

Help Me, Help You!

Caring for yourself, while serving others

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Why our oxygen mask before helping others?

- © “When your brain goes without oxygen, things can get ugly quick...If you tried to help someone else first, you could end up passing out before doing any good.”

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Hypoxia

- ◎ Symptoms may vary but include
 - Blurred or tunnel vision
 - Hot and cold flashes
 - Euphoria
 - Numbness
 - Tingling
 - Apprehension
 - Nausea
 - Dizziness
 - Headaches
 - Fatigue
 - Belligerence

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Let's help you first!
Your job has always been stressful!
What has **increased** your stress level in the
last 2 years?

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Events of the last 2 years
AKA
You can't make this stuff up!

- ◎ Covid
- ◎ A worldwide lock down
- ◎ Political Chaos and Division
- ◎ Schools in totally uncharted waters
- ◎ Deep division in the population about **everything**
- ◎ A monumental winter event
- ◎ An attack on the White House

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Events of the last 2 years
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- ◎ A total onslaught of information far left and far right on social platforms and the media, many totally conflicting
- ◎ Unprecedented government aid due to financial upheavals, such as evictions, hunger and homelessness
- ◎ Medical crisis

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Realize you will never stop stress,
but you can learn to manage it

- ⊙ **Change the stressful situation if you can, but if you can not.....change your reaction**
- ⊙ You **can** control the way you respond
- ⊙ You can **take charge** of your thoughts, emotions, environment, and the way you deal with problems
- ⊙ Get spiritual or professional help, if needed
- ⊙ Communicate in any way you can even if it may not always be face to face

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Quick Stress Relief

- ⊙ Remember you're not immune and that's OK
- ⊙ Take deep breaths
- ⊙ Ask yourself, is it me or them?????
- ⊙ Do what you can and walk away –hand it off!
- ⊙ Talk it out with those you trust and away from those who stress you
- ⊙ Laugh it out
- ⊙ Sweat it out
- ⊙ Listen to music
- ⊙ Pray it out
- ⊙ ***A mask has advantages!!!!!!!!!!!!***

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Take Responsibility for Yourself

- ◎ Own your weaknesses. Allow yourself to be human and imperfect.
- ◎ Say no if needed...don't over commit yourself.
- ◎ Give up guilt.
- ◎ Exercise, but make it fun if you can.
- ◎ Eat properly – avoid overuse of sugar and/or caffeine
- ◎ Allow yourself to take care of you! If you're not happy, odds are your family won't be happy.
- ◎ Set priorities.

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Avoid Pitfalls

- ◎ Don't mess with the snake!!!
- ◎ Don't overload yourself.
- ◎ Try not to get too hungry, sleepy, etc.
- ◎ Play to your strengths.
- ◎ Accept what you can't change, don't try to control the uncontrollable.
- ◎ Avoid negative people, especially at work.

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Now let's talk about the people
we serve.....

What do you think has been their
greatest difficulty?

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Be
Patient

- ⦿ We are ALL tense and afraid
- ⦿ None of us know what's coming next
- ⦿ Every topic is a fight these days
- ⦿ Those we serve are having a hard time trusting **ANY** government entity. Aren't you???????
- ⦿ **Have empathy** but remember the law and what you are obligated to do. You **CAN NOT** compromise that.

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There are different ways to be informed!

- ⦿ Never assume that people do or do not use technology.
- ⦿ Invite them to ask for more information if they don't seem to understand.
- ⦿ If there is a language barrier and you have no one in the office to interpret, ask them to call back with an interpreter.
- ⦿ Listen!!!!!! Sometimes they need to vent
- ⦿ If you can't get them to understand, have someone else talk with them. Don't let yourself become agitated.

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Know who you are talking to and make their interaction with you as simple and straightforward as possible

- ⦿ The pandemic has forced us all to come up with new and innovative ways to share information.
- ⦿ Some are excellent and some need improvement
- ⦿ If your court has not updated ways to give information, the court need to do so.

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Generally, each generation gets information in different ways.

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Traditionalist
(over 80 years old)

- ⊙ Use limited technology
- ⊙ They like to talk to a person by phone or face to face
- ⊙ Wants simple explanation
- ⊙ They expect politeness, i.e. Mr, Miss, Mrs
- ⊙ They may want instructions and forms mailed

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Baby Boomers (60-80 years old)

- ⊙ Will likely know some technology but not as extensively as those that are younger
- ⊙ They like some small talk i.e. how are you today?
- ⊙ Will appreciate written website address
- ⊙ Will ask where to get forms
- ⊙ They will more than likely prefer a balance of e-mail, voice mail, and face to face conversations.

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Generation X (42-60 years old)

- ⊙ Likely to be somewhat tech savvy
- ⊙ Partial to email communication
- ⊙ They want you to get to the point
- ⊙ Will probably be ok with either written or oral instruction, IF the instruction is well organized

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Gen Y aka Millennials (20-42 years old) & Gen Z (under 20)

- ⊙ Totally tech savvy
- ⊙ Don't want to make small talk
- ⊙ Don't want to talk on the phone any longer than possible
- ⊙ Want quick answers, preferably online
- ⊙ Prefer text to phone
- ⊙ Very conscious of social correctness, so avoid political, religious and controversial topics in conversation.

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When all is said and done

- ⊙ Have empathy
- ⊙ Be patient with yourself and others
- ⊙ Practice tolerance!
- ⊙ Respect others and their differences
- ⊙ Tell supervisors or your Judge what you need to be successful in your job.
- ⊙ Ask for help if you are finding your job overwhelming
- ⊙ Seek outside help if you find your life overwhelming
- ⊙ **Nothing lasts forever except death and taxes!!!!!!!!!!!!!!!!!!!!!!**

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