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PEOPLE PLEASING: WHY IT'S DANGEROUS TO ALWAYS WANT TO PLEASE EVERYONE • OPERATIONAL READINESS: STOP FIRES BEFORE THERE'S EVEN A SPARK

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People Pleasing: Why it's dangerous to always want to please everyone

People Pleasing can cause stress, exhaustion and health risks. What is behind the phenomenon and what affected people can do against the fear of resentment.

Help your neighbour in the garden? Sure, then sports are canceled today. Take on the sick colleague's job until the end of the week? Of course, then we clean up at home late in the evening. Lend your friend the car? Sure, then you can just take the bus an hour earlier to your own appointment. Uh ...

Stop! If all promises become so uncomfortable, you should actually refuse them - shouldn't you?! Most people think so too. But for a special group of people, saying NO is anything but easy. We are talking about so-called people pleasers. The name comes from English: 'People' means people and 'to please' means to please.



A Picture of a People Pleaser

What is a People Pleaser?

"People pleasers are people who put the well-being of others above their own. "You don't want to upset anyone," explains psychologist Dr. Ulrike Bossmann, who wrote a book on the topic and advises those affected in their daily work. First of all: Basically, helpfulness, tolerability and empathy are great qualities that are important for our coexistence. But if you only live for those around you, that can become a problem. People Pleasing may not be a disease with fixed criteria. However, there are typical features of the phenomenon that are stressful and drain energy.

People Pleasing goes far beyond granting other people's every request. Some people have difficulty expressing their opinions in discussions and even more difficult standing up for their views and values. After meetings, conversations, or celebrations, they go over the situation over and over in their minds, worried that they came across strange or upset others. On the other hand, if they do something for themselves, they will then be plagued by a guilty conscience. After all, they might have used their time more wisely for family, work or friends.

Am I a people pleaser?

If you answer mostly yes, the matter is clear.

- Do you have difficulty saying no and have difficulty setting yourself apart?
- Do you prefer to avoid conflicts?





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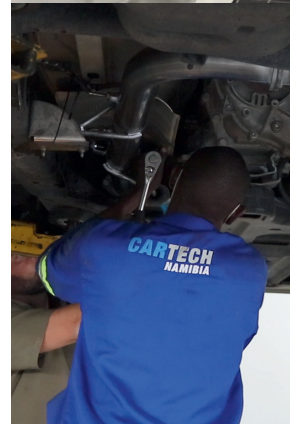
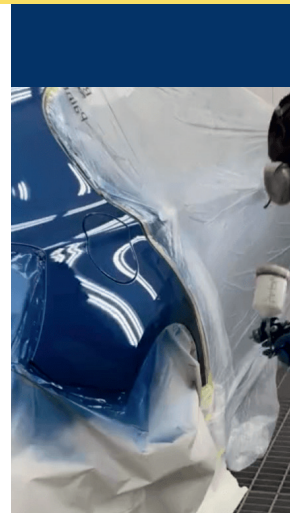
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I always try to be everything to everyone, and end up feeling burned out and exhausted



- Are you constantly worried about what others think of you?
- Do you feel guilty when you do something for yourself?
- Do you tend to be perfectionistic in order to avoid being a target for criticism?

What does People Pleasing mean for your health?

Whatever people pleasers tackle, be it privately or at work, they do it with high expectations of themselves and tend to be perfectionistic. You want to deliver such good results that they don't even open up for criticism and everyone is satisfied. The longer this desire to please lasts, the more they lose sight of themselves. It's only logical that such behavior means stress. "Suppressing your feelings, taking on tasks without paying attention to your own time and energy resources is simply exhausting," explains psychologist Bossmann. This increases

the risk of burnout, depression and anxiety disorders.

Constant stress can also be detrimental to cardiovascular health. Those who don't want to cause trouble for others often don't care enough about their own physical well-being. This is a major danger in terms of medical care in emergencies. Bossmann provides a typical example: Older women in particular who experience the first symptoms of a stroke often only go home. There they checked with others as to whether they should actually seek medical help or not. Because they don't want to be a burden to others, valuable time passes before therapy can begin. There are comparable results for the treatment of heart attacks.

What does people pleasing do in relationships?

People Pleasing can also have an impact



on love and relationships. A relationship may seem harmonious. But over time it becomes apparent that the harmony only exists because he or she is holding back personal needs. Psychotherapist and couples therapist Ramona Zenger from Zurich often experiences this. "People pleasers tend to look for a partner who is more dominant. This increases the imbalance in the relationship." The result: dissatisfaction and frustration. Fortunately, many of those affected are able to stand up for themselves more over time, reports Zenger from her everyday practice. This sometimes creates tension for the couple and sometimes leads to a separation. Ideally, it raises the partnership to a new, more equal level.

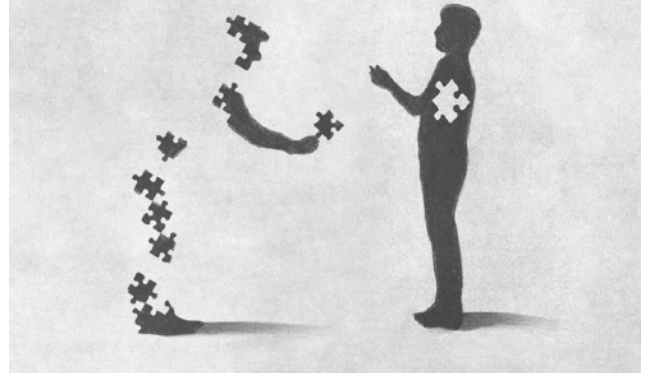
What are the causes of people pleasing?

Why do people put themselves through all the stress of trying to please everyone? There are many factors that contribute to the emergence of people-pleasing tendencies. Experience shows that experiences in childhood are particularly significant. "An emotion that plays a major role is shame," explains Bossmann. An example could be that as a child you were constantly devalued for your nature or your interests - like being admonished not to always be too loud and wild when you are overflowing with joy. Psychologist Bossmann: "Anyone who is repeatedly shamed gets the feeling that 'I'm wrong as a person'." Such a person becomes very sensitive to the reactions from those around them,

prefers to adapt and hide more and more of themselves.

According to Bossmann, significantly more women are affected than men. This also has to do with how we grow up. Girls are still more likely to be taught to be pliable or to take on the role of carer than boys. So-called parentification can also lead to people pleasing. The term refers to a role reversal: children then take on their parents' emotional tasks. For example, they are held responsible for the feelings of their mother or father or the atmosphere in the family. Instead of playing, they comfort mom or dad after a parental argument and stay at home, even though the family doesn't do anything together. They adapt their behavior so that the situation does not escalate.

How to Stop Being a People Pleaser?



What helps against people pleasing?

How do you get out of people-pleasing? Ulrike Bossmann recommends observing yourself for two weeks: In which situations do I tend to people please? What about this annoys me? Once you've figured that out, it's best to start small.



“People pleasers are already so hard on themselves, they can make it easy for themselves.”

Bossmann advises starting by introducing one day a week where you consciously avoid being a people pleaser. Those affected do not have to change everything overnight. You could start like this: First, at the end of the day, think about where you were overly obliging today. In the second step, think about the situation again and think about what you would do differently - and formulate it specifically. If you repeat such dry drills more often, you will find it easier to stand up for yourself in an emergency.

It is important for people pleasers to realize through such non-people-pleasing days that no catastrophe will happen if

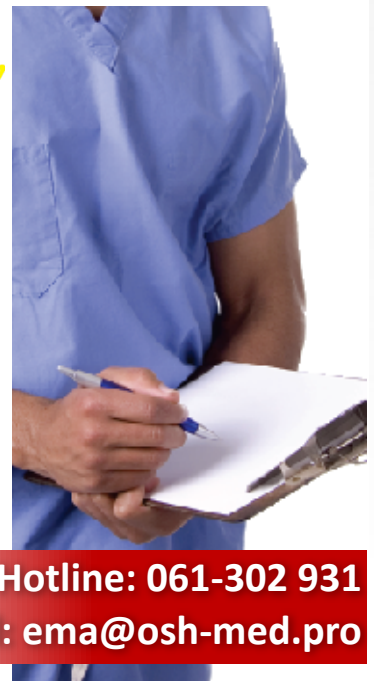
you express criticism or say no. It's human to annoy or disappoint other people, emphasizes psychologist Bossmann. “That doesn't make you a bad person and good relationships can withstand that.”

In addition, it is important for people pleasers to regain a sense of their own needs. In any situation in which one tends to engage in people-pleasing, one can consider: What do I gain if I refuse or contradict? This can be a time to read a book or to be respected. Bossmann also advises setting an alarm three times a day for two weeks, stopping for a moment and thinking: How am I feeling right now? What do I need right now? It is also helpful to ask, “What would I like to do if I could do whatever I want now?”

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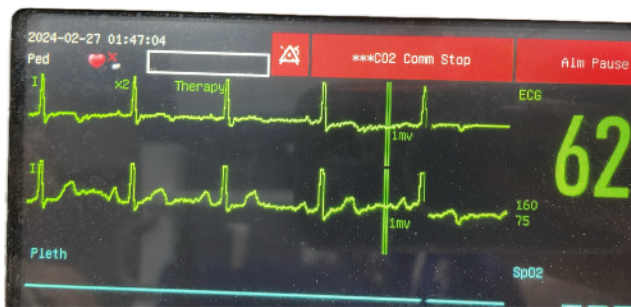
First aid measures at the scene of the accident

What to do if you arrive at the scene of an accident as a first responder.

Principles:

Stay calm and get an overview: How many people are injured? Who needs my help the most?

Leave the danger zone: If necessary, take those affected out of the danger zone



Important to protect yourself: Always pay attention to your own safety (e.g. put on a high-visibility vest) and secure the scene of the accident (e.g. set up a warning triangle)

Get help and alert the emergency services by calling the emergency services, dial 9112 from any network. If necessary, ask other passers-by to help and involve them. Anyone can sit next to an approachable patient and thereby be there for them.

If possible, do not leave injured people alone. Please stay with the patient until emergency services arrive.

When calling the emergency service on 9112, have the following information ready:

- Where did the emergency occur?
- What happened?
- How many people are affected?
- What injuries are there?
- Then wait for questions - don't hang up straight away!

Take the patient out of the danger zone

If necessary, injured people must be removed from the danger zone before they are treated. Extreme caution should always be exercised when moving injured persons. If there is no other safe and spine-friendly transport option, the Rautek rescue handle can be used if necessary:

1. Reach under the patient's armpits and grasp one forearm with both hands. Place it across the injured person's chest and grasp it with both hands.
2. Bend your knees slightly and pull the person affected onto their thighs
3. Walk backwards and place the injured person in a safe place - ideally on a blanket
4. Check whether the person is unconscious and whether they are breathing.

Please place unconscious patients who are breathing in the stable side position; start resuscitation measures for unconscious patients without breathing.

Take off the helmet

In the event of a motorcycle accident with an unconscious motorcyclist, it is best for two helpers to work together. Because there is a risk of cervical spine



injury, the helpers must be very careful and ensure that they move the patient's neck and spine as little as possible:

1. Helper 1 kneels above the head and stabilizes it by holding the injured person's helmet and lower jaw with both hands
2. Helper 2 kneels to the side and opens the visor, chin strap or cup
3. Helper 2 now supports the neck with his hands by placing his fingers on the back of the neck on the back of the head and his thumbs in front of both ears
4. Helper 1 expands the helmet to the side and pulls it upwards from the head. Helper 2 continues to stabilize the cervical spine while removing the helmet and carefully places the head down after removing the helmet while maintaining stabilization.
5. Helper 1 above the head now takes over the stabilization again. If the accident victim is unconscious, the helper places his hands firmly over the injured person's ears, while the fingers simultaneously lift the lower jaw to ensure breathing. Helper 2 can now check breathing.



Please place unconscious patients who are breathing in a stable side position; the cervical spine should be kept as stabilized as possible by the first assistant. If the patient is unconscious and not breathing, begin resuscitation measures.

Psychological first aid: Be there for the victim

“Psychological first aid” is also very beneficial. It was developed by Professor Frank Lasogga and Professor Bernd Gasch at the Institute of Psychology at the University of Dortmund based on surveys of thousands of first aiders, professional rescuers and victims:

Rule 1: Say you are there and something is happening!

The injured person should feel that they are not alone in their situation. Go to the person affected and don't stand around. Even the sentence "I'll stay with you until the ambulance comes" has a relieving and calming effect. Also inform the injured person about the measures taken, for example "The doctor is on the way."

Rule 2: Shield the injured person from spectators!

Curious looks are unpleasant for an injured person. Instruct onlookers in a friendly but firm manner: “Please stand back!” If spectators are disruptive by giving unnecessary advice or recounting their own horror experiences, give them a task, for example: "Please check



whether the scene of the accident is secured." Or: "Please keep the spectators at a distance and ensure peace!"

Rule 3: Carefully seek physical contact!

Injured people find light physical contact pleasant and calming. Hold the person's hand or shoulder. Touching the head and other parts of the body is not recommended.

Get to the same height as the injured person: kneel next to him or bend down. If the injured person is restricted by clothing, is cold, is lying uncomfortably, or if clothing is torn, you should remedy this by covering him with a blanket, for example.

Rule 4: Speak and listen!

Talking can be beneficial for the injured person. When the person speaks, listen patiently. Speak on your own initiative, preferably in a calm tone - even to unconscious people when they are breathing and placed in the recovery position. Avoid accusations. Ask the injured person, "Is there something I can do for you?" If necessary, inform the professional helpers about this. If you feel compassion, don't be afraid to show it.

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Operational Readiness: Stop Fires Before There's Even a Spark

What should be included in an operational readiness model?

Several years ago, a plant-wide power outage in Texas forced a plant to flare off products, including sulfur dioxide. As the toxic black smoke drifted into nearby communities, safety officials partially shut down the area and issued a precautionary shelter-in-place alert to protect residents.

Just months ago, a train carrying five rail cars worth of vinyl chloride derailed in Ohio. Each car was unstable and could potentially explode, causing a deadly disbursement of shrapnel and toxic fumes, according to the office of Ohio Gov. Mike DeWine. Like the plant in Texas, there was a controlled release of chemicals—but this time, residents had to be fully evacuated to ensure their safety.

While these incidents took place in different locations, both incidents remind us that events beyond our control can and will happen—and that's why it's so critical to be prepared for any emergency.

During an unplanned chemical release, there will be more questions than answers. Safety managers may ask things like What's happening on the ground? What gas is being released? How much was released and where is it going?

Could this chemical release spark a fire? Will employees, responders and community members be exposed to dangerous levels of gas? When will that happen? Is it safe to shelter-in-place or should residents evacuate? When will the area be considered safe?



After recent events in Ohio, however, safety managers should be asking, “If this happened to us right now, how would we respond?”

Having an operational readiness model in place is the best way to answer these questions and more. But what does that entail?

What is an Operational Readiness Model?

In short, an operational readiness model is a workplace solution that gives you the ability to prepare for worst-case scenarios and optimize your response plans and day-to-day operation so that you can protect not only your assets but



also your people on the ground and the surrounding community.

An operational readiness model also means there's a common operating picture for everyone. This allows for improved decision-making so teams can respond more quickly to mitigate impact, get back to work faster and much more.



Building a Chemical Emergency Toolkit

Every good operational readiness model should include a chemical emergency toolkit. A chemical emergency toolkit provides a common operating framework during a variety of emergencies that helps you rapidly respond to incidents, limit the financial loss and protect human health.

In communities across the globe, most residents living near chemical facilities have not been trained on how to respond during a chemical accident, meaning it's up to facilities to protect their communities from any hazardous gases, fires, explosions or other related incidents from the facility.

Including local communities in an

operational readiness plan is crucial. By outlining communication plans and training the community and staff on sheltering-in-place and other protective measures, safety managers can assure community members that a facility is ready to handle emergencies quickly and confidently to protect nearby residents.

So, what else should you include to protect your people, plant and community during a chemical emergency?

The first line of defense against gas hazards, particularly ones that could spark a fire or worse, is a small personal monitor. While personal gas monitors are essential and critical in protecting individual personnel, a true emergency response plan requires careful consideration of how these tools can be used in a broader context.

Adding connected area monitoring equipment, for example, greatly improves multi-threat detection, establishes hazard perimeters, monitors for long-term hazards, enables remote monitoring of potential critical receptors and is easy to move as an emergency event unfolds. Plus, connected area monitoring equipment can be further enhanced with real-time weather data and dynamic plume modeling software to predict the path of airborne hazards, allowing you to truly take control of any emergency.





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Incorporating real-time weather data in an operational readiness plan and chemical emergency toolkit helps increase the scope of a facility's ability to respond. Conditions can change rapidly during a crisis, and relying on outdated data can prevent you from making the safest decision.

By understanding live weather conditions surrounding a site, safety managers can pinpoint areas of concern, such as where a fire or gas hazard may spread and ensure the safety of nearby residents. No matter the hazard, real-time weather data determined by plume modeling helps you determine where to deploy team members in an emergency.

Using an Emergency Toolkit...Outside of an Emergency

To get the most value out of an operational readiness plan and chemical emergency toolkit, use them for day-to-day operations as well. When running plume models and preparing for planned events that may be risky, users can take safety plans from reactive to proactive to prevent exposure and reportable incidents.

For example, if your facility is planning a turnaround, you might run models to understand which areas of the site are more likely to be impacted by a leak that could spark into a larger explosion or fire.

With this information, you can strategically place area monitors around

the perimeter to alert you if the gas plume extends beyond the expected boundaries. If something goes wrong, you are already prepared and can avoid sending workers into the gas plume to set up gas monitors.

Furthermore, by combining your toolkit and operational readiness plans with emergency drills, you can take control of any situation to protect your workers, community and environment. For example, safety managers can review emission sources, chemical data, pre-defined worst-case scenarios and more to say, "if this chemical tank explodes today, what will happen?" With one click, safety personnel can factor in real-time weather data and see what the true worst-case scenario is in that moment, if and where a fire could occur, if a chain reaction is possible and much more.

By using these real-time tools, you can take the guesswork out of planning for and responding to a chemical release, allowing you to partner with first responders to make safe decisions with confidence, both inside your facility and in the communities surrounding it.



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- **What** kind of injuries?
- **How many** injured person
- **Waiting** for further question

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