

BEING AN ENERGY ADVISOR

TACKLING THE ENERGY
CRISIS TOGETHER -
National Energy Action
Annual Conference
2023

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A view from an Energy Advisor

CALLS TO ENERGY ADVISORS

The content

- Debt
- No heating
- Can't afford to turn it on
- Worried about turning it on
- Ill health
- No one else to call

The emotion's

Desperation

Anger

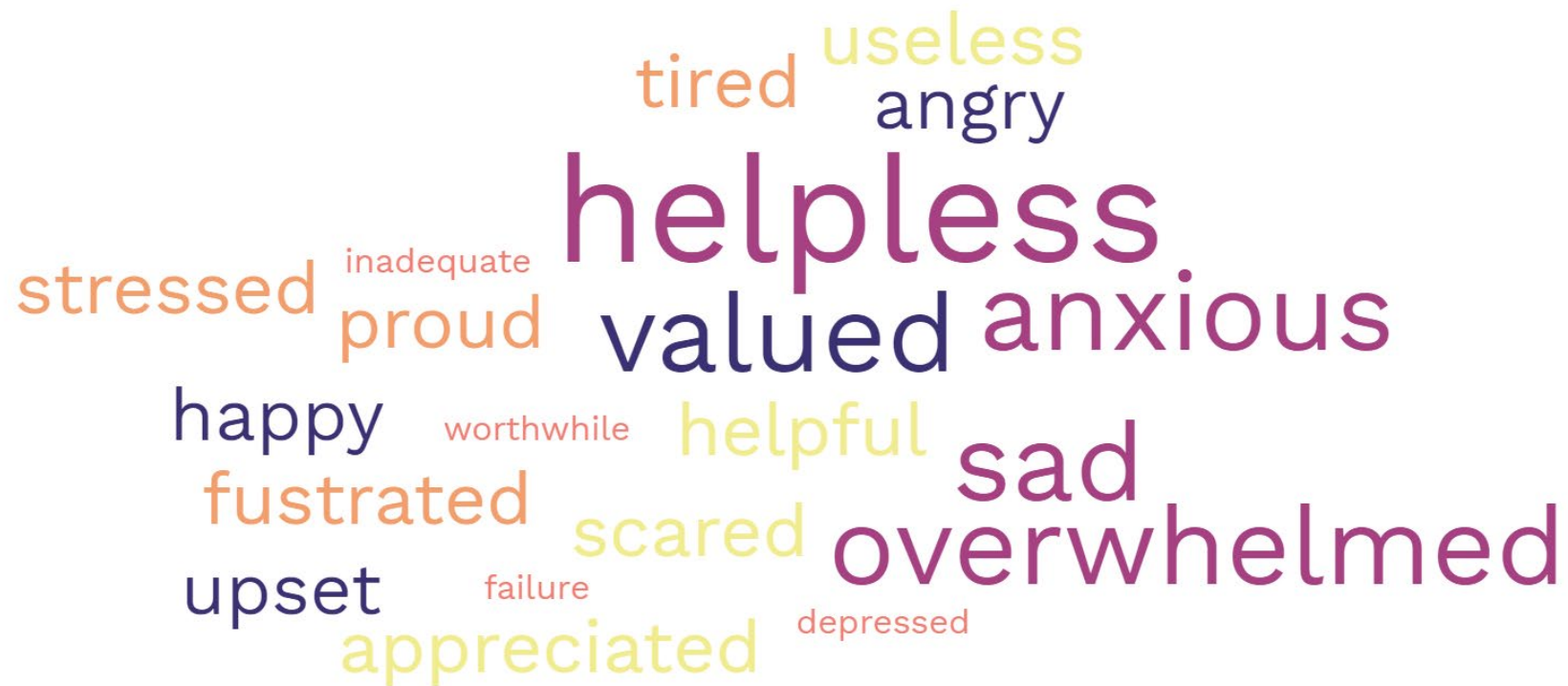
Helplessness

Loneliness

Anxious and stressed



HOW DO ADVISORS FEEL





SUPPORT FOR STAFF

STAFF WELLBEING

- ▶ Mental health first aiders
- ▶ Regular debriefs/121's (case sessions)
- ▶ Ability to refer complex cases
- ▶ Emotional intelligence specialist support and training



EMOTIONAL INTELLIGENCE (EQ)

- Smarter with feelings, blending how you think and feel to make the best decisions for you.
- Knowing how you feel
- Recognising the mix of emotions
- Identifying the habits and patterns working with you or against you.
- For some of us knowing how we feel is the easy part. The hard bit is developing our EQ so we behave differently and get different results.

Navigate Emotions

When you feel various emotions, it can sometimes feel like waves that you get lost in. Once we are out of the waves, we only then tend to look back and think we could have handled things better. Tap into the waves of your emotions and use their energy. Consider surfers, they ride on the face of a moving wave to carry them to shore. Use the emotions you feel, to gain insight and energy, and to 'navigate' you effectively back home.

I feel	Message Is
I feel stressed	Find ways to relax
I feel upset	Ask for love and support
I feel drained	Rest your body, mind and spirit
I feel angry	Use a technique to stop the hijack
I feel sad	Be kind to myself

THANK YOU

Act on Energy

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