

Be present!



Remove distractions



Get a beverage



Get note-taking stuff



Center yourself

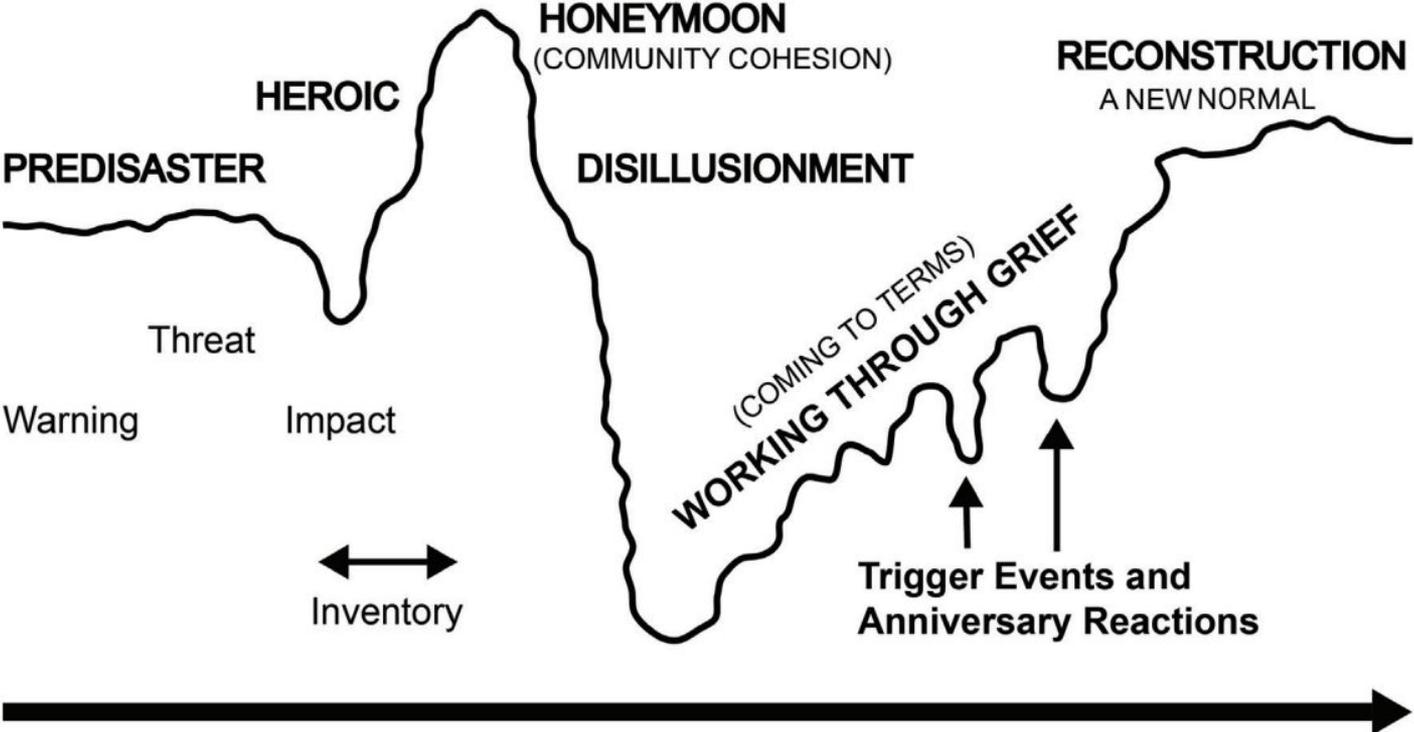
Building a new normal: The way forward is not the way back

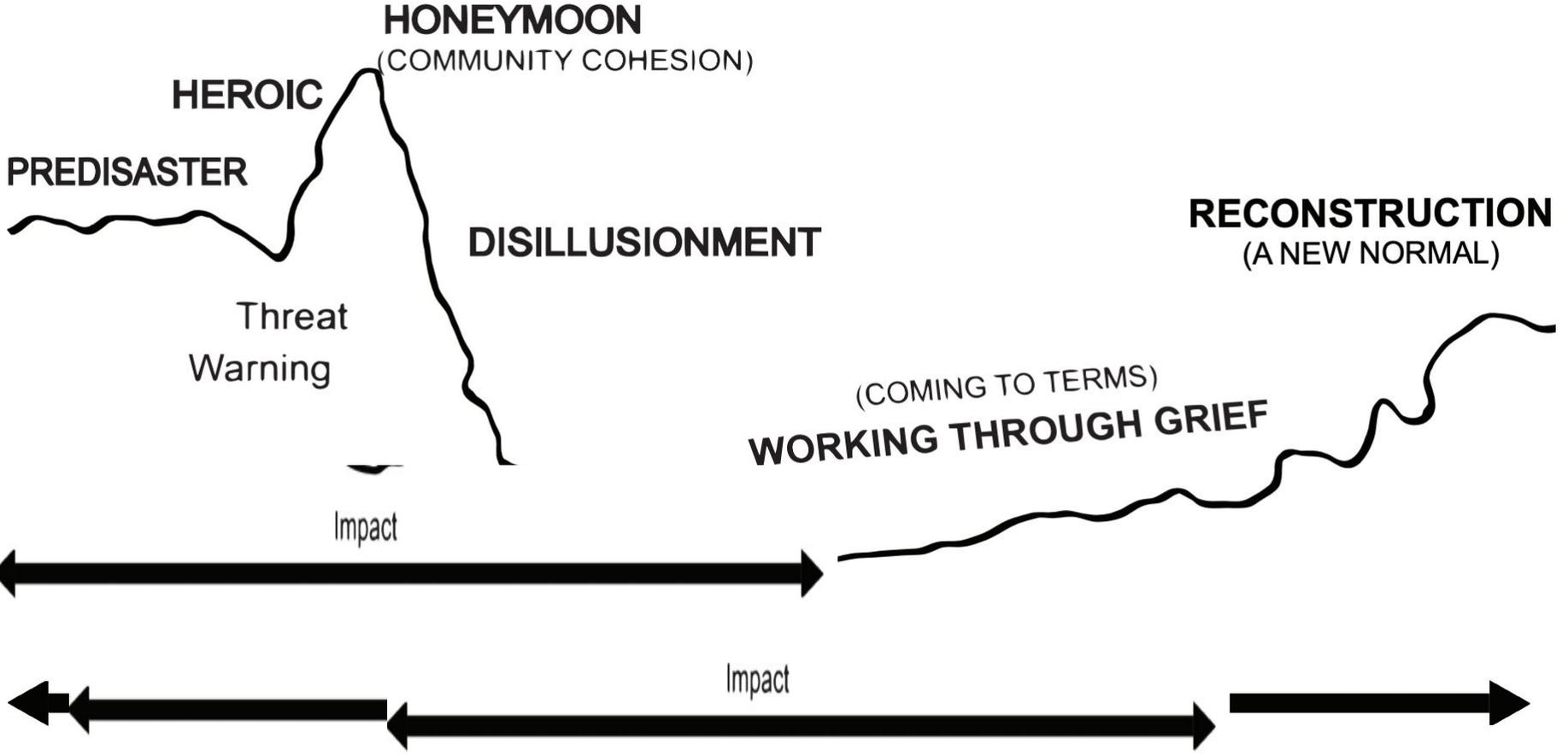


Check-in

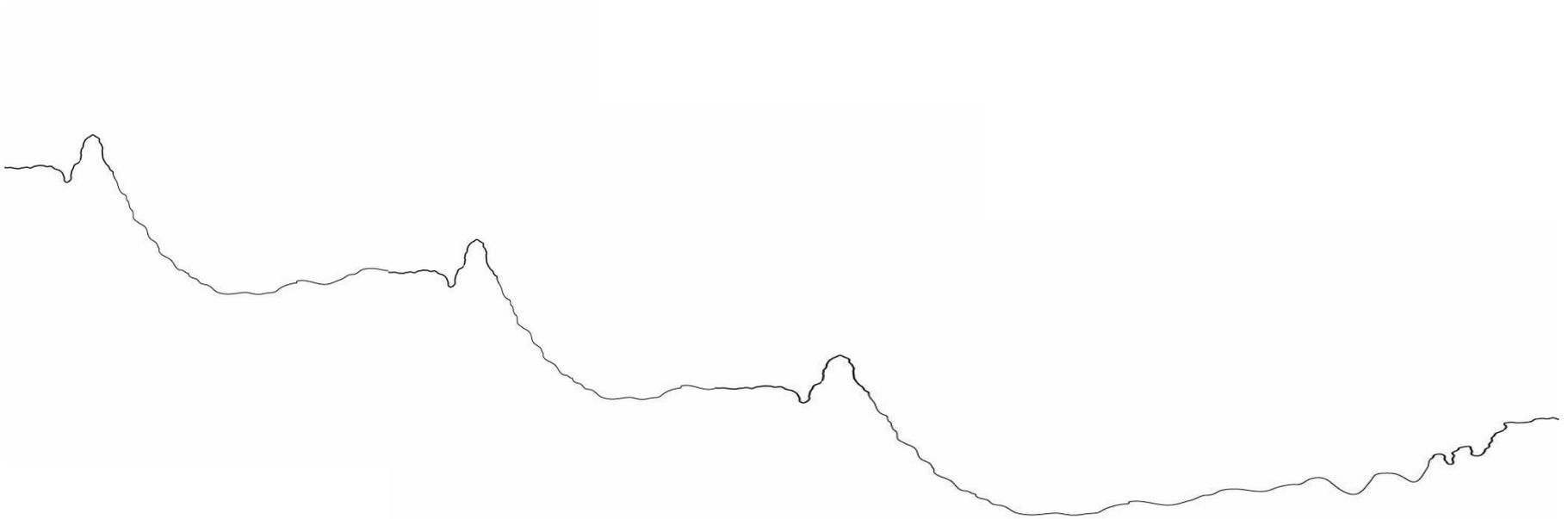
Please put **one word** to describe how you're feeling today

Emotional life cycle of a disaster

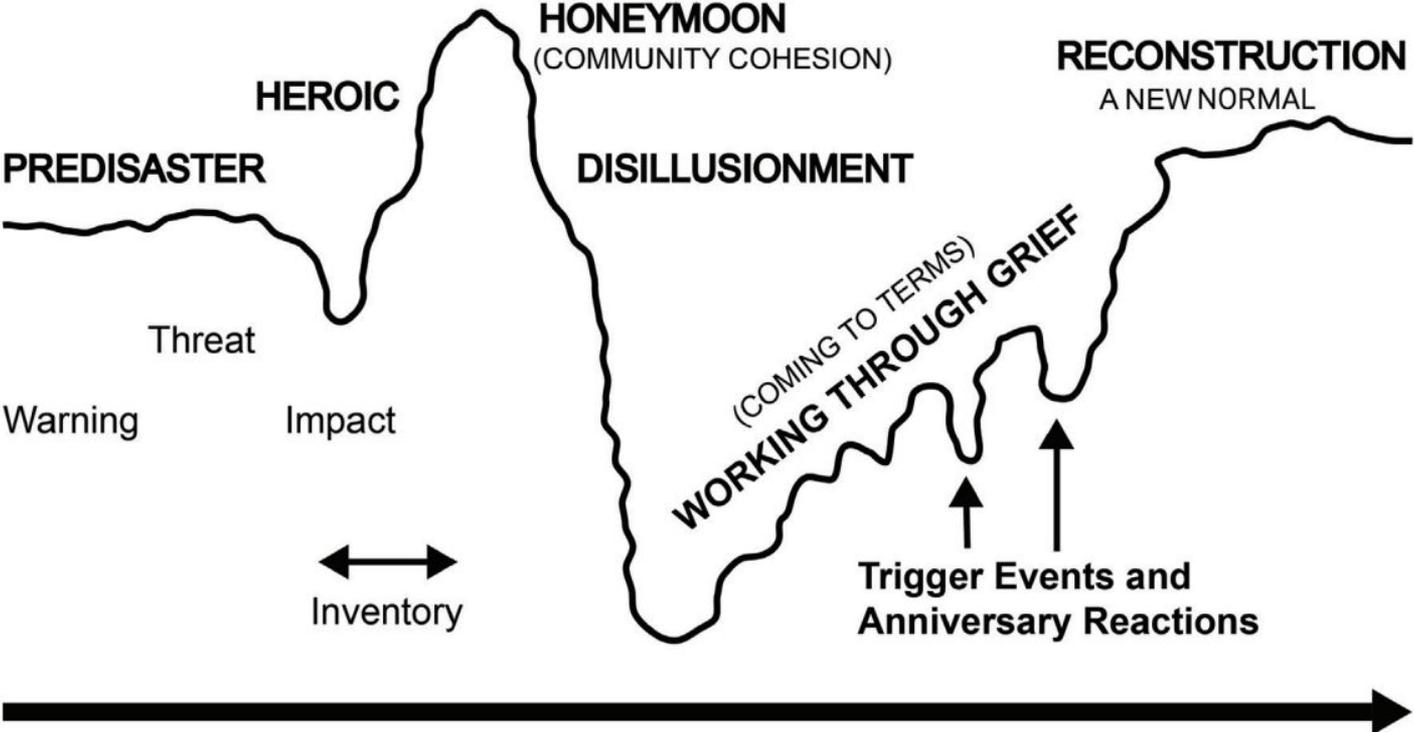




Disaster Life Cycle



Emotional life cycle of a disaster



Discussion options

Option 1:

- Pick a point you have healed through in the life cycle of the disaster.
- Share a story about the moment that you picked.
- What did you learn from the other person's story?

Option 2:

- Where do you find yourself to be in the life cycle of the disaster?
- Tell a story that exemplifies that feeling.
- Listener listens and repeats back a big learning or sentence that they heard.

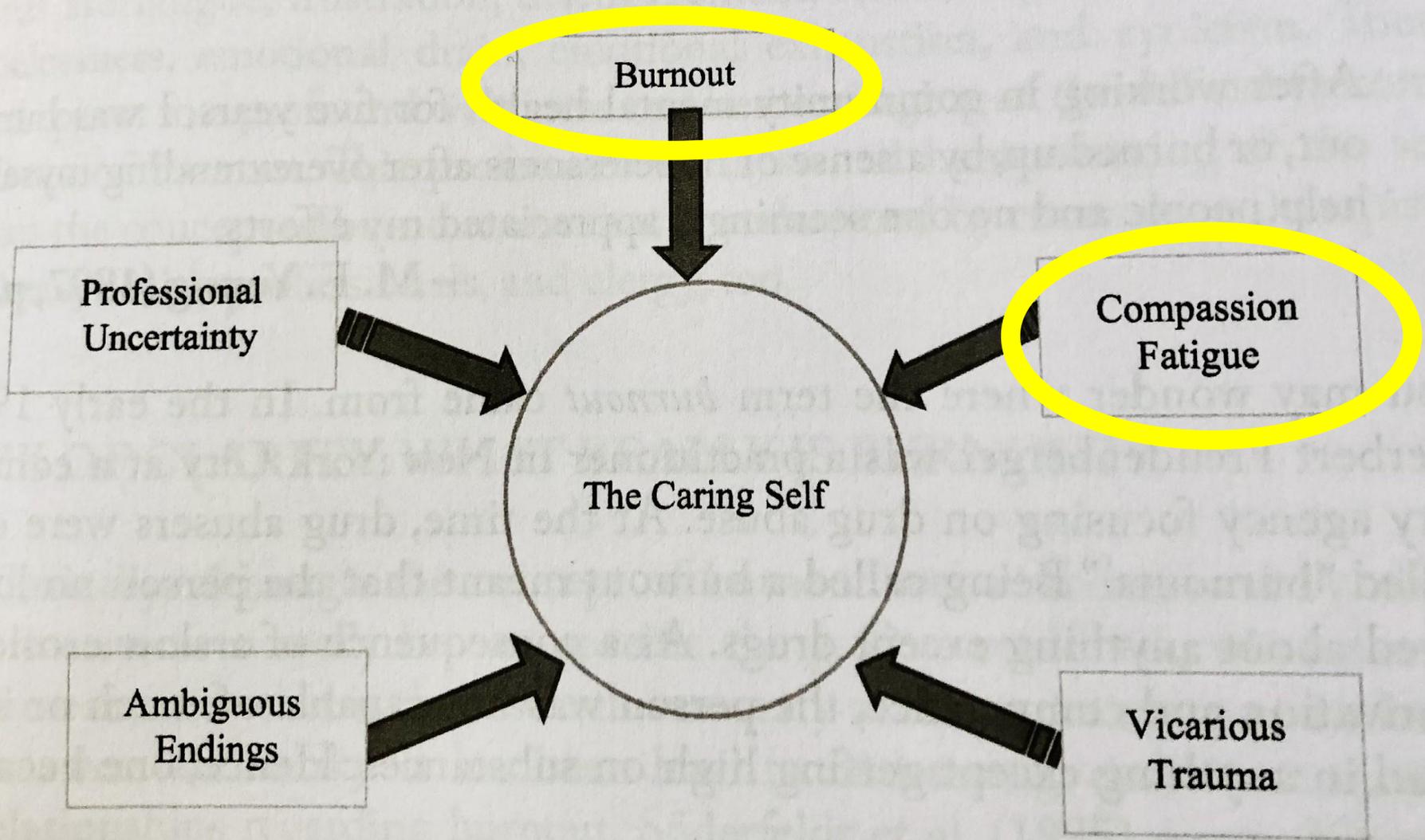
Laura van Dernoot Lipsky has worked as an emergency room social worker, an advocate for immigrants, a community organizer and an educator for over 10 years. She writes this in the introduction to her book:

- “After so many years of hearing stories of abuse, death, tragic accidents, and unhappiness; of seeing photos of crime scenes, missing children, and deported loved ones; and of visiting the homes of those I was trying to help -- in other words, of bearing witness to others’ suffering -- I finally came to understand that my exposure to other people’s trauma had changed me on a fundamental level. There had been an osmosis: I had absorbed and accumulated trauma to the point that it had become part of me, and my view of the world had changed. I realized eventually that I had come into my work armed with a burning passion and a tremendous commitment, but few other internal resources. As you know, there is a time for fire, but what sustains the heat -- for the long haul -- is the coals. And coals I had none of. I did the work for a long time with very little ability to integrate my experiences emotionally, cognitively, spiritually, or physically.”

- Laura van Dernoot Lipsky in *Trauma Stewardship*, p. 2-3

Discussion

- How have you been changed by the work of the past year?
- What “coals” do you have that sustain you for your work over the long haul?
What coals did you once have that might need to be tended?



Burnout

**Professional
Uncertainty**

**Compassion
Fatigue**

The Caring Self

**Ambiguous
Endings**

**Vicarious
Trauma**

Compassion Fatigue

- The physical and mental exhaustion and emotional withdrawal experienced by those who care for sick or traumatized people over an extended period of time
- Apathy or indifference toward the suffering of others as the result of overexposure to tragic news stories and images and the subsequent appeals for assistance

16 Warning Signs of Compassion Fatigue/Trauma Exposure Response

Feeling helpless/hopeless

Dissociative moments

Sense that one can never do enough

Sense of persecution

Hypervigilance

Guilt

Diminished creativity

Fear

Inability to embrace complexity

Anger/cynicism

Minimizing

Inability to empathize/numbing

Chronic exhaustion/physical ailments

Addictions

Avoidance/inability to listen

Grandiosity

Causes/solutions

Causes

- Frequency
- Memories/connection to story
- Stage in career
- Other life stress
- Lack of self-care

Factors that can mitigate CF:

- Self-examination + assessment
- Awareness (and reminding self) of personal agency
- Social support
- EMDR-therapy
- Intentionality re: exposure especially to particular topics difficult for you

Burnout

- exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration (Merriam Webster)
- Breakdown in relationship

Common symptoms of Burnout

Fatigue	Automated/robotic	Inefficient/ineffective
Depression	Cynicism	Not caring about quality
Malaise	Withdrawal and isolation	Critical of others
Increased absenteeism/sick days	Loss of interest and joy	Subterfuge
Irritability/anger	Shutting down	Avoiding work
Anxious/stressed out	Relational difficulty	
Alcohol/drugs/food	Poor work performance	
Hopelessness	Increased errors	

Causes/solutions

Causes

- Unsustainable workload
- Perceived lack of control
- Insufficient rewards for effort
- Lack of a supportive community
- Lack of fairness
- Mismatched values and skills

Factors that predict lower burnout:

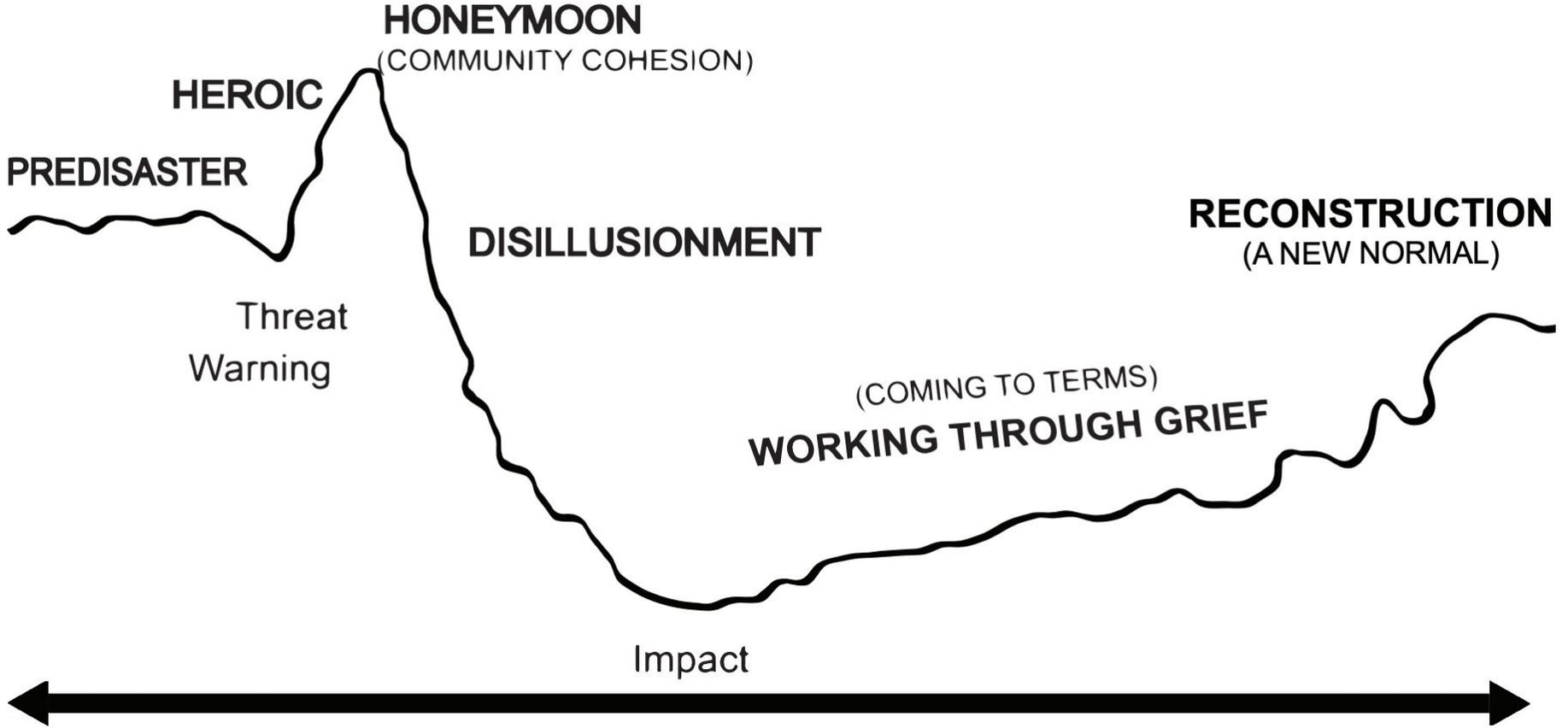
- Feeling a sense of purpose
- Having manageable workload esp. re: meetings
- Able to discuss mental health at work
- Empathetic manager
- Strong sense of connection to family/friends

Homework

ProQOL inventory of compassion satisfaction, burnout and secondary traumatic stress:

English - https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf

Spanish - https://proqol.org/uploads/ProQol_vIV_Spanish_Oct05.pdf



Questions?

Works cited

- *Forward-Facing Professional Resilience: Prevention and /Resolution of Burnout, Toxic Stress and Compassion Fatigue* by J. Eric Gentry and Jeffrey Jim Dietz
- *Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others* by Laura van Dernoot Lipsky with Connie Buck
- *The Resilient Practitioner: Burnout and Compassion Fatigue Prevention and Self-Care Strategies for the Helping Professions* by Thomas Skovholt and Michelle Trotter-Mathison
- “Beyond Burned Out: Chronic stress was rampant even before the pandemic. Leaders can’t ignore it any longer” by Jennifer Moss, *Harvard Business Review*. <https://hbr.org/2021/02/beyond-burned-out>