



THE  
JUBILEE CENTRE  
FOR CHARACTER & VIRTUES



# LESSON 22

## HELPING THOSE IN DISTRESS

22



# SESSION 1

## EMPATHY

22

Courage, Justice, Honesty, Compassion,  
Self-discipline, Gratitude, Humility

# HOW DO I KNOW SOMEONE IS IN DISTRESS?



What information am I looking for?  
From where?



# HOW DO I KNOW SOMEONE IS IN DISTRESS?



What prevents me from noticing  
the distress of others?



# NOTICING OTHERS IN DISTRESS



1. What happens to my thoughts and my feelings (emotions) when I notice another person in distress?

2. If I recognise the distress of another, must I do something, or can I ignore it?

3. What are the consequences of acting and what are the consequences of ignoring (for me and for them)?

# WHO SHOULD I RESPOND TO?



Anyone who needs my help

Only those I am trained to help

When I am not in danger

Family and friends

Strangers

People I don't like

When I will do more good than harm

I should mind my own business

Nobody

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# SESSION 2

## LISTENING

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Courage, Justice, Honesty, Compassion,  
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# LISTENING BLOCKS



**MIND READING** Assuming you know what the other person feels and thinks without asking.

**REHEARSING** Planning what you want to say next and missing what's being said now.

**FILTERING** Listening only to things that are relevant to you and ignoring the rest (even if it's important to the other person).

**JUDGING** Evaluating the other person and what they say rather than really trying to understand how they see the world.

**DAYDREAMING** Getting caught in memories or fantasies while someone is talking to you.

**ADVISING** Looking for suggestions and solutions instead of listening and understanding.

**SPARRING** Invalidating the other person by arguing and debating.

**BEING RIGHT** Resisting or ignoring any communication that suggests you are wrong or should change.

**DERAILING** Changing the subject as soon as you hear anything that bothers or threatens you.



# 'ME' LISTENING



Where we hear what we want to hear, rather than what is actually said.

Where we hear what is relevant to us.

Where we interpret or twist what is said to suit us.

What is the impact of being poorly listened to, especially when we are upset/in distress?

# GOOD LISTENING



Eye contact

Nodding

Open posture

Not interrupting

Not distracted

Open questions

Not judging

Accepting

Mirroring

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# LISTENING PRACTICE



Get into threes.

One person talk about a topic you've been given.

One person practise listening well.

One person observe and give feedback:  
what was done well, what could be improved?

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# LISTENING TO DISTRESS



**Is a special type of listening required for someone who is upset or in distress?**



# **SESSION 3**

## **ANXIETY AND DEPRESSION**

**22**

Courage, Justice, Honesty, Compassion,  
Self-discipline, Gratitude, Humility

# ANXIETY AND DEPRESSION



What do you know about anxiety and depression?

Why do you think it is important to know about anxiety and depression?

# ANXIETY AND DEPRESSION



Feelings of hopelessness and pessimism



Feelings of worthlessness, guilt and helplessness



Thoughts of death or suicide



Restlessness



Irregular sleep



Decreased energy



Changes in mood



Insomnia



Difficulty making decisions



Appetite and weight loss



Persistent sad, anxious or empty mood



Tearfulness

# RESPONDING TO ANXIETY AND DEPRESSION



How would you respond to anxiety and depression using what you have learned about empathy?

How would you respond to anxiety and depression using what you have learned about listening?



# HOW EFFECTIVE ARE THESE TREATMENTS FOR DEPRESSION?



**Physical  
exercise**

**Mindfulness  
meditation**

**Counselling/  
therapy**

**Sleep  
hygiene**

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Self-discipline, Gratitude, Humility**

# YOUR RESPONSE



How would you respond to someone showing signs of anxiety or depression?

Would you treat them differently?

What are the most important factors to consider?



# SESSION 4

## BEREAVEMENT

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Courage, Justice, Honesty, Compassion,  
Self-discipline, Gratitude, Humility

# THINKING ABOUT LOSS



Imagine the types of losses you are likely to experience in a lifetime.

Rank them according to severity (i.e. how bad the loss is).

How might you respond to these losses? Are some responses better than others?

# OTHER PEOPLE'S LOSS



Think of some ways of responding to loss that are inappropriate.

Now think of some ways of responding to loss that are appropriate.

# THE FIVE STAGES OF LOSS



## "Normal" Functioning

### Shock and Denial

- Avoidance
- Confusion
- Fear
- Numbness
- Blame

### Anger

- Frustration
- Anxiety
- Irritation
- Embarrassment
- Shame



## Return to Meaningful Life

- Empowerment
- Security
- Self-Esteem
- Meaning

### Acceptance

- Exploring options
- A new plan in place

### Dialogue and Bargaining

- Reaching out to others
- Desire to tell one's story
- Struggle to find meaning for what has happened

### Depression and Detachment

- Overwhelmed
- Blahs
- Lack of Energy
- Helplessness



# SESSION 5

## REFLECTIONS

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Courage, Justice, Honesty, Compassion,  
Self-discipline, Gratitude, Humility

# THOSE IN DISTRESS AND THE VIRTUES



For each of the virtues (**Courage, Justice, Honesty, Compassion, Self-discipline, Gratitude, Humility**) imagine what that virtue looks like when enacted in terms of responding to those in distress (e.g. the compassion required to notice the suffering of others; self-discipline to be a good listener; humility to accept that we might need some help; gratitude for those who help us).

Think of icons of helping those in distress and think of which virtues they employ to help others (e.g. Camila Batmanghelidjh who is renowned for her courage and compassion in her work with Kids Company).



# ● MY JOURNEY WITH RESPONDING TO THOSE IN DISTRESS



Look back over the previous 4 lessons on responding to those in distress. Re-visit the goals you set yourself for the lessons on empathy, listening and emotional first aid and loss, and evaluate how well you have done with beginning to achieve those goals.

● Think about which virtues you need to employ to keep responding to those in distress in the right way.

How can the icons you identified in the previous section inspire you to keep trying to become better at helping others?