
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: _____

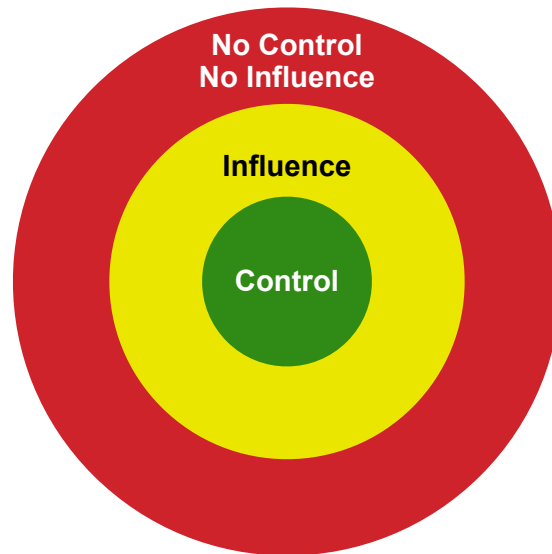
Accepting the Gift

☐ Listening without judgement of self or others

☐ Showing my appreciation

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

The Spheres of Control and Influence



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 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.

Welcome!

Supervision without Stress? Seriously?

Lisa Stromeier, LISW
Dan Elliot

1

Pre-Resiliency

What you can do before you do what you have to do.

2

Workshop Objectives

I think—or is it hope?—I'm in the right place.

3

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

4

What's the issue?

Let's talk about stress, baby.

5

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

6

Normal Cognitive Reactions to a Crisis

Difficulty with concentration
Poor judgment
Difficulty with completing usual tasks
Intrusive recollections
Difficulty multitasking

7

Normal Emotional Reactions to a Crisis

Anxiety
Irritability
Tearfulness
Fear
Feeling "numb"

8

Is It Just Me?

Or am I missing something?

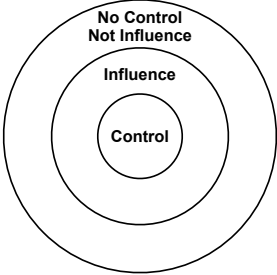
9

I'm the Boss

Yeah, but of what?

10

Spheres of Control & Influence



11

Asking for Help

Do I Really Need to Go it Alone?

12

Supervision without Stress? Seriously?
2014 NAPSA Conference Workshop

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☐ Other: _____

13

Support Networks
Is Anybody Out There?

14

**Best Practices of
Pre-Resiliency**

An ounce of prevention is worth more than
closing the stable door after the horse bolts.

15

Resilienteers 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

16

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

17

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

18

Putting it All Together

The sum of the parts.

19

Q & A

Okay...what'd we miss?

20

Thank You!

**Supervision
without Stress?
Seriously?**

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21

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.

Normal Physical Reactions to a Crisis

- Numbness or tingling
- Gastric upset/loss of appetite
- Headache
- Hyperventilation
- Rapid heart rate and 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”

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

- 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: don't catastrophize, 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