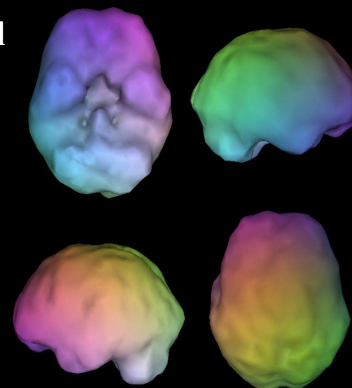


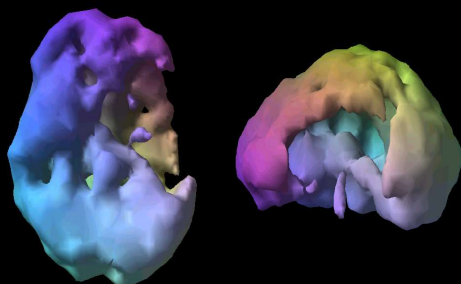
Helping Members to Problem Solve: Options and Resources



Normal



Stroke

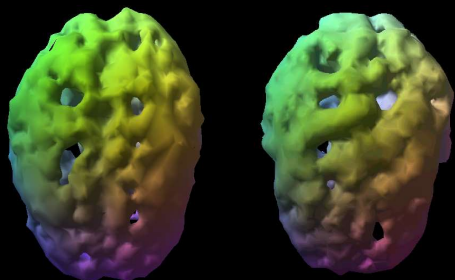


The Real Reason
Not To Do Drugs

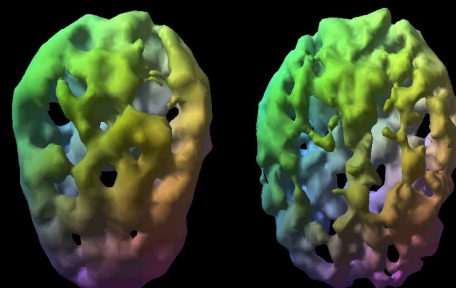


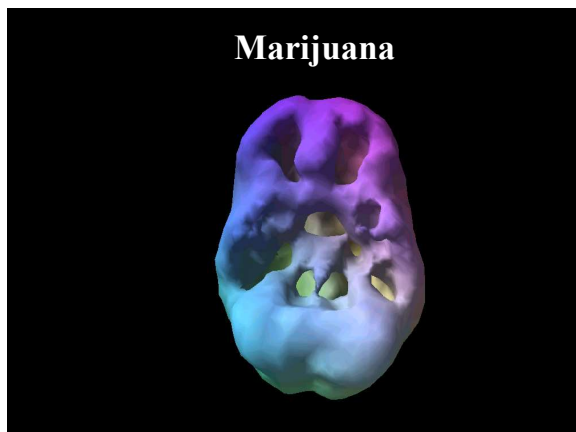
They Damage
Your Brain &
Your Potential &
They Limit Your
Access to Yourself

Cocaine Methamphetamine



Alcohol Heroin







➤ **Bear one another's burden (Gal. 6:2)**


➤ **Each man shall bear his own burdens (Gal. 6:5)**

➤ **How do you see yourself?**
How do others see you?


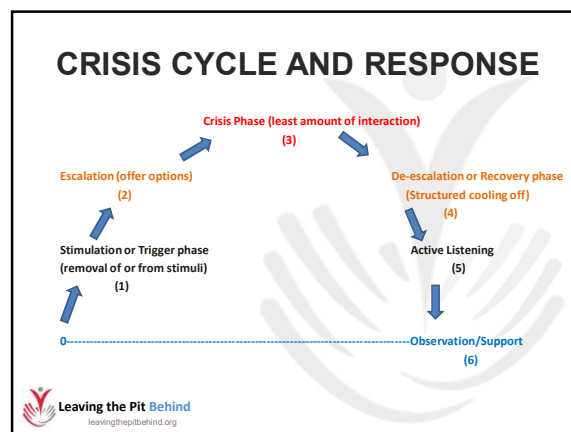
Attitudes

- Eph. 4:31, 32
- Colossians 3:8
- 1 John 2:9
- Proverbs 10:12



➤ Some want to see you and your solutions as the answer to their problems. If you provide solutions and they don't work, whose fault is it? Do not put yourself in the position to take the blame.

➤ Whose problem is it? Who owns the problem? This is a critical question, the answer to which may determine whether you sleep well at night.

DEALING WITH EMOTIONAL PEOPLE

A major problem in dealing with emotions in others is the emotional feelings stirred in us. We need to remind ourselves that some people were not taught how to deal with emotions. Some see showing emotions as a sign of weakness. Others, may see emotions as a way to control the setting (anger or tears).



DEALING WITH EMOTIONAL PEOPLE

What is your response to emotions? Fight – Freeze – Flight.

- None of these seems appropriate if your job is to help and protect the persons talking with you.
- To respond with fight – freeze - flight will take you further from your overall goals.



DEALING WITH EMOTIONAL PEOPLE

Our goal is to help channel the feelings and direct them to constructive ends. Trust the process.

- REMEMBER – “The first to state his case seems right until another comes forward”. (Proverbs 18:17). Get the facts. Truth is in the detail.



DEALING WITH EMOTIONAL PEOPLE

What is your role?

- People often refer by saying “check with your pastor” or “check with the churches”. Are we ready and qualified to be on the front line?



DEALING WITH EMOTIONAL PEOPLE

Know your limits and the boundaries of your role

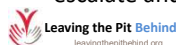


- Too enmeshed?
- Do you sometimes become part of the problem rather than part of the solution?




DEALING WITH EMOTIONAL PEOPLE

- Gender issues
- Teach skills to help them take more active role in their lives
- Motivate him/her to take initiative. Is it your job to fix them?
- Liability issues
- Any time you interact with a person who is having some difficulty, remember to de-escalate and manage yourself first.




DEALING WITH EMOTIONAL PEOPLE

- Active listening
- Generate options
- Set limits (what can you do ...what can you not do?)
- Don't work on their problem harder than they do.
- Can you know too much?
- ER for an oil change/tire rotation




DEALING WITH EMOTIONAL PEOPLE




Negotiator Role

- The process
- Clearly Identify the problem(s) (or underlying problems) (ex. Anxiety is the problem...may be really a lack of assertiveness with boundaries...spouse yells, hits... threatens to leave...afraid of spouse may be the real problem or afraid of being homeless may be the real problem.
- List and Rank order the problems. Low hanging fruit vs tackling larger issue.



DEALING WITH EMOTIONAL PEOPLE


- Brainstorming and evaluating solutions. One problem at a time.
- Decide thoughts, attitudes, strategies to be used
- Brainstorm a network to enroll them in. Who can/will help? You may need to limit and rotate members of the network so as not to overburden one or a few people




DEALING WITH EMOTIONAL PEOPLE

Action:

- Use measurable, concrete steps or goals with timeframes for accomplishment
- Break the step down into increments he/she feels can be accomplished.
- Offer to be present at first for support when they start implementing the first steps
- Is the plan too overwhelming?
- Will he/she need someone to walk along beside them in the next steps? Who?






DEALING WITH EMOTIONAL PEOPLE

What and where are your resources?


- Direct – in the Church
- What talents are among the members? Who is willing to help? Who are the “older women” who can teach the younger? (Titus 2:3-5). Who are those who can “visit the fatherless and widows” (James 1:27)




DEALING WITH EMOTIONAL PEOPLE

What and where are your resources?

- Indirect – in the community
- Keep a copy of a directory of community resources (United Way Agencies or community mental health centers).
- Remember 211





DEALING WITH EMOTIONAL PEOPLE

What does a community mental health agency offer?

- Case Manager - Helps with Activities of Daily Living or ADLs) does things WITH and ON BEHALF OF the client.
- Recovery Coach -Assists with addiction issues by pointing to support meetings, possible sponsors, talking through cravings/triggers, on call support, pointing to sober activities.



DEALING WITH EMOTIONAL PEOPLE

- Financial Counseling - Offered through the agency including connecting with food stamps, rental assistance, electrical bills, budgeting, banking and more, debt resolution.
- Therapist - A Clinical Social Worker, Psychologist, Mental Health Counselor to start.
- Psychiatrist or Clinical Nurse Specialist for Psychiatric Evaluation, Prescribe Medications, and Monitor/Adjust Medications.



DEALING WITH EMOTIONAL PEOPLE

Staying in Touch

- The people listed can stay in contact with you openly provided there is a "Release of Information". That document allows the clinical person to share with you what is going on with the client. It complies with HIPAA regulations. Note: The release is NOT valid for spreading the clinical information. It is only good for the persons noted on the release and signed by the client. It is private health information.



DEALING WITH EMOTIONAL PEOPLE

I suggest the Release of Information being a "two way" release. That way you can share information about the member with the treatment team and they can share with you. Why is sharing information important? This way everyone is on the same page and there is a central plan rather than several plans that can further frustrate a client/member.



DEALING WITH EMOTIONAL PEOPLE

When to refer:

- When the situation needs a professional assessment; or when symptoms raise flags for you:
- Depressive symptoms
- Periods of euphoria and impulsivity
- Self-harming behavior (including cutting)

REFERRALS



DEALING WITH EMOTIONAL PEOPLE

- Mismanagement of medications or medications are not working for the person
- Panic or anxiety attacks
- High risk behaviors
- Primary relationships that cause excessive fear



DEALING WITH EMOTIONAL PEOPLE

- Trauma and irrational fears
- Paranoia
- Addictive behavior (any addiction)
- Sleepwalking, seizures



DEALING WITH EMOTIONAL PEOPLE

- Ritualistic behaviors
- Oppositional or defiant behaviors
- Unresolved grief
- Anger management



DEALING WITH EMOTIONAL PEOPLE

- Parenting/family relational issues
- Failure to transition to adjustments in life
- Other “upper limits” behaviors like manipulation, need for excessive attention, seductiveness, entitlement, bullying, victimization, etc.



Keep in mind what your goal is. If you cannot manage yourself, it will be much harder to work with this person in the future.



“I’ve come to the frightening conclusion that I am the decisive element in my _____. It is my personal approach that creates the climate. It is my daily mood that makes the weather. I possess tremendous power to make _____’s life miserable or joyous. I can be a tool of torture or an instrument of inspiration. I can humiliate or humor, hurt or heal. In all situations, it is MY response that decides whether a crisis will be escalated or de-escalated and a person humanized or dehumanized.” (adapted... Author: Haim Ginott)

