



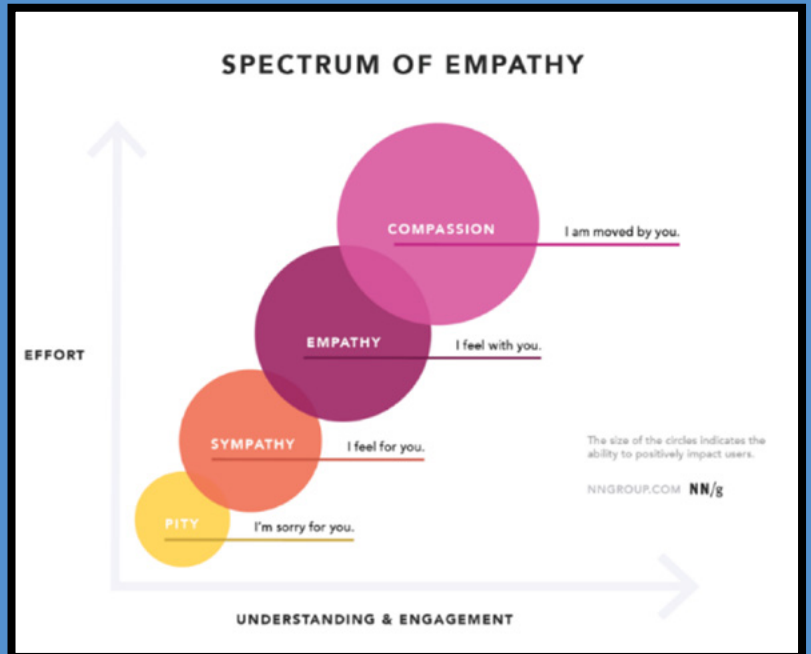
activate employee performance

# TAKE TIME

## Dealing with distressed customers every day

It is important that you try to maintain a healthy and empathetic responses to prevent compassion fatigue. Be aware where you are on the empathy spectrum and have a read of the top tips below.

There is lots of help and support if you need it, either through the NHS or LifeWorks.



### Top tips:

#### 1. Try and regularly check in with yourself

Use the empathy spectrum and assess where you currently are.



#### 2. Self-care toolkit

Create a detailed and personalised self-care plan/toolkit and use it. List all the things that benefit yourself, your body, your mind, your spirit and energy.



#### 3. Mini-holidays

Take regular and frequent 'mini-holidays' from your work. A little bit every day goes further than leaving this just to the weekend or time off.



#### 5. Professional support

If unsure if you're still in the healthy range use the self-assessment on NHS website or seek professional clarification directly.

#### 4. Peer support

Schedule 'decompress' meetings with colleagues and peers who do similar work. It's good to exchange support and discussion about self-care on an ongoing basis.



### Find Support

Mood assessment  
[www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment/](http://www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment/)

Self help therapies and App's  
[www.nhs.uk/conditions/stress-anxiety-depression/self-help-therapies/](http://www.nhs.uk/conditions/stress-anxiety-depression/self-help-therapies/)

#### Speak to LifeWorks

You can contact the Employee Assistance Programme (EAP) from a UK landline or a mobile with **FREE** contract minutes on **0800 069 8854**.

For online support, you can visit the LifeWorks website.  
[www.coop.lifeworks.com](http://www.coop.lifeworks.com)