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# Coping with and responding to change.



Going to school was a big change for me.  
What made it easier?

1. **Knowledge and Communication** with those involved. Keep learning.
2. **Participation** when my voice was heard, when I took an active role.
3. **Support** having support from others on bad days helped me reframe the situation.

Going through hardship can open your eyes to the hardships of others. Receiving support and help from others may motivate you to give support more readily. Your sense of compassion can grow.

# What actions can public authorities take to better support people facing adversities?

1. **Collaboration** – work with all relevant stakeholders.
2. **Assessment** – know exactly the issues. The best way is to listen to those who are experiencing the problem. Show empathy. Build trust.
3. **Intervention** – we can all set an alarm clock. But how do we react when it goes off. Do we press snooze or do we take action and get up. Its about discipline to follow through and implement the goals.
4. **Evaluation** – what benchmarks are you using to evaluate and measure success?

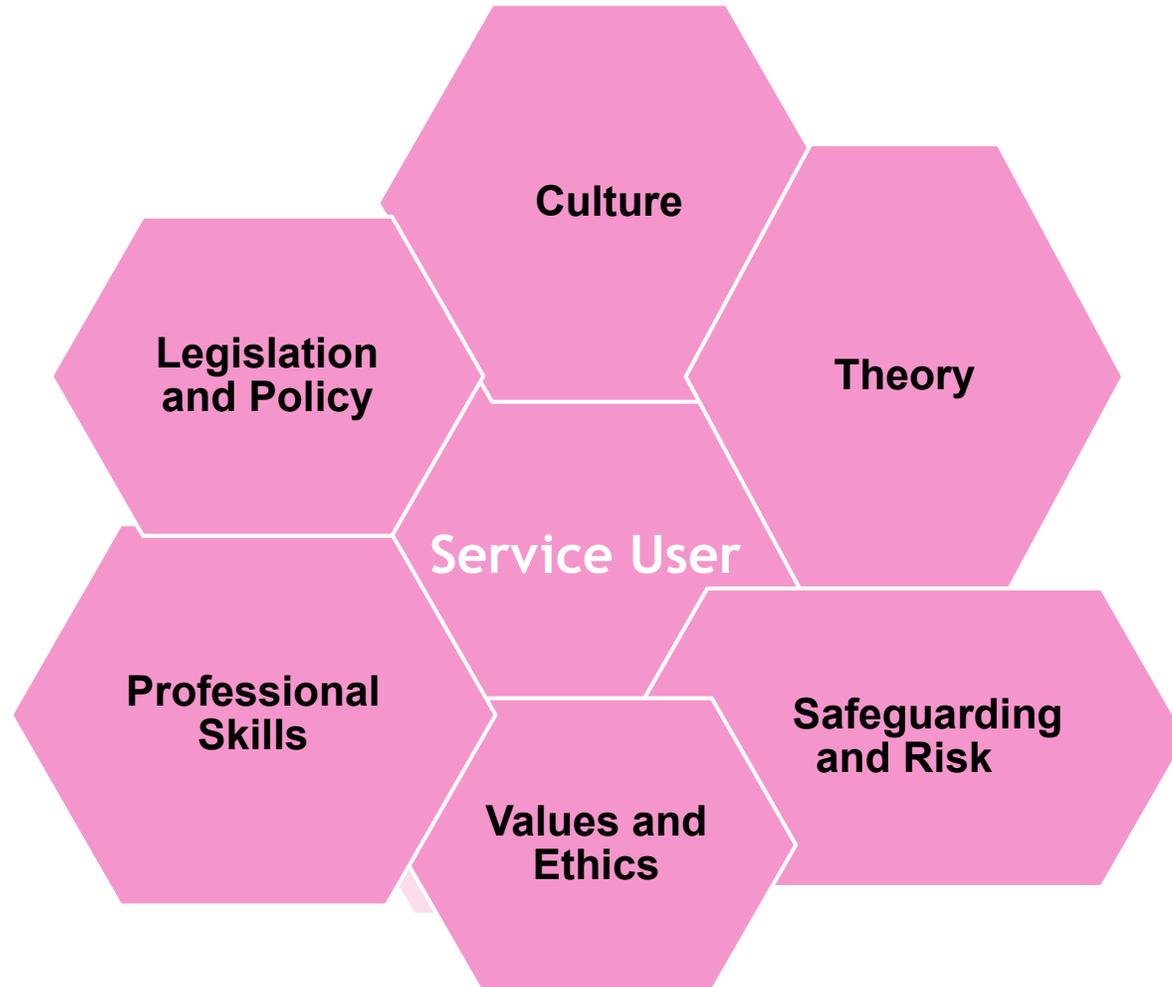
These key components help with purposeful planning and provision of care.



# How can public authorities integrate these lessons in their own services planning?

- ▶ **Vision** – practices need to be put in place to remind people individually and collectively of the vision. Principles of social justice and human rights need to be central to the practice of social care workers.
- ▶ **Relationships** - are core to social care work. Those working in social work are the primary tool.
- ▶ **Service User** - place the individual at the centre of service provision requiring bespoke care plans and interventions.
- ▶ **Skills** – To adapt in this changing world new skills need to be learned and new ways of working.
- ▶ **Allocation of resources and funding** – make sure the resources is making an impact.

# Integrative Framework



# Final Thoughts

- ▶ **Relationships** - We are stronger together.
- ▶ **Compassion** – We all have hardship. Compassion, kindness and empathy can make a huge difference. Try see things from another person's perspective.





**SINEAD KANE PhD**  
Resilience | Mindset | Teamwork