3. What is compassion?

- (A) Understanding what another person might be thinking
- (B) The sensation of feeling another person's or animal's feelings

- (C) The desire to help other people or animals, induced by understanding their perspective and feelings
- (D) Sacrificing one's own needs to help other people or animals

What to do when you don't know what to do: case studies for dealing with difficult situations

Katie Moore

Research indicates that veterinary professionals are at greater risk of suffering from mental ill-health compared to the general population. Depression, adjustment disorders and anxiety account for the greatest proportion of problems seen by clinicians at Vetlife Health Support. There is an association between work-related stress and mental ill-health.

Strong bonds between colleagues can help them respond to challenging events. Creating safe working environments, where colleagues feel supported and able to speak without fear, is beneficial to their wellbeing, as well as productivity.

In this interactive session we will explore a number of challenging practice-based scenarios, focusing on mental health. Often there is no obvious right or wrong way of dealing with a particular situation, and we will discuss different approaches and key concepts.

KEY LEARNING OBJECTIVES

- Understand how social interactions at work impact upon mental health

- Consider different approaches to difficult work-based situations relating to mental health
- Understand the importance of supportive relationships and how they can help colleagues respond to challenging events

MULTIPLE CHOICE QUESTIONS

1. Research suggests that people are LEAST likely in the first instance to seek support from which of the following?
 - (A) Spouse or partner
 - (B) A colleague
 - (C) Another family member
 - (D) Their general practitioner (GP)
2. Which of the following describes a psychologically safe workplace?
 - (A) Where everyone agrees with each other
 - (B) Where people can speak without fear of humiliation or punishment
 - (C) Where extroverts thrive
 - (D) Where standards are lowered to meet deadlines
3. Which of the following is an appropriate response to a colleague confiding that they think they might have an alcohol problem?
 - (A) Disclosing the information to the boss
 - (B) Signposting them to their GP or Vetlife
 - (C) Reporting them to the RCVS
 - (D) Offering to go to the pub with them