

Tired, Wired, Mired and Inspired: Strategies for Preventing Burnout and Compassion Fatigue

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**Great Lakes Mental Health
Technology Transfer Center**

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January 2021

MHTTC Words Matter

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED/
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Adapted from: https://mhcc.org.au/wp-content/uploads/2019/08/Recovery-Oriented-Language-Guide_2019ed_v1_20190809-Web.pdf



Thank You for Joining Us!

A few housekeeping items:

- If you are having technical issues, please individually message Stephanie Behlman or Kristina Spannbauer in the **chat section at the bottom of your screen** and she will be happy to assist you.
- Please put any questions for the speaker in the **Q & A section, also at the bottom of the screen**. The speaker will respond to questions.
- We will be using automated transcription during the webinar today.
- We will be taking a short break at about the half-way point. If you need a break any other time, please feel free to take one.

Thank You for Joining Us!

A few more housekeeping items:

- You will be directed to a link at the end of the presentation to a very short survey – we would really appreciate it if you could fill it out. It takes about 3 minutes.
- The recorded webinar, slides and any resources will be posted on the Great Lakes MHTTC website. It will take 7-10 days for them to be posted.
- Certificates of attendance will be sent out to all who attended the full session. They will be sent via email.

A close-up photograph of several social media icons on white keyboard keys. The icons include Pinterest (red), Snapchat (yellow), Instagram (purple/pink), Facebook (blue), and Twitter (blue). The keys are arranged in a grid pattern, and the background is a light gray surface.

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- @GMhttc
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Presenter



MARK SANDERS, LCSW, CADC

Great Lakes MHTTC Presents

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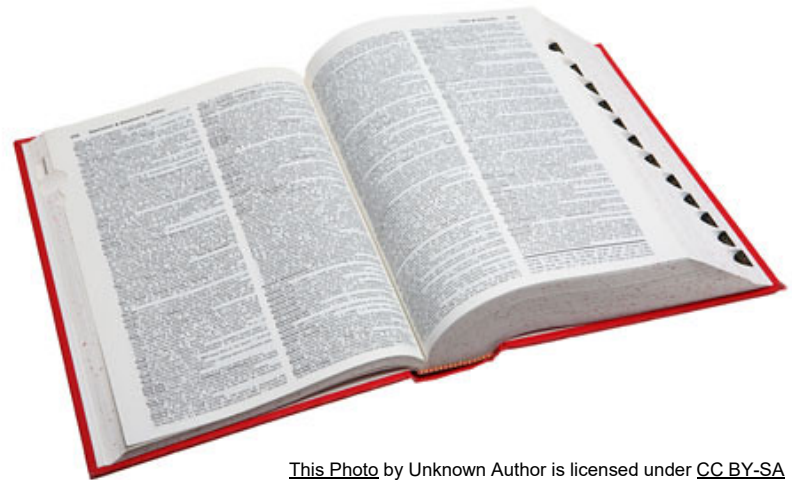
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Definition of Key Terms

Compassion satisfaction –
The pleasure you derive
from your work. This
includes doing your work
well, client progress,
collegial relationships, and
the realization of the
difference you are making.



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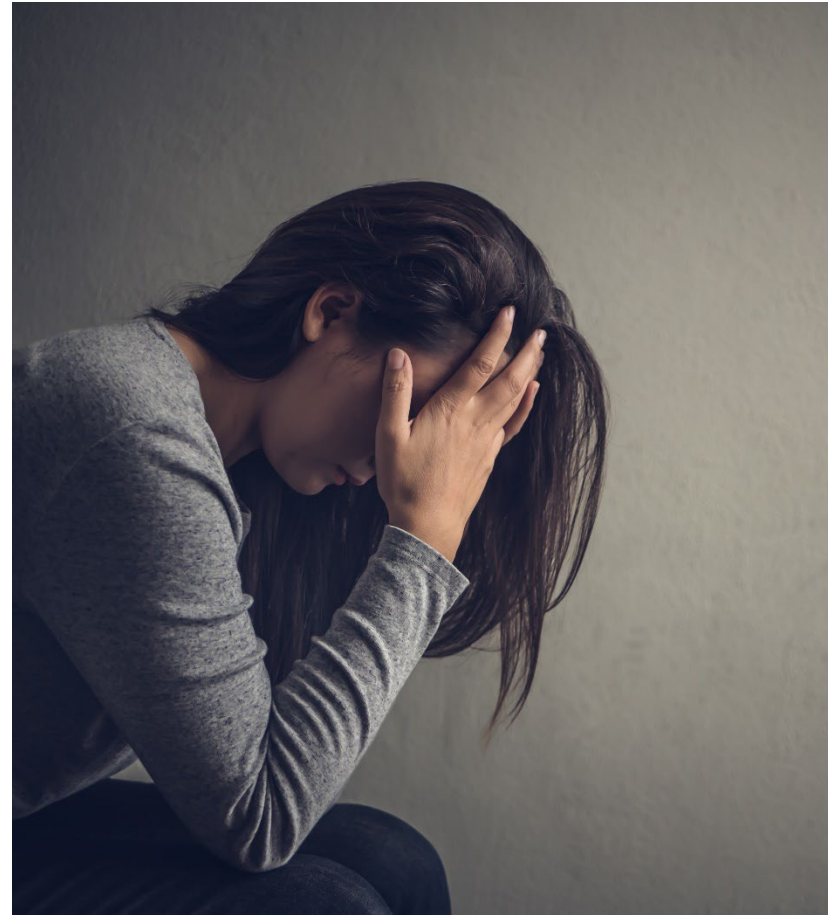
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Compassion Fatigue

Compassion fatigue –
Secondary trauma as a result
of internalization of clients'
traumatic experiences



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Burnout

A form of compassion fatigue that develops much slower than secondary trauma. It has a gradual onset and is associated with a non-supportive work environment, toxic organizational dynamics, large caseloads, and the feeling that your work does not make a difference



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Work-Related Burnout

Work-related burnout is a response to chronic stress. Its symptoms include emotional exhaustion, depersonalization, and reduced personal accomplishment, which can occur among people who help others.



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Stages of Burnout

Honeymoon Stage

Stagnation Stage (The honeymoon is over)

Frustration Stage

Apathy Stage



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Factors That Buffer Staff Against Burnout

- Feelings of appreciation
- Team cohesion
- Open communication
- Pro-active strategies to deal with chronic stress



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Factors That Buffer Staff Against Burnout, Continued

- Effective supervisor/supervisee relationships
- Creativity
- Individual decision to take responsibility for managing one's own burnout



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Factors Contributing to Burnout



Gossip



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Contributing to Burnout: Unhealthy Boundaries

Types of family boundaries

- Loose – No one is aware of what is going on with anyone else in the family.
- Enmeshed – Family members are too involved in each other's lives.
- Healthy



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Factors Contributing to Burnout: Continued

- Clear
- Room for individuation
- Freedom to be who you are and to communicate your own wants, desires, needs, and goals. Everyone in the family is allowed the five freedoms.



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The Five Freedoms

- Think what you think
- Feel what you think
- Want what you want
- See what you see
- Imagine your own self-actualization



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Types of Boundaries

- Loose – everyone doing their own thing
- Enmeshed – too close
- Healthy



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Factors Contributing to Burnout...

- Closed systems
- Extremes – Too much or too little
 - A. Support
 - B. Supervision
 - C. Caseload size



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Contributing to Burnout:

- Lack of creativity
- Tension in work relationships
- Continuous stress
- Feeling ineffective



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Compassion Fatigue: Definitions

The stress of caring too much

Compassion fatigue differs from burnout in that burnout is caused by stress; compassion fatigue is caused by caring.

Emotional residue as a result of working with those who suffer

Secondary trauma



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Who is vulnerable to compassion fatigue?

- Receptionists
- Social service workers
- Attorneys
- Emergency care workers
- Medical professionals
- Clergy
- Volunteers
- Soldiers
- Police Officers
- Teachers
- Fire fighters
- Nurses



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Signs of Compassion Fatigue

Anger

Frustration

Tardiness

Exhaustion

Depression

Feeling hopeless

Blaming others

Irritability

Sleep problems

Rudeness

Gossiping

Erosion of idealism

Flashbacks

Intrusive thoughts

Spiritual distress

Shift in world view



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Question

1. Are you more vulnerable to burnout, which is caused by organizational stress or compassion fatigue, which is caused by caring?
2. What are some things you do to take care of yourself?

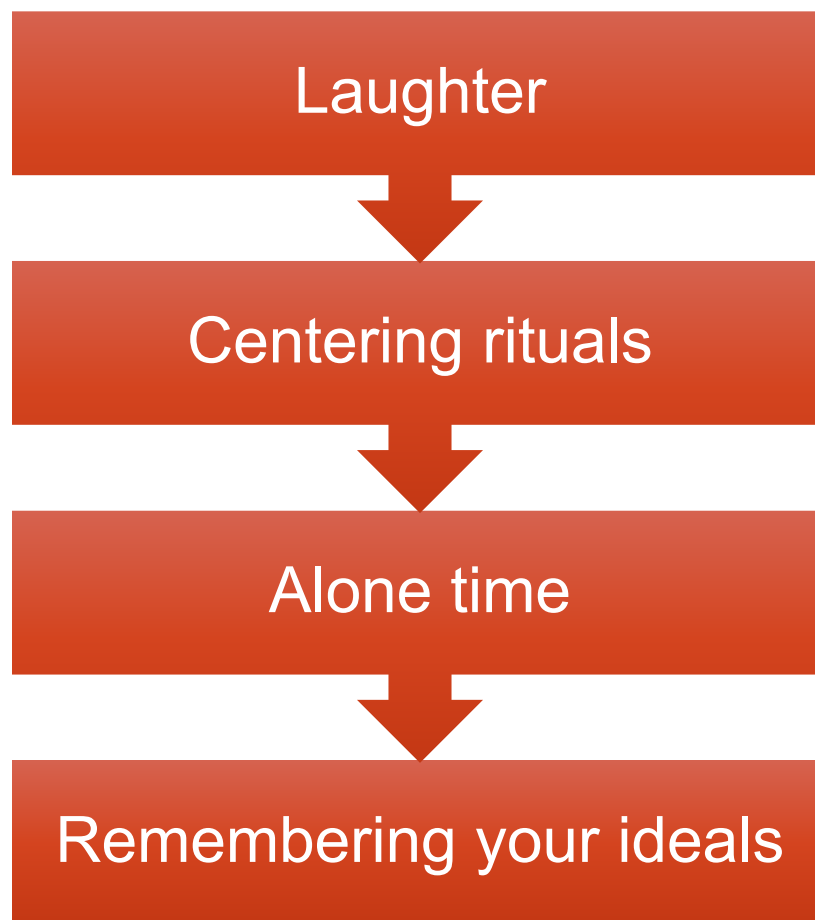


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Compassion Fatigue Intervention Strategies

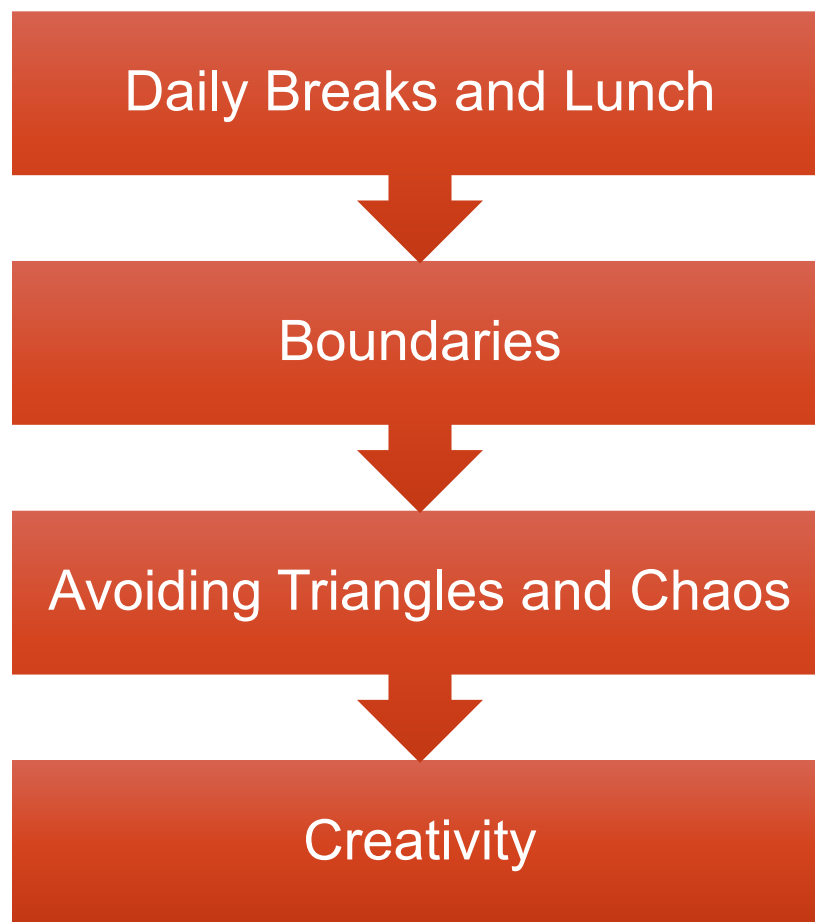


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Compassion Fatigue Intervention Strategies:



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Intervention Strategies, Continued

Support

- Colleagues
 - (with whom you do not work)
- Co-workers
- Supervisor
- Family
- Friends
- Mentors



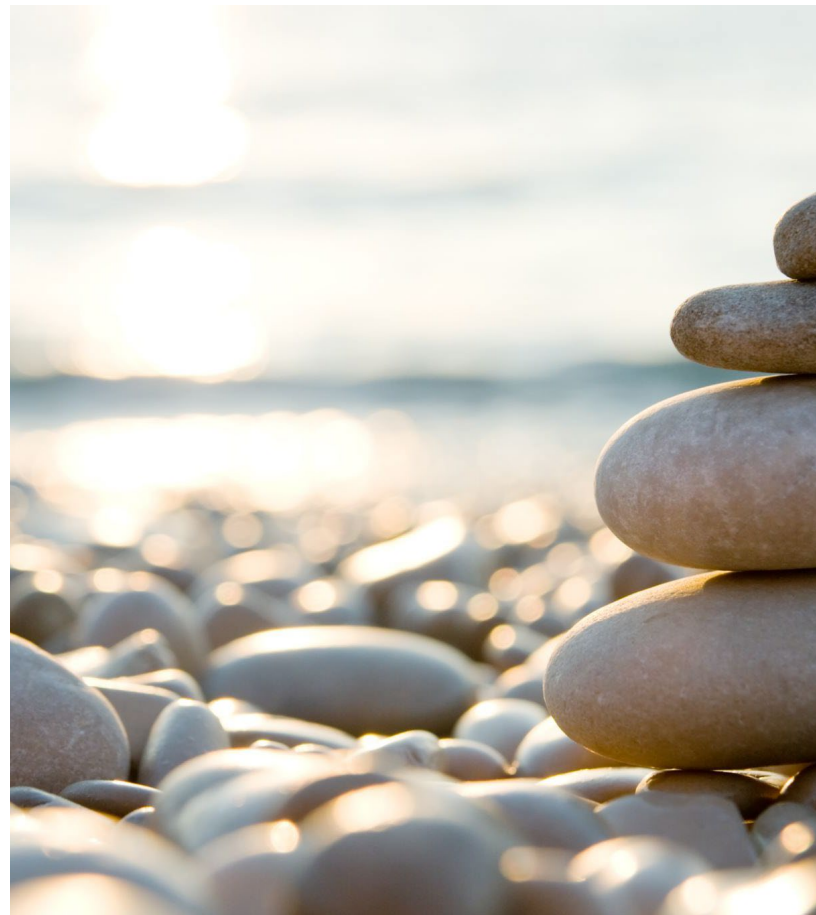
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Intervention Strategies: Balance

Balance – Individuals experiencing compassion fatigue are often leading lives that are out of balance. An important part of recovery from compassion fatigue involves putting first things first.



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Intervention Strategies: Time Management



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Source: flickr commons

What the Most Successful People do Before 9 AM:

1

Develop their
body

2

Develop their
spirit

3

Improve their
relationships



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Most People Lose Discipline at Night

Most:

- Affairs
- Alcohol and drug relapses
- Diet breaking
- Gambling
- Return to cigarettes smoking
- Real bad arguments
- Flights/breakups
- Murders

...Happen at night



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What the Most Successful People do on Weekends



- Get up early
- Get some of their weekend chores done during the week
- Create family rituals that can last a lifetime
- Do 3 activities that are meaningful or fun that last 2 to 3 hours (the last one occurring Sunday evening after 6 PM)
- 9-hour vacations



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4 Things That Are Most Important to Me

A.

B.

C.

D.



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Time Management

I

*Urgent and Important
Crisis*

- *Emergencies*
- *Deadlines*
- *Suicidal ideations*
-

II

*Important not urgent (most)
Purpose/Mission*

- *Important relationships*
- *Long-range planning*
- *That book!*
-

III

*Urgent but not important
Other people's crises &*

- *problems*
- *Interruptions*
- *Some phone calls, some meetings, some emails*
-

IV

*Unimportant and not urgent
Time wasters*

- *Busy work*
- *Trivia*
- *Confusing activity with progress*
-

