement of self or others

☐ Showing my appreciation

☐ Not being afraid to go back and ask for help again

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It can be easy to lose sight of what one can have an effect on and what one can’t. The Spheres of Control & Influence provide a way of deciding where to put one’s time and energy most effectively to gain better return on the investment, resulting in less stress.

**The Spheres of Control and Influence**

**Sphere of Control**

This sphere contains the things over which we have the final say. We alone have the power to determine the outcome by having the ultimate say-so. This applies to your thoughts, your reactions to outside stimuli, and your actions.

**Sphere of Influence**

Issues that we can influence, although we do not determine the outcome. Our choices here may sway the choices or behaviors of others, but we do not control the ultimate outcome. These are found in our relationships and interactions.
Sphere of No Control/No Influence

These matters are out of our control or beyond our ability to influence. They may be things that we are interested in, concerned about, or bother us, but we cannot directly or indirectly affect change. These fall into areas such as social, economic, and environmental issues.

Here is a simple example.
- Control: You want to go to the park for a picnic.
- Influence: Having a friend join you. You can invite, encourage, or cajole them, but the ultimate decision to attend is theirs.
- No Control/No Influence: It’s starts raining. You don’t have control over the weather. However, you do have control over your reaction to the disappointment of the bad weather. Or maybe you enjoy soggy sandwiches and are elated. Your reaction is within your control.

Something to Consider
If you look at the relative size of the circles, Control is the smallest. Smallest in this case doesn’t mean least important. Quite the contrary; it’s at the core. It does represent the notion that of all the things that exist or occur in the world, we have control of only a small portion of them.

Applying the Concept
First, assess where a particular issue belongs in the Spheres of Control and Influence.
- Concentrate your time and energy on the things you have control over. Set your goals within the Sphere of Control. Act upon the next step you can take. You’ll feel better.
- Make choices about the issues in the Sphere of Influence.
  - How important is the issue?
  - How much time and energy are you willing to invest for the possible outcome?
  - Can you move the issue or a part of it to the Sphere of Control?
- Let go of the issues in the Sphere of No Control/No Influence. Investing time and energy in things you have no chance of changing leads to frustration and more stress. It also helps to stop ruminating and complaining about things you realistically can do nothing about. Focus your energy on the other Spheres.

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Welcome!

Supervision without Stress? Seriously?

Lisa Stromeier, LISW
Dan Elliot

Pre-Resiliency
What you can do before you do what you have to do.

Workshop Objectives
I think—or is it hope?—I’m in the right place.

Use the Sphere of Control and Influence to distinguish what is and isn’t within my control while supervising a caseworker in crisis

Identify the characteristics and behaviors of someone who practices Pre-Resiliency

Be able to utilize a variety of resources to reduce the impact of personal stress when dealing with a caseworker in crisis
What’s the issue?
Let’s talk about stress, baby.

Normal Physical Reactions to a Crisis
- Numbness or tingling
- Gastric upset/loss of appetite
- Headache
- Hyperventilation
- Rapid heart rate
- Increase in blood pressure rate
- Feel cold and clammy

Normal Cognitive Reactions to a Crisis
- Difficulty with concentration
- Poor judgment
- Difficulty with completing usual tasks
- Intrusive recollections
- Difficulty multitasking

Normal Emotional Reactions to a Crisis
- Anxiety
- Irritability
- Tearfulness
- Fear
- Feeling “numb”
Is It Just Me?
Or am I missing something?

I'm the Boss
Yeah, but of what?

Spheres of Control & Influence

Asking for Help
Do I Really Need to Go it Alone?
Support Networks
Is Anybody Out There?

Best Practices of Pre-Resiliency
An ounce of prevention is worth more than closing the stable door after the horse bolts.

Resilience Have a Positive Mindset
Don't take the event personally
Keep a sense of humor
Practice Mindfulness (stay in the Here and Now)
Have some type of Spiritual/Religious/Higher Power connection
Are able to find a positive reframe for the situation
See that they have choices
Are not afraid of failing
Are persistent yet flexible
Are aware that nothing is going to be the same; prepare for a new normal, a new status quo
Resilienteers Have and Utilize Resources

Have a support network
Are open to asking for help
Know what resources are available ahead of time
See Pre-Resiliency as a practice

Resilienteers Have Good Mental and Physical Health

Are able to feel and express emotions
Are realistic about events and don’t catastrophize or don’t ruminate
Get plenty of rest, practice good nutrition, and exercise regularly
Don’t use food, alcohol, drugs, or TV as a form of coping

Putting it All Together

The sum of the parts.

Q & A
Okay…what’d we miss?
Thank You!

Supervision without Stress?
Seriously?

Lisa Stromeier, MSW - info@LisaStromeier.com
Dan Elliot - Dan@CooperativeCommunication.net
Stress and Pre-Resiliency

The job of being a supervisor is full of responsibilities and challenges. You're operating under a wide range of policies and procedures. You often lack enough time to take care of all of the responsibilities and duties expected of you. You can sometimes feel overwhelmed or stressed. In addition to taking care of your own work you are overseeing the responsibilities, challenges, and crises of the staff you are supervising. This can mean dealing with their stress, too.

If you feel you're all alone in this, you are not. Challenges and stress-inducing issues are what supervisors experience daily. This is a given. What is not a given, is how you cope with—and better yet prepare for—the crises that arise.

Identifying Stress

If we are not paying attention to others, or ourselves for that matter, we risk overlooking the warning signs of stress which, left unattended, can lead to a full blown crisis. Knowing how to recognize stress is beneficial. Jeffrey T. Mitchell, Ph.D., one of the founders of The International Critical Incident Stress Foundation, lists the following indicators a person in a highly stressful situation may exhibit.

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**Pre-Resiliency**

Resiliency is defined as the capacity to recover quickly from difficulties. Pre-Resiliency is defined as the characteristics a resilient person has in place prior to a crisis which enables her or him to recover quickly, therefore enabling her or him to remain productive. This means there are things one can do ahead of time to be better prepared when a crisis arises, leading to more control during the crises and bouncing back more quickly upon its resolution. We call someone who has these characteristics a *Resilienteer*.

**Characteristics of Resilienteers**

Below is a list of the attributes that Resilienteers share. What these characteristics have in common is that they can all be learned. While it’s improbable to employ all of these, the more you have in place ahead of time, the more successful you can be at coping with a crisis.

**Resilienteers Have a Positive Mindset**

- Don't take crisis events personally
- Maintain a sense of humor
- Practice mindfulness (stay in the Here and Now)
- Have some type of Spiritual/Religious/Higher Power connection
- Are able to find a positive reframe for the situation
- See that they have choices
- Are not afraid of failing
- Are persistent yet flexible
- Are aware that nothing is going to be the same; prepare for a new normal, a new status quo

**Resilienteers Have and Utilize Resources**

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- Are open to asking for help
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