The Practice of Interpersonal Forgiveness in the Professional and Personal Lives of Healthcare Workers
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1. How does interpersonal conflict affect us?
   a. Personally?
   b. Professionally in the work place?

2. Interpersonal conflict affects us holistically:
   a.
   b.
   c.
   d.
   e.

3. What are some examples of interpersonal conflict that occur in the workplace?
   a. Between colleagues
   b. Between employees and supervisors

4. Not forgiving results in paying a big price in the workplace:
   • Our ability to appreciate ___________ and ___________ qualities in others is reduced.
   • There is a lack of _______ between parties.
   • Our ability to be fully ___________ and ___________ on current issues and projects are greatly diminished.
   • Passion and ___________ are withheld as energy is drained.
   • Communication between ___________ and ___________ is avoided.
   • ___________ build as splitting occurs and people begin to take sides.
   • People begin thinking they cannot do anything _________.

5. What are some reasons people may give for not wanting to forgive?

6. From a systems perspective, the lack of forgiveness has outcomes on many levels:
   a. Individually:
   b. Interpersonally:
   c. Within the team:
   d. Organizationally:
7. What is Interpersonal Forgiveness? Common Myths and Misconceptions

- Forgiveness means __________ the offense never happened and going back the way things were before.
- Forgiveness is a sign of __________ and __________.
- Forgiveness doesn’t make things _____ to others or ourselves.
- Forgiveness is only needed for those __________, ______, or those who _____ to be forgiven.
- Forgiveness happens ______ and ______.
- Forgiveness is our ______ and ______ as human beings.
- Forgiveness means __________ or __________ inappropriate behavior.

8. How would you define forgiveness?

A Definition of Forgiveness
"Forgiveness is an __________ decision, with __________ manifestations, to overcome and let go of the negative __________, __________, and __________ associated with being __________ hurt by another by choosing to express __________, __________, and __________ toward one’s __________, though he or she does not __________ them.”

9. Reasons to Forgive

- Forgiveness allows us to relieve ourselves of the debilitating effects of chronic __________ and __________.
- Forgiveness is being ______ to yourself, the wrong suffered, its pain and revenge are __________.
- Forgiveness allows us to move beyond past __________ and see life from a new __________.
- Forgiveness offers the possibility of __________ and __________, bringing new life, not death, to a relationship.
- Forgiveness gives us the freedom to deal with our wrongs __________, and bring healing to our hurts.
- Forgiveness is for people who are __________, who not only need to forgive but need to be __________.
- Forgiveness allows us to __________ the energy invested in our pain and hurt to bring healing to our memory and __________ to our future.
10. Personal Benefits of Forgiveness

- Decrease in ________________.
- Decrease in ________________.
- Decrease in displacement of ____________.
- Decrease in use of ________________ ________________.
- Prevention of escalation of ____________.
- Improved intrapersonal ________________.
- Improved interpersonal ________________.
- Improved ________________.
- Improved ________________.
- Reduction in ________________ ________________.
- Lower ________________ ________________.
- Reduction in ________________ ________________.
- Less ________________ ________________.

11. Benefits of forgiveness in the workplace:

Employees:
- take responsible ________________
- express their natural ________________ and ________________
- demonstrate personal ________________
- make enthusiastic ________________
- feel ________________
- have greater ________________
- experience a sense of ________________ and ________________ from their work.

12. How might forgiveness be beneficial in the work place…

a. For the employee?
b. Interpersonally?
c. Within the team?
d. Organizationally?

13. What happens when we forgive?

Cognitively:
The offended person ceases condemning judgments and the planning of revenge. Positive thoughts emerge toward the offender, such as ________________ and viewing the offender as a ________________.

Affectively:
Negative emotions such as anger, hatred, resentment, sadness, and contempt are given up. Negative emotions replaced by more neutral emotions and eventually a positive affect including the ________________, through ________________, and ________, to help the offender.
Behaviorally:
The offended person no longer acts out the revenge. There is a willingness to join in ____________ or make overtures in that direction.

14. Ten Strategies for Practicing Interpersonal Forgiveness in the Workplace

1. Forgiveness is a _________ that puts you in control of the outcome and your healing.
2. Notice how ______________ forgiveness negatively affects your life personally and professionally.
3. Try to see the person who caused your hurt from a broader ______________, not just through the eyes of the offense that hurt you.
4. Realize that you also have _____ others and would desire forgiveness too.
5. Find ____________ in the hurt and what you can learn from it through journaling, reading and finding a positive and supportive friend.
6. Acknowledge the ____________ feelings you have when you are hurt then choose to replace them with positive thoughts and feelings toward yourself, work, colleagues, and the organization.
7. Consider how much ____________ is put into the negative emotions and channel that energy into positive actions.
8. Choose not to ____________ yourself by hanging onto negative thoughts and feelings and causing a ____________ effect where other innocent people in your life are affected.
9. Look for ways to ____________ the relationship.
10. Notice the ____________ thoughts, feelings, and behaviors that begin to emerge when you let go of your hurt and pain and how you feel about yourself for responding positively to your hurt and pain through forgiveness.

**Do It Anyway**
*Mother Teresa*

People are often unreasonable, irrational, and self-centered,
Forgive them anyway.
If you are kind, people may accuse you of selfish, ulterior motives,
Be kind anyway.

If you are successful, you will win some unfaithful friends and some genuine enemies,
Succeed anyway.

If you are honest and sincere people may deceive you,
Be honest and sincere anyway.

What you spend years creating, others could destroy overnight,
Create anyway.

If you find serenity and happiness, some may be jealous,
Be happy anyway.

The good you do today, will often be forgotten,
Do good anyway.

Give the best you have, and it will never be enough,
Give your best anyway.

In the final analysis, it is between you and God,
It was never between you and them anyway.