Challenges and Coping in Interaction Work - Social Sustainablity in Health Care

WebQuest Description: Working on and with emotions can be very demanding. Learn how to activate your resources to cope with emotionally burdening situations in your professional work routine.
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Introduction

Each Health Care professional experiences daily, that Interaction Work (work involving emotions) can be psychologically highly demanding; it might even cause psychic illness.The challenges in Health Care are ...Emotions of the care-receiver as a work object - Influencing the emotional state of the communication partners positively in order to encourage and reach a certain goal.Own Emotions as a condition - Own feelings (like disgust) and expressions (anger) have to be suppressed (like consternation when patient dies). Or vice versa, they have to be expressed, as in showing emotions like politeness despite actually feeling anger.Emotions as means of work - Feelings are your instruments of perception, understanding and interpretation, for example when you touch the skin and find out that the patient has an elevated temperature.The aim of this WebQuest is dealing with your (psychic) health in terms of Interaction Work and thinking about sustaining it in the long run and what conditions this requires: Focus your individual resources working yourselves through this WebQuest (!)

Tasks

Please note: Before starting the tasks read the detailed instructions on the next page (Process) first! Two tasks are the aim of this WebQuest: You will deal with Interaction Work and stress from your of individual point of view.Important: There are no right or wrong solutions, just feel free to deal with your practical experiences in your daily routine.You will create a presentation (Flipchart) with your group. The title will be Resources for Interaction Work (working on and with emotions) – What are our most important resources and what are our experiences?In the next lesson each group will briefly present its findings in class (max. 10 minutes).

Process

Here you will find the complete and detailed workflow.Below the tasks you will find a section with materials and links to studies about the state of health considering Health Care. You can use them for your research.Please read all the instructions (Task 1-5) first now and then start with the process afterwards.Task 1: Self-Reflexion with handout 2 – My resourcesStep 1: Each person on her / his own completes as many handouts as needed for the individual resources you use or might use for copying of difficult interaction situations. – Duration: Approx. 10 minutes.ï»¿Imagine the typical stressful situations in your daily routine at work. What resources (competences, options to act) do you apply and how do you activate them. Step 2: Talk about your resources in your group. Discuss how they can be activated and what could be "mental anchors". – Duration: Approx. 10 minutes.   Task 2: Reflexion on your resources in your groupStep 1: Discuss the chances and risks of your resources and coping-strategies in your group and also the situations in which they might not work. Choose 3 resources for your flipchart that you will present in class, including chances and risks. Please note: You might as well consider the results from the Burnout Self-Test. What about cynicism or alcohol, are these appropriate resources and/or coping-strategies? What gives you strength personally? – Duration: Approx. 10 minutes.Step 2: Transfer your conclusions to your Flipchart Presentation. - Duration: Approx. 15 minutes.   Task 3: Online-Research "Days unfit for work in Health Care"Step 1: Choose one or two of the studies and read through them. How does the situation present itself compared with other professional sectors. You might as well review slide 18 and 19 from the powerpoint presentation "Challenges and Coping in Interaction Work" - Duration: Approx. 20 minutes. Step 2: Regarding your personal experiences in daily work routine: Why are the numbers of days of unfitness for work particularly high in your professional sector? Consider what might be the reasons from your point of view. Document your main findings in your flipchart presentation. - Duration: Approx. 10 minutesTask 4: Reflecting the terms and context from lesson 1Step 1: Work yourselves through the following terms briefly within your group and try to clarify them. When you're uncertain, check on the powerpoint presentation from lesson 1again. - Duration: Approx. 15 minutesPersonal and environmental stressors: What is the difference? Are they negative per se? If not, what else?Interaction Work: How is Interaction Work defined? Why is Interaction Work an important stressor?Appraisal: Why is the process of appraisal so important in terms of stress-relevant processes?Coping: What does the word coping mean and what are the two types of coping strategies?About resources: What is the difference between personal (individual) and environmental (e.g. organisational) resources?Where would you integrate social resources, do they rather belong to individual (personal) or environmental (e.g. organisational) resources? Why are social resources so important?   What is the connection between coping and resources? Consequences of stress: When are negative results the case? How can they be

prevented? On which levels can negative consequences result?Step 2: Which term or context of these (Task 4, step 1) seems specifically important to you? Integrate it into your flipchart presentation.Task 5: Producing / Finalizing your FlipchartCreate a short and clear 10-minute-presentation (Flipchart) and decide, how you want to present it in class (e.g. how many of you in what order, which topic).Agenda of your presentation (the order is not mandatory):Our 3 most important resources concerning stress related to Interaction Work: How and under which circumstances can they be applied? Reasons for the high number of unfitness for work-days in Health-Care â€" What do we think about it?Which terms or contexts from work-psychology are specifically important from our point of view and why (Review Lazarusâ€˜ Transactional Model of Stress + Coping enhanced by a work psychology-perspective)?After the presentation of the flipcharts by the single groups, there will be a discussion in class. We are looking forward to your experiential reports and are curious about your ideas.The description of the single tasks of this WebQuest ends here. Please start the process now.