

# The Zoom Interface

The screenshot shows a Zoom Webinar window. At the top, it says "Zoom Webinar" and "You are viewing David Terry's screen". Below that, there's a "Click here to maximize your session view" button and an "Enter Full Screen" button. The main content area displays the TTC logo (Technology Transfer Centers, Funded by Substance Abuse and Mental Health Services Administration) and a large message: "Thank you for joining us today!" followed by "You will not be on video during today's session".

Annotations include:

- A "Question and Answer" window is open, showing "All questions (1)" and "My questions (1)". A callout box explains: "You can switch between questions you've asked and those asked by others using these buttons." Another callout box explains: "You can use the Q&A feature to ask questions of the host and presenters. These questions can receive text or live responses. To begin asking a question use the field below. You can see a test question above." Below this is a text input field labeled "Type your question here...".
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- At the bottom, there's a "Select a Speaker" menu with options: "Speakers (Realtek(R) Audio)", "Same as System", "Test Speaker & Microphone...", "Leave Computer Audio", and "Audio Settings...". A callout box points to the "Audio Settings" icon with the text: "Click Here to adjust your audio settings".
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A link to the presentation slides and a recording of the webinar will be emailed.  
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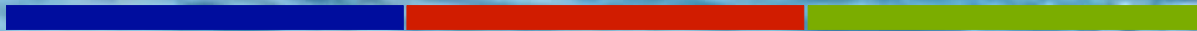
**MHTTC**

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# Replenishing the Well: Compassion Fatigue and Burnout During COVID

*PJ Wenger, LPC, MFT, NCC*

*Ken Kinter, LPC*



Northeast and Caribbean (HHS Region 2)

**MHTTC**

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration



# About Us ...

The Northeast and Caribbean MHTTC provides 5 years (2018 – 2023) of funding to:

- Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses.
- Address full continuum of services spanning mental illness prevention, treatment, and recovery supports.
- Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses.

Supplemental funding to work with school teachers and staff to address student mental health.





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- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Be aware: your question is visible to all participants.

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# Our Presenters



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# Objectives

- Address compassion fatigue, burnout and how to distinguish between the two.
- Address ways to enhance compassion and identify things that limit compassion for ourselves and others.
- Discuss self-compassion
- Describe several phenomena that enhance and block compassion
- Provide strategies for regaining and replenishing our compassion for self and others



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# Burnout

**“Burnout is a special type of *work-related stress-state* of physical, emotional, and mental exhaustion caused by *long-term* exposure to *demanding* work situations”** ([www.mayoclinic.com](http://www.mayoclinic.com))

**“While burnout obviously has something to do with stress, *overdoing things, not being centered, and not listening to yourself or your body*, one of the deepest contributors to burnout, I believe, is the deep disappointment of not living up to your true calling, which is to help.”** (Bruer, 2018)

**“There is more going out than coming in”** (Dave Mueller)



# Potential Causes of Burnout

- Lack of Control
- Unclear Job Expectations
- Dysfunctional Workplace Dynamics
- Mismatch in Values
- Poor Job Fit
- Extremes in Activity



([www.mayoclinic.com](http://www.mayoclinic.com))



# **Some New Thoughts on Burnout...**

- **Some people will thrive, no matter what.**
- **Modern life – not just working in healthcare – is stressful.**
- **Symptoms differ among individuals.**
- **Manifestation of Burnout**
- **Burn-out affects new and old practitioners-Key is imbalance between expectation and reality.**
- **Burnout is not a dichotomous condition. In other words, burnout is not merely present or absent, but describes a lower emotional state on a continuum.**



# **Burnout Risk Factors**

- **Identification so strongly with your work that you lack balance between your work life and your personal life**
- **High workload, including overtime work**
- **Trying to be everything to everyone**
- **Working in a helping profession**
- **Feeling you have little or no control over your work**
- **Job is monotonous and/or wide variations**



# **What Does Burnout Look Like?**

- **Being cynical/critical at work**
- **Having to drag yourself to work**
- **Lack of energy to do your job**
- **Difficulty concentrating**
- **Lack of satisfaction from your achievements**
- **Feeling disillusioned about your job**
- **Increase use of food, drugs, alcohol either to feel better or not feel**
- **Change in sleep habits**
- **Somatic complaints**



# Compassion Fatigue vs. Burnout

## Compassion Fatigue

### Personal

Stress related compassion demands

### Internal Factors

Holistic (mental, emotional, physical, behavioral, etc.)

The *cause* of Compassion Fatigue is our work with clients who have been traumatized

## Burnout

### Organizational

Stress related time demands

### External Factors

Holistic (physical, emotional, behavioral, etc.)

The *cause* of Burnout is demanding, toxic, and hostile environments



# Compassion Fatigue

“Compassion Fatigue is a state experienced by those helping people or animals in distress; it is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a *secondary traumatic stress* for the helper”

(Figley, 1995)





# Compassion Fatigue

Cognitive	Emotional	Behavioral	Spiritual	Personal Relationships	Physical Somatic	Work Performance
lowered concentration	powerless	impatient	question the meaning of life	withdrawal	shock	low morale
less self-esteem	guilt	withdrawn	loss of purpose	decreased interest in intimacy & sex	sweating	low motivation
apathy	anger/rage	moody	decrease self-appraisal	mistrust	rapid breathing	task avoidance
rigidity	survivor guilt	regression	pervasive hopelessness	isolation from others	increased heart rate	obsession about details
disorientation	shutdown numbness	sleep disturbance	anger at god	overprotective as parent/spouse	breathing difficult	dichotomous thinking
perfectionism	fear	nightmares	question religious beliefs	projective anger or blame	joint and muscle aches	apathy
preoccupation with trauma	helplessness	appetite changes	loss of faith in higher power	intolerance	dizziness and disorientation	negativity



# **How Compassion Fatigue Manifests Itself in Our Lives**

## **Behavioral Responses**

**Impatient**

**Withdrawing**

**Being moody**

**Regression**

**Sleep disturbances**

**Nightmares**

**Appetite changes**

## **Physical/Somatic**

**Shock**

**Sweating**

**Rapid breathing**

**Increased heart rate**

**Breathing difficulty**

**Joint & muscle aches/pains**

**Dizziness and disorientation**

(Figley, 1995)



# **How Compassion Fatigue Manifests Itself in Our Lives**

## **Work Performance**

**Low morale**

**Low motivation**

**Avoiding tasks**

**Obsession about details**

**Dichotomous thinking**

**Apathy**

**Negativity**

**Having unwanted memories of  
past events from work**

**Decreased productivity**

## **Personal Relationships**

**Withdrawn from others**

**Decreased intimacy**

**Mistrust**

**Isolation from others**

**Overprotective as parent and/or  
spouse**

**Projective anger or blame**

**Intolerance**

**Irritability**

(Figley, 1995)



# **How Compassion Fatigue Manifests Itself in Our Lives**

## **Cognitively**

**Lowered concentration**

**Less self-esteem**

**Apathy**

**Rigidity**

**Disorientation**

**Perfectionism**

**Preoccupation with trauma**

## **Emotionally**

**Feeling powerless**

**Feeling guilty**

**Having anger/rage**

**Survivor guilt**

**Being shutdown/numb**

**Being fearful**

**Feeling helpless**



# How Compassion Fatigue Manifests Itself in Our Lives

## Spiritually

Questioning the meaning of life  
Loss of purpose  
Decrease self-appraisal  
Pervasive hopelessness  
Anger at God/Universe  
Questioning of religious beliefs  
Loss of faith in a higher power



(Figley, 1995)



# Secondary Trauma Stress (STS)

- Secondary trauma stress (STS) is the second component of Compassion Fatigue. It is about your *work-related secondary exposure to others' trauma*. This can happen to many people who care for those who have experienced extremely or traumatically stressful events. STS is the result of our difficult and/or painful interactions with our patients/clients or their families.



# What STS Looks Like

- Rapid onset
- Associated with a particular event
- Being more afraid of things
- Changes in sleep/appetite
- Recurring images of upsetting events
- Avoidance of things that remind you of the event.

(Gentry, E.J. & Monson, M. 2017)



# Professional Quality of Life Scale (ProQOL)

Beth Stamm created the Professional Quality of life Scale to measure compassion satisfaction, burnout and secondary traumatic stress. The ProQOL is the gold-standard measure of work-related stress.

**Link to ProQOL**

[https://www.proqol.org/uploads/ProQOL\\_5\\_English\\_Self-Score\\_3-2012.pdf](https://www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf)

(Stamm, 1995)



# **What Do Your Scores Tell You?**

**Were your scores what you thought they would be? Why or why not?**

**Write down 3 things you do well while performing your job.**

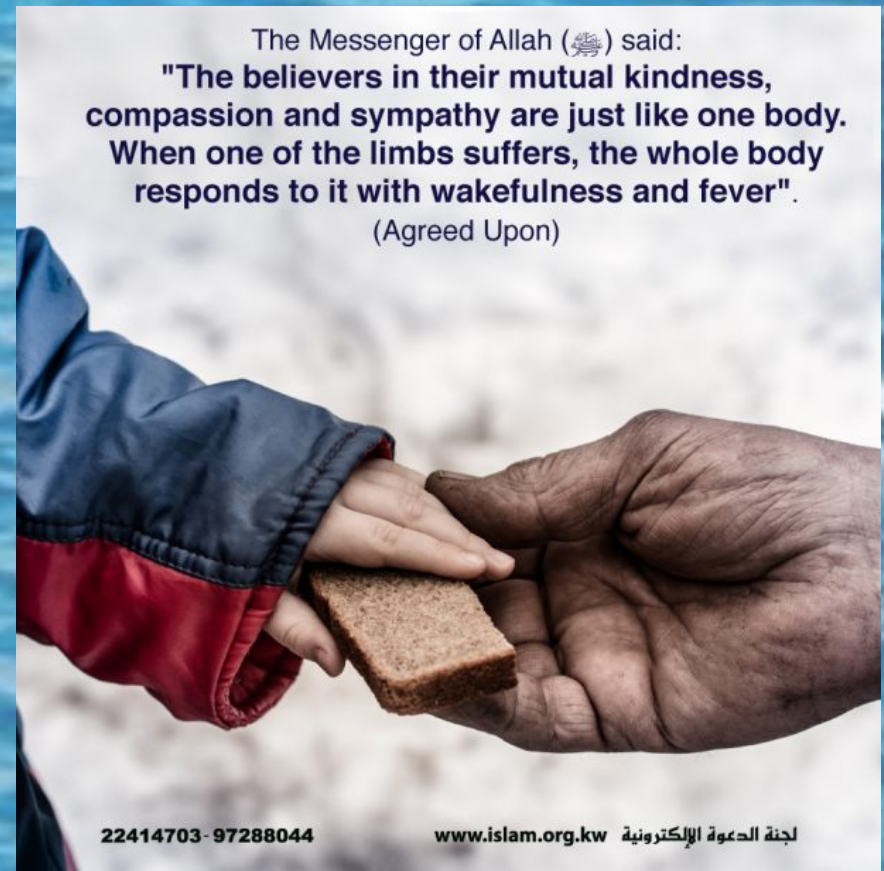
**Is your job stressful? If so, what is it about your workplace that makes it stressful? What are some of the ways you see stress affecting your coworkers?**

**What are some of the things that make this work valuable? Why do you do it?**



# What is Self-Compassion?

- Define and differentiate between empathy and compassion
- Discuss self-compassion
- Describe several phenomena that enhance and block compassion





# Self-compassion

- Self-compassion is self kindness and accepting suffering as a quality of being human. It has positive effects on subjective happiness, optimism, wisdom, curiosity, agreeableness, and extroversion
- Lack of suitable distress tolerance gets people fatigued in compassionate activities.
- Our self-compassion is directly related to *and precedes* our compassion to others. We are vessels full of compassion and suffering. The more suffering, the less compassion and the suffering can spill out onto others.
- How much suffering do you experience as part of your work? your life?



# Self-Compassion

- Research on Self-Compassion has been rapidly growing (Neff & Dahm, 2014)
- Neff proposed that Self-Compassion involves **THREE** components:
  - extending **KINDNESS** and understanding to oneself rather than harsh self-judgment
  - seeing one's experiences as part of the larger human experience rather than as separating and isolating (**SENSE OF COMMON HUMANITY**)
  - holding one's painful thoughts and feelings in balanced awareness rather than over-identifying with them (**MINDFULNESS**) (Neff, 2003b p. 225)
- Self-Compassion is NOT self-centeredness (Gilbert & Procter, 2006; Neff, 2003a)
- Cultivating Self-Compassion has been shown to stimulate brain activity that evokes empathy and compassion for others (Longe et al., 2009)



# Empathy and Compassion

**Empathy** means sharing the feelings of/with another

**Compassion** means to suffer with “co-suffering”

Compassion compels action

Example of both. Years ago, I broke my foot and had trouble opening doors for several weeks. Now I see someone with crutches/walker and remembering how difficult it was to manage crutches and doors (*empathy*) and hold the door (*compassion*).

What are examples of this from your life?



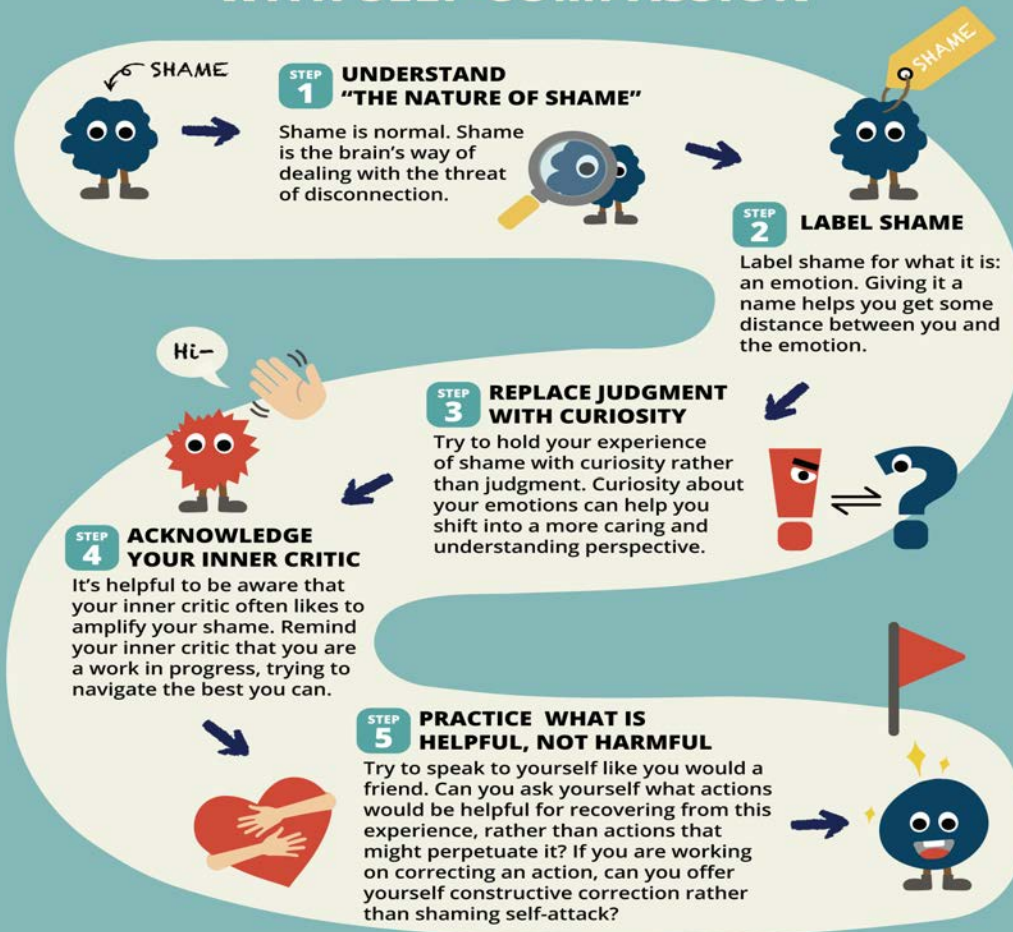


Shame – an unpleasant emotion resulting from a negative judgment about oneself.

Guilt says: “I did something wrong.”

Shame says: “I AM something wrong!”

## HOW TO TRANSFORM SHAME WITH SELF-COMPASSION





# Compassion blockers

**“I don’t know those people!”**

**(identifiable victim effect)**

**“There are too many of them for me to help!”**

**(compassion fade)**

**“I’ve helped too many people already (but not myself)!”  
fatigue)**

**(compassion**

**Also, our own traumas, which can cause:**

**self-criticism (fight)**

**self-isolation (flight)**

**self-absorption (freeze)**





# Compassion and the helping professions

We give away pieces of our finite “cake” to our loved ones, our colleagues, our friends, our clients, and then there’s none left for us.





# Threats to our compassion

- The “superhero” complex
- Not asking for help
- Guilt that we aren’t doing enough
- Ongoing crisis
- Pressure to just keep going
- Boundary between work/home ???
- Normal coping activities aren’t possible or are more difficult
- Challenges to self-care (diet, exercise, sleep, changes in work schedule)
- Attachment to the result
- The “detachment paradox”
- Anticipatory grief (not knowing)
- Not knowing when we are past our limits





# Tips for regaining compassion

- Compassion starts with you
- Work/life balance
- Self-care practices: nutrition, sleep,
- Take a Break/Vacation/Pause  
when you are overwhelmed
- Forgive yourself
- Own your limits
- Personal Mission
- Slow down, this isn't a sprint, it's a marathon
- Disconnect from the outcome, what you can't control
- PCI and PSCI <https://threadcraftcounseling.com/wp-content/uploads/2020/01/PCI-Worksheet-JC-Version.pdf>

THE FOUNDATION OF  
JUDAISM IS LOVE (AHAVA),  
COMPASSION (RACHAMIM),  
KINDNESS (CHESED), PEACE  
(SHALOM), AND MAKING  
THE WORLD A BETTER PLACE  
(TIKKUN OLAM).



# **Anticipatory Grief**

**Grieving what has been lost and what may be lost  
in an uncertain situation**

**economic**

**social**

**health-related**

**security**

**tends to center on death**



# **Questions to ask yourself to see if you are at risk**

**Do you find yourself more critical, cynical or sarcastic?**

**Have you lost the ability to experience joy?**

**Do you drag yourself to work and have trouble getting started when you are there?**

**Have you become more irritable and less patient?**

**Do you feel like you face insurmountable barriers at work?**





# **Questions to ask yourself to see if you are at risk**

**Do you feel disillusioned about your job?**

**Do you no longer feel satisfaction from your achievements?**

**Do you feel like you have no energy?**

**Has your productivity declined?**

**Do you have a hard time laughing  
at yourself?**





# **Questions to ask yourself to see if you are at risk**

**Are you tired of your co-workers asking if you are okay?**

**Are you self-medicating with substances, i.e., food, alcohol, drugs?**

**Have your sleep / appetite patterns changed?**

**Are you troubled by somatic complaints?**





# **How do you know if you are at risk?**

- ❖ You identify so strongly with your work that you lack a reasonable balance between work and your personal life**
- ❖ You try to be everything to everyone**
- ❖ Your job is monotonous and/or varied**
- ❖ You work in the helping professions, such as health care, counseling, teaching, or law enforcement.**



# Consider for yourself

- Who supports you? Who can you talk to?
- What activities revive you, or help you put things into perspective?
- Is it possible to reframe a situation to acknowledge your experiences?
- Are you trying to control something that cannot be controlled?

(e.g., I am really struggling today with anger and grief about what is going on at home and in the news. **VERSUS** I did a terrible job with this client today)





# What Can You Do About It?

- ❖ Remember your worth
- ❖ Try and have some perspective
- ❖ Where is your sense of belonging
- ❖ Have a measure of acceptance
- ❖ Develop or rely on your supports
- ❖ Do something to provide for yourself growth and learning





# Helpful Suggestions

- **Have a meeting with yourself each day**
- **Establish a gratitude practice**
- **Have a recap of your day each night to identify one good thing that happened that day**
- **Meet with co-workers or supervisors if available and supportive. Don't tough it out yourself.**
- **When coworkers/supervisors are the source of the stress try to link with a support group or a counselor.**
- **Don't forget the work you do**

(Gentry, J.E. & Monson, M. 2017)



# Helpful Suggestions

- **Try to avoid denial about your situation or minimize your situation**
- **Try to objectively look at your symptoms**
- **What are the causes of your symptoms and determine if they are related to your work?**
- **Don't try to change everything at once. Pick one thing and change that one thing.**

(Gentry, E.J. & Monson, M. 2017)



# How do we refill our “well”?

- Thoughts?
- Feelings?
- Behaviors?
- Daily practices?





# Quick Exercises & Tips for Using Mindfulness at Work

## Mindfulness Exercises

- Five Senses
- 3 Minutes Breathing
- Body Scan
- Self Compassion Pause
- Mindfulness in Meetings

Pressley Ridge, n.d.





# Summary

- Empathy is not the same as compassion, which is specific to shared suffering
- Compassion is prominent in many religious traditions and in spirituality
- Self-compassion (compassion for self) is critical and necessary for having compassion for others
- Compassion can be enhanced or blocked and there is much we can do to reduce our suffering and increase our compassion
- Helpers have specific threats to compassion and can also emerging from this stronger through shifting our thoughts, beliefs, and actions



## **The Starfish Story**

**An old man had a habit of early morning walks on the beach. One day, after a storm, he saw a human figure in the distance moving like a dancer. As he came closer he saw that it was a young woman and she was not dancing but was reaching down to the sand, picking up a starfish and very gently throwing them into the ocean.**

**"Young lady," he asked, "Why are you throwing starfish into the ocean?"**

**"The sun is up, and the tide is going out, and if I do not throw them in they will die."**

**"But young lady, do you not realize that there are miles and miles of beach and starfish all along it? You cannot possibly make a difference."**

**The young woman listened politely, paused and then bent down, picked up another starfish and threw it into the sea, past the breaking waves, saying, "It made a difference for that one."**









# Closing Thought



*"What is to give light must endure burning"*

*Viktor Frankl, Man's Search for Meaning (1963)*



## The Warning



**That those of us who give ourselves in service to others are going to burn. It is inevitable. There is no way to witness pain and suffering in others without it also causing us pain.**

## The Prescription



**As we grow the capacity to tolerate and even embrace the pain of our work, instead of fighting it, we begin to find beauty, indomitability, and heroism in clients and in ourselves.**



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# Q and A



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At the end of today's training please take a moment to complete a brief survey about today's training.



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