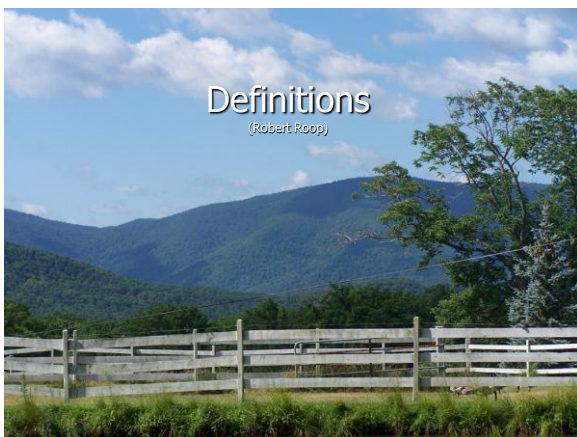


▶ "Helpers who bear witness to many stories of abuse and violence notice that their own beliefs about the world are altered and possibly damaged by being repeatedly exposed to traumatic material." (Pearlman et al, 1995)

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Definitions Compassion

"Feeling of deep sympathy and sorrow for another who is stricken by suffering or misfortune, accompanied by a strong desire to alleviate the pain or remove its cause"

Definitions

Compassion

"Feeling of deep sympathy and sorrow for another

...

accompanied by a strong desire to alleviate the pain or remove its cause"

Definitions

Compassion Satisfaction

Satisfaction derived from the work of helping others.

(Figley)

Definitions

▶ Passion

"a strong liking or desire for or devotion to some activity, object, or concept"

▶ Freeze-out

"a loss of passion associated with life as it applies to a profession"

Definitions

Burnout

an exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration.

Occurs when an individual repeatedly and simultaneously experiences

1. too much pressure and
2. too few sources of satisfaction.

Usually:

1. builds gradually to a breaking point;
2. the stress and frustration comes from all types of work-related sources

(Figley)

Definitions

Vicarious Trauma

The ability for the traumatic experience of one person to shape someone else (not traumatized) who just has exposure to the traumatized person.

(Lenore Terr, 1984)

Definitions

Secondary Traumatic Stress

a set of psychosocial and emotional factors caused by a specific event or series of events affecting helpers indirectly through sharing another's experience

(Charles Figley, 1985)

Definitions

Compassion Fatigue

a state of exhaustion and dysfunction (biological, psychological and socially) as a result of prolonged exposure to experience after experience of emotionally draining clients who look to us for help.

(Charles Figley, 1985)

Characterized by Silencing Response, Numbing, Freezeout and Somatic Denial

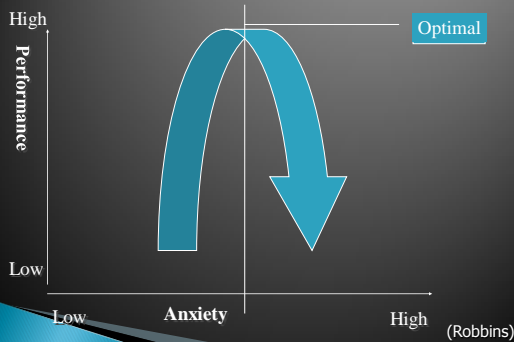
(Gaffney, 2007)

Healthy Stress Reaction

(Geyik, 1969)



Performance & Anxiety & Stress



When Caregiving Goes Wrong

(Roop, 2007)



Recognizing Compassion Satisfaction

Compassion Satisfaction Looks Like:

- ▶ Derives pleasure from helping others
- ▶ Likes colleagues
- ▶ Feels good about the ability to help others

(Figley)

Recognizing Anxiety

A state of uneasiness and distress about future uncertainties.
Intense fear or dread with an ambiguous cause.

Anxiety Looks Like:

- ▶ Butterflies in your stomach
- ▶ Tension without appropriate cause
- ▶ Arousal to action
- ▶ Light headedness
- ▶ Nausea
- ▶ Irritability
- ▶ Sweating
- ▶ Hyperventilation

Recognizing Stress

The mental and physical condition that results from a perceived threat of danger (physical or emotional) and the pressure to remove it.

Stress Looks Like:

- ▶ Headaches
- ▶ Anxiety
- ▶ Depression
- ▶ Decreased job satisfaction
- ▶ Absenteeism
- ▶ High blood pressure / heart disease
- ▶ Hostility
- ▶ "Fight-or-flight"

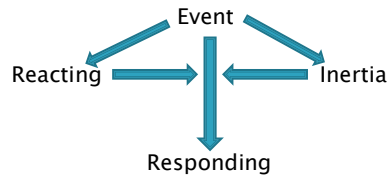
Recognizing Job Burnout

Burnout Looks Like:

- ▶ Constant fatigue
- ▶ Frustration
- ▶ Increased rigidity
- ▶ Loss of self-confidence
- ▶ Psychological withdrawal
- ▶ Dreading work
- ▶ Long hours

Recognizing Job Burnout

- ▶ The loss of the **Middle**:



Recognizing Compassion Fatigue

Compassion Fatigue

- Compassion Fatigue is the emotional residue of exposure to working with suffering
- Absorbing the trauma through the eyes and ears of your clients
- In some cases, secondary post-traumatic stress.

Compassion Fatigue (Secondary Traumatic Stress)

- Cost of Caring
- “State of Tension” and preoccupation with the individual or cumulative trauma of clients and manifests in one or more ways:
 - Re-experiencing traumatic events
 - Persistent arousal
 - Avoidance and numbing of reminders of the traumatic events

(Rothschild, Figley)

Recognizing Compassion Fatigue

1. Personal concerns commonly intrude on my professional role.
2. My colleagues seem to lack understanding.
3. I find even small changes enormously draining.
4. I can't seem to recover quickly after association with trauma.
5. Association with trauma affects me very deeply.
6. My patients' stress affects me deeply.
7. I have lost my sense of hopefulness.
8. I feel vulnerable much of the time.
9. I feel overwhelmed by unfinished personal business.

Figley/Bintliff

Signs of CF

- ▶ Difficulty communicating with family and friends
- ▶ Difficulty showing empathy/warmth to loved ones
- ▶ Diminished creativity, humor, perspective
- ▶ Avoidance/numbing of memories; persistent arousal
- ▶ Despair or dread before or after the work day
- ▶ Loss of passion, purpose, vision
- ▶ Hyper-reactive /Hyper-sensitive: Anger/Blaming
- ▶ Chronic lateness
- ▶ Depression
- ▶ Diminished sense of personal accomplishment
- ▶ Frequent headaches or Gastrointestinal Sx

With Compassion Fatigue

- Job performance goes down, mistakes go up
- Morale drops
- Personal relationships are affected
- Home life starts to deteriorate
- Can lead to overall decline in health



Burn Out? Compassion Fatigue?

- ▶ Burn out is more about the hassles of work. It's cumulative, relatively predictable and a vacation or change of job helps a great deal
- ▶ Compassion fatigue is witnessing and listening to reports of trauma, horror, human cruelty and extreme loss
- ▶ Becoming overwhelmed and beginning to experience feelings of fear, pain and suffering similar to that of their clients.

Burnout = Exhaustion

Compassion Fatigue =
Exhaustion + Dysfunction

Burnout = Working too hard

CF = Feeling too hard

The Felt Sense:
Boredom and Exhaustion

The Cognitive:
Cynicism and Pessimism

The Emotional:
Anger and Helplessness

Compassion Fatigue Symptoms

Intrusive Symptoms

- ▶ Thoughts and images associated with client's traumatic experiences
- ▶ Obsessive and compulsive desire to help certain clients
- ▶ Client/work issues encroaching upon personal time
- ▶ Inability to "let go" of work-related matters
- ▶ Perception of survivors as fragile and needing the assistance of caregiver ("savior")
- ▶ Thoughts and feelings of inadequacy as a caregiver
- ▶ Sense of entitlement or special-ness
- ▶ Perception of the world in terms of victims and perpetrators
- ▶ Personal activities interrupted by work-related issues

(Gentry)

Compassion Fatigue Symptoms

Avoidance Symptoms

- ▶ Silencing Response (avoiding hearing/witnessing client's traumatic material)
- ▶ Loss of enjoyment in activities/cessation of self care activities
- ▶ Loss of energy
- ▶ Loss of hope/sense of dread working with certain clients
- ▶ Loss of sense of competence/potency
- ▶ Isolation
- ▶ Secretive self-medication/addiction (alcohol, drugs, work, sex, food, spending, etc.)
- ▶ Relational dysfunction

(Gentry)

Compassion Fatigue Symptoms

Arousal Symptoms

- ▶ Increased anxiety
- ▶ Impulsivity/reactivity
- ▶ Increased perception of demand/threat (in both job and environment)
- ▶ Increased frustration/anger
- ▶ Sleep disturbance
- ▶ Difficulty concentrating
- ▶ Change in weight/appetite
- ▶ Somatic symptoms

(Gentry)

Causes of Compassion Fatigue

- ▶ Caring for others more than you care for yourself.
- ▶ Continuous exposure to a high-caring environment.
- ▶ Inability to "leave work at work."
- ▶ Inability to prioritize.

(Roop)

Causes of Compassion Fatigue

(Continued)

- ▶ Unclear successes.
- ▶ Uncontrolled, recurring negative thoughts.
- ▶ Role confusion.
- ▶ No outside interests.
- ▶ Poor self-care.

(Roop)

Organizations with Compassion Fatigue

- Administration is often on the defensive
- The organization doesn't bounce back from change
- Mixed messages are given and no clear stands on issues are taken
- The organization is managed by crisis
- Staff are not kept informed of changes or problems
- Administration looks for quick fixes rather than long term solutions
- People feel defensive and insecure about their jobs
- The organization is run by secrets, underground pacts or secret alliances

Problems Occur



- When core values and purpose are not congruent with the quality of services
- An organization says one thing and does another
- Leads to despair, frustration, anger and lack of motivation

Why Despair?

- Because in order to earn a living, we take on the standards of the organization
- Despair is about the loss of shared vision and self integrity

Elements of Personal Integrity:

- ▶ Being authentic with yourself
- ▶ Being authentic with others
- ▶ Doing what you said you would do



So, who gets Compassion Fatigue?

So, who gets Compassion Fatigue?

Firemen, Police, EMT, Social Workers, Veterinarians, Rescue Workers, Animal Shelter Workers, Long-term Care Givers

So, who gets Compassion Fatigue?

It's not just the Person,
It's not just the Person's job,
it's the Person's experience
before, during and after the job

So, who gets Compassion Fatigue?
(Continued)

Personal Characteristics increasing vulnerability:

Empathy
Body Awareness
Helplessness
(or mirrored helplessness)

(Gaffney, 2007)

Lifestyle Characteristics

1. Living an unbalanced life
2. Systems constantly in transition
3. Working in an environment with ambiguous boundaries
4. Out of touch with life purpose



EMPATHY

- ✗ Identification with and understanding of another's situation, feelings, and motives.

(Rothschild, 2006)

INFECTIOUS NATURE



- Person A with anxiety attempts to make Person B help him.
- Person B becomes anxious and attempts to "fix" Person A as a method of resolving her own anxiety. (dominance/submission)
- This system then becomes an **ANXIETY GENERATOR**.
(Gentry)

INFECTIOUS NATURE



- Group A needs Person B to help him.
- Person B becomes anxious and attempts to find ideal solutions for Group A as a method of resolving her own anxiety.
- This system continues as an **ANXIETY GENERATOR**.

Empathy is not just a "joining tool:

It is also the cause of the problem
(Compassion Fatigue)

EMPATHY REVISITED

Empathy is not just sympathy:

it requires us "changing" ourselves in order to
feel empathy

EMPATHY REVISITED

Three Types of Empathy in the Research:
Emotional Empathy
(Sympathy)
Neurological Empathy
(Mirroring the Experience)
Somatic Empathy
(Bodily Re-experience of sensation)

EMPATHY REVISITED

(GAFFNEY ,2007)

Neurological Empathy:
Let's learn from the monkeys, learning from us

EMPATHY REVISITED

Neurological Empathy:
Mirror Neurons, not ESP

EMPATHY REVISITED

Somatic Empathy:
"I'm reacting to how you feel":
Therapeutic Clues to Lies and Progress

EMPATHY REVISITED

Somatic Empathy:
"I Feel What You Feel":
Mirroring in the Body
Backaches and Migraines

EMPATHY REVISITED

Somatic Empathy:
"I Live What You Won't Feel":
Somatic Empathy + Denial =
Emotional Contagion OR
Silencing Response

EMPATHY REVISITED



THE SILENCING RESPONSE

A bodily response leading to protective cognitive distortions and behavioral strategies to avoid traumatic material:

- redirect
- shut down
- minimize
- ignore or neglect

SILENCING RESPONSE

(BARANOWSKI, 1998)

- Changing the subject
- Avoiding the topic
- Providing pat answers
- Minimizing client distress
- Wishing (or suggesting) the client “get over it”

SILENCING RESPONSE: SIGNS AND SYMPTOMS

- Boredom
- Anger or sarcasm toward client
- Humor used to redirect or minimize
- Faking interest or listening

SILENCING RESPONSE: SIGNS AND SYMPTOMS

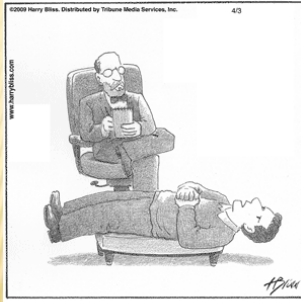
- Fearing what the client will say
- Fearing you cannot help the client
- Blaming clients for their experience
- Not believing clients

SILENCING RESPONSE: SIGNS AND SYMPTOMS

- Feeling numb or avoidant prior to sessions
- Not being able to pay attention to your client
- Constantly being reminded of personal traumatic experiences during session.

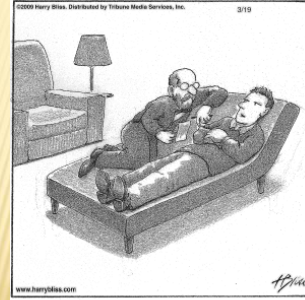
SILENCING RESPONSE: SIGNS AND SYMPTOMS

SILENCING AND ACTING OUT



"I know it's displaced anger, but I blame my mother for your stupid tiny couch."

SILENCING AND ACTING OUT



"Well, right now I'm feeling a little uncomfortable ..."

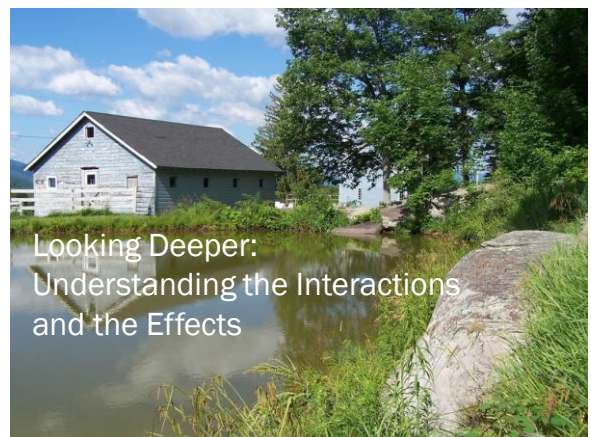
ORGANIZATIONAL SILENCING

Isomorphic Transactions lead to Isomorphic Organizations

(Gaffney, 2001)

ORGANIZATIONAL SILENCING

- ✗ Break into workgroups by function
- ✗ ID a typical "tough customer" for your program
- ✗ List your common negative assumptions
- ✗ List your common positive assumptions
- ✗ Describe your common departmental procedures to address these



Looking Deeper:
Understanding the Interactions
and the Effects

Looking Deeper: Understanding the Interactions

- ◉ Constructivist Self-Developmental Theory:
 - Who I was before changes the impact of listening to painful things
 - AND Listening to painful things then changes me

CSDT Components of Self

- ◉ Frame of Reference
- ◉ Self Capacities
- ◉ Ego Resources
- ◉ Psychological Needs and Cognitive Schema
- ◉ Memory and Perception

Frames of Reference

- ◉ Identity
- ◉ World View
- ◉ Spirituality

Self Capacity

- ◉ Affect Tolerance
- ◉ Sense of Self as Viable
- ◉ Inner Connection with Others

Ego Resources

- ◉ Self-awareness Skills
- ◉ Interpersonal and Self-Protective Skills

Psychological Needs and Cognitive Schema

- ◉ Safety
- ◉ Esteem
- ◉ Trust
- ◉ Control
- ◉ Intimacy

Memory and Perception

- Narrative, sequential
- Visual, images
- Affective
- Sensory, somatic
- Interpersonal, behavioral

Healing and Prevention



The Felt Sense:
Boredom and Exhaustion

The Cognitive:
Cynicism and Pessimism

The Emotional:
Anger and Helplessness

The world is full of wonders, riches,
powers, puzzles.

What it holds can make us horrified,
sorrowful, amazed, confused,
joyful.

But nothing in it can make us bored.
Boredom is the result of some pinch
in ourselves, not of some lack in
the world.

Toni Flores

The antidote to exhaustion is not
necessarily rest.

The antidote to exhaustion is
wholeheartedness.

You are so tired through and through
because a good half of what you do
here in this organization has nothing to
do with your true powers,
or the place you have reached in your
life.

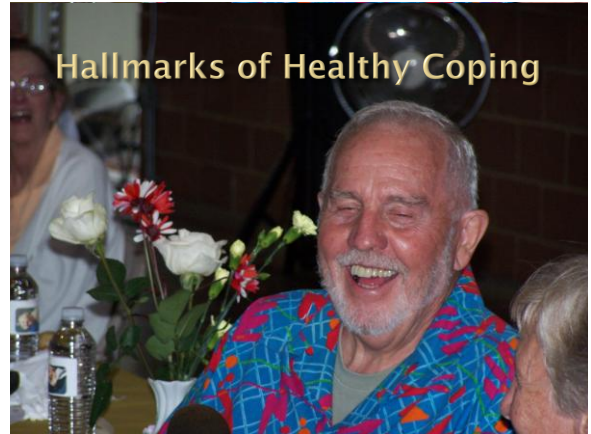
You are only half here.

And half here will kill you
after a while.

You need something to which you can
give your full powers.

You know what that is; I don't have to
tell you."

David Whyte



Core Definitions of Mental Health

To Love
and to Work (Freud)

Be well,
Do good work
and Keep in touch

(Garrison Keillor, Writer's Almanac)

7 Work Traits of Happy Physicians

1. Find joy by acknowledging pain
2. Humor (not at patients)
3. Accepting Strong Support
4. Clear Values Acted on (what difference do I want to make)
5. Openness to patients' gifts
6. Collegiality
7. Awareness of your base needs
8. Ability to Self Soothe (Association of Family Physicians, 1999)

9. Lerner, 2008



Self Soothing

Stephanie Covington PhD

	Alone	With Others
Daytime	4 <i>Read</i> 4 <i>Take a walk</i> 4 <i>Call sponsor</i>	4 <i>Excuse myself</i> 4 <i>Breathe</i> 4 <i>Sip ice water</i>
Nighttime		

Soul Retrieval

- ☐ Singing
- ☐ Dancing
- ☐ Storytelling
- ☐ Silence
- ☐ Creative arts: drawing, writing, music

(Lerner, 2008)

Self Management

Managing your own behavior so that there is less need for external influence.

RESILIENCY

The ability to recover quickly from illness, change or misfortune.

Self Esteem

The judgment one makes about one's own worth.

(Coffey)

HARDINESS

- Physical Endurance
- Strength
- Boldness

HUMOR

- Joking without avoidance
- Self-deprecating humor
- Gentle humor



THE ABC'S OF HEALING (ABC-H)

- Awareness
- Balance
- Connection
- Healing

(Saakvitne & Pearlman, 1996; Gaffney, 2007)

AWARENESS

- Mindfulness
- Acceptance
- Serenity

BALANCE: THE BASICS



BALANCE: PROFESSIONAL

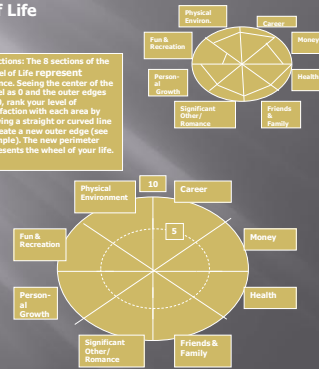
- Professional
- Organizational
- Personal



BALANCE: PERSONAL

The Wheel of Life

Directions: The 8 sections of the Wheel of Life represent balance. Seeing the center of the wheel as 0 and the outer edges as 10, rank your level of satisfaction with each area by drawing a straight or curved line to create a new outer edge (see example). The new perimeter represents the wheel of your life.



© Cir-Active Space 2001

“Working the Wheel”

The “Wheel of Life” contains the following areas. Rank them in order of importance to you with 8 being the most important.

	Ranking
Physical Environment	
Career	
Money	
Health	
Friends	
Significant Other/Romance	
Personal Growth	
Fun & Recreation	

CONNECTION

- Self / Body
- Others
- Spiritual

HEALING

Modifications of Energy Medicine and Power Therapy tools to release built-up compassion fatigue

- Before Exposure:
 - Raising Shields (Eden)
 - Pre-Flight Checklist (Gaffney)
 - Attitude Shifting Prayer (Lenhart)
- After Exposure:
 - Stoplight Meditation (Gaffney)
 - Releasing and Discharging (TRE; Compassion Meditation)
 - NLP Rapid Phobia Protocol

4 Things to Remember

1. Stay in touch with your purpose
2. Maintain your sense of humor
3. Turn from reactivity to creativity
4. Get support when you need it

Methods and Timing

1. Prepping
2. Coping
3. Restoration (adapted from Mindful Hub.com)
4. Joy/Creation

Times of Intervention (Dealing with Contagion)

1. Before
2. During
3. After (Gaffney, 2008)

Core Definitions of Mental Health

To Love
and to Work (Freud)

Be well,
Do good work
and Keep in touch

(Garrison Keillor, Writer's Almanac)

Dealing with Strong Negative Emotions (Yours)

RAIN (Tara Brach)

1. **R**ecognize what is happening
2. **A**llow life to be just as it is
3. **I**nvestigate inner experience with kindness
4. **N**on-Identification

Dealing with Strong Negative Emotions (Yours)

Butterfly Hug (Hand Tapping)

Dealing with Strong Negative Emotions (Theirs)

Build a Container

Build an Anchor

Three Breaths

Dealing with Stress and Deadlines

1. Close Eyes
2. Deep Breath + Broad Smile,
3. "Hello, Welcome, Thank you.
Have a seat, I'll take care of it now."
4. Deep Breath
5. Open eyes

Dealing with Stress and Agitation

1. Triple Warmer
2. Three thumps
3. Stoplight Meditation
4. Mindful Eating
5. Quick Coherence Protocol

Dealing with Isolation and Loneliness (Urge to avoid others)

1. Reconnecting without Trouble
2. Facebook
3. Anonymous donations

Dealing with boredom and disconnect (in client contacts)

1. Ask and listen
2. Focus on 1 action or skill per session
3. Solution focus interviewing
4. Elicite Change statements
5. Henri Nouwen "I am enough"
6. 3 Breaths

Dealing with agitation and distraction (in client contacts)

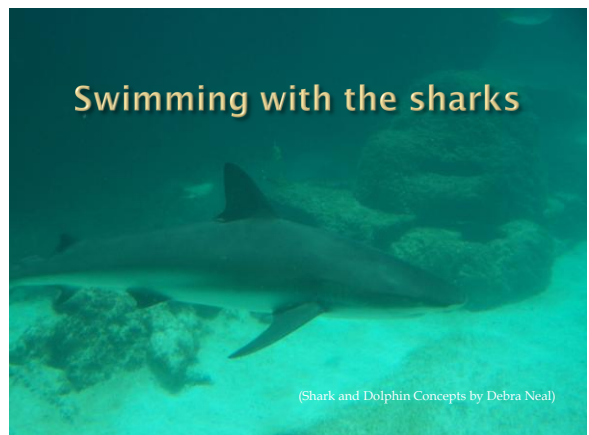
Three Breaths (Thomas Crum)

1. **The Centering Breath**
Breath in the present moment with balance and energy
2. **The Possibility Breath**
Breath in the "me I want to be" with power and purpose
3. **The Discovery Breath**
Breath in the Mystery, let go of judgment

Dealing with Helpless and Trapped Feelings

1. Re-write your resume
2. Look for jobs
3. Embrace change
4. Surrender
5. Savor
6. Celebrate
7. Mission Statement
8. Start a new hobby

Swimming with the sharks



Shark # 1

Chronic rushing and running late

Shark # 2

Over commitment and poor boundaries

Shark #3

Critical and adversarial relationships

Shark # 4

Poor and insufficient sleep

Shark # 5

Poor money management & finances
disarray

Shark # 6

Not enough play & restoration

Shark # 7

Excessive caffeine, carbohydrates & sugar



Instead, Dance with the Dolphins

Thank You for Coming!

See References in packet for source material

All photos taken by David Gaffney with the exception of the dolphins (Debra Neil) and flight attendant (unknown).

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