Gateway Alliance for Compassionate Care at End of Life

4th Annual Summer Speaker Conference
Thursday August 4, 2016
8:30-11:30 AM

St. Louis University Medical Campus
Margaret McCormick Doisy Learning Resources Center
When life happens and my friends are in a loss, I want to be the one that God uses to offer hope. To be the one that encourages. I want my words to convey. I want my actions to matter.

"Through real, and captivating stories, Steve Sewell engages you on a journey from grief to growth. You’ll discover insightful insights and practical tools, plus powerful words of Scripture and prayer to minister to all who find themselves trapped, brokenhearted, and perplexed. 'A Cure will end the feeling of being at a loss the next time life happens'.


"Steve Sewell understands what it looks like to be a caretaker, who compassionately cares for others in a way that honors King Jesus. This book is a reflection of that passion. It is concise, yet thorough and immediately practical. If you ever find yourself serving others in a time of need, I would recommend this book as a helpful resource."

Nicki Pote - Vice President of LifeWay Research.

"This excellent resource speaks not only to spiritual insights needed to be effective caretakers but gives the practical tools we need to bring the light of Christ into the dark moments of people’s lives." - Glenn D. Dugas - President of the Founders Church.

"Steve’s masterpiece of wisdom. At a Loss instructs us how to help people toward healing during times of grief. His insights will always remain a trusted gem as we are called to comfort one another."

Pastor, Wayne Cordalis - Founding pastor of New Hope Christian Fellowship in Moose, Wyoming author of 10-Weeks to Live and Jesus Plans and Simple Solution.

Steve Sewell provides comfort and help to the local church during loss, transitions, and grief through speaking, teaching, counseling, and writing.

Discover more at www.stevensewell.me
“Advocating for anyone who is hurting--offering hope in the middle of their loss, at the end of their road.”
Conquering Conflicts: Managing Crisis and Transitions

1. Recognize the nature of conflict and its benefits
2. Explore collaboration as an effective approach to conflict and change management
3. Identify basic components of healthy relationships
4. Gain knowledge of the role of the mediator and techniques for reframing conflicts around interests

Questions and Answers
## Defining Conflicts

<table>
<thead>
<tr>
<th>English</th>
<th>Other</th>
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<tbody>
<tr>
<td>• Disagreements</td>
<td>• Latin = “act of striking together” or “clashing”</td>
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<tr>
<td>• Struggles</td>
<td>• Greek = “agon” = agony</td>
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<tr>
<td>• Battles over opposing issues or principles</td>
<td>• Romanian = “antagonism”</td>
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<tr>
<td>• Fight, “lock horns with”</td>
<td>• German = “answer back”</td>
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<tr>
<td>• Be incompatible with</td>
<td>• Musically = “not in harmony”</td>
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<tr>
<td>• Divided loyalties</td>
<td>• Parenting = “who are you and what have you done with my kid”?</td>
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Your plan

Reality
Examples of Conflicts at Palliative Care & End of Life

- Plan of care
- The role of hospice
- Unresolved grief
- Ethical issues
- Use of pharmaceuticals
- Death, dying, etc.
- Family at bedside
- Coercing others with shame
- Funeral, burial, cremation
- Domineering & aggressive family members
- Drug and alcohol abuse
- DPOA vs. Others
- Others
Introducing Mr. Koy...
Your plan

Reality
Identifying a new paradigm

CHANGE

“Conflict”

loss

grief

transitions
The Nature of Conflict

- Personal threat or dispute
- Unfulfilled expectations
- Ethics & Values
- A clash in attitudes & personalities
Our response to conflict is affected by...

1. Our understanding of its nature (our own attitude about change, conflict, suffering, etc.)

2. Family origin, faith, ethics, attitudes, behaviors (What are the family “rules” for handling conflict?)

✓ Is it good, bad, neutral?
✓ Is there an expectation to manage or eliminate?
The Benefits of Conflict

- Better decisions through consideration of alternatives
- Develops character & wisdom
- Motivation
- Set identity, boundaries, values
- Group dynamics & Engagement
Helping people Care-Front

I care...
- “I want to stay in a respectful relationship with you”

I want...
- “I want you to know where I stand and what I am feeling, needing, valuing, and wanting”.
Conquering Conflicts

Defining Styles
Exploring collaboration as an effective conflict and change management style
5 Styles of Conflict & Change Management

- Competition
- Collaboration
- Compromise
- Avoidance
- Accommodation
Competition

• “I will get my way”
  – Pursuing own concerns at expense of another
  – Win-lose mentality
  – Arguing, debating
  – Using rank, influence, and position
  – Asserting agenda over common good
  – Standing ground
Collaboration

• “Let’s work together to accomplish the goal”
  – Two heads are better than one
  – Ability to listen
  – Non-threatening confrontation
  – Analyzing input
  – Identifying concerns
Compromise

• “I will meet you halfway”
  – Let’s make a deal
  – Negotiating
  – Finding a middle ground
  – :Making concessions” assessing value
  – Sometimes a lack of trust
Avoidance

• “I will stay out of it”
  – I’ll think about it tomorrow
  – Withdrawal
  – Leave things unresolved
  – Decisions made by default
  – Issues can fester, get worse
  – Cautious relationship climate
Accommodation

• “I will give in”
  – It would be my pleasure...
  – Forgoing dreams, vision, desires
  – Selfishness
  – Obeying orders
  – Inability to yield
  – Loss of contribution
Conquering Conflicts

Why collaboration is an effective conflict and change management style
Your plan

Reality
Why collaboration is often the best approach

- It honors Love
- Builds relationships & character
- Benefits different perspectives for quality decisions
- Develops teamwork
Collaboration seeks a win-win solution

- Instead of across the table debates it becomes same side problem solving
- Step into the other person’s world to understand their interests
- Make a decision that is in best interest of all parties
Collaboration Builds Trust

• Honesty
• Respect
• Transparency
• Loyalty
• Commitment
• Accountability
• Listen
Identifying Basic Components of Healthy Relationships
Responsive to the Needs of others…

Understanding
Acknowledging
Caring
Recognizing
(creating a relationship)
Relationships in Conflict, Distress, & Change

Are you there for me?

NO!

- Anxiety
- Hopelessness
Relationships in Conflict, Distress, & Change

Are you there for me?

YES!

Comfort

Acceptance
Helping people Care-Front with P.A.U.S.E.

P - Prepare (assess yourself, is it a big deal, engage)

A - Affirm people (what are people saying, doing that is good)

U - Understand the issues (abstract or tangible, real or make believe)

S - Search for a solution (gang up on the problem not the people)

E - Evaluate options and make a decision
Conquering Conflicts

Mediation and other techniques to help reframe conflicts around interests
What is mediation?

- One who assumes the role of a facilitator who clarifies the issues, identifies the alternatives, and helps people come to a neutral agreement.

- The mediator does not make the decision. He/she guides people to talk about what’s important and leads them to a decision.
Why Mediation?

People Matter Most + Growth + Ownership = OHANA
Reframing is looking at the situation with a new set of eyes.

- Is this person really angry at me?
- Are they hurting and scared?
- Do I have all of the facts?
- Have I missed something that is important to them? What might be the real issue here?
- Do I really want to hand my power over to them by reacting?
<table>
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<th>Techniques for Re-Framing Conflicts Around Interests</th>
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<tr>
<td>Assess peoples readiness</td>
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<tr>
<td>Facilitate the conflict process not the conflict</td>
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<tr>
<td>Be a active listener- hear words, emotions, tone, etc.</td>
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<td>Test the reality of the words often- ask “what does that look like?“</td>
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<td>Generate alternatives without making suggestions</td>
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<td>Expand the options by clarifying what was said and asking questions</td>
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<td>Close the conflict by noting the decision and celebrating a win-win</td>
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Helping people Care-Front

When all possible...
Welcome forgiveness in your own life and model what it is like to live in freedom.

“Freedom validates the wrong that was done”
The 7 Levels of Listening

Not every conflict needs mediation but every conflict needs people who advocate for listening and
The Levels of Listening

Level One- Creating a safe environment

• Emotional, complex conflicts need a safe place to discuss reconciliation and resolution
The Levels of Listening

Level Two - clear-away distractions and focus your attention on the people in conflict

• The art of being a better listener is influenced by your attitude and feelings about how you have been listened to.
The Levels of Listening

Level Three- seek the substance rather than just what is being said

• Listen for ideas, themes, etc. Seek out the main idea.
The Levels of Listening

Level Four - observe non-verbal cues

- Listening includes ears and eyes

![The power of the non-verbal](image)

![What Makes Up What We Hear](chart)
The Levels of Listening

Level Five- Empathize and validate people
• Seek to understand emotions and feelings
• Be supportive & non-judgmental
The Levels of Listening

Level Six - Ask clarifying questions

• Make sure what is being said is what the issue is
• Re-state what is being said
The Levels of Listening

Level Seven- Help people see the issue in a new light

• Re-framing the conflict could mean injecting thoughts or ideas that people involved are not thinking about

• Be alert: avoid high-jacking the conversation
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Any questions?
**Bibliography & Resources to Continue Learning**

- At A Loss- Learning to Comfort others through the Journey of Grief (Steve Sewell)
- Caring Enough to Confront (David Augsburger)
- Conflict Management Seminar (Hollingsworth, Tow & Associates, LLC)
- Conflict Resolution- Solving Your Peoples Problems (June Hunt)
- Conflict Resolution for the Helping Profession (Allan Barsky)
- Performance Management (Robert Bacal)
- The Anatomy of Peace-Resolving the Heart of Conflict (The Arbinger Institute)
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Paster Doug Wornom – Author of Dear God If I Could Tell You Anything

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Paster Wayne Cordova – Founding pastor of New Hope Christian Fellowship in Arvada, Author of Closer, Merrier, Sinner, and Jesus is Not and Simple

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