

Building Resiliency Through Restorative Leadership and Compassion Fatigue Prevention

CSA

April 30, 2019

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What We Do

Education and Training

Organization Analysis

Implementation Support and
Strategies

Compassion Recovery Coaching







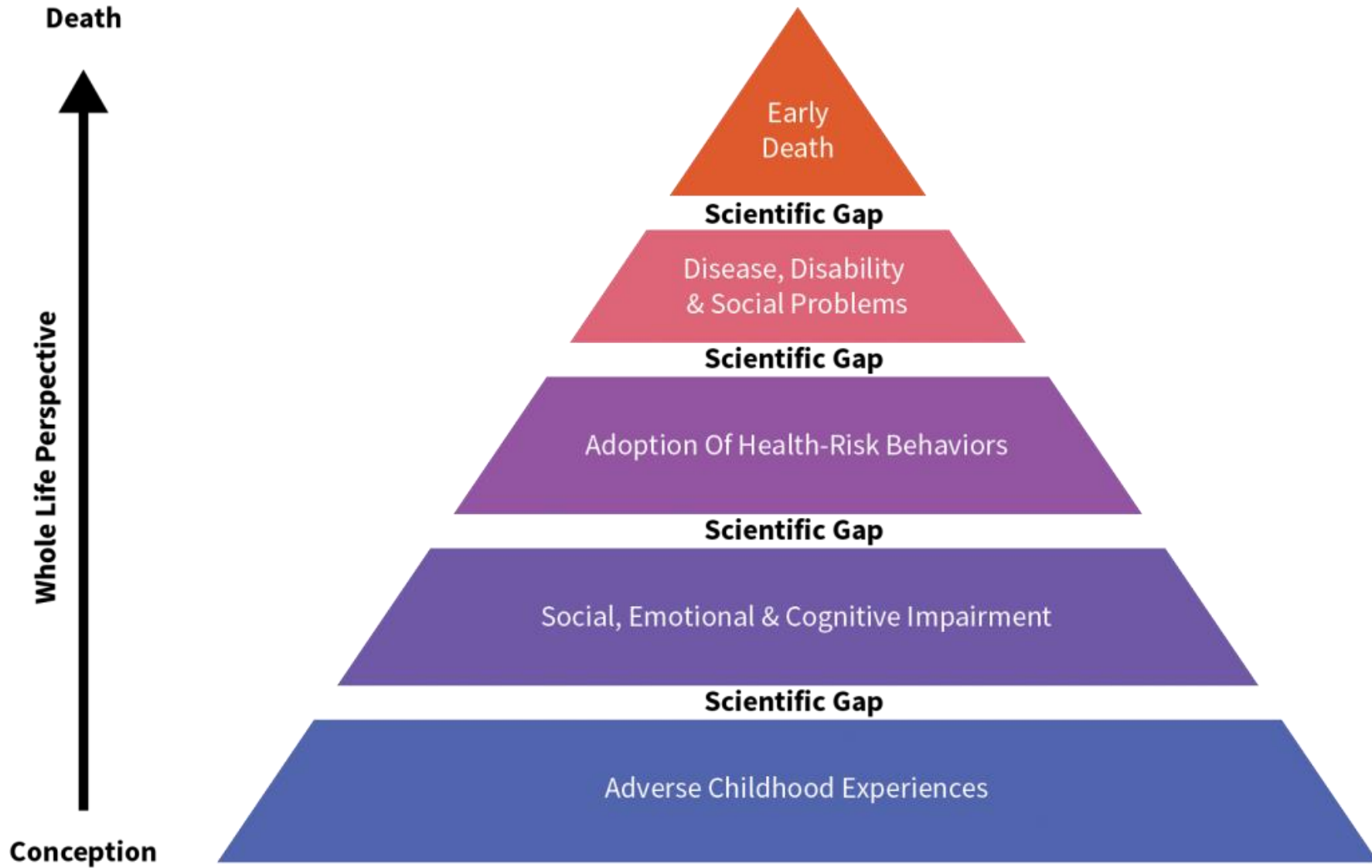












Three Essential Elements of Trauma Informed Care



Universal Training: from cleaning staff; most experienced clinicians; administration; Board of Directors



Universal Screening: all clients screened for trauma; all interventions designed to address trauma automatically and sensitively



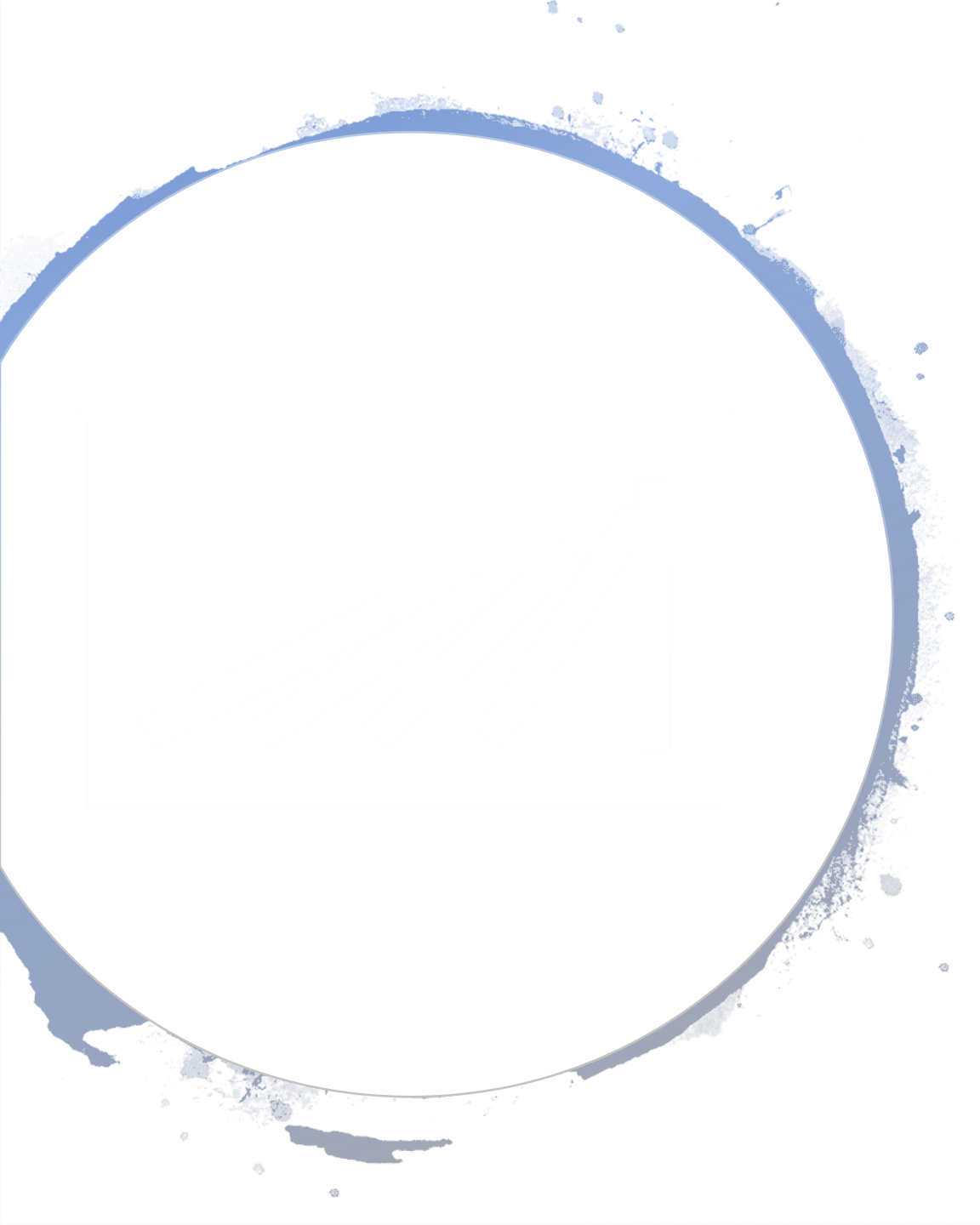
Universal Compassion Fatigue Protocols and Procedures to prevent, address and provide treatment for all staff



What is Trauma?

- Any situation or story that is emotionally overwhelming.
- Your overwhelm may not be my overwhelm.





Compassion Fatigue Vocabulary

Burnout

Vicarious
Trauma

Secondary
Traumatic
Stress

Moral Injury



3 Levels of Trauma Exposure

Personal

Organization

Societal



Stress

Chronic Stress is the precursor to Burnout

(Compassion fatigue of any variety can be a result of chronic stress)

Biological factors: Under stress Cortisol and Adrenaline are constantly released and Serotonin is inhibited; the body is wearing down at an accelerated pace

You may notice that you get sick more often – colds, headaches, etc.



Can stress actually kill you?



The Facts:

- The U.S. loses approximately 550 million work days in a year due to absenteeism, of these 54% are stress related.
- Rates of disability in North America cost approximately 60 billion a year.
- In 2018 ½ employees say they have suffered from burnout, ½ helping professionals report they received no formal training regarding Compassion Fatigue
- 36% forensic interviewers (CPS) experience some form of on-going symptoms of Compassion Fatigue
- 1 in every 2 Child Welfare Workers experience Secondary Traumatic Stress symptoms that fall in the SEVERE range.



- More than half of U.S. Workers with paid leave don't take all their paid time off
- Research reveals that the typical worker checks their cell phones nearly 50 times per day
- Research reveals the biggest barriers to taking vacation: fears the employees would return to a mountain of work (37%) and a belief that no one else can do the job (30%) and 6 in 10 employees report a lack of support for taking time off from their boss.

(Fottrell "The Sad Reason Half of Americans Don't Take All Their Paid Vacation" MarketWatch, May 28, 2017)

More Data

- Economists found that 27% of Americans regularly work between 10 p.m. and 6 a.m. and 29 % regularly work on weekends
- The typical American work week is 47 hours, not 40
- 18% of Americans consistently clock over 60 hours of weekly work
- Gallup found that 51% of workers are not engaged "they are checked out, sleepwalking through their workday, putting in time but not energy or passion into their work."
 - Of those 18% are busy "acting out their unhappiness...more or less out to damage their organization".

The Facts

Employees unwilling or unable to use all of their vacation time have a higher incidence of:

Heart Attacks

Long-term disability

Death from Stress Related diseases such as Type 2
Diabetes



Outdated Beliefs

- Not using accrued vacation time is an indicator of a hardworking valuable employee
- Even when ill come to work!
- Not only difficult to concentrate which causes decreased productivity
- You Put Everyone Else at Risk



Burnout Self-Test CSA 2019

15-18 No sign of Burnout

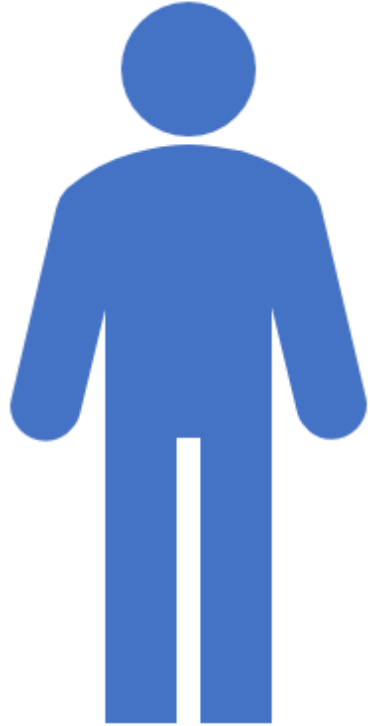
19-32 Little sign of
Burnout

33-49 At risk of Burnout

50-59 Severe risk of
Burnout

60-75 Very severe risk of
Burnout

What Staff Report: Issues in the Workplace



- Feelings of being unappreciated – underpaid or devalued
 - Out on an limb without a safety net
- Physical environment – Do you feel safe?
- Workload/Paperwork – I cannot keep up
 - Makes me Feel Powerless
 - Feelings of negativity



Warning Signs

- #1-Loss of Sense of Humor
- Guilt
- Trouble Sleeping
- Sunday Illness
- Diminished Creativity or Joy
- Inability to Embrace Complexity
- Chronic Exhaustion
- Physical Ailments
- Avoidance
- Inability to Listen
- Fear
- “I really don’t like that worker”
- Constantly Checking Emails
- Emailing After Hours
- Excessive Working
- Social Isolation (hiding in your office)
- Short tempered/Irritability
- Labeling/Stereotyping
- Reduced Sense of Respect
- Feeling you can never do enough
- Feelings of Helplessness or Hopelessness



BANK



Prepare for Battle

Prevention is the Best Ammunition!

In the Stew!

The Go Take Care of Yourself Promise



If you could you would.

The illusion of caring.

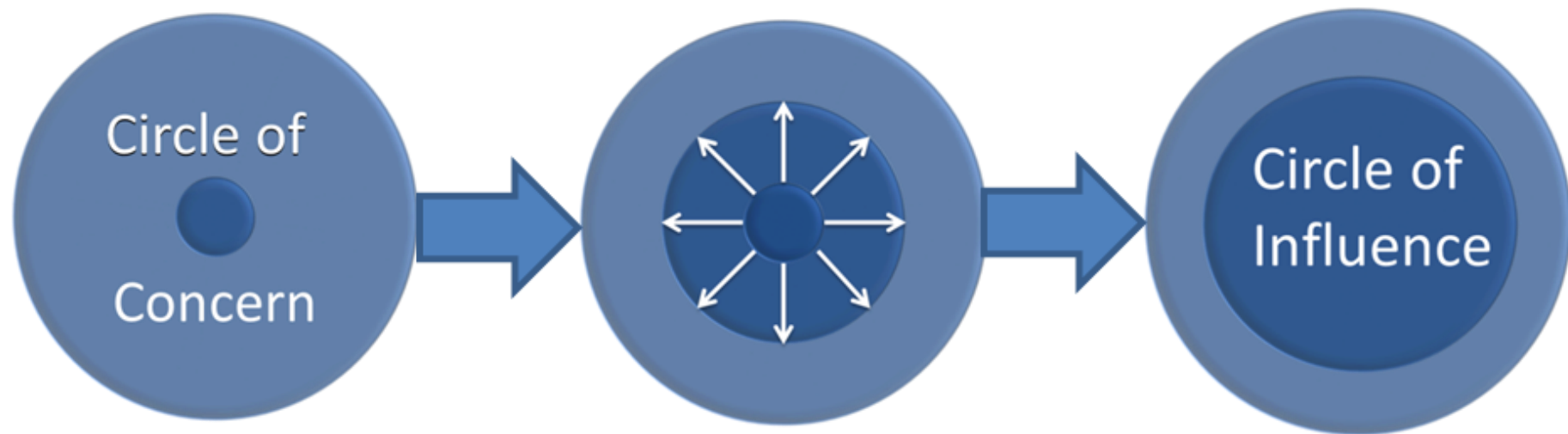
We are our own worst enemy!

Fill Your Tank

- Self Care is not an indulgence
- Organize your environment
- Develop REAL Plan B (have it ready to go!)
- Make meals ahead of time
- Get help with absolutely anything you can afford: house, child care, beauty appointments, personal trainer, doggy day care, regular massages etc.
- Plan vacations in advance and DO NOT CANCEL THEM!!!!
- Stock your supplies in advance: over the counter cold prevention remedies, bandaids, etc.



Adopting a Proactive Focus



Reactive Focus

You focus the majority of your time and energy on your concerns and problems. You neglect the issues within your control. Consequentially your circle of influence shrinks.

Changing Your Focus

You choose to redirect your time and energy. You begin focusing on those things within your control, and you start making a difference.

Proactive Focus

You devote the majority of your time and energy to changing what is in your control. Your influence expands and life improves. You start living life on purpose.

**This is NOT my
responsibility:**

Other
people's
words

Other
people's
Ideas

Other
people's
mistakes

Other
people's
actions

Other
people's
beliefs

This is my
responsibility:
My words, my behavior,
my actions, my efforts, my
mistakes, my ideas, and
the consequences of my
actions.

The consequences
of other people's actions



Restorative Practices To Support Staff

Create an
Emotionally Safe
Work Environment

Praise 5 times
more than correct-
Praise in Public

Correct only
privately

Insist on a “No
Gossip” workplace

No emailing after
hours

Set an expectation
for caseload and
stick to it

Encourage
Celebrations:
Birthdays, Births,
Jobs Well Done

Hold Positive Self
Renewal Retreats
Quarterly

Restorative Practices Continued...

Provide	Support	Make	Encourage	Provide	Have	Provide	Remember
Provide a self-care or quiet room for staff	Support positive health practices such as exercise options, healthy foods, time to eat a regular meal	Make regular "What is important to you?" visits to staff	Encourage problems that have solutions attached, praise effort	Provide Surprises (Administratively Backed)	Have office cleanup and "cleansing practices" which include releasing negative energy	Provide training on what makes each discipline unique, barriers to success and role on team to all multidisciplinary team members	Remember it is the little unexpected rewards that mean the most: time, effort and energy!

Create a Compassion Informed and Resilient Culture

Only Positive Peer Support

- No Gossiping
 - No complaining
 - No cynicism
 - No derogatory remarks
- *In a research study, adhering to a no gossip policy had the most positive impact on compassion satisfaction of staff



What Can I Do to Create a Compassion Informed and Resilient Culture?

Support your Co-workers

- Openly discuss and recognize compassion fatigue in the workplace with your co-workers
- Encourage free expression
- Workers can normalize this problem for one another

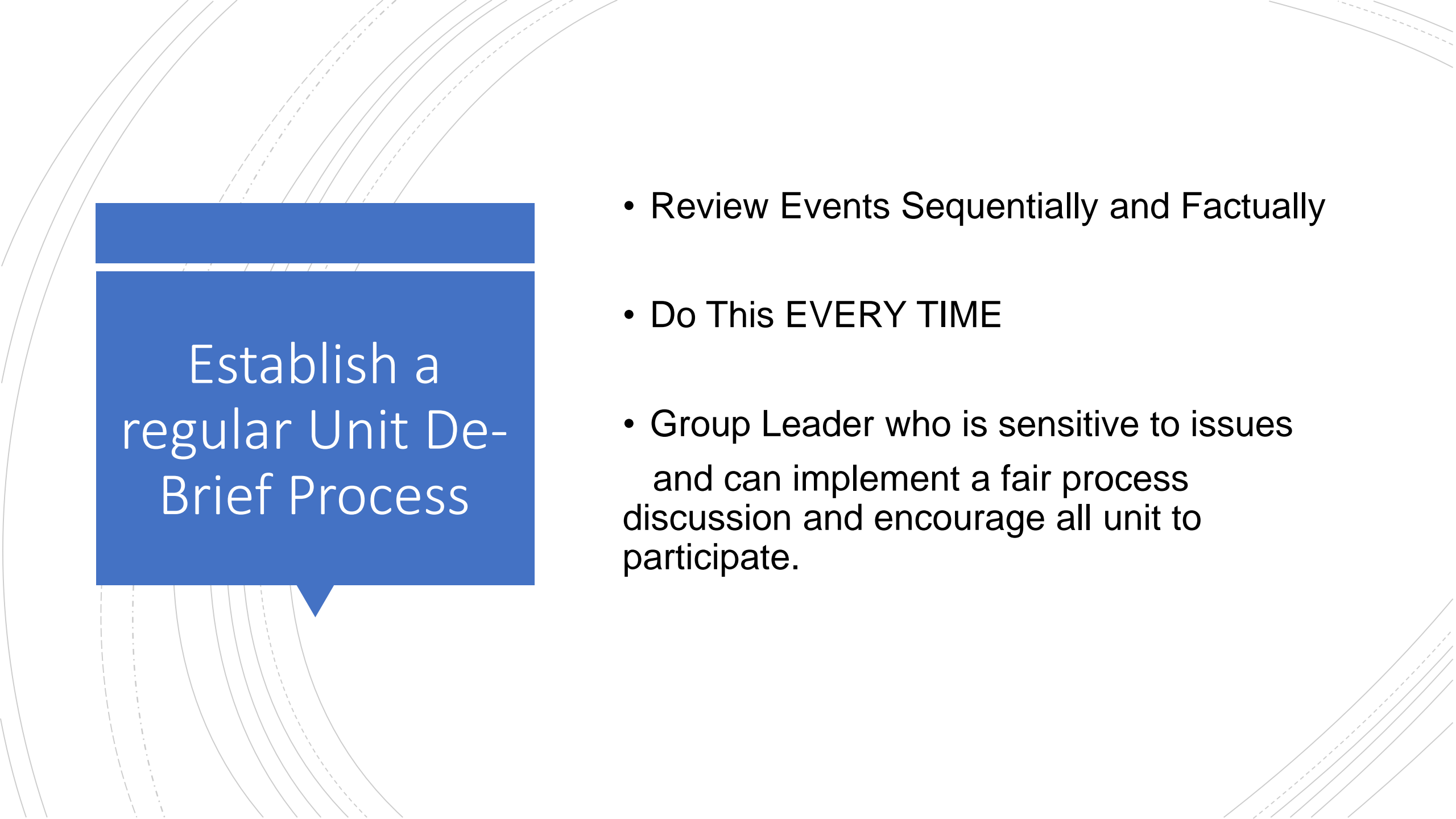


What Can I Do to create a Compassion Informed and Resilient Culture?

Develop Strong Boundaries

- Learn to say no without regrets
- Turn the email off after hours and on your days off
- When you recognize problems within your organization, talk about it!

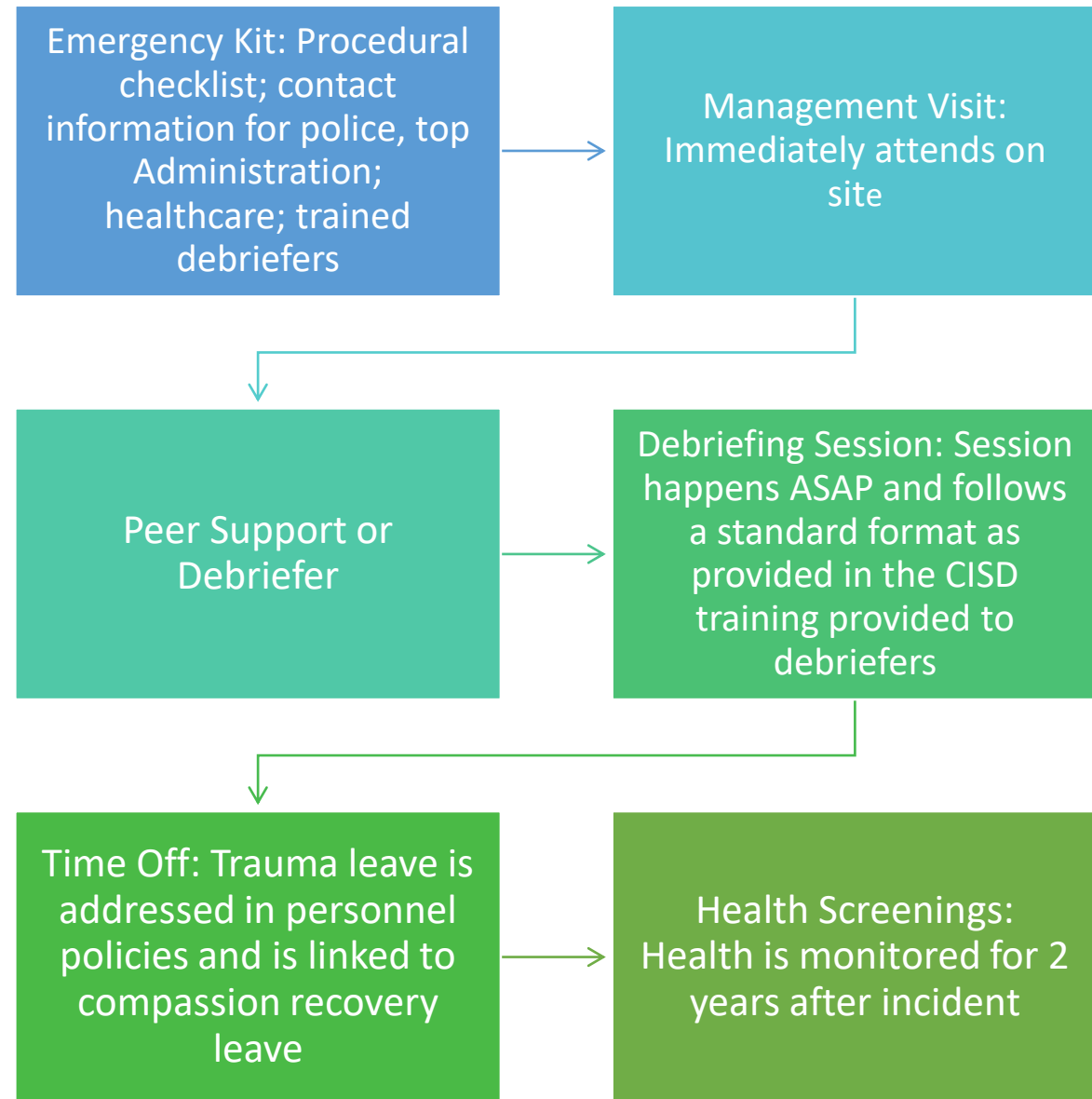


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Establish a regular Unit De- Brief Process

- Review Events Sequentially and Factually
- Do This EVERY TIME
- Group Leader who is sensitive to issues and can implement a fair process discussion and encourage all unit to participate.

Develop A Critical Incident Plan as a Restorative Process



Critical Incident Process Continued...

Peer Support and Debriefing Support: Provided as long as is required and repeated as required

Positive Management Gesture: Visits; gestures of support and letters of recognition that support the difficult experience the staff went through

Personal Compassion Fatigue Recovery: Specific Coaching or Therapy (when indicated) to address issues related to Critical Incident.

The Big Ask: Get Help for Your Organization!

Consider Compassion Consultation

Training

Organizational
Analysis

Compassion
Coaching for
Leadership



“The Secret of change is to focus all of your energy not on fighting the old, but on building the new”.

Socrates



THE RESILIENCE NETWORK

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Thank you!

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