Communication for healthcare workers during COVID-19

Anxiety  Depression  Job loss  Working remotely
Communication within yourself

- Listen to your inner voice
- Be compassionate
- Recognize the challenges you are facing
- Be as positive as possible
- Remember you are capable
Communication with colleagues

- Take time to acknowledge their feelings
- Offer a smile
- Praise (even more than ever!)
- Re-focus conversation to what you are doing
- Spend your time on the things you can change
- Chat about non-work issues
- Own the lack of clarity
Communication with family and friends

• Be open and honest about what you’re doing/seeing on the front lines
• Share details
• Use video whenever possible (when talking virtually)
• Take time to reflect with those close to you
• Share stories
• Brag about yourself!!!
Managing expectations with loved ones

• Accepting that this time is not life as normal
• Recognizing that everyone may take on new roles within the household
• Accepting that certain things may just not get done, and that’s ok!
• Focusing on the aspect that teaching prioritization is good for everyone
• Handling all the family disappointments (especially missed events)
• Allowing this time to bring you and your family closer
Critical emotions and conversations to have with loved ones

Being able to:

• Ask for a break
• Ask for help
• Cry
• Share intimate fears and feelings
• Admit insecurities
Tips for relationships with your partner

• Take the time to have the crucial conversation

• Have virtual dates

• Laugh

• Share your favorite memories

• Plan the next special moment
Internal and external check-ins

• Ask yourself: How are you doing?
• Ask your family: How are they doing?
• Ask your colleagues: How are they doing?
• Seek out accurate information to help make smart decisions
• Manage anxieties – both yours and others
Being vulnerable

• Ability to share all feelings and experiences

• Acknowledgement of the obstacles:
  o Pride
  o Risk
  o Uncertainty

• Goal: To get closer

• Takes courage
Self talk

**What to say**
- I'm doing the very best I can
- I'm making a difference for my patients
- I am so proud of the career I've picked
- I can't help my patients unless I am in good shape
- We are all part of a team, we have to do this together

**What not to say**
- I cannot handle this
- I am not helping anyone
- My family will resent me for never being around
- It would be selfish to rest
- I can't stop and take a break, there is too much to do
- I am the only person who can do this
Remember…

... you are only human

... why you decided to become a healthcare worker

... this will pass

... we can use this as a learning opportunity

... you are doing an amazing job
Thank You

Please contact your Employee Assistance Program with any questions