

Ethics and the Practice of Interpersonal Forgiveness: From Hurting to Healing and Hope

North Dakota Academy of Nutrition and Dietetics

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Dr. Preston C. VanLoon

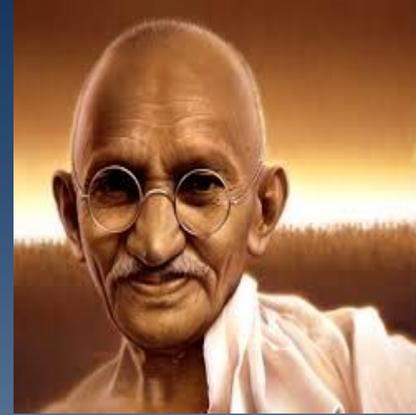
Presentation Objectives:

- Explain the relationship between ethics and the practice of interpersonal forgiveness.**
- Define what interpersonal forgiveness is and is not.**
- Identify the personal and professional benefits of practicing interpersonal forgiveness in professional settings.**
- State interpersonal forgiveness strategies that will help promote healthy personal and professional relationships in the workplace.**



“If we really want to love, we must learn how to forgive.”

Mother Teresa



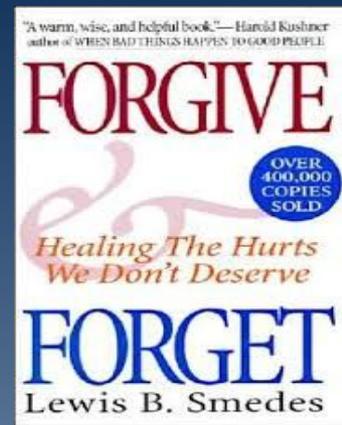
“The weak can never forgive, it is the attribute of the strong.”

Mahatma Gandhi



***“Resentment is like drinking poison
and then hoping it will kill your
enemies.”***

Nelson Mandela



“If you cannot free people from their wrongs and see them as the needy people they are, then you enslave yourself to your own painful past. By fastening yourself to the past, you let your hate become your future.”

Lewis Smedes, Forgive and Forget

Jean Piaget



Lawrence Kohlberg



Interpersonal conflict and forgiveness has been widely discussed and researched in the fields of:

- Psychology/Counseling
- Moral Development
- Theology

What is Ethics?

- A set of moral guidelines
- The study of morality
- The guidelines by how you live
- Figuring out the right course of action
- Ethics is a philosophical discipline pertaining to notions of good and bad, right and wrong—our moral life in community.

Ethical Principles

1. **Beneficence** – The duty to do good.
2. **Confidentiality** – The duty to respect privacy and trust and to protect information.
3. **Fidelity** – The duty to keep one's promise or word
4. **Justice** – The duty to treat all fairly, distributing risks and benefits equitably
5. **Non-maleficence** – The duty to cause no harm
6. **Reparation** – The duty to make up for a wrong

Academy for Nutrition and Dietetics

Code of Ethics - Four Principles

1. Competence and professional development in practice (Non-Maleficence)
2. Integrity in personal and organizational behaviors and practices (Autonomy)
3. Professionalism (Beneficence)
4. Social responsibility for local, regional, national, global nutrition and well-being (Justice)

ND Board of Dietetic Practice

0.5-02-02-01 Code of Ethics.

5-02-02-02 Unacceptable Professional Conduct

The code reflects the ethical principles of the dietetic and nutrition profession and outlines obligations of the licensee to self, client, society, and the profession and sets forth mandatory standards of conduct for all licensees.

.The licensee shall provide professional services with objectivity and with respect for the unique needs and values of individuals as determined through the nutritional assessment.

.The licensee shall conduct all practices of dietetics or nutrition with honesty and integrity.

ND Nursing Code of Ethics

2.2 Collaboration is not just cooperation, but is the concerted effort of individuals and groups to attain a shared goal in health care...within this context, nursing's unique contribution, scope of practice, and relationship with other health professionals needs to be clearly articulated...by it's very nature collaboration requires mutual trust, recognition, and respect among the health care team..."

NASW Code of Ethics

Social workers' ethical responsibilities:

1. Respect – avoidance of unwarranted negative criticism.
2. Interdisciplinary collaboration – resolving disagreements through appropriate channels.
3. Disputes involving colleagues – not taking advantage of a dispute between and an employer to advance one's own interests.

Workplace Conflict

The US Department of Labor (2000) found that the incident rate of violence in any private sector workplace was 2 per 10,000 full-time workers.

- The rate for healthcare professionals was 9.3 per 10,000 full-time workers
- The rate for social service workers was 15 per 10,000 full-time workers.
- Research has found that healthcare workers who are frequently bullied are 3x more likely to resign.

Mission Statements

“Dedicated to the work of health and healing”

“Founded in Christian faith, we enrich lives with love and compassion.”

“Serves the needs of seniors with compassion, excellence, and innovation in order to minister to their needs in this same manner.

“Nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

When someone hurts us, it affects us holistically:



The Conflict/Hurt Needing Forgiveness

The offense:

- Happens when the offended party has a sense of justice (i.e. being wronged).
- May be physical, emotional, social, mental, or moral.
- Is an objective reality, not just a perception.

Interpersonal conflict can result in:

- Added stress
- Depression
- Anxiety
- Loss of energy
- Irritability
- Marital and family problems
- Low self esteem
- Self doubt
- Anger

"Bitterness is an acid that
destroys its own container."

- Adrian Rogers



Ken Mickel
Following Jesus

How might interpersonal conflict negatively affect you in the workplace?

- Employees may adopt a victim attitude
- Explode or blow up
- Frequent absenteeism
- Try to get even
- Passive-aggressive behaviors
- Look for other work
- Interrupts job focus
- Creates physical and emotional stress
- Hampers excellence in productivity
- Affects attitudes and behaviors

The lack of forgiveness in healthcare:

- Is not consistent with mission statements
- Creates physical and emotional stress for both caregivers and patients/clients
- Hampers excellence in patient/client care
- Affects both the attitude and behavior of the healthcare worker



Another successful session
of conflict resolution.

Not forgiving affects:

- Our ability to appreciate the strengths and contributions of our colleagues
- Trust within the team
- Our ability to be fully present and focused
- Passion and innovation and energy
- Communication between the parties
- Cooperation and resentments build, splitting occurs, and people begin to take sides.
- Our thinking, that we cannot do anything right.

Unforgiveness as a Disease

According to Dr. Steven Standiford, chief of surgery at the Cancer Center Treatments of America, unforgiveness can be classified in medical books as a disease. Refusing to forgive makes people sick.

“Harboring negative emotions, anger and hatred, create a state of chronic anxiety.”

Forgiveness therapy is now being used to help treat diseases, such as cancer.

Reasons People Do Not Want to Forgive

- “If this hadn’t happened, I’d have a perfect life.”
- Thinking that you are the good guy or better person.
- A sense of power.
- It protects us from being hurt again.
- Fear of losing face
- Concerns about what others may think who have a different view

“To not forgive is a decision to suffer.”

Gerald Jampolsky

The lack of forgiveness in the work setting negatively affects the energy of employees on several levels:

- Individually
- Interpersonally (or with partners)
- Teams
- Organizationally

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What is Interpersonal Forgiveness?

Common Myths and Misconceptions:

1. Forgiveness means forgetting the offense never happened and going back the way things were before.
2. Forgiveness is a sign of weakness and vulnerability.
3. Forgiveness doesn't make things fair to others or ourselves.

Myths and Misconceptions continued:

4. Forgiveness is only needed for those we care for, can see, or those who want to be forgiven.
5. Forgiveness happens quickly and easily.
6. Forgiveness is our duty and responsibility as human beings.
7. Forgiveness means putting up with or excusing inappropriate behavior.

Interpersonal forgiveness is NOT:

- Reconciliation
- Condoning and/or excusing
- Justification
- Allowing emotions to diminish over time
- Forgetting
- Simply saying “I forgive you”
- A one time decision

What is Forgiveness?

“Forgiveness is an internal decision, with external manifestations, to overcome and let go of the negative thoughts, feelings, and behaviors associated with being unjustly hurt by another by choosing to express compassion, kindness, and love toward one’s offender, though he or she does not deserve them.”

In other words, forgiveness is an ethical response that contributes to healthy personal and professional relationships.

Forgiveness:

- Involves both the heart (internal) and mind (choice)
- Changes in thinking, behavior, and feelings are experienced.
- It is done freely
- Requires letting go and releasing
- Is expressed externally

Forgiveness (compared to) Justice, Mercy, and Grace

- Justice: getting what you deserve
(legal consequences)
- Mercy: not getting what you deserve
(choosing not to retaliate)
- Grace: getting what you don't deserve
(showing kindness and love)

7 Reasons to Forgive

- Forgiveness allows us to relieve ourselves of the debilitating effects of chronic anger and resentment.
- Forgiveness is being fair to yourself and the wrong suffered; it's pain and revenge are unfair.
- Forgiveness allows us to move beyond our past wounds and see life from a new perspective.

- Forgiveness offers the possibility of healing and reconciliation, bringing new life, not death, to a relationship.
- Forgiveness gives us the freedom to deal with our wrongs realistically and bring healing to our hurts.
- Forgiveness is for people who are human, who not only need to forgive, but also need to be forgiven.
- Forgiveness allows us to transform the energy invested in our pain and hurt to bring healing to our memory and hope to our future.



Health Benefits of Forgiving:

- Decrease in depression
- Decrease in anxiety
- Decrease in displacement of anger
- Prevention of escalation of revenge
- Improved intrapersonal peace
- Improved interpersonal relationships

Health Benefits continued:

- Improved affect
- Improved self-esteem
- Reduction in stress symptoms
- Lower blood pressure
- Reduction in insomnia
- Less digestive problems

Forgiving impacts us in three primary domains of life:

Cognitively: The offended person ceases condemning judgments and the planning of revenge.

Affectively: Negative emotions such as anger, hatred, resentment, sadness, and contempt are given up.

Behaviorally: There is a willingness to join in community or make overtures in that direction.

In a research study of 5000 people and the development of character, Zigarelli (2002) found a positive correlation between the practice interpersonal forgiveness and the amount of joy experienced in life.

Practicing Forgiveness in the Workplace

“Gives us the opportunity to use the mistakes, failures, flaws, and breakdowns of life as opportunities to awaken greater wisdom, compassion, and capability in co-workers and ourselves.”

Stone

Benefits of Practicing Forgiveness

Employees will:

- take responsible risks
- express their natural genius and creativity
- demonstrate personal ownership
- make enthusiastic contributions
- feel appreciated
- Have greater productivity
- experience a sense of joy and meaning from their work

Practicing Forgiveness in the Workplace

1. Forgiveness is a choice that puts you in control of the outcome and your healing.
2. Notice how withholding forgiveness negatively affects your life personally and professionally.
3. Reframe the person who caused your hurt and see him or her from a broader perspective, not just through the eyes of the offense that hurt you.
4. Realize that you also have hurt others and would desire their forgiveness too.
5. Try to find meaning in the hurt and what you can learn from it through journaling, reading, and finding a positive and supportive friend.

6. Acknowledge the negative feelings you have when you are hurt. Decide to replace them with positive thoughts and feelings toward yourself, work, colleagues, and the organization.
7. Consider how much energy is put into the negative emotions and how it affects your work. Choose to channel that energy into positive actions.
8. Choose not to re-victimize yourself by hanging onto negative thoughts and feelings and causing a ripple effect where other innocent people in your life are affected due to not forgiving.
9. Look for ways to restore the relationship.
10. Notice the positive thoughts, feelings, and behaviors that begin to emerge when you let go of your hurt and pain through forgiveness.

“You will know that forgiveness has begun when you recall those who hurt you and feel the power to wish them well.”

Lewis Smedes, Forgive and Forget

Thank you!

Questions?