Embrace the Suck – Pandemic Style!

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To learn today

- Revisit what is “embrace the suck?”
- Revisit the concept of emotional labor and ask how 2020 events have impacted us?
- What are the costs of not “embracing the suck” in terms of emotional labor?
- What are effective and ineffective coping mechanisms?
- How can “embracing the suck” help?
Embrace the Suck
Emotional Labor
Pandemic causes spike in anxiety & depression

% of US adults showing symptoms of anxiety and/or depressive disorder

- **Symptoms of anxiety disorder**
  - January-June 2019: 8.2%
  - 2-7 July 2020: 24.0%

- **Symptoms of depressive disorder**
  - January-June 2019: 6.6%
  - 2-7 July 2020: 27.6%

- **Symptoms of anxiety or depressive disorder**
  - January-June 2019: 11.0%
  - 2-7 July 2020: 39.0%

*Based on self-reported frequency of anxiety and depression symptoms. They are derived from responses to the first two questions of the eight-item Patient Health Questionnaire (PHQ-2) and the seven-item Generalized Anxiety Disorder (GAD-2) scale.

Sources: CDC, NCHS, U.S. Census Bureau
Area of Optimal Stress/Challenge

Performance, Happiness, Health

Low Stress
Boredom
Depression

High Stress
Anxiety

Stress/Challenge Level
Factors Influencing the Impact Emotional Labor
Emotional Labor in a Pandemic
Coping Strategies

Try faking it
Coping Strategies
Mindfulness
Coping Strategies
Organizational Support in Dealing with Emotional Labor
Mindset

Mindset
THE NEW PSYCHOLOGY OF SUCCESS
HOW WE CAN LEARN TO FULFILL OUR POTENTIAL

*parenting
*business
*school
*relationships

CAROL S. DWEECK, Ph.D.
What is Your Mindset?

1. You have a certain amount of intelligence and you really can’t do much to change it.

2. Your intelligence is something about you that you can’t change very much.

3. You can learn new things but you can’t really change your basic intelligence.
What is Your Mindset?

1. You have a certain amount of talent and you really can’t do much to change it.
2. Talent is something about you that you can’t change very much.
3. You can learn new things but you can’t really change your basic talents.
What is Your Mindset?

1. A person’s moral character is something very basic about them that can’t be changed very much.
2. Whether a person is responsible and sincere or not is deeply ingrained in their personality. It cannot be changed very much.
3. There is not much that can be done to change a person’s moral traits (e.g. conscientiousness, uprightness, and honesty)

Strongly agree | 1 2 3 4 5 6 | Strongly disagree
Fixed Mindset (entity theory)
Growth Mindset (incremental theory)
Culture

Society

Person

Culture roles

Social differentiation

Sociological roles

Gender roles

Situation

Gender

Sociological roles

Biology
Can You Change Your Mindset?
Grit

I’ll have a heaping helping of grit!
Educational Attainment Population 18 Years and Over: 2019

- Prof. Degree, 1%
- Doctoral, 2%
- Below High School, 11%
- Masters, 9%
- Bachelors, 21%
- Associate's Degree, 10%
- Some College, No Degree, 18%
- High School Graduate, 28%

# Conscientiousness

<table>
<thead>
<tr>
<th>Conscientiousness</th>
<th>Self-Disciplined</th>
<th>Dutiful</th>
<th>Competent</th>
<th>Structured</th>
<th>Cautious</th>
<th>Directed</th>
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</thead>
<tbody>
<tr>
<td>CO1</td>
<td>Puts off unpleasant tasks, finds it difficult to get down to work, not overly diligent about deadlines, tendency to opt out when encountering difficulty</td>
<td>SELF-DISCIPLINED</td>
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<td>CO2</td>
<td>Believes that rough estimates get the job done just as well, unlikely to be fixated on detail, that there’s different strokes for different folks</td>
<td>DUTIFUL</td>
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<td>CO3</td>
<td>Unlikely to see things through, displays an inability to apply knowledge, avoids complex situations and problems</td>
<td>COMPETENT</td>
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<td>CO4</td>
<td>Prefers a more ad-hoc planning process, regards rules as more of a distraction, likely to be more reactive</td>
<td>STRUCTURED</td>
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<td>CO5</td>
<td>Often questions personal decisions and actions, does things that are later regretted, reacts before thinking things through</td>
<td>CAUTIOUS</td>
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<td>CO6</td>
<td>Deals with things as they surface, more likely to have a fatalistic view of life</td>
<td>DIRECTED</td>
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<td>Focuses on getting things done immediately, diligent about deadlines, persist until the task is done</td>
<td></td>
<td>Sets high standards for self and others, pays attention to details, no half-baked solutions, there’s a right way and a wrong way</td>
<td>Knows how to apply knowledge, likes to solve complex problems, applies mind to the task at hand</td>
<td>Sees to it that rules are observed, follows a schedule, highly organized, prefers planning way ahead</td>
<td>Rarely overindulges, needs ample time before making decisions, aware of the reasons for doing things, seldom has regrets</td>
</tr>
</tbody>
</table>
Acquiring Grit

Perseverance, secret of all triumphs -- Victor Hugo
Stoicism
Happiness and freedom begin with a clear understanding of one principle. Some things are within your control. And some things are not.

-- Epictetus
Know Your Power

You have power over your mind—not outside events.
Realize this, and you will find strength.
Embrace the Suck!
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