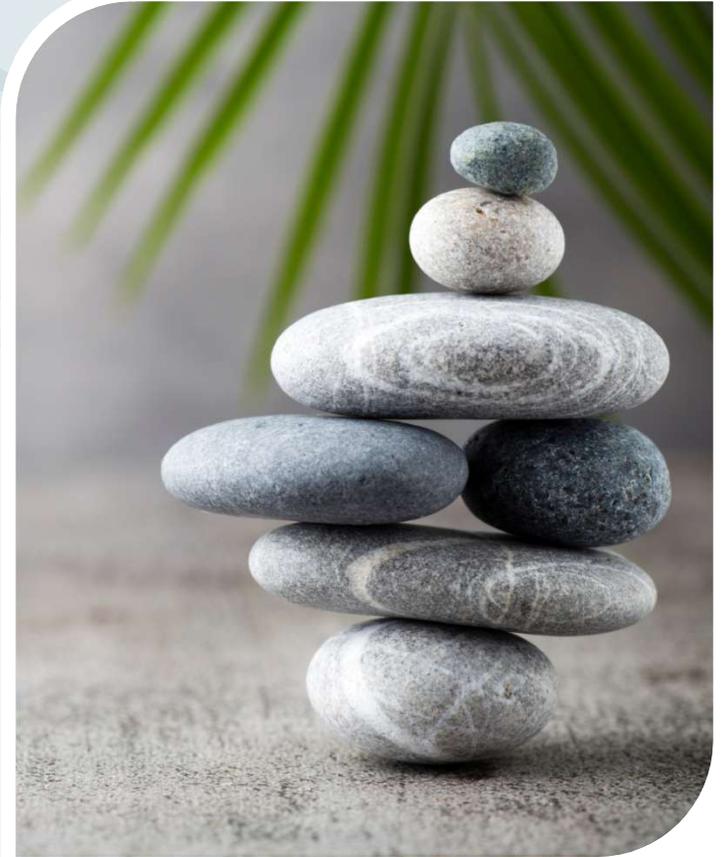


WHEN HELPING HURTS: The Hidden Toll of Empathy and The Power of Resilience

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Agenda



Elements of Compassion
Resilience



Compassion vs. Empathy



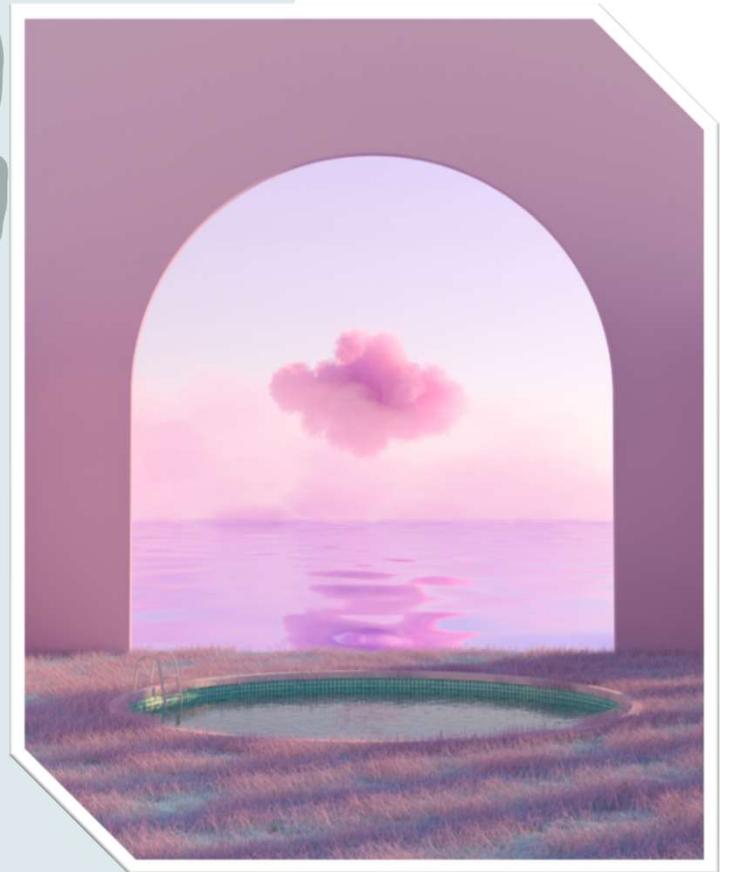
Growing Personal Resilience



Making an Action Plan

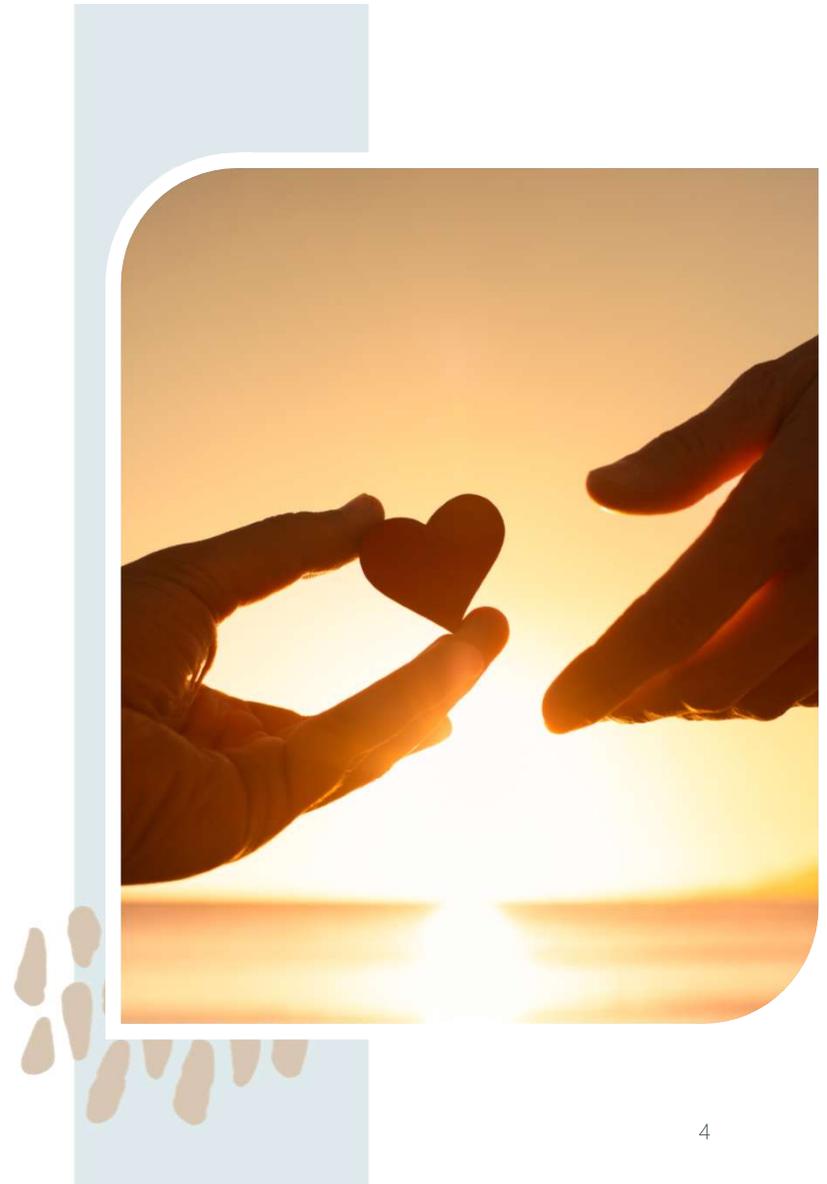
COMPASSION RESILIENCE

The ability to maintain our physical, emotional, and mental well-being while compassionately caring for those who are suffering.



Why it is important?

- Promotes sustainable care
- Reduces burnout & compassion fatigue
- Enhances professional & personal wellbeing
- Improves quality of care



Compassion Resilience is...



Identifying & addressing the barriers for ourselves, youth, caregivers/families, and colleagues

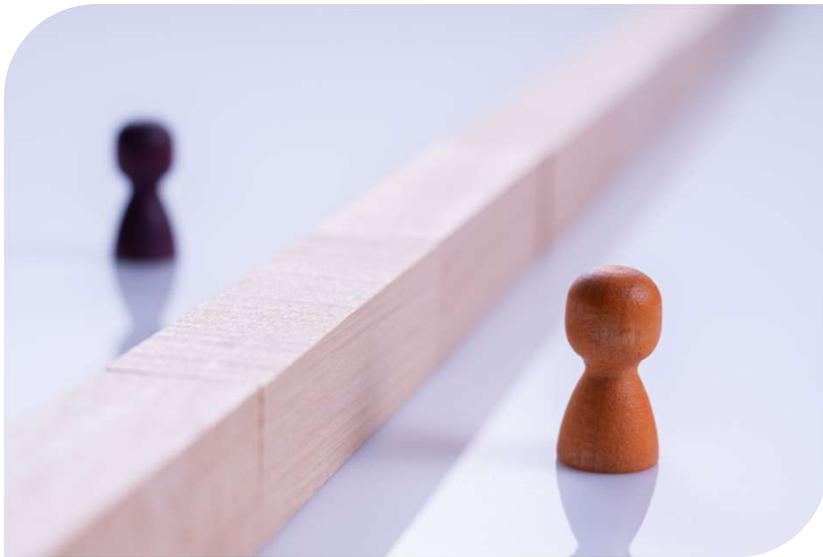


Being able to effectively partner on behalf of clients



Identifying and minimizing/preventing empathy fatigue within ourselves

Identifying & Addressing the Barriers to Engagement

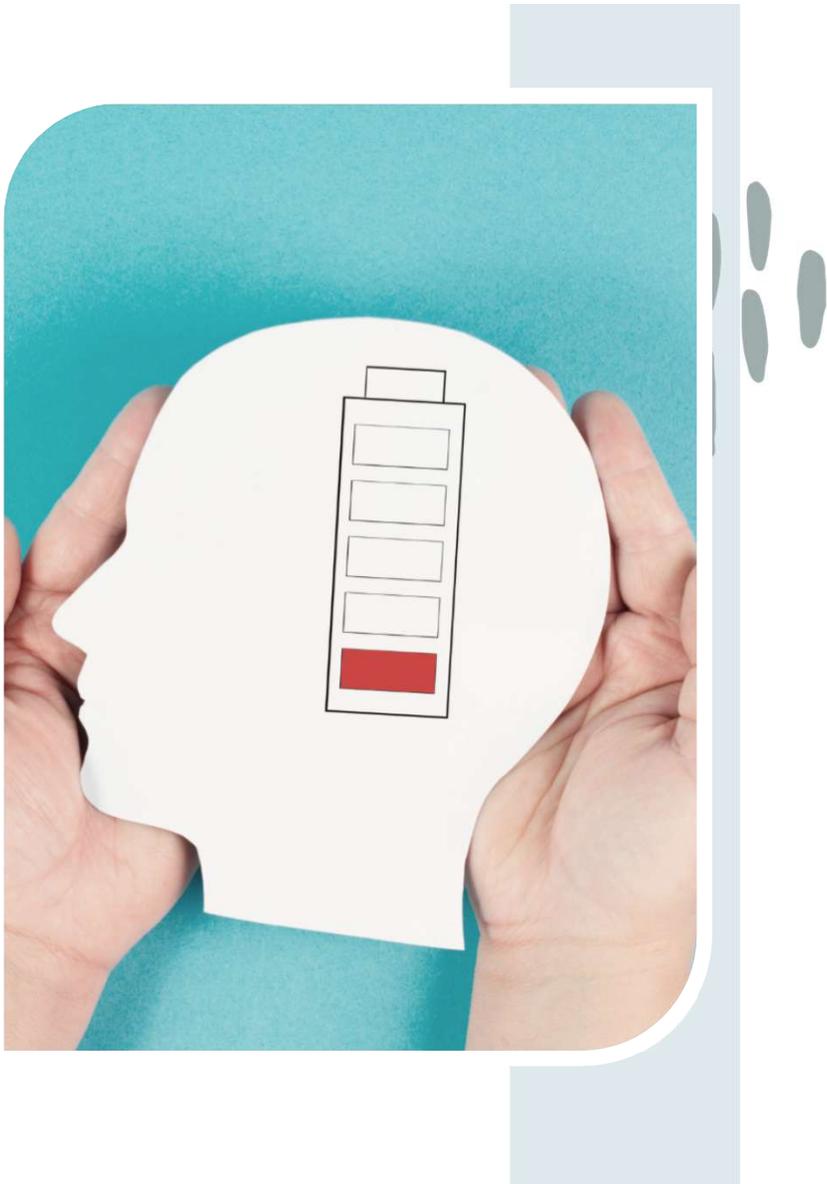


- Biases/Judgements
- Lack of resources
- Lack of understanding/education
- Unrealistic expectations
- Ongoing adversity
- Disconnect

Being able to effectively partner on behalf of clients

- Youth are best served by those who believe in and practice teamwork and networking.
- Youth and their families are best served by a system, staff, and caregivers that are trauma-informed.





Identifying and minimizing or preventing empathy fatigue within ourselves 📶❤️

Know your signs, have a plan, engage in reflection, identify an "accountability partner"

Compassion vs. Empathy

Compassion: the ability to recognize someone's suffering & the desire to help

- ❖ Action
- ❖ Choice
- ❖ Mindfulness

Empathy: the ability to understand & relate to someone else's suffering

- ❖ Feeling
- ❖ Reflex
- ❖ Distress



Empathy Fatigue is...

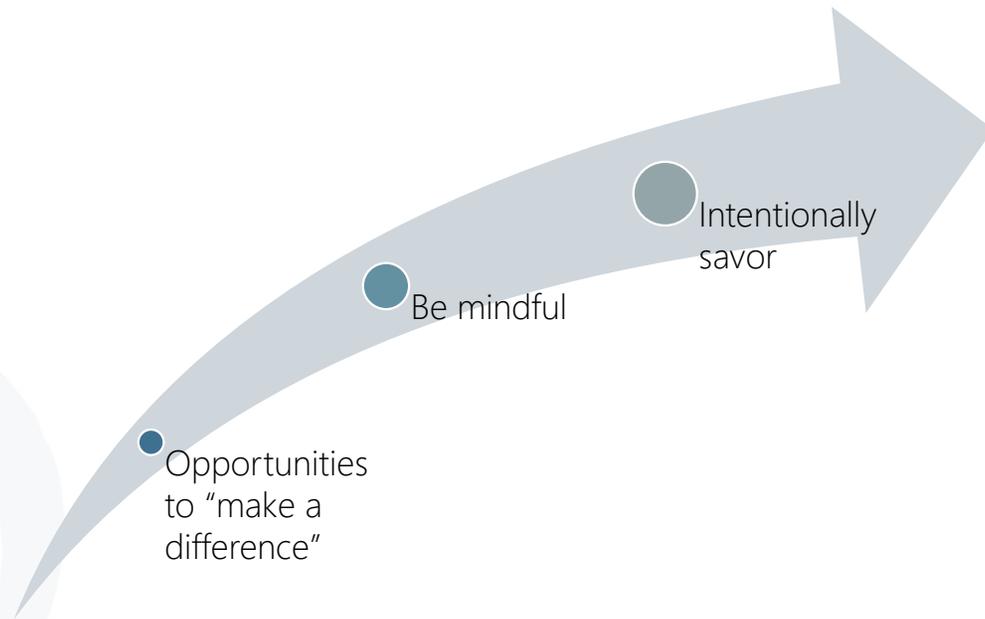


"...the physical, emotional, and mental exhaustion that can result from providing emotional support to others. It occurs most often when someone lacks boundaries and takes on someone else's pain or emotion as their own"

(<https://www.scienceofpeople.com/empathy-fatigue/>)

- ❖ Physical, emotional, & mental erosion occurs when one is unable to refuel and regenerate
- ❖ Burnout & empathy fatigue overlap

Grow compassion satisfaction



Sustain social support

❖ A crucial element of personal resilience is intentionally building a community of support

- High social support is associated with reducing stress, anxiety, and depression
- Protective and buffering effects on mental and physical illness
- Key predictor of whether caregivers will stay well



Professional Quality of Life Scale (ProQOL)

Compassion Satisfaction and Compassion Fatigue
(ProQOL) Version 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

1=Never 2=Rarely 3=Sometimes 4=Often 5=Very Often

- ___ 1. I am happy.
- ___ 2. I am preoccupied with more than one person I [help].
- ___ 3. I get satisfaction from being able to [help] people.
- ___ 4. I feel connected to others.
- ___ 5. I jump or am startled by unexpected sounds.
- ___ 6. I feel invigorated after working with those I [help].
- ___ 7. I find it difficult to separate my personal life from my life as a [helper].
- ___ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
- ___ 9. I think that I might have been affected by the traumatic stress of those I [help].
- ___ 10. I feel trapped by my job as a [helper].
- ___ 11. Because of my [helping], I have felt "on edge" about various things.
- ___ 12. I like my work as a [helper].
- ___ 13. I feel depressed because of the traumatic experiences of the people I [help].
- ___ 14. I feel as though I am experiencing the trauma of someone I have [helped].
- ___ 15. I have beliefs that sustain me.
- ___ 16. I am pleased with how I am able to keep up with [helping] techniques and protocols.
- ___ 17. I am the person I always wanted to be.
- ___ 18. My work makes me feel satisfied.
- ___ 19. I feel worn out because of my work as a [helper].
- ___ 20. I have happy thoughts and feelings about those I [help] and how I could help them.
- ___ 21. I feel overwhelmed because my case [work] load seems endless.
- ___ 22. I believe I can make a difference through my work.
- ___ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].
- ___ 24. I am proud of what I can do to [help].
- ___ 25. As a result of my [helping], I have intrusive, frightening thoughts.
- ___ 26. I feel "bogged down" by the system.
- ___ 27. I have thoughts that I am a "success" as a [helper].
- ___ 28. I can't recall important parts of my work with trauma victims.
- ___ 29. I am a very caring person.
- ___ 30. I am happy that I chose to do this work.

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/www.isu.edu/~bhstamm or www.proqol.org. This test may be freely copied as long as (a) author is credited, (b) no changes are made, and (c) it is not sold.

Periodically assess
where you're at...

<https://proqol.org/proqol-measure>

More than "self-care"



Bubble baths, massages, and vacations are great – *but have their limits in truly addressing and reducing stress for the long-term.* The focus is prevention.

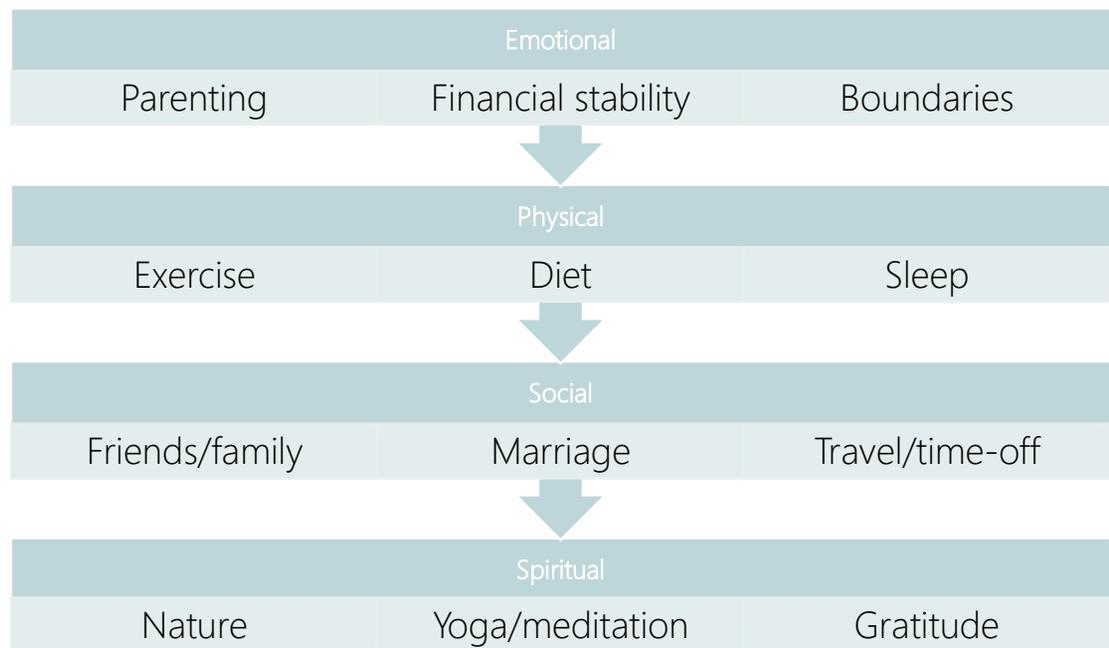
Compassion Resilience is about professional *and* personal responsibility.



It about balancing your *energy and capacity* to do really challenging, complex work with youth, families, co-workers, and community members.

Activity: Identify what you need

- 4 Categories: Emotional, Physical, Social, & Spiritual
 - Identify 2-3 broad targets under each category
 - Specific examples of how you meet the need.
 - Bonus: sort if it is self-care or compassion resilience
 - Which ones are being met consistently or have overlap?
 - Which ones get cut first when you don't have time/capacity?
 - Find the balance



The importance of accountability



- How often should you reassess?
- Who can be your accountability partner?
- What are your signs that you are heading towards burn-out?
- Commitment to learning and growth

THANK YOU

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