

NCWC presents

# **Anxiety & Depression**

## **Care Techniques and Considerations**

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# Friendly Reminders

Thanks for being here!

**01**

Please mute microphone if you're not speaking to reduce background noise.

**02**

Perspectives that conflict with yours may be shared, and that's ok! Let's make this a safe, respectful environment for everyone.

**03**

There will be time for questions at the end of this training.

# Today's Agenda

What we'll discuss this afternoon

- Define anxiety and depression
- Review various types of anxiety and depression
- Causes
- Signs to look for that indicate anxiety and/or depression
- Benefits of understanding client perspective
- Exploration of current care techniques
- Realistic improvements to current strategy



# What is...

## Depression

Depression is a mood disorder characterized by persistent feelings of sadness, hopelessness, and loss of interest or pleasure in activities.

## Anxiety

Anxiety is a condition characterized by excessive apprehensiveness about real or perceived threat.



# Types of Anxiety Disorders

Generalized Anxiety Disorder

Panic Disorder

Phobias

Agoraphobia

Social Anxiety Disorder

Separation Anxiety Disorder

Obsessive-Compulsive Disorder

PTSD

Selective Mutism



# Types of Depressive Disorders

Major Depressive Disorder

Persistent Depressive Disorder (dysthymia)

Prolonged Grief Disorder

Postpartum Depression

Seasonal Affective Disorder



# Causes

The causes of anxiety and depression can vary.

- ❖ Genetics
- ❖ Family history
- ❖ Brain chemistry
- ❖ Neurotransmitter imbalances
- ❖ Stressful life events
- ❖ Loss
- ❖ Trauma
- ❖ Chronic illness
- ❖ Medical conditions
- ❖ Medication side effects
- ❖ Substance abuse
- ❖ Addiction
- ❖ Hormonal changes
- ❖ Social isolation
- ❖ Lack of support network
- ❖ Pessimism
- ❖ Perfectionism
- ❖ Low self-esteem or self-efficacy
- ❖ Social media exposure
- ❖ Poor sleep habits
- ❖ Chronic illness
- ❖ Chronic stress
- ❖ Relationship friction



# Signs & Symptoms

## Depression

Persistent sadness or emptiness, loss of interest and pleasure in activities once enjoyed, headaches, stomachaches, changes in sleep and appetite, loss of energy, fatigue, feelings of worthlessness, difficulty concentrating, irritability, isolation, thoughts of death or suicide





# Signs & Symptoms



## Anxiety

Excessive worry about everyday situations, feeling restless or on edge, difficulty concentrating, irritability, muscle tension, trouble sleeping, fatigue, rapid heartbeat or palpitations, sweating, trembling, shortness of breath, digestive issues, panic attacks

Fact: Anxiety can be perfectly healthy and normal too! If it begins to impair your life, they we may begin to see if as a disorder.

# Knowledge is Power

By understanding a client's perspective you can:

- Show empathy and kindness
- Encourage clients to engage in services
- Empower the individual
- Manage expectations for you and client



**Tip:** We may have to fight the urge to “fix” and problem solve because often individuals struggling with MH issues want someone to just be present with them.

# Current Techniques



CBT or counseling  
Mindfulness practices  
Breathing techniques  
Psychoeducation  
Nutrition  
Exercise  
Meditation  
Medication



# Realistic Improvements to Your Care Delivery

Active listening!

Showing empathy

Validate emotions even when you can't change them

Reflective statements

Summarization

Open-ended questions

Allow for silence (don't force rigid conversations)

Being direct and honest (Assertiveness can show respect!)

# Active Listening

- Don't listen to respond
- Be ok with silence, sitting in it
- Empathetic statements “that sounds really tough”
- Reflection
- Summerization
- Check in- “Did I get that right?”
- Be genuine
- It's ok to not know how to respond



**1 in 5 adults experienced a mental health concern in the past year.**



988 is the Crisis Hotline and can be a helpful resource to remind clients of. They can call, text, or chat from website anytime, anywhere, nationwide for free.



A recent study has found that

**60%**

**of individuals with a diagnosable  
anxious or depressive order did not  
seek help or treatment.**

This finding suggests that what we may assume or outwardly see may not be indicative of what's going on with our clients. There can be deeper layers of hurt, pain, or discomfort that impact an individual's ability to engage in services as recommended.

**Considering challenging situations to be a “customer service” experience can help us de-personalize the interaction to help us maintain control of own emotions.**

**This allows us to maintain professionalism and show support to an individual who may be struggling.**





# Activity



Goals:

1. To identify when a client is likely to be experiencing symptoms of anxiety or depression
- and
2. How to engage client

Please use zoom features as instructed



## Remember...

Anxiety and depression affect mood and clear thinking, so someone not engaging in services or being unkind may not mean to inconvenience you or ruin your day. Additionally, anxiety and depression may trigger physical symptoms, which can become a barrier to full participation. Despite these obstacles, let's gently empower and support our clients to keep trying.

# Questions

## **Session 2: June 25 - SMART Documentation for Care Providers**

This session will provide detailed information about SMART goals and their empowering role in guiding individuals through their treatment or care journey. During this session, participants will learn how to craft their own SMART goals tailored to the populations they serve, as well as strategies for fostering ongoing client adherence with recommended treatment plans.

## **Session 3: September 12 - Tactics for Meaningful Work with Challenging Populations**

This session will explore factors that may contribute to client resistance to treatment and the frustration that care professionals may experience when individuals express a desire to change but fail to engage. Discussion will also address working with individuals who may express or have expressed suicidal thoughts. Participants will learn to identify suicide risk factors and strategies to manage and mitigate critical situations and assist in facilitating necessary referrals for immediate attention.

Ask Jessica.

Please join us for Session 2 and Session 3.



# Thank you!

