

THE EMPATHETIC WORKPLACE

Five Steps to a Compassionate Response to
Trauma on the Job

Katharine Manning

Mental Health on Campus

1. 50% of college students identified their mental health struggles as their top stressor in 2023
2. 71% of students said they struggle with stress, anxiety, or depression
3. In a 2021 UK survey, 53% of higher ed staff reported probable depression
4. Women and others with caring responsibilities, ethnic minorities, and those on precarious contracts were at greater risk of poor mental health

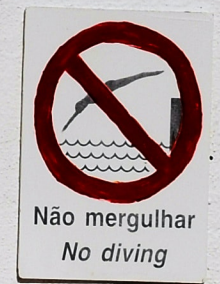
1 & 2 TimelyMD Survey 2023

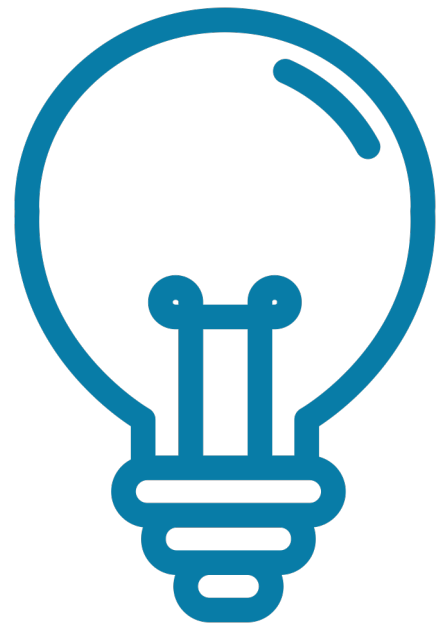
3 & 4 Tipping Point: The staff wellbeing crisis in higher ed (2022)



Institutional Betrayal

Psychological Safety





TRAUMA AND THE BRAIN

Stress Response

- Flood of adrenaline
- Suppression of complex thinking and rational decision-making





The LASER Technique

L Listen

A Acknowledge

S Share

E Empower

R Return

LISTEN



Active Listening

ACTIVE LISTENING IS MORE THAN LETTING THE PERSON SPEAK; IT'S CREATING THE CIRCUMSTANCES WHERE THEY FEEL COMFORTABLE SPEAKING

- Ask open-ended questions
- Encourage
- Try looping
- Watch your body language

SPECIAL CONSIDERATIONS

1

Spinning

2

Emotional Outbursts

3

Self harm

Manage
your own
stress
response

Breathe

Name
Your
Feeling

Engage
Your
Senses

Take a
Break

ACKNOWLEDGE





Deny and Distract

SHARE



What to Share

- Facts
- Process
- Values
- Unknowns





How to Share Information

- Be clear and succinct
- Repeat yourself
- Follow up in writing

Empower



Resources to Know

1

Security

2

Mental Health (988)

3

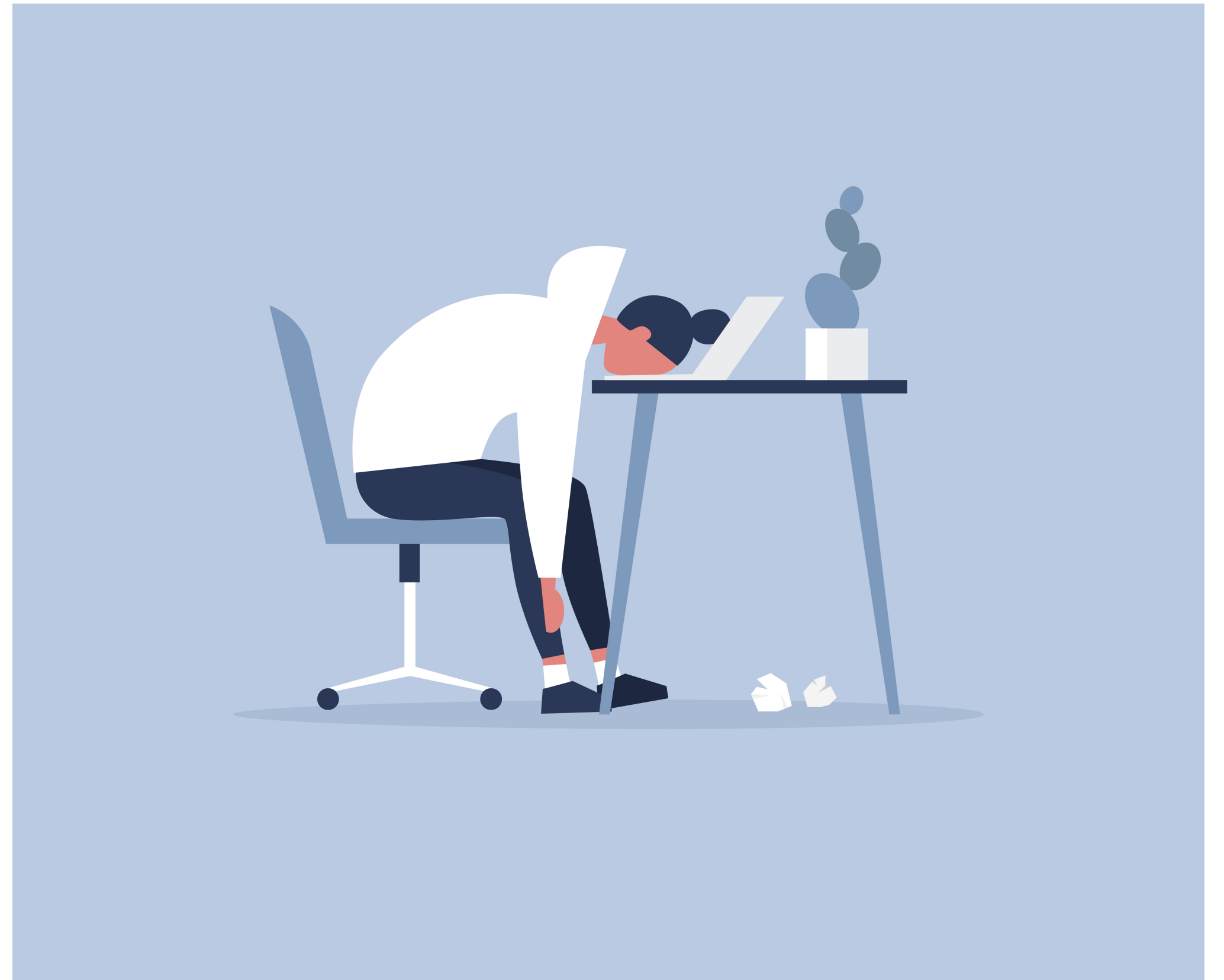
Community Supports (211)



RETURN

Protecting Against Compassion Fatigue

- Make self-care a routine
- Have a community of support
- Recognize your warning signs



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Stay in Touch!

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