

## Leadership Activity

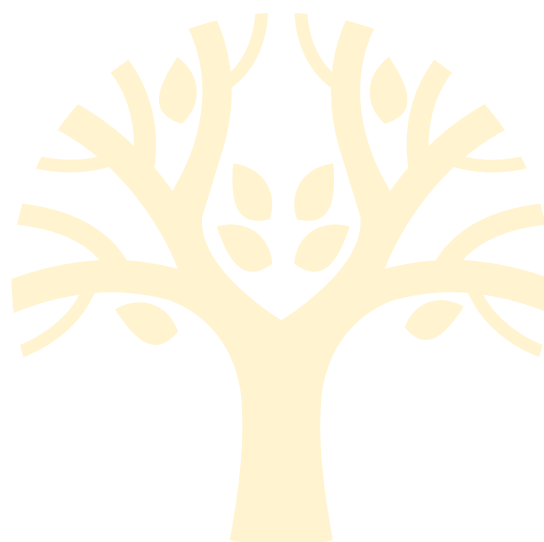
### What's My Stage? What's My Response?

When you seek to support positive change making in those you supervise, your approach to individual staff is most effective if matched to their current stage of change. Practice identifying the stage of change that these comments might represent. The answers are listed below.

1. "All the providers at my organization are stressed out, but that's not news. All providers are stressed out."	7. "I have lived this long without watching what I eat or by exercising, so I don't think I need to start now."
2. "I'm going to get to bed earlier, so I can be more well-rested and less crabby."	8. "I'm going to go for a walk during lunch for 20 minutes three times a week for the next month, and see how it feels."
3. "I don't like feeling tired all the time. I'm wondering what, if anything, I can do about it."	9. "I feel overwhelmed with sadness for my clients who have faced such tough things in their lives. I just heard about a website with stories of individuals who are doing really well after facing some tough things. I am going to start watching a video each Monday morning to keep me in a hopeful place around the clients I serve."
4. "I started a gratitude journal last night and will continue to write three things I am grateful for from my day each evening."	
5. "I can't believe how well things are going at home since I rebalanced my schedule this past year."	10. "I made an appointment with my supervisor to discuss with her the idea of taking a bit of time at staff meetings to discuss how others are meeting the administrative expectations of our jobs. I really feel that I could learn ways to be more efficient from my colleagues and if I am doing more than needed to meet expectations."
6. "I worry about my clients yet get so frustrated with them. I don't know what else I can do."	

#### Key:

1. *Precontemplation*
2. *Preparation*
3. *Contemplation*
4. *Action*
5. *Maintenance*
6. *Contemplation*
7. *Precontemplation*
8. *Action*
9. *Preparation/Action*
10. *Action*



# Making and Supporting Change



## Examples of the Stages of Change to Build Compassion Resilience

Examples of applying stages of change to conversations where you want to support changes towards increasing compassion resilience:

Stages of Change	Example Statement	Possible Helpful Response
<b>Pre-contemplation</b>	"All providers at my organization are stressed out, but that's not news. All providers are stressed out."	"I agree that there seems to be more stress among the staff recently. I am concerned that you are bearing a particularly heavy load. I have heard an angry tone with your clients the last two weeks when walking by your office. That isn't typical of what I have heard in the past. I care about how you are doing."
<b>Contemplation</b>	"I worry about my clients yet get so frustrated with them. I don't know what else I can do."	"I'd like to get a better understanding of what you mean. Can you say more? (If prompts are needed: What do you find yourself worrying about? What seems to be leading to the frustration?) "You are identifying some tough realities. I see you as someone who can find the best response to them." "I wonder what patterns exist that would help you to get a clearer grip on what is causing the frustration more so recently?" "Your satisfaction with the work you do is important to me."
<b>Preparation</b>	"I feel overwhelmed with sadness for my clients who have faced such tough things in their lives. I just heard about a website with stories of individuals who are doing really well after facing some tough things. I am going to start watching a video each Monday morning to keep me in a hopeful place around the clients I serve."	"Sounds like a good plan. Next week can I ask you what you found when you checked it out?" "Is there some way I can support you in this or other ideas you have to deal with the frustration and worry in the future?"
<b>Action</b>	"I made an appointment with my supervisor to discuss with her the idea of taking a bit of time at staff meetings this year to discuss how others are meeting the administrative expectations of our jobs. I really feel that I could learn ways to be more efficient from my colleagues and if I am doing more than needed to meet expectations."	"I like that idea a lot and will let her know that I would also like to learn from such discussions. If she doesn't follow through on that, would you like to talk about it separately and ask a few others?" "Let me know how the conversation goes and what you would like to happen next."

# Making and Supporting Change



## Examples of the Stages of Change to Build Compassion Resilience *(continued)*

Stages of Change	Example Statement	Possible Helpful Response
Maintenance	"I can't believe how well things are going at home, since I rebalanced my schedule this year."	"That seems to have led to lots of positive outcomes at home and at work. Just like I was honest with you when things seemed to be going off track for you, I want to offer to support you being able to feel this great about things a year from now. Let me know what that might look like. I am learning lots from you in all of this!"

### Relapse

When people experience a relapse (go back to some "old" ways that they had previously decided were not helpful in the long-term) assist them to consider where it is best to reenter the cycle of change. Remain supportive and encouraging. Offer to "debrief" to discover what they can learn from the experience and what next steps would be most useful to them.

They can always recycle after a relapse rather than give into defeat. If this becomes a pattern where the spiral looks more like a circle that goes nowhere, it may be time to suggest that they consider professional help.