

# Tune in with TRACS WA

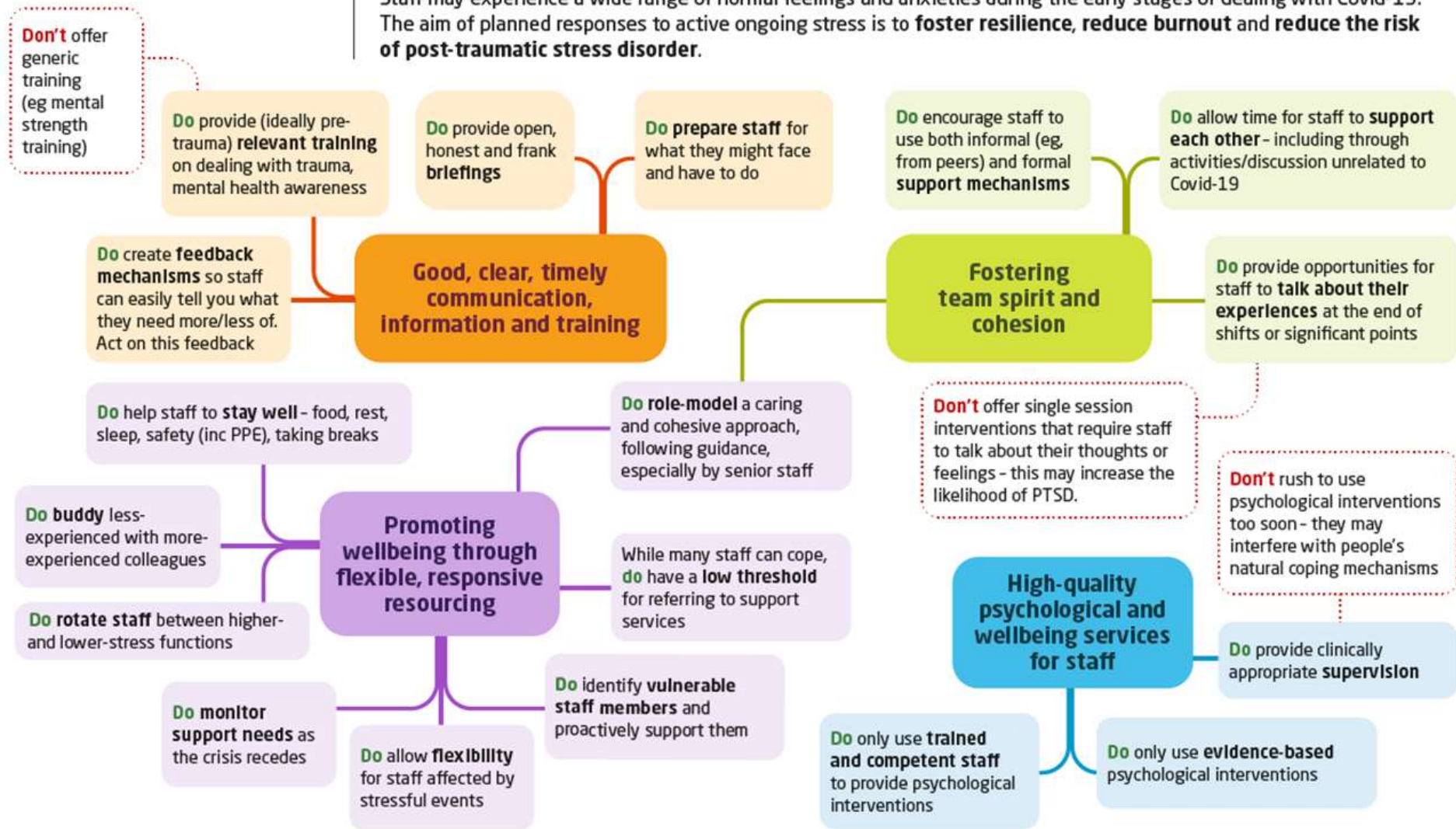
Communicating effectively with  
others from a social distance



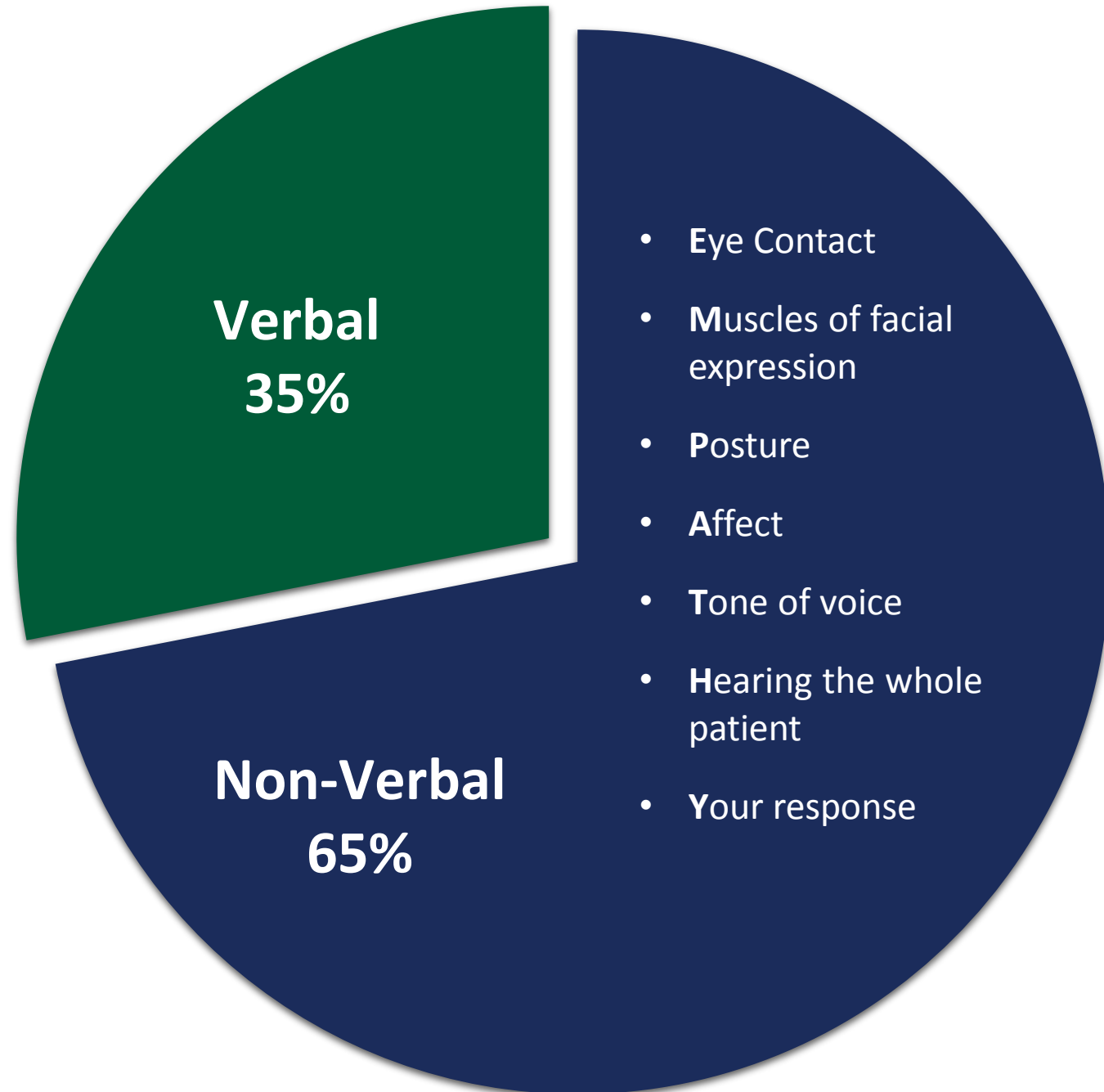
Artwork by Aaron Hayden

# Responding to stress experienced by hospital staff working with Covid-19: guidance for planning early interventions\*

Staff may experience a wide range of normal feelings and anxieties during the early stages of dealing with Covid-19. The aim of planned responses to active ongoing stress is to **foster resilience, reduce burnout** and **reduce the risk of post-traumatic stress disorder**.



# Communication





E.M.P.A.T.H.Y.



Good communication



Key learning point: Our body language says a lot about our interest and engagement in the communication we're having.

It is important our posture, eye contact, facial expression and touch all match the words we are saying.

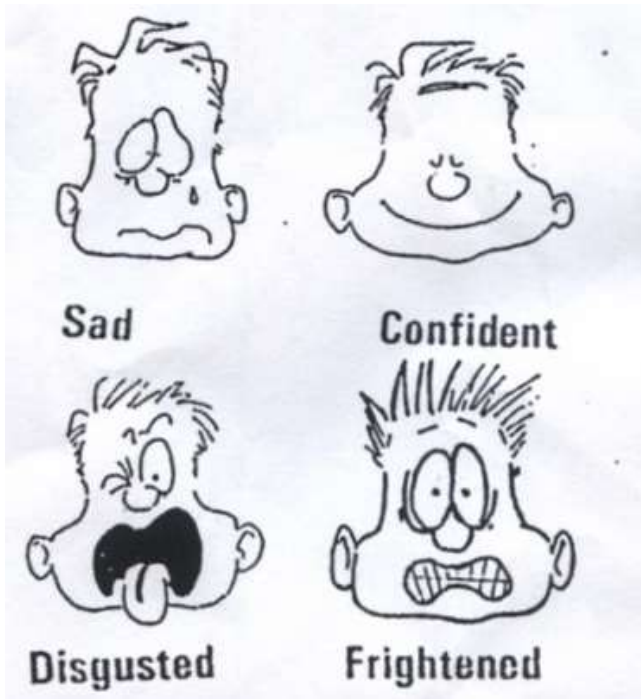
**E = eye contact**



O D Y L A N G U A G E

**P = Posture**

**M = muscles of facial expression**



**T = tone of voice**



“It’s not what you said.  
It’s how you said it.”

**A = affect**



**H = hearing**

**Y = your  
response**

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**Once you get past  
my charm, good  
looks, intelligence  
and my sense of  
humor. I think it's  
my modesty that  
stands out.**

# Communication





# Resources

- <https://www.ruok.org.au/staying-connected-is-more-important-than-ever>
- [https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a\\_2](https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a_2)
- <https://www.smilingmind.com.au/>
- <https://moodgym.com.au/>
- <https://www.ahcwa.org.au/>
- <https://www.phoenixaustralia.org/resources/ptsd-guidelines/>
- <https://www.beyondblue.org.au/home>
- <https://mindspot.org.au/coronavirus>





*TAPPING INTO EMOTIONAL INTELLIGENCE IN TIMES OF STRESS*

(Health Education & Training NSW) from:

<http://www.heti.nsw.gov.au>

TRACS WA website

(with emotional wellbeing evidence & resources):

<https://www.subacutecare.org.au>

Presenters:

Helen Mclean and Jessica Sharp

Tune in with TRACS WA

Next week

Friday 22nd May at 12:30/2:30

for

Goals of Patient care –

What, why, how?