

We know where you're coming from.



# Provider Resiliency Training

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“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





VETERAN'S DAY 2009

**Resiliency**



# 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





**Resiliency**



# 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





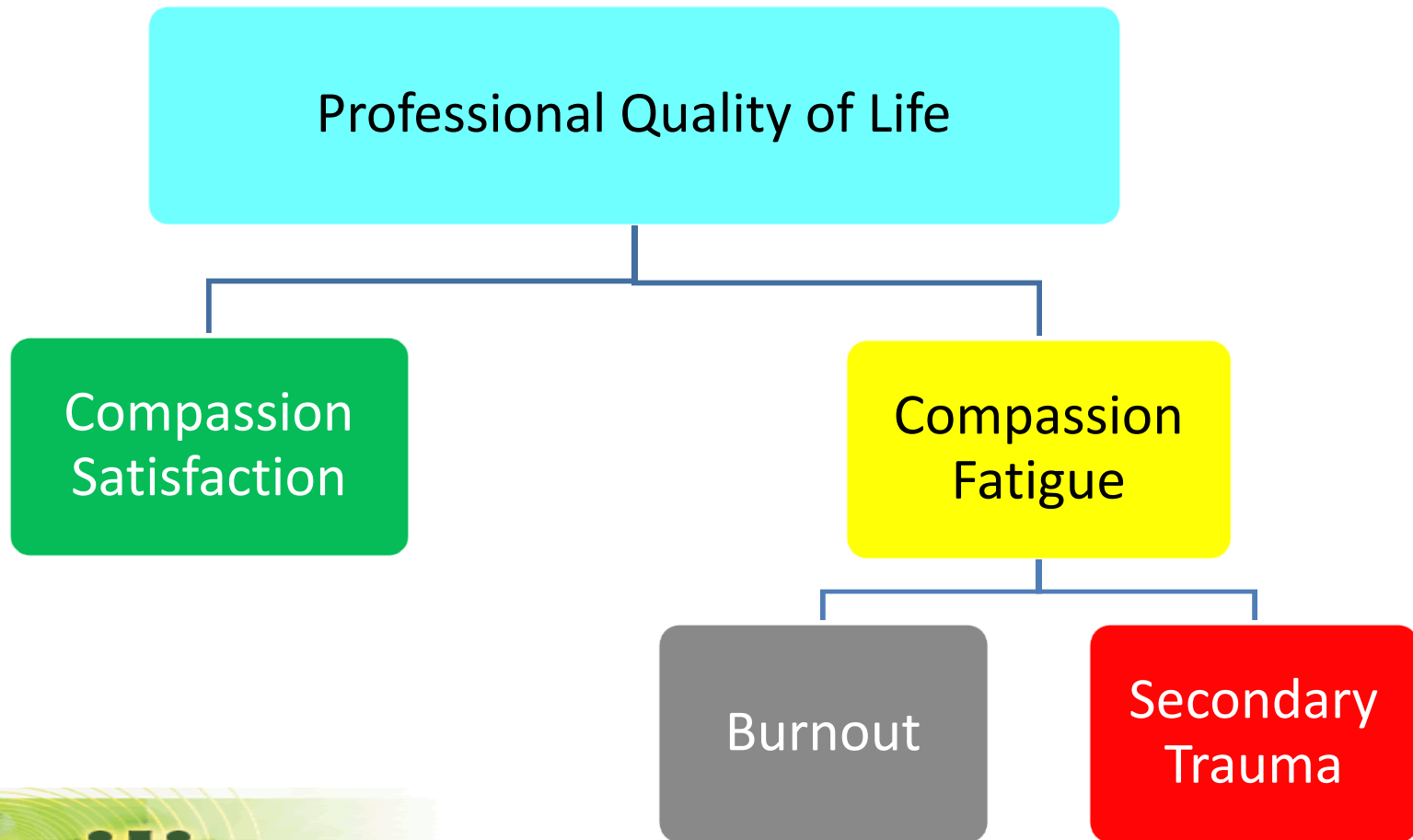
# PRT Concepts

- 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

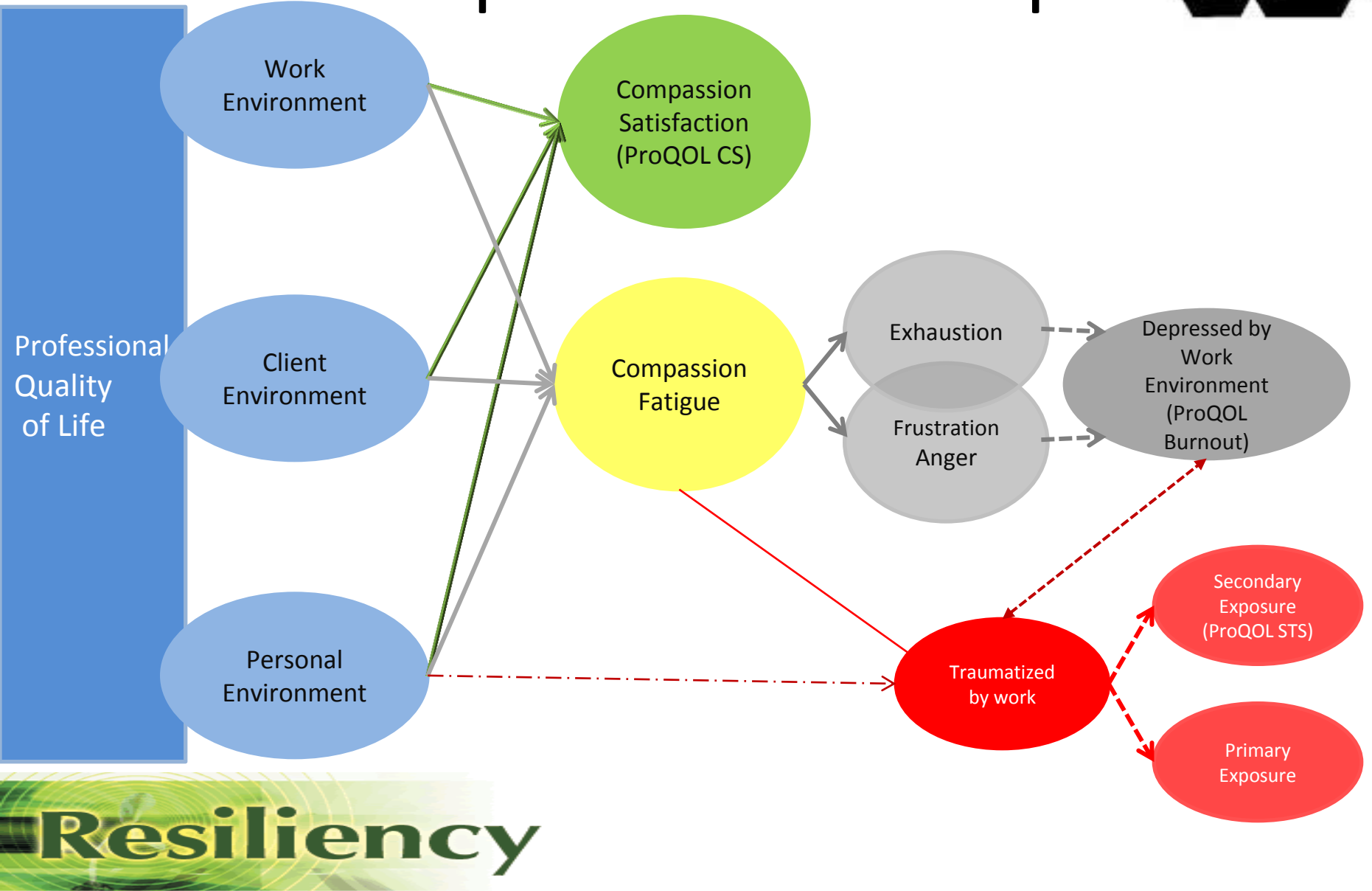




# CS-CF Model



# Complex Relationships

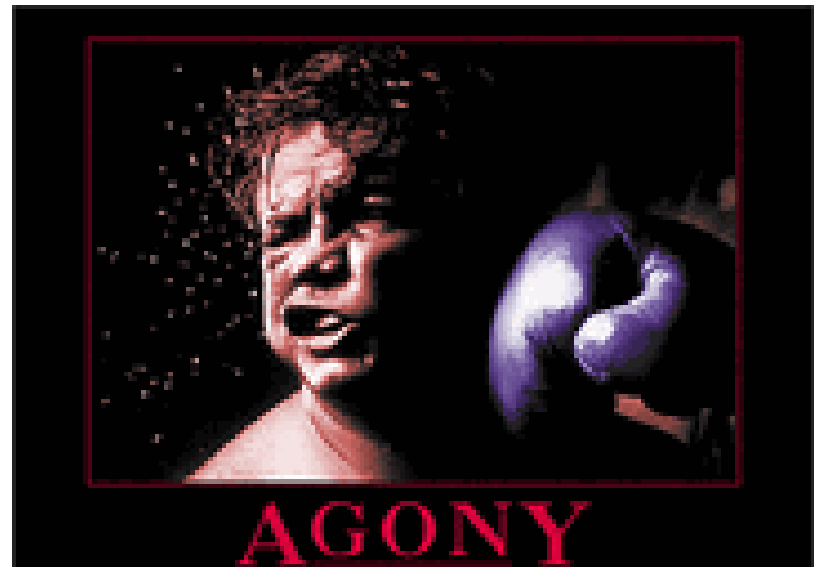


# Provider Fatigue (PF) Markers



- signs,
- symptoms,
- indicators,
- predictors

**Not all pain is gain.**



**Resiliency**



# 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

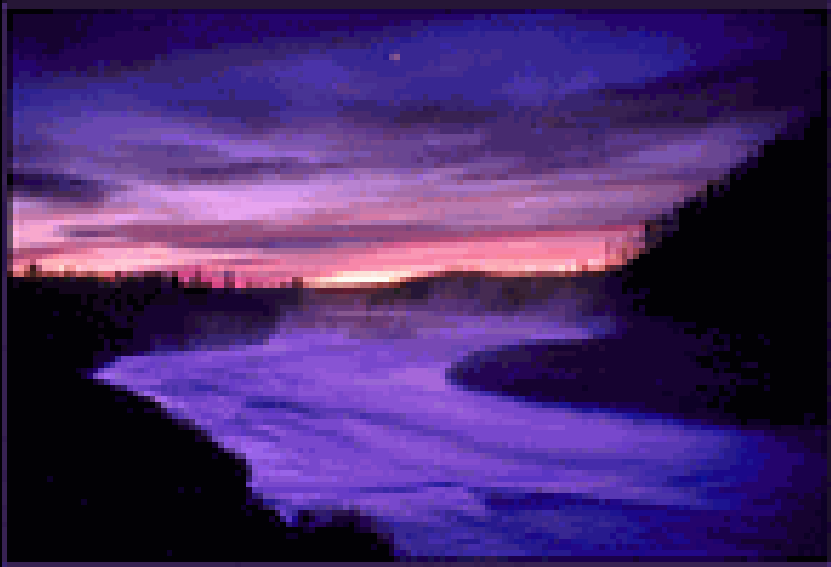
- **Behavioral Markers**

- Poor sleep
- Appetite changes
- Hypervigilant
- Argumentative
- Self-medicating





It's always darkest  
just before it goes  
pitch black.



**DESPAIR**





# 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





CHALLENGES

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**





# PRT Concepts

## 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, Resile, & Thrive

***“Are you reacting like a victim or responding like a warrior?” –US Army***

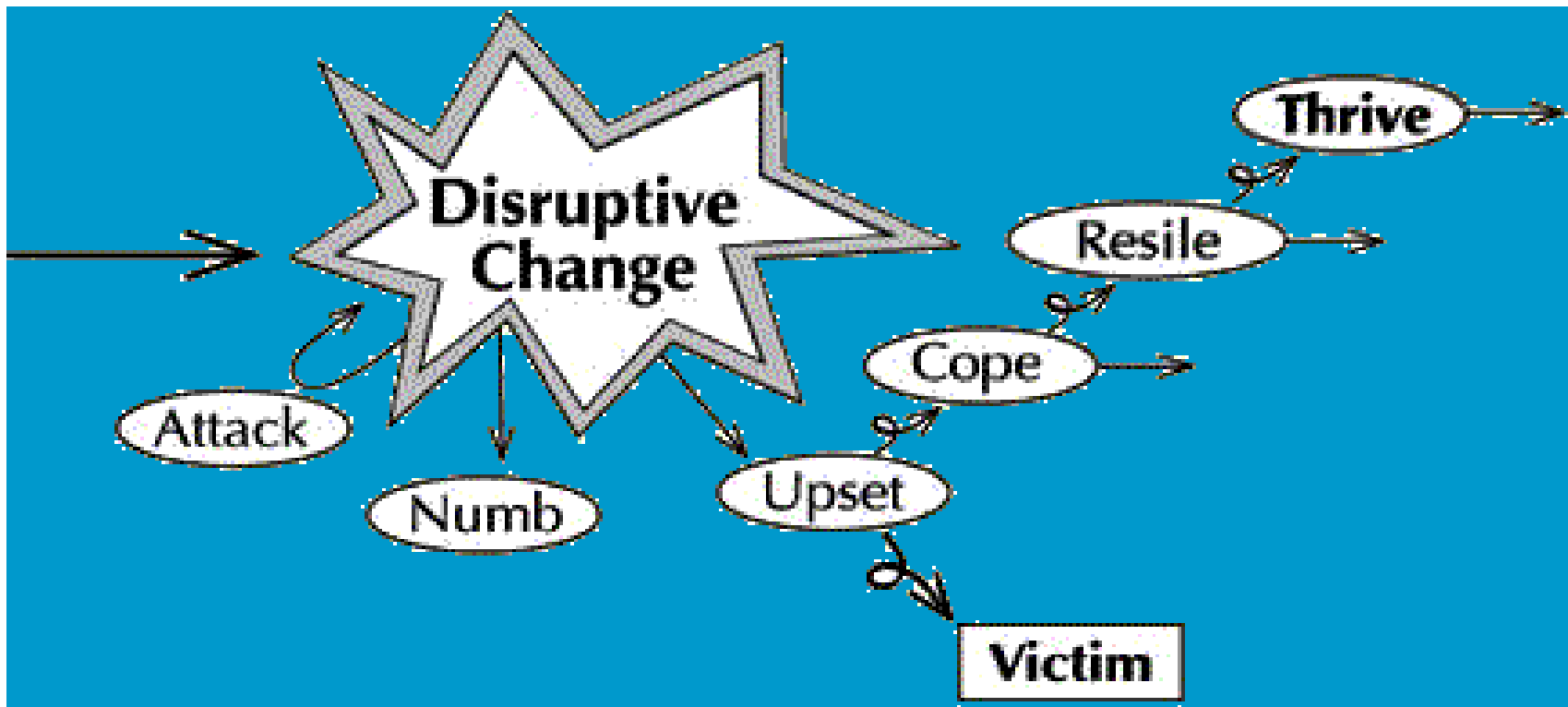
**Resiliency**



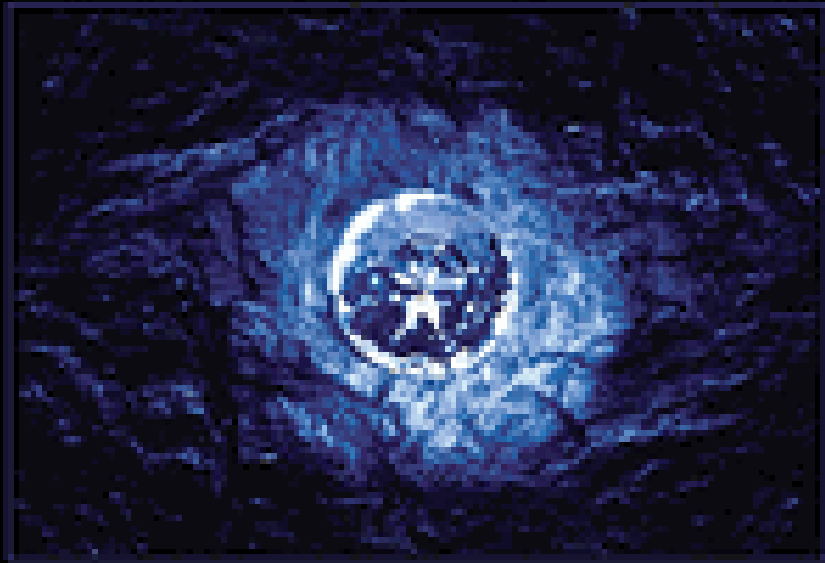
# The Resiliency Model: Your choice of Responses



RESILIENCY CHART



# Post traumatic GROWTH



**PRESSURE**

**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**

# Resiliency Role Model



**Resiliency**

# 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





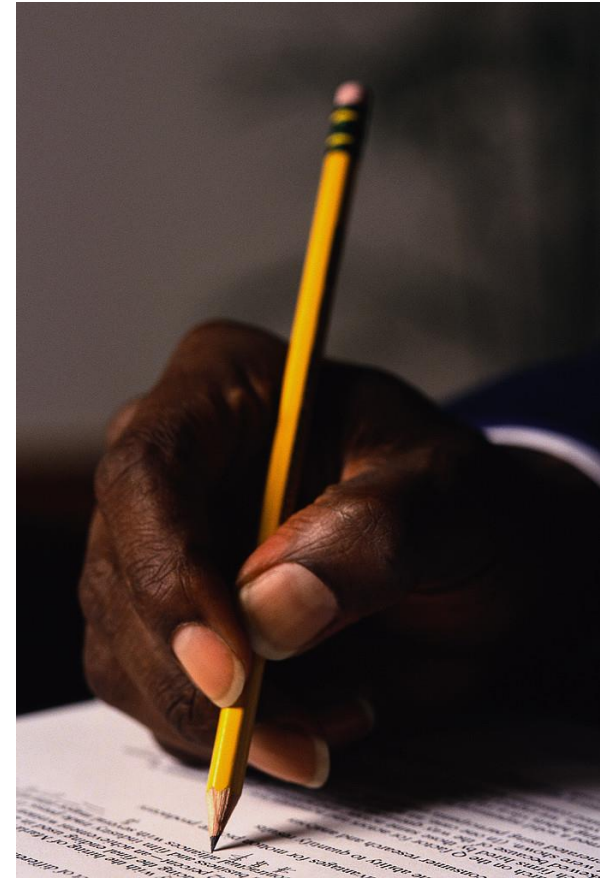
# Resiliency Building Through Self-Care

## 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 Health 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.



**TRADITION**

**Resiliency**

We know where you're coming from.



Questions?

Comments?

Concerns?

Complaints?



**Resiliency**