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!

Everyone you meet is fighting a battle you know nothing about. Be kind. Always.
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
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.
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
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
<table>
<thead>
<tr>
<th>You are a gem!</th>
<th>You're all that and a super-size bag of chips!</th>
</tr>
</thead>
<tbody>
<tr>
<td>I'm so glad we met!</td>
<td></td>
</tr>
</tbody>
</table>
What has worked in your building?