



# **REDUCING WORKPLACE STRESS THROUGH SELF-AWARENESS AND PERSONAL DE-ESCALATION SKILLS**

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# PURPOSE

Provide an intervention that addresses the cause of stress that induces aggressive behavior. 2

Using mindfulness and biofeedback along with de-escalation techniques to mitigate workplace discord.

This discord negatively impacts workgroup psychological safety.

# ACKNOWLEDGEMENT

Every time a person sets out to understand the forces that have affected them, there are questions and people, people that believe in what you are trying to accomplish and those that do not understand.

The workplace environment can be difficult to navigate without the people that are there for you. Some provide inspiration and others provide a clear picture that move you back onto the path.

# QUALITY GAP

- ∂ Workplace discord that leads to lateral violence and bullying is prevalent in healthcare.<sup>(1)</sup>
- ∂ Several factors create friction in the workplace.
- ∂ Bullying is a gradual process. In early stages individuals are subject to aggressive behavior.<sup>(2)</sup>
- ∂ This intervention occurred in a large healthcare system with three campuses and several outpatient community clinics.

# QUALITY GAP

- ∂ Departments within this healthcare system provide services.
- ∂ The level of stress experienced by departments vary depending on the workload and time line.
- ∂ Discord, lateral violence, and bullying are used interchangeably, but these levels have differences.<sup>(3 & 4)</sup>

# QUALITY GAP

- ∂ Prevention requires that an intervention be conducted to reduce friction.
- ∂ The select department for this pilot intervention is found on all three campuses.
- ∂ Work within this department is time specific.
- ∂ Communication and psychological safety impact department's ability to perform their work.

# LITERATURE REVIEW

Studies addressed the presence of workplace discord and violence.

- ⌚ Recommending zero-tolerance policies
- ⌚ Cross-sectional studies added to the definition of workplace behavior that add to individual stressors (5).
- ⌚ Evaluated for second victim phenomenon (6).
- ⌚ The use of role-play increases participants coping skills when subjected to lateral violence and bullying (7).



# LITERATURE REVIEW

Studies assessed mindfulness interventions to facilitate the individual's ability to reduce the discord prior to or during its manifestation.

- ⌚ Look at intervention to address the discord and perceived lateral violence (8, 9).
- ⌚ Mega-review on mindfulness and stress reduction (10).
- ⌚ Hempel, et al., (2014) found that mindfulness is an effective way to reduce stress (11).



# LITERATURE REVIEW

Studies looked at de-escalation interventions to facilitate the individual's ability to reduce the discord prior to or during its manifestation.

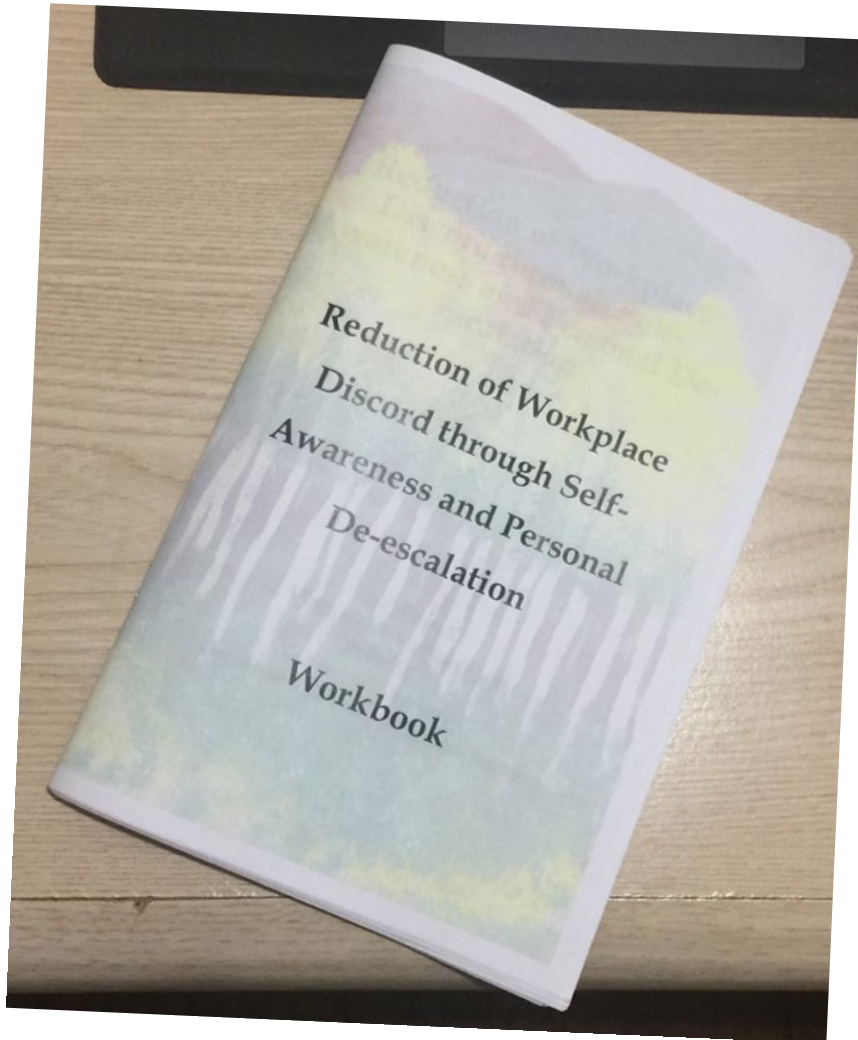
- ∂ De-escalation an effective tool.<sup>(12)</sup>
- ∂ A random study found relationship among staff affected job satisfaction.<sup>(13)</sup>
- ∂ Engagement can be a measure of psychological safety.<sup>(14)</sup>
- ∂ VA study looked a differentiating violence into types.<sup>(15)</sup>

# COST BENEFIT ANALYSIS

Cost included financial and physical toll on the individual and the facility:

- ∂ Staff experience physical pain and emotional stress.
- ∂ Hidden costs include turnover, sick calls, workplace disability, and litigation. (21-23).
- ∂ Non-physical co-worker assaults are 38.8/100 nurses/year (20).

# PROJECT: WORKBOOK



- ∂ Contains a summary of the information discussed during the intervention.
- ∂ Designed to be interactive and used during the intervention.
- ∂ Provides space to record one's own triggers and goals.

# PROJECT: DAY ONE

- ⌚ Pre-program survey was done to measure workgroup psychological safety base line. We drew from the All Employee Survey (AES).
- ⌚ PowerPoint presentation with recordings to ensure information was the same for both groups.
- ⌚ Intervention included guided practice session using the workbook to engage the participants.

# INTERVENTION MINDFULNESS

- ∂ Mindfulness includes the practice of being present in time and space, but also being able to control reactions to the events that are taking place. To do this, individuals need to become tuned in to themselves through exercise and self-reflection. Like biofeedback, being able to control the body's response to events (stimuli) takes practice (workbook page 11)

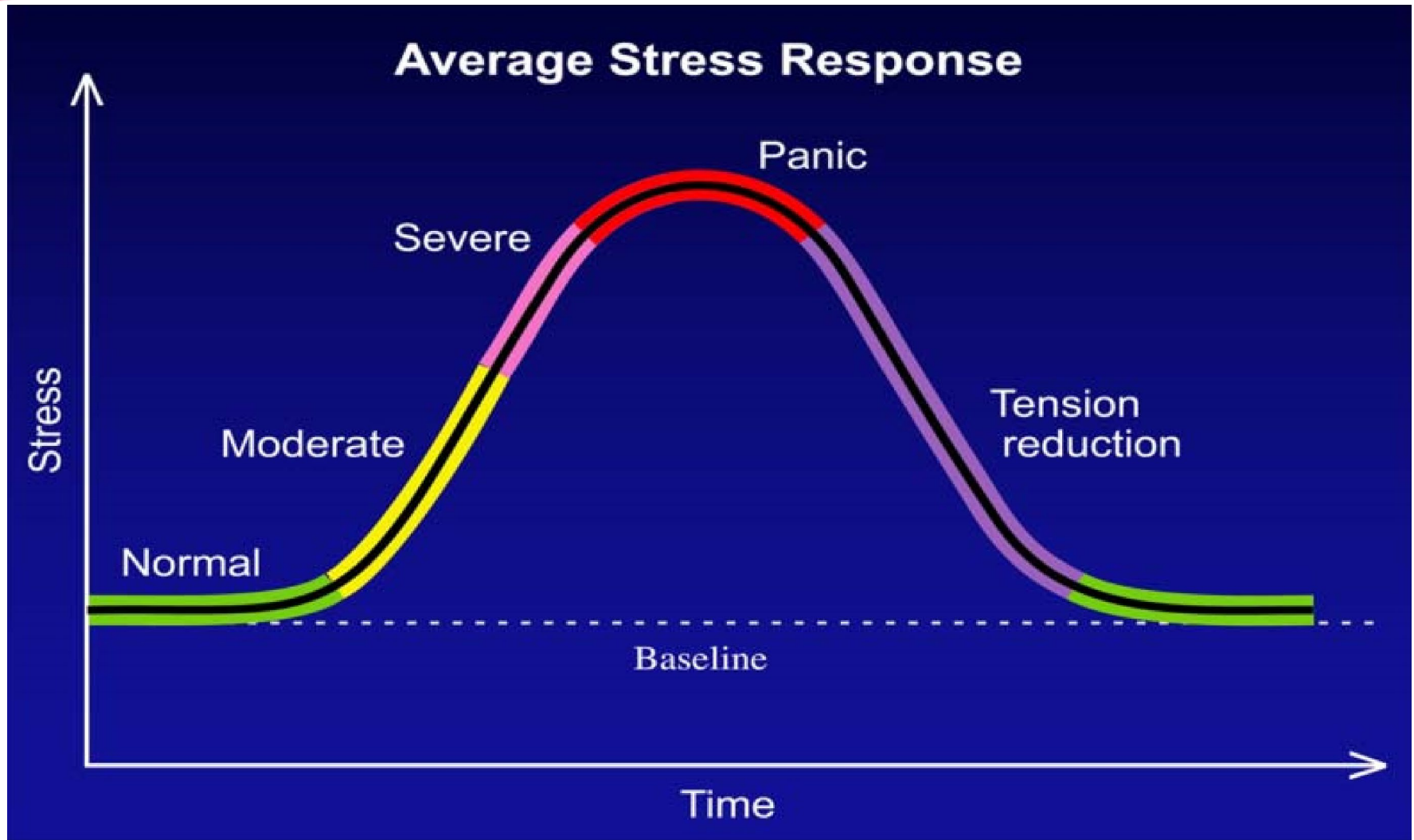
# INTERVENTION: DE-ESCALATION

Many things that we interact with on a daily basis will elicit a feeling, an emotion. Being aware of these triggers can help you control the degree of influence they have over you.

- ∂ **Predisposing factors** are things you bring with you such as interpersonal skills, previous exposure to violence, or education level.
- ∂ **Precipitating factors** are events that occur during the day



# STRESS RESPONSE





# PROJECT: NEXT TWO WEEKS

Participants will journal daily in workbook

- ∂ Record day's events, good and bad
- ∂ Reflect at the end of the day
  - ∂ Gain insight on feelings and perceptions.
  - ∂ Allows one to put events into a different light

Two-weeks following intervention, met with participants

- ∂ Ask about journaling.
- ∂ See what they learned thus far.

# INTERVENTION

- ∂ Four to six weeks following intervention; the individuals again met.
- ∂ The same workgroup psychological safety questions were asked.
- ∂ No identifiers are on these question sheets.
- ∂ Participants will be voluntary.

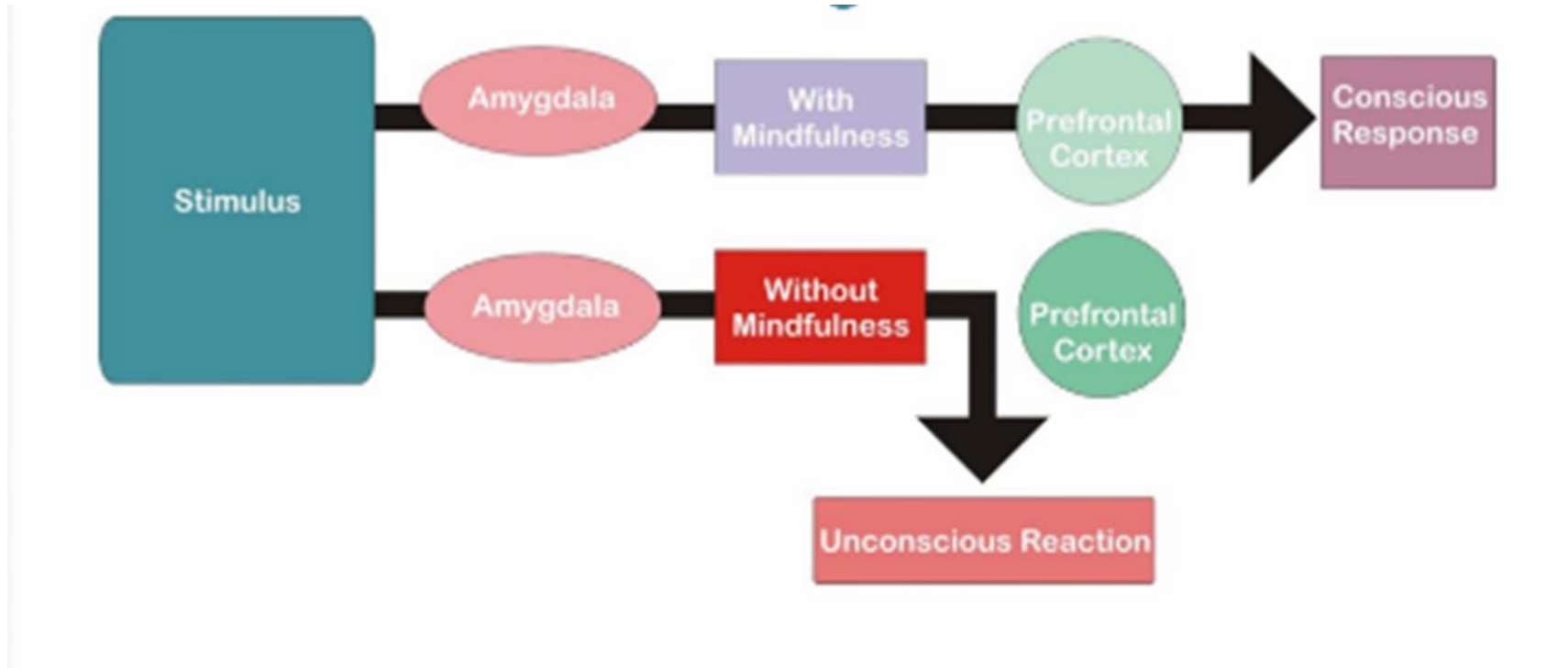
# FINDINGS

- ∂ The AES, a workgroup psychological safety scale was created by adding the scores for “try new things”, “bring up problems”, and “concerns; speak up”.
- ∂ The actual range at the beginning of the intervention was 3 to 14 with a mean of 8.00 (95% CI, 5.10 – 10.90).
- ∂ The range at six-weeks is 7 to 12 and a mean of 9.875 (95% CI, 8.06 – 11.69).
- ∂ The workgroup psychological safety scale average at launch of the intervention is 2.67, and 3.29 at the end of the program.

# FINDINGS

- ∂ A two-tailed difference of means t-test was run on each question and the workgroup psychological safety scale comparing the means at the start of the program and at the end on each item.
- ∂ The variables “concerns; speak up” ( $t = -2.3664$ ,  $p < 0.05$ , 7 df) and the workgroup psychological safety scale ( $t = -2.0946$ ,  $p < 0.075$ , 7 df) show statistical significance.
- ∂ The null hypothesis  $H_0$ : mean (difference) = 0 was rejected for both.

# CONCLUSION



- Mindfulness creates space and will shift the brains

# QUESTIONS



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