We know where you’re coming from.

Provider Resiliency Training

Joshua L. Sumner, LCSW
“That which is to give light must endure burning”

Viktor Frankl, *Man’s Search for Meaning*, 1963
Social Workers

- The problem Defined - Who are we?

- Social workers have been found to be unduly stressed
  - High workloads and admin demands
  - Lack or devaluation of status
  - Value conflicts
  - Inadequate resources
  - Lack of control

- Poor public image
- Victim of aggression
- Team conflict / poor supervision
- Physical work environment
- Lack of balance
Vocabulary

– Provider Fatigue (Compassion Fatigue)
  • Negative aspects of working as a helper
    – Burnout
      » Inefficacy and feeling overwhelmed
    – Work-related traumatic stress
      » Secondary traumatic exposure to event due to a relationship with the primary person

– Compassion Satisfaction
  • Positive aspects of working as a helper

– Detachment
  • healthy vs. unhealthy
PRT Concepts

• Provider Fatigue:
  – Impacts the individual who is exposed to those who have been directly traumatized
  – Also known as **Compassion Fatigue**, Secondary Trauma, or Vicarious Traumatization

Figley, 2005
PRT Concepts

• Burnout:
  – Erosion of idealism (agency vs. personal values)
  – Symptoms of burnout match symptoms of depression
  – Most MH professionals will describe themselves as “burned out” at some point in their career
  – Institutional challenges
  – Lack of gratitude/thanks from clients, organization & society
  – Poor fit
PRT Concepts

• Compassion Satisfaction:
  – The sense of satisfaction and pleasure a Provider has when working in helping, care giving systems

• May be related to
  – Providing care
  – To the system
  – Work with colleagues
  – Beliefs about self
  – Altruism
PRT Concepts

• Detachment
  – professional detachment vs. indifference
PRT Concepts

• Secondary Traumatic Stress

  – People who come into continued, close contact with trauma survivors may also experience emotional disruption, becoming indirect victims of the trauma.

  – The natural, consequent behaviors & emotions resulting from knowledge about a traumatizing event experienced by a significant other.
CS-CF Model

Professional Quality of Life

- Compassion Satisfaction
- Compassion Fatigue
  - Burnout
  - Secondary Trauma
Complex Relationships

Professional Quality of Life

- Work Environment
- Client Environment
- Personal Environment

Compassion Satisfaction (ProQOL CS)

Compassion Fatigue

Exhaustion

Frustration Anger

Depressed by Work Environment (ProQOL Burnout)

Secondary Exposure (ProQOL STS)

Primary Exposure

Traumatized by work

Resiliency
Provider Fatigue (PF) Markers

- signs,
- symptoms,
- indicators,
- predictors

Not all pain is gain.
PF Markers

- Cognitive Markers
  - Intrusive thoughts
  - Decreased attention span
  - Thoughts of harm to self or others
  - Reduced sense of safety
  - Suspiciousness
PF Markers

• Emotional Markers
  – Powerlessness
  – Anxiety/Fear
  – Anger/Irritability
  – Numbness
  – Shame
PF Markers

• Behavioral Markers
  – Poor sleep
  – Appetite changes
  – Hypervigilant
  – Argumentative
  – Self-medicating
It’s always darkest just before it goes pitch black.
PF Markers

• Spiritual Markers
  – Decreased sense of hope/purpose
  – Anger at God
  – Questioning of prior beliefs
  – Loss of compassion
PF Markers

• Physical Markers
  – Rapid heartbeat
  – Breathing difficulties
  – Aches and pains
  – Dizziness
  – Exhaustion
PF Markers

- Relational (Social) Markers
  - Decreased interest in intimacy
  - Mistrust/Isolation
  - Overprotection as a parent
  - Interpersonal conflicts
PF Markers

- Work Performance Effects
  - Low Morale
  - Absenteeism
  - Interpersonal conflict
I expected times like this- but I never thought they’d be so bad, so long, and so frequent.
Provider Fatigue

• Even in the darkest of circumstances, Provider Fatigue can be:

  – Natural
  – Predictable
  – Manageable
  – Treatable
What is Resiliency?

• Resiliency is the ability to:
  • Sustain good health and well-being in stressful conditions
  • Bounce-back easily from setbacks
  • Cope well with non-stop change
  • Overcome adversity
  • Convert misfortune into good luck
  • Become stronger and better year after year

Siebert, 2005
Resiliency:

- Resiliency grows through healthy responses to stressors
- Resiliency, for many, is a learned inner strength
The Resiliency Model

• **Getting Upset**
  – Choosing to become a victim, have others solve problems
  
  Versus
  
  – Choosing to Cope, Resilient, & Thrive

“Are you reacting like a victim or responding like a warrior?” –US Army
The Resiliency Model: Your choice of Responses
Post traumatic GROWTH

It can turn a lump of coal into a flawless diamond, or an average person into a perfect basketcase.
99% of Americans hope their parking meter doesn’t run out.
1% of Americans hope their luck doesn’t run out.

Take Action
Resiliency
Encouragement

• Slogans that encourage resiliency:
  – “You can do anything you put your mind to”
  – “Just do it”
  – “Be all that you can be”
Resilient Role Models
Resiliency Role Model
Resiliency Strength Building

• Manage your health through Self-Care
• Be proactive in problem-solving
• Increase self-strengths: self-esteem, self-confidence, and self-concept
• Develop response choices
• Learn good lessons from difficult situations
Resiliency Building Through Self-Care

Physical

• Through nutrition
• Through exercise
• Through good sleep routine

Mental

• Relaxation techniques (meditation, yoga, music, deep breathing)
• Hobbies/leisure activities
• Through setting goals and making plans of actions
Resiliency Building Through Self-Care

**Emotional**
- Personal journal writing
- Alone time
- Acceptance of difficult situations
- Finding time for humor

**Social**
- Increase activities with family and friends
- Join a new group activity (through church, intramural sports, etc.)
- Find a way to become involved in community programs
Resiliency Building Through Self-Care

Spiritual

• Through prayer
• Through reading inspirational/devotional material
• Through fellowship
• Through forgiveness
Resiliency Building Through Healthy Responses

- Self-soothing
  - Calm oneself emotionally when facing stressful situations
  - The purpose of calming in an anxious situation is to clear one’s mind for problem-solving & self-evaluating
Resiliency Building Through Healthy Responses

• **Self-evaluating**

  – Why am I anxious?
  – What am I doing well?
  – What can I do better?
  – How can I grow from difficult situations?
Resiliency Planning

• Role and Function of supervisors
• Organizational planning
  – Can help organizations find ways to maximize the positive aspects and reduce the negative aspects of helping
• Supportive Supervision
  – The assessments can be used as information for discussions
Just because you’ve always done it that way doesn’t mean it’s not incredibly stupid.
Questions?

Comments?

Concerns?

Complaints?