After Care: How Employees Can Care For Themselves And Their Co-Workers After Difficult Patron Interactions

Laura Greco
You Bloom Wellness, LLC
How engaged will you be?

1 - not at all
2 - minimally
3 - somewhat
4 - pretty much
5 - fully
today: after care specifics

• what
• why
• how
  • for you
  • for others
  • as a team
after care

- returning to equilibrium
- replenishing
- processing
What is a difficult interaction?
Why difficult interactions can vary day to day and between us.
depleting
Difficult interactions leave us feeling:
ask yourself...

• What just happened?
• What am I thinking?
• What do I feel?
• Where do I feel it?
• What will help me work through this/move forward?

• Why? Why? Why?
What just happened?
What am I thinking?
What am I feeling?
Where do I feel it?
1 thing
individually

• move
• change your narrative
• journal
• ask what happened to me
• forgiveness
• self-compassion
• self-care
• release perfectionism
for someone else

- approach with empathy
- compassion
- listen
- support
- kindness
- allow space
- validate
- encourage them to replenish
as a team

• ask what happened to us
• acknowledge
• support
• rebuild
• release perfectionism
• review incident for
  • successes
  • sparks
  • areas to improve
  • solutions
  • learning points
try to avoid:

- judgment
- ruminating
- griping
- beating self/others up
- ignoring situation
- criticizing
- guilt trips
- worrying beyond your control
What stands out?
You Bloom Wellness, LLC
Laura Greco
412-596-9516
Laura@YouBloomWellness.com