

Report from Trondheim Municipality

In August of 2018 the municipality of Trondheim, Unit for Substance Abuse Services and Unit for Mental Health and Substance Abuse started a collaboration project with Unique Mind ESP. Two groups of staff members from the units, in addition to other invitees completed courses in ConsciousnessTraining™ over a period of nine months. The aim of this collaborative project was, on the part of the two units, to provide employees with techniques to better handle stressful situations at work and for their own self-care when participating in demanding working days.

Description of project:

- The first course was held on 22 and 23 August
- A follow-up day was held on 24 October
- Repetition of the course was completed on 22 and 23 January
- A new follow-up day was held on 20 March
- Review and supervision of the project, in the units on 20 and 21 May
- Summary and closing day 22 May

In addition, there have been online meetings and guidance over the phone along the way.

Description of ConsciousnessTraining

Most of the work in the health, social and care sector is in what we call relational professions, which involves high demands to master one's own feelings in interactions with others.

ConsciousnessTraining is a scientifically published training of the brain that reduces stress and increases efficiency, as well as providing concrete techniques for self-care.

Two research projects have been carried out on ConsciousnessTraining. The research has been done on healthy people, and shows that the training provides increased learning ability, better memory and increased ability for self-regulation, as well as greater ability to use logic to solve new problems.

<https://www.frontiersin.org/articles/10.3389/fnhum.2016.00664/full>

<https://www.frontiersin.org/articles/10.3389/fnhum.2017.00644/full>

Trondheim Krisesenter (shelter for battered women)

During the project period and after course days, the employee group from Trondheim Krisesenter (shelter for battered women) has worked towards common goals and a vision for the shelter.

Efforts have also been made to identify strengths in the work group, and the employee group has focused on how they want their daily workdays to be, what is desirable to achieve and what they want to do differently.

Individually, some employees have used the techniques deliberately to prepare for difficult cases, and several of the staff say that they have become more robust after the course. Employees say that they handle the hectic workday in a better way, that they are more calm and handle stress better. Some say that it has become easier to cooperate with colleagues, both internally in the unit and with others with whom they do not work as closely. A greater understanding has been gained, and increased "relational competence" has been mentioned.

Many also say they sleep better, and that they trust their own decisions more. They also find it easier to prioritize and use their time when there are many tasks, which previously were more overwhelming.

Other statements from employees are:

"Take deep breaths in difficult situations, find solutions more easily"

"Easier to understand signals about the needs of the residents and users"

"Easier to "tune in", and be more present "here and now" and staff becomes more efficient at work"

After the course, the employees have been asked if they have noticed any changes in the staff group, and the following feedback has been given:

- greater patience, more tolerance and better "atmosphere" in the staff group
- better at acknowledging colleagues' strengths
- better at noticing each other during the workday

Bispegata 9D – department for young people in active substance abuse

Bispegata 9D was in a somewhat unfortunate situation when the collaboration started. The department was in an establishing period that was delayed in the progress plan due to construction challenges. The employee group was therefore not gathered until March 2019. This influenced the continuity of the work, as employees had daily work in various other departments in the unit. It has also been a challenge that during an establishment process, new employees arrive, and others leave. Due to this, the department has not succeeded in implementing what we learned and putting it into a system in the same way as we have seen that our colleagues at the shelter for battered women have achieved.

Regardless of these challenges, the group as a whole had only positive feedback after the course, and using the techniques we learned.

Employees have practiced using the techniques individually. Several have given feedback about daily use and that they have had a good effect from this on a personal level. When the department started up, we included Consciousness Training as a theme in all departmental meetings where we shared experiences. We received feedback that the techniques were used to prepare meetings, for relaxation and clear the mind at the end of the day.

Employees experienced a better overview, more peace of mind in themselves to deal with stress, and that challenging meetings were better prepared for and were conducted with greater confidence and good results.

Trondheim 08.05.2020

Trondheim krisesenter

Bispegata 9d