

"Why don't zebras get ulcers?"

Dr. Robert Sapolsky asks this question in the book of the same name. While the answer is complicated, ultimately it is that **zebras trust the herd to protect each other.**

“Resilience is to survive in difficult times, and thrive in the best of times.

-Dr Ken Ginsburg”

SAFETY & TRUST

- In order to be mentally present away from work, you have to trust your colleagues
- **To build trust:** be honest, follow through on commitments, admit when you're wrong, communicate effectively, offer and accept constructive criticism
- **How you hand off to the next shift matters.** See and report on patients from the lens of “what happened to them” vs “what is wrong with them” not based on labels or diagnoses they've received, and share what specific approach you have found to work with the person

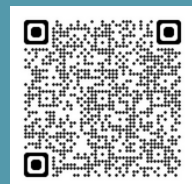
COMMUNICATING STRENGTHS WITH LOVE

- Building trust & personal connection with our teammates to increase the sense of safety within our "health care herd" involves infusing conversations with support & recognition of the skills & talents you each bring to the team, offering generous interpretations for their words & actions
- Using this approach allows us to receive healing from safe and trusting relationships
- Then, when we leave work - because we trust that the next shift has it covered - we can be fully present with our loved ones (friends, family, etc.)

CHANGE HOW YOU VENT

- Emotion expression is a key to preVENTing emotional shutdown or burnout
- Be selective about when you vent & who you vent to
- Express yourself through "I" statements focusing on feelings affected by specific actions
- Why did this event impact you? Why was it stressful?
- Remind yourself why you do the important work you do

Resource of the Month



Thriving Together: Solutions to Health Worker Burnout