Stop Swimming with the Sharks

Building Resilience and Hardiness Strategies

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Pathways to empowerment

Debra Neal  LPC, CSAC, CCGC
Learning Points

- Demonstrate the importance of hardiness and resilience in coping with burnout
- Learn resiliency and hardiness building strategies that stave burnout promote wellness, achievement, performance, life luster
- Inspire permanent lifestyle change
Overview

- Hardiness, Resilience, Burnout, Compassion Fatigue
- Contribute or Fuel Burnout
- Lifestyle and Job Related Empower
- Exercises, Application
- Questions

handouts?
Resilience

Bounce-Back Ability

- Hard Life Changes
- Setbacks Failures
- Loss
Dr Maddi, 1975

- longitudinal study organization change and stress
- performance, leadership, health decline

*Groundbreaking findings
Hardiness

“power mindset and internal resources that inspire efficacy - I can control - influence commitment - fully engaged
Hardiness and Resilience

- Plans for future
- Learn from past mistakes and incorporates effective strategy
- Think, live in moment
- Spends 20% problem
- Invests 80% on solution
- Leverages self efficacy
- Seeks resources
Hardiness and Resilience

- Turns Lemons into Lemonade
- Knows feelings and makes them work for self instead of feelings
- Persistence in the face of consistent obstacles, disappointment, discouragement, loss’ of all kinds.
- Rechannel energy
Herbert Freudenberger, 1974

“Burnout: The High Cost of High Achievement”

“the extinction of motivation or incentive, especially where one's devotion to a cause or relationship fails to produce the desired results.”
Burnout

gradual and life threatening physical, emotional, attitudinal, spiritual response to un-addressed chronic life stress/change and too few resources to effectively cope

exhaustion, cynicism, inefficacy
Burnout

- Prevalence - epidemic rates
- Professionals and Executive turnover, low morale, low job satisfaction
- Ill-health - back, neck, stomach, wrist longer recoup and more frequently (Cab)
- Hair loss and grey

Sanjay Mandel studies young profession high stress
High Life and Hard Work Take Toll on Top
Burnout and Workforce Retention

- National level concern about workforce crisis
- National and state initiatives

- WILL NOT BE ENOUGH CREDENTIALED, EXPERIENCED TO SERVE TO Substance Abuse pop.
- Low pay
- Leadership
- High Turnover
- Little room for advancement
- Burnout
- Shorten career life
Burnout

- Cold Germ Study

- Five billion doses of tranquilizers and sleeping pills annually
Burnout: What’s Behind it

- Occupation
- Organization Climate
- Poor Job Fit
- The Individual
- Job and Individual Compassion Fatigue
- Post 911 Economy
- New Order and Structure of Work
- Technological Tether
Compassion Fatigue

“Compassion Fatigue is the emotional residue of exposure to working with the suffering, particularly those suffering from the consequences of traumatic events.”

“Professionals who work with people, particularly people who are suffering, must contend with not only the normal stress or dissatisfaction of work, but also with the emotional and personal feelings for the suffering.”  ACE
Compassion Fatigue

“those who care for people under extreme circumstances”

form of burnout contributes to burnout
Danieli, 1985; Baranowsky, 1997; Bloom, 1997

- increased negative arousal
- dread of working with certain clients
- intrusive thoughts/images of clients’ situations/traumas (or clinicians’ own historical traumas)
- difficulty separating work life from personal life
marked or increasing transference/counter-transference issues with certain clients

depression

perceptive/"assumptive world" disturbances (i.e., seeing the world in terms of victims and perpetrators

decrease in subjective sense of safety
- Increase in ineffective self-smoothing or self-destructive behaviors

- Hyper-vigilance

- Feelings of therapeutic impotence or diminishing sense of efficacy with certain clients

- Diminished sense of purpose/enjoyment with career

- Loss of hope
And you think your job stinks!
Maslach Model

- Issue of Workload
- Issue of Control
- Issue of Reward
- Issue of Community
- Issue of Fairness
- Issue of Values
Workload

- Poor job fit
- Unclear expectations
- Unrealistic or impossible expectations
- Lack of clarity on how to do the job
- Insufficient help (not enough hands)
- Little or no down time
- Chronic crunch time, crisis mode = adrenaline burnout
Workload

- Major consequences for failure or mistakes
- Compassion fatigue
  belief in meaning of your work changes
- Poor communication   lack of assertiveness
- Inefficacy   not enough confidence in ability
Workload

- Too much work: delegate/non delegate
- Sense: “I can’t take off work because work with pile up”
- Little supervisor support
- Little co worker support
- Little social support
- Little personal affirmation and self support
Workload Remedies

- Optimize time management
- Ask supervisor for guidance in prioritizing and reassessing workload (if possible)
- Set appropriate boundaries around time
- Practice saying “no” when appropriate
- Seek help for workaholism, perfectionism, and other “isms”
Workload Remedies

- RE: Boundaries  Set un-interruptible
- Handle the most difficult task first
- Be aware of your body and minds peak functioning time
Workload Remedies

- Ask for clarification of expectations, procedure, priorities
- Examine personal learning style
- Ask for buddy support ex. bed making
- Is the job a good fit?
Workload Remedies

- Avoid gossip, blaming, complaining
- Manage troubled or strain relationship
Issue of Control

- Communicate assertively
- Put complaints into constructive forum
- Create a sense of community
- Build external support
- Assume initiative i.e. special project, recognition programs
Issue of Reward

- Too little recognition, acknowledgement
- Too little affirmation, validation
- Too little encouragement/incentive

Group or individual
Issue of Reward

- Support, promote, and affirm recognition programs.
  
  **Initiate recognition programs if needed**

- Find ways to get recognition, achievement, valuation outside the organization

- Ask for and negotiate alternative (non monetary) means for benefits i.e. accommodating schedule for school
Issue of Community

- Promote teamwork
- Promote core values and training that supports a values driven organization
- Create systems (if not in place) to recognize birthday’s, anniversary, and milestone events in coworker’s personal life
- Request on going training for teambuilding
Issue of Fairness and Values

- Refer to organization's policies and procedures manual
- Weigh the values conflict
Technological Tether

- Limit access to email
- Plan a way to limit personal cell use
- Set boundaries with Laptop (cut if off)
  limit weekend and vacations
The Individual

- Lifestyle Practices

- Emotional Competence

- Personality and Attitude - Pessimism, Worry, Negativity, Perfectionism

- Isms – Work holism, Addictions, Rush holism, Perfectionism
Compassion Fatigue

- Research
- Professional Intervention
- Core emotional work
EMOTIONAL COMPETENCE

- Plans for future
- Learn from past mistakes and incorporates effective strategy
- Think, live in moment
- Spends 20% on problem
- Invests 80% on solution
- Leverages self efficacy
- Seeks resources
PERSONALITY & ATTITUDE

- Workaholism
- Perfectionism
- Pessimism
- Negativism
- Rushaholism
- Busyaholism
- HSP
Lifestyle Practices
Seven Most Common Sharks

Shark # 1  Chronic rushing & running Late
Shark # 2  Over-commitment & poor boundaries
Shark # 3  Critical and adversarial relationships
Shark # 4  Imbalanced sleep
<table>
<thead>
<tr>
<th>Shark #</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>#5</td>
<td>Unresolved anger &amp; resentment</td>
</tr>
<tr>
<td>#6</td>
<td>Not enough &amp; restoration</td>
</tr>
<tr>
<td>#7</td>
<td>Excessive caffeine, fat, sugar &amp; carbohydrates</td>
</tr>
<tr>
<td>#8</td>
<td>Excessive clutter</td>
</tr>
</tbody>
</table>
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
Test your sense of humor  1-10

How aging affects belt height...

Youth  Adult  Middle-Age  Old Age
Dolphin #1

Mastery of Change

dneal@everestkc.net  (816) 805-0732
Mastery of Change

- Painful, life threatening, cost prohibitive practice integrity gap......

- What stage of change?

- How important is it to change 1-10?

- Incentive/motivation/attachment

- Pro’s & Con’s of Change/No Change
Mastery of Change

- Commitment
- Accountability
- Effective, progressive action plan
- Efficacy
- Resources
Dolphin #2

Mastery of the Body
Mastery of the Body

- Nutrition
- Sleep
- Physical Body
  - weight and stroke research linked
  - *yoga, stretching, hola hoop, 10 minute plan
  - deep breathing, meditation, visualization, GI
  - **** oldest self improvement practice
Caffeine

You know you are drinking too much coffee when:

1. You are employee of the month at the local coffeehouse and you don’t even work there
2. You go to AA meetings just for the free coffee
3. Your are so wired you can recharge your cell phone just by holding in your hand

1. Your nervous twitch registers on the Richter scale
2. The Taster’s Choice couple wants to adopt you (make you a poster child)
3. Your birthday is a national holiday in Brazil
Dolphin #3

Mastery of Time
“Being rich is having money, being wealthy is having time”.
Mastery of Time

- Pace of Life – Technology sets the pace

- Time Management
  a- write down everything you have to do
  b- determine top three
  How do you determine urgent?
  c- add 15 minutes to everything you do
Mastery of Time

d-get honest and realistic about how much time it takes

e-avoid multi-tasking

f-reduce the rush factor

e-set time boundaries family, projects, exercise

g-set boundaries around email, cell phone, tele.
Mastery of Time

America’s master mistake

“We get busy, then cut those things that restore, replenish, renew, rejuvenate”

Neal

i.e.. too much to do…exercise or meal at table is sacrificial lamb.
Dolphin #4

Mastery of Play
Dolphin #5

Mastery of Finances
Debt Reduction = Resiliency Building

- Plastic Surgery    Cash Only
- No Credit or Borrowing
- “Live like no one else, so you can ‘live like no one else’
  Spending plan with family buying rice and beans
  Christmas alternative * 100 billion industry

- Debt Snowball small debt first
Dolphin #6

Mastery of Resources
Resources

- Short term EAP
- Personal Coach
- Mentor/Sponsor/Tutor/Professional
- Master Mind Group
- Gender specific support social/spiritual
- Ongoing Counseling

Debra Neal  Executive and Professional Coaching
dneal@everestkc.net  (816) 805-0732
Your feedback is greatly appreciated