

# KEEPING YOURSELF EMOTIONALLY HEALTHY

CARYN BURTON, MS – TRAINING COORDINATOR

INDIANA COALITION AGAINST DOMESTIC VIOLENCE

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# QUICK INTRODUCTION

- CARYN C BURTON – TRAINING COORDINATOR @ INDIANA COALITION AGAINST DOMESTIC VIOLENCE
- CARYN GRADUATED WITH HER BA IN PSYCHOLOGY & COMMUNICATIONS IN 1999 AND MS IN SCHOOL COUNSELING IN MAY OF 2007, BOTH FROM BUTLER UNIVERSITY. CARYN COMPLETED A ONE-YEAR TERM OF SERVICE WITH AMERICORPS, WORKING WITH LEGAL SERVICES OF INDIANA AND FROM THERE SUPERVISED THE INDYCORPS PROGRAM FOR THREE YEARS, DIRECTING 90 SERVICE MEMBERS. SHE WORKED IN DIRECT SURVIVOR SERVICES FOR EIGHT YEARS AS AN OUTREACH AND COURT ADVOCATE AND AS THE DIRECTOR OF A TRANSITIONAL HOUSING PROGRAM. CURRENTLY, CARYN IS ON STAFF AT THE INDIANA COALITION AGAINST DOMESTIC VIOLENCE AS THEIR TRAINING COORDINATOR, HOLDING THAT POSITION SINCE JANUARY OF 2007.





# THE PLAN FOR TODAY

- THE WORK STRESS CONTINUUM
  - BUILDING RESILIENCE
  - STRATEGIES FOR SELF-CARE
- 

# THE WORK STRESS CONTINUUM

- BURNOUT
  - SECONDARY TRAUMATIC STRESS
  - VICARIOUS TRAUMA
  - COMPASSION FATIGUE
- 
- NOT QUITE A ROSE BY ANY OTHER NAME,  
BUUUUTTT...



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# DIFFERENT THORNS ON THE SAME ROSE

## BURNOUT

- PROLONGED RESPONSE TO CHRONIC EMOTIONAL & INTERPERSONAL STRESSORS OF A JOB
- CHARACTERIZED BY EXHAUSTION, CYNICISM, & INEFFECTIVENESS
- SPECIFICALLY TIED TO WORK
- A FORM OF ENERGY DEPLETION
- MORE OF A GENERAL REFERENCE THAN A SPECIFIC DESCRIPTOR

## SECONDARY TRAUMA STRESS (STS)

- REFERS TO THE PHYSICAL & EMOTIONAL STRESS OF WORKING WITH TRAUMATIZED INDIVIDUALS
- “A PSYCHOLOGICAL PHENOMENON IN WHICH THE CAREGIVER EXPERIENCES MANY OF THE COMMON FEELINGS AND SYMPTOMS ASSOCIATED WITH VICTIMIZATION” (MCCANN & PEARLMAN, 1990)
- SYMPTOMS PARALLEL PTSD

# DIFFERENT THORNS ON THE SAME ROSE

## VICARIOUS TRAUMA

- GENERALLY DEFINED AS “THE NEGATIVE EFFECTS OF CARING ABOUT AND CARING FOR OTHERS” (PEARLMAN & SAAKVITNE, 1995)
- DEVELOPS AS A RESULT OF EMPATHIZING WITH THE SURVIVOR OF A CRISIS
- MAY CAUSE INTRUSIVE IMAGERY, CHANGES IN MEANINGS, BELIEFS & THOUGHT PATTERS
- EFFECTS YOUR SENSE OF SELF AND YOUR WORLD
- MORE LONG-TERM STRESS RESPONSE THAN STS

## COMPASSION FATIGUE

- A STATE OF TENSION & PREOCCUPATION WITH THE SUFFERING OF OTHERS TO THE DEGREE THAT IT IS TRAUMATIZING FOR THE HELPING PROFESSIONAL
- THE RESULT OF EFFORTS TO EMPATHIZE AND BE COMPASSIONATE
- THE HELPING PROFESSIONAL IS THE ONE WHO SUFFERS EMOTIONAL, PSYCHOLOGICAL AND PHYSICAL EFFECTS

# WE ARE **ALL** VULNERABLE...

- FACTORS CAN BOTH INCREASE & MITIGATE YOUR VULNERABILITY TO STRESS...
  - PAST VICTIMIZATION
    - UNRESOLVED ISSUES SKEW PERSPECTIVE, AVOID OR OVER-IDENTIFY WITH CERTAIN SURVIVORS, RELIVE OUR OWN VICTIMIZATION
    - MOTIVATE TO WORK FOR JUSTICE, GIVE DEEPER EMPATHY WITH SURVIVORS
  - PERSONAL LIFE
    - FINANCIAL OR RELATIONSHIP ISSUES COMPOUND STRESS, LACK OF APPROPRIATE SOCIAL SUPPORT, CONFIDENTIALITY OF CLIENTS, UNREALISTIC EXPECTATIONS
    - POSITIVE WORK / LIFE BALANCE, SUPPORTIVE WORK & PERSONAL RELATIONSHIPS

# WE ARE **ALL** VULNERABLE...

- FACTORS CAN BOTH INCREASE & MITIGATE YOUR VULNERABILITY TO STRESS...
  - WORK ENVIRONMENT
    - NATURE OF TRAUMA RESPONSE/SUPPORT WORK, LACK OF CLOSURE, NON-SUPPORTIVE WORK ENVIRONMENT AND/OR RELATIONSHIPS
    - POSITIVE ORGANIZATIONAL SUPPORT AND RESPONSE, SUPPORTIVE TEAM OF COLLEAGUES, APPROPRIATE ATTENTION PAID TO THE NEED FOR SELF-CARE BY SUPERVISORS
  - CONTEXT OF STRESSOR
    - CLIENTS ACTING OR REACTING OUT OF CHARACTER OR DIFFERENTLY THAN WE EXPECT, EXPERIENCING SYSTEMIC BARRIERS, FEELING MISTRUSTED OR NOT HELPFUL
    - GRATITUDE AND CLIENT SUPPORT, SMALL SUCCESSES TO EMPOWER SELF AND CLIENT.

# SYMPTOMOLOGY

## PHYSICAL

- EXHAUSTION
- INSOMNIA
- INCREASED SUSCEPTIBILITY TO ILLNESS
- SOMATIZATION → MANIFESTATION OF EMOTIONAL STRESS INTO PHYSICAL SYMPTOMS
  - HEADACHES
  - NAUSEA
  - GASTROINTESTINAL CONDITIONS

## EMOTIONAL / BEHAVIORAL

- INCREASED USE OF DRUGS OR ALCOHOL
- ABSENTEEISM
- SOCIAL DISENGAGEMENT
- PROBLEMS IN PERSONAL RELATIONSHIPS
- INABILITY TO MAKE DECISIONS
- OVER OR UNDER EATING
- DIFFICULTY MAINTAINING BOUNDARIES

## PSYCHOLOGICAL

- EMOTIONAL NUMBNESS
- NEGATIVE SELF-IMAGE
- CYNICISM
- RESENTMENT
- DIMINISHED SENSE OF ENJOYMENT OR HOPE
- INTRUSIVE IMAGERY IE CLIENT'S STORIES ARE INTRUDING INTO YOUR THOUGHTS
- DEPRESSION, ANGER, IRRITABILITY
- CHALLENGING BASIC BELIEFS ABOUT SAFETY, TRUST, CONTROL

# WORK RELATED FACTORS

PERSONS WHO HAVE:

- INEXPERIENCE ON THE JOB
- HIGH CASELOAD OF TRAUMA SURVIVORS
- HIGH CASELOAD OF TRAUMATIZED CHILDREN
- WORKING WITH CHILD ABUSE/NEGLECT PERPETRATORS
- POOR OR NO SUPERVISION
- FREQUENT EXPOSURE TO TRAUMATIC MATERIAL
- EXPOSURE TO CRITICAL INCIDENTS



# ORGANIZATIONAL FACTORS



- EXTRAORDINARILY HIGH CASELOADS
- HIGH ADMINISTRATIVE BURDEN
- DIFFICULT CLIENTS
- CONFLICTS WITH CO-WORKERS OR SUPERVISORS
- CLIMATE OF PERVASIVE, ONGOING CHANGE
- EXCESSIVE EMPHASIS ON EFFICIENCY, COST-EFFECTIVENESS AND COMPETITION.
- UNFORGIVING ENVIRONMENT. —IF YOU CAN'T HANDLE IT, MOVE ASIDE...YOU'LL BE REPLACED

# STRATEGIES TO ADDRESS WORKPLACE STRESS



Set the tone



Hold regular staff meetings



Clear communication



Employee suggestion system



Resolve conflict early



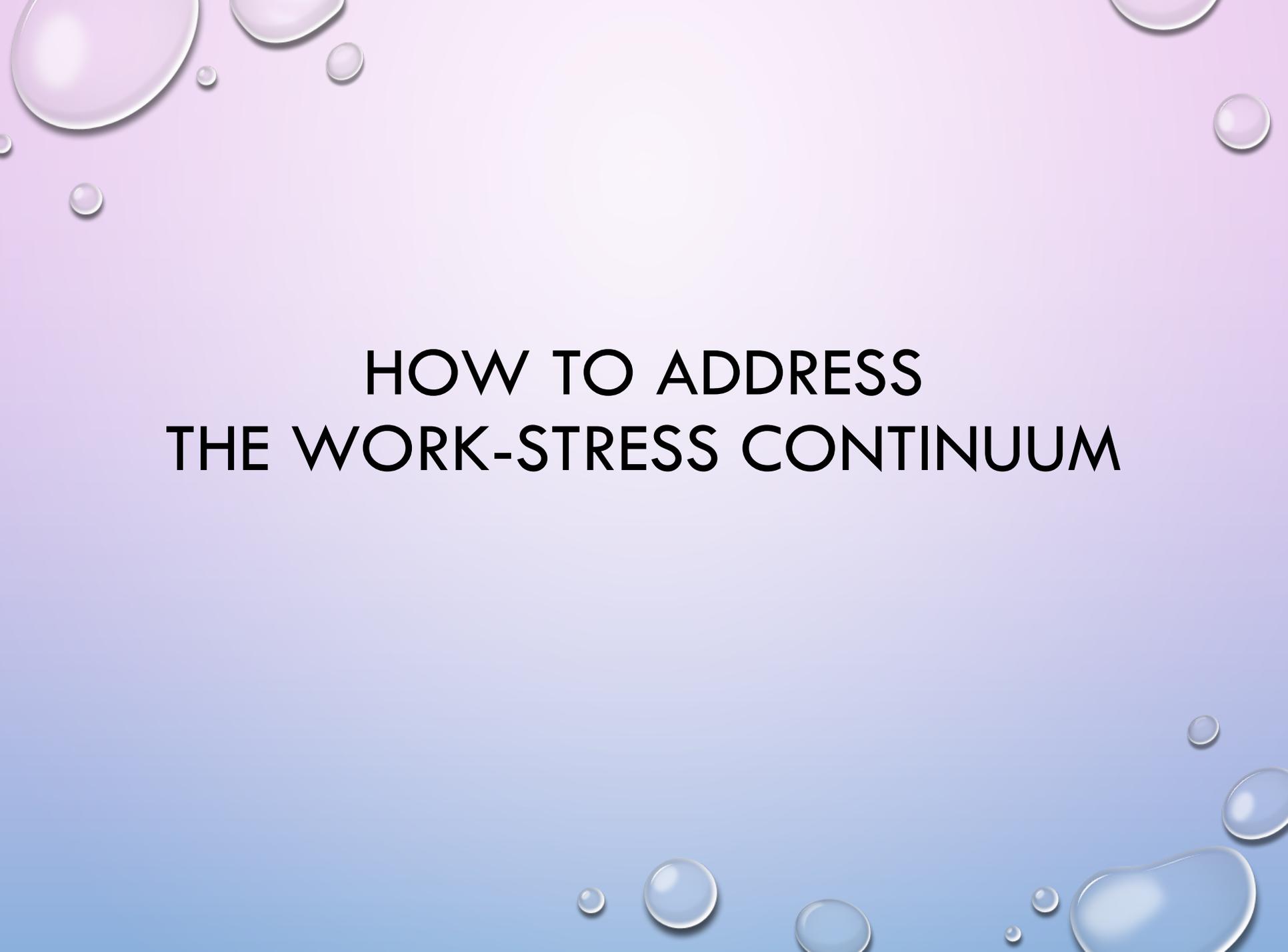
Prepare workers for tasks



Acknowledge that the work is stressful, professional help may be needed

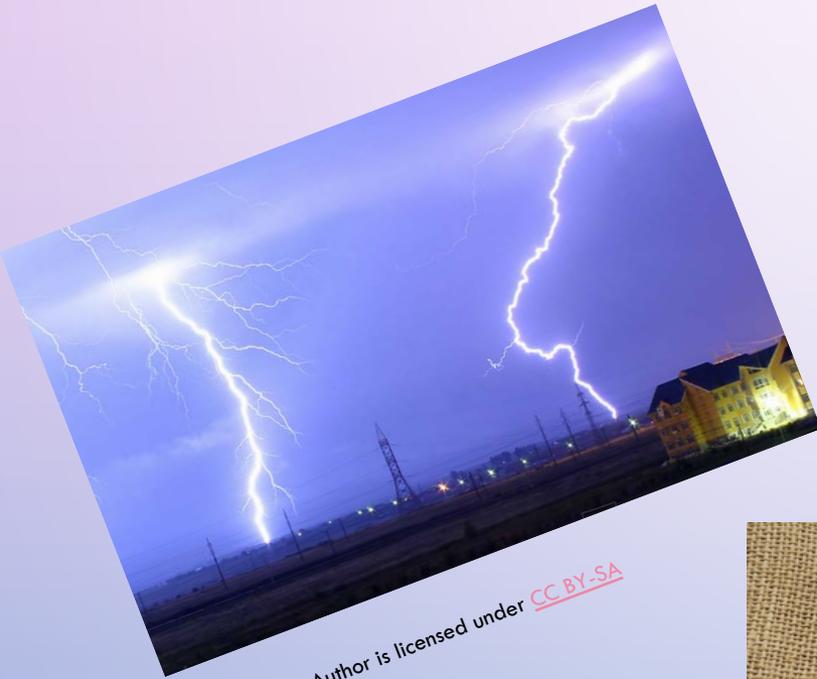


Atmosphere of paying attention to one's own emotional state



# HOW TO ADDRESS THE WORK-STRESS CONTINUUM

# WHY I DO WHAT I DO?

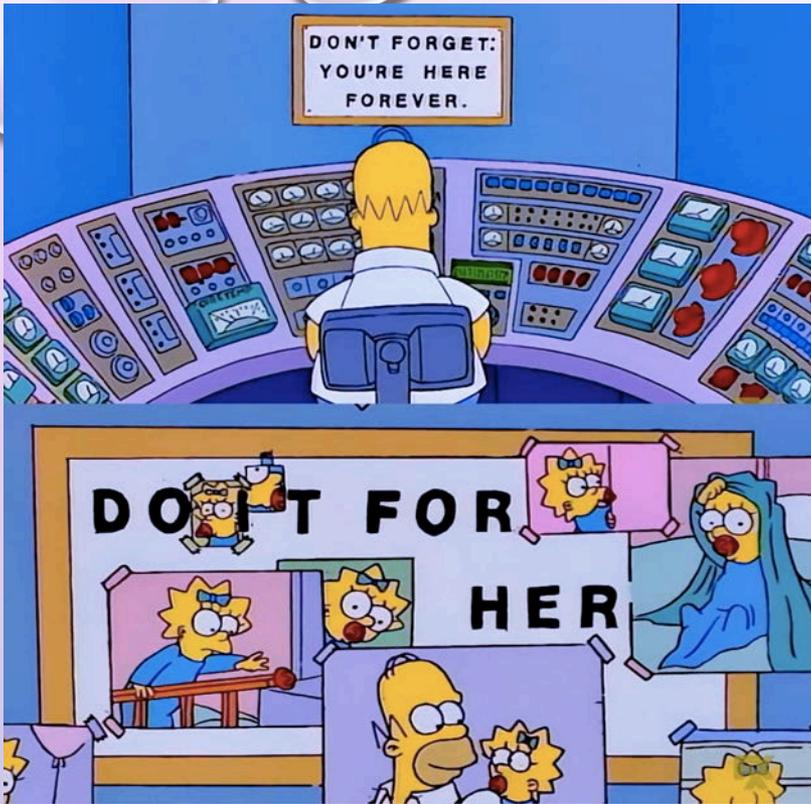


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The background features a vertical gradient from light purple at the top to light blue at the bottom. Scattered throughout are several realistic water droplets of various sizes, some with highlights and shadows, giving them a three-dimensional appearance.

**WHAT KEEPS YOU  
COMING BACK?**



Helping one person  
might not change the  
whole world,  
but it could change the  
world for one person.

So true isn't it? <3

 BLACK POWER LIGHT



# RESILIENCE

THE POWER TO COPE WITH  
ADVERSITY AND ADAPT TO  
CHALLENGES



# THE 5 CORE ELEMENTS

- SELF-KNOWLEDGE & INSIGHT

- A CLEAR SENSE OF WHAT YOU BELIEVE, HOW YOU FEEL, STRENGTHS & WEAKNESSES

- SENSE OF HOPE

- BELIEF THAT SITUATIONS CAN GET BETTER, RECOGNIZE THE EXPERIENCES OF CLIENTS YET MAINTAIN POSITIVE VIEW OF CHALLENGES LIFE BRINGS

- HEALTHY COPING

- BALANCE THE NEGATIVE & POSITIVE, PAY ATTENTION TO NEEDS AND ADDRESS THEM

- STRONG RELATIONSHIPS

- POSITIVE SUPPORTIVE CONNECTIONS WITH OTHERS IN VARIOUS CONTEXTS

- PERSONAL PERSPECTIVES & MEANING

- INDIVIDUAL MORALITY, INTEGRITY & SPIRITUALITY, COHERENT MEANING FOR LIFE

# DEVELOPING THE CORE ELEMENTS

- SELF-KNOWLEDGE & INSIGHT
  - EXPLORE MOTIVATIONS FOR CHOOSING HELPING PROFESSION, IDENTIFY STRENGTHS & CHALLENGES, CLARIFY GOALS, MISSION, & BOUNDARIES. INDIVIDUALIZE SERVICE TO CLIENTS
- SENSE OF HOPE
  - SEEK OPPORTUNITIES TO SUCCEED, CHANGE OR EXPAND JOB DESCRIPTION, DECORATE YOUR OFFICE, TAKE TIME TO HAVE FUN
- HEALTHY COPING
  - IDENTIFY PHYSICAL STRESS REACTIONS, ADEQUATE SLEEP, CHANGE THE PACE, DEVELOP CALMING / RELAXATION TECHNIQUES
- STRONG RELATIONSHIPS
  - ENHANCE COMMUNICATION SKILLS, COLLABORATE, SEEK INCLUSIVENESS, ADDRESS CONFLICT RESOLUTION QUICKLY
- PERSONAL PERSPECTIVE & MEANING
  - ASSESS YOUR PERSONAL VALUES, QUESTION OLD BELIEFS & INTEGRATE NEW UNDERSTANDING, ENGAGE IN SOCIAL ACTIVISM, DISCARD ACTIVITIES THAT ARE NOT CONSISTENT WITH VALUES



**SELF CARE**

**DO THE THING**

# THE PRACTICE OF SELF CARE

- START BY BEING AWARE OF HOW YOU FEEL, WHAT YOU THINK, WHAT YOU BELIEVE AND HOW YOU BEHAVE.

## YOU MAY EXPERIENCE:

- ANXIETY, PANIC, MOODINESS
- ANGER, FRUSTRATION, DEPRESSION, HELPLESS/HOPELESS
- PROBLEMS WITH SLEEP, EATING, RELATIONSHIPS
- LACK OF INTEREST IN ... MOST ANYTHING

PREVENTION 101: GETTING TO KNOW AND BEING IN TOUCH WITH YOUR BODY AS A WHOLE ... **AND THEN LISTENING TO IT.**

# TAKING CARE OF YOURSELF STARTS WITH KNOWING WHAT'S WRONG

Do you just want to feel better? (General feeling down, fatigue, etc.)

Get out and do → that means exercise, participate, push yourself to get involved when you feel only like chilling.

Get connected with others

Lend a hand, volunteer

Learn A new skill, Hobby, or sport

Find a friend, Phone a friend

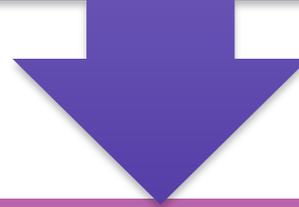
Laugh! See a funny movie, Find a comedian on YouTube

Change eating & sleeping patterns



TAKING  
CARE OF  
YOURSELF  
STARTS  
WITH  
KNOWING  
WHAT'S  
WRONG

Do you identify more with anxiety, panic, feeling anxious and basic PTSD symptoms.



Relaxation is the key for you

Yoga

Stretching  
exercise

Reading

Breathing ...  
deep and  
purposeful

Calming  
bath, walk,  
talk, etc.



fitbit

# BEING STRESS RESISTANT

- THE CONCEPT OF “STRESS HARDINESS” OR RESISTANCE TO STRESS WAS DEVELOPED BY DR. SUZANNE KOBASA AT CITY UNIVERSITY IN NEW YORK. SHE STUDIED MANY GROUPS OF PEOPLE WITH STRESSFUL OCCUPATIONS, AND FOUND THAT THOSE WHO SEEM TO COPE WITH THEIR JOB STRESS, HAVING A “HARDINESS” TO IT, HAVE THREE SPECIFIC CHARACTERISTICS.

- COMMITMENT
  - CONTROL
  - CHALLENGE



# THE BENEFITS OF LAUGHTER

## **HORMONES:**

LAUGHTER REDUCES THE LEVEL OF STRESS HORMONES LIKE CORTISOL, EPINEPHRINE, ADRENALINE, DOPAMINE AND GROWTH HORMONE. IT ALSO INCREASES THE LEVEL OF HEALTH-ENHANCING HORMONES LIKE ENDORPHINS, AND NEUROTRANSMITTERS

## **PHYSICAL RELEASE:**

LAUGHTER PROVIDES A PHYSICAL AND EMOTIONAL RELEASE.

## **INTERNAL WORKOUT:**

A GOOD BELLY LAUGH EXERCISES THE DIAPHRAGM, CONTRACTS THE ABS AND EVEN WORKS OUT THE SHOULDERS, LEAVING MUSCLES MORE RELAXED AFTERWARD. IT EVEN PROVIDES A GOOD WORKOUT FOR THE HEART.

# SELF CARE PLANS

My Self Care Plan		Week Of _____
OUR BODIES ARE OUR GARDENS, TO WHICH OUR WILLS ARE GARDENERS. - Shakespeare		
BE KIND TO YOURSELF.	Mind:	 <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
	Body:	 <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____
Inspiration: paint read take a bath do yoga drink more water  DIY take a nap write bake go for a walk sing meditate	Notes:	
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# My self care plan



I can exercise my body by...

I can be a good friend by ...

Important people  
Who I trust

I can relax my body and mind by...

This is me

I can keep myself clean and tidy by...

I can make myself happy by...

My hopes and dreams...

I can eat healthy foods...

# SELF CARE PLANS

- ***MAKE A PLAN*** (SMART – SPECIFIC, MEASURABLE, ACHIEVABLE, REALISTIC, TIMELY)
  - **THAT WORKS FOR YOU**
- **AND FIND SOMEONE TO HOLD YOU TO IT**

**SO WHAT IS YOUR PLAN?**