

Everyone you meet is  
fighting a battle you  
know nothing about.  
Be kind. Always.

Add to that we are all fighting a battle against COVID-19, however, because we need to be physically distant, it can feel like we are all fighting this new battle on our own.

It can feel overwhelming!

# Challenges That Didn't Go Away with the Pandemic

- \* Diversity of the Community
- \* Difficult People
- \* Rude People
- \* Lack of Empathy



# Sources of Frustration

Lack of physical social interaction

Feeling Expendable

Feeling that you don't matter

Feeling powerless—being treated like a child

Loss of independence & choices

# Communication is a daily activity

How much of our time spent communicating is verbal?

25%

75% of our communication is non-verbal

- Words are 7% effective
- Tone of voice is 38% effective
- Non-verbal clues are 55% effective

We are frustrated not having face to face interactions—  
telephone conversations, e-mails, texts, paper  
communications don't give us the social cues that we  
need to feel connected to the community

# Causes of Anger Pre-Pandemic

- \* Frustration or annoyance
- \* Fear
- \* Stress
- \* Confusion/memory loss/change in cognitive ability
- \* Change in physical ability
- \* Feeling powerless
- \* Loss of control & choices
- \* Projection/expectations

# Lack of Empathy Pre-pandemic

- \* Empathy is the experience of understanding another person's condition from their perspective. You place yourself in their shoes and feel what they are feeling. Empathy is known to increase prosocial (helping) behaviors. Psychology Today
- \* When we ourselves are going through tough times, we sometimes forget that others may be going through their own tough times.

# Washington Post Article on Anger

Elizabeth Chang, June 30, 2020

- \* Americans are living in a big anger incubator
  - \* Anger at public officials—not doing enough or went too far
  - \* Anger at being told to wear a mask or anger at those that won't wear a mask
  - \* Anger at anyone that doesn't see things the right way (our way)
  - \* This is the result of feeling powerless
  - \* Uncertainty as both a cognitive and emotional state is one that people want to resolve—anger allows you to... leave your feelings of uncertainty for a while and occupy a space and sensibility of certainty, clarity & confidence.
  - \* Unmanaged anger can erupt into aggressive behavior against others

# Three Antidotes to Anger

- \* Appreciation
  - \* Affiliation
  - \* Aspiration
- 
- \* Acknowledge your anger and anxiety, that it is okay to feel that way, but to channel that energy in a constructive way—you do not have to be powerless
  - \* Helping others can also give you that sense of control

# Solutions For the Community

Use local or state mandates to enforce mandatory wearing of masks & physical distancing

Enforce terms of lease & house rules to keep the peace between residents (especially regarding political messages regardless of how you feel about the issue)

Create a sense of community—we are all in this together as a community, and we need to watch out for our most vulnerable members of the community

Listen to the resident, give them time to vent in a respectful way so they don't feel completely powerless—sometimes people just need to be heard

Random Acts of Kindness (example Ben's Balls)

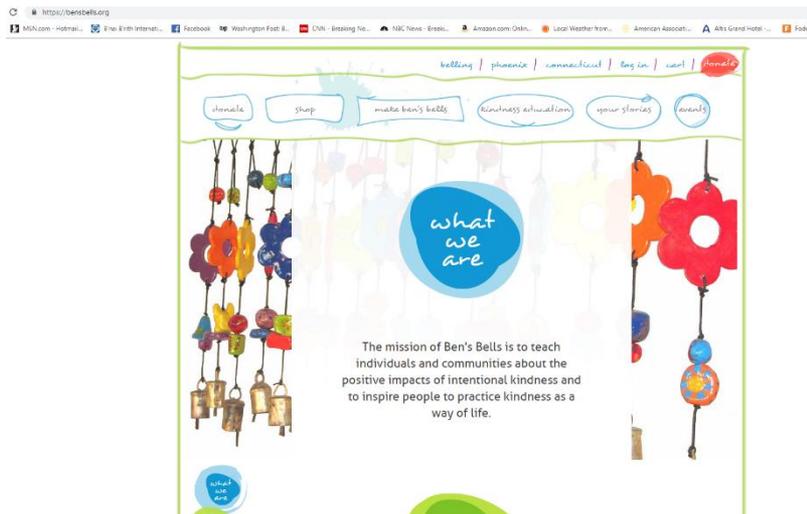
Warm & Fuzzies

# Intentional Acts of Kindness

## ex: Ben's Bells

<https://bensbells.org/>

- \* Leave items or a token/ coupon to find for a prize
- \* Winner pays it forward or finds new place to hide item
- \* Use hard to find supplies: hand sanitizer, toilet paper, etc.
- \* Modify for COVID-19



# Warm & Fuzzies—Complimenting Each Other in the Age of Physical Distancing

You are a  
gem!



I'm so glad we met!



You're all that  
and a super-  
size bag of  
chips!



What has worked in your  
building?