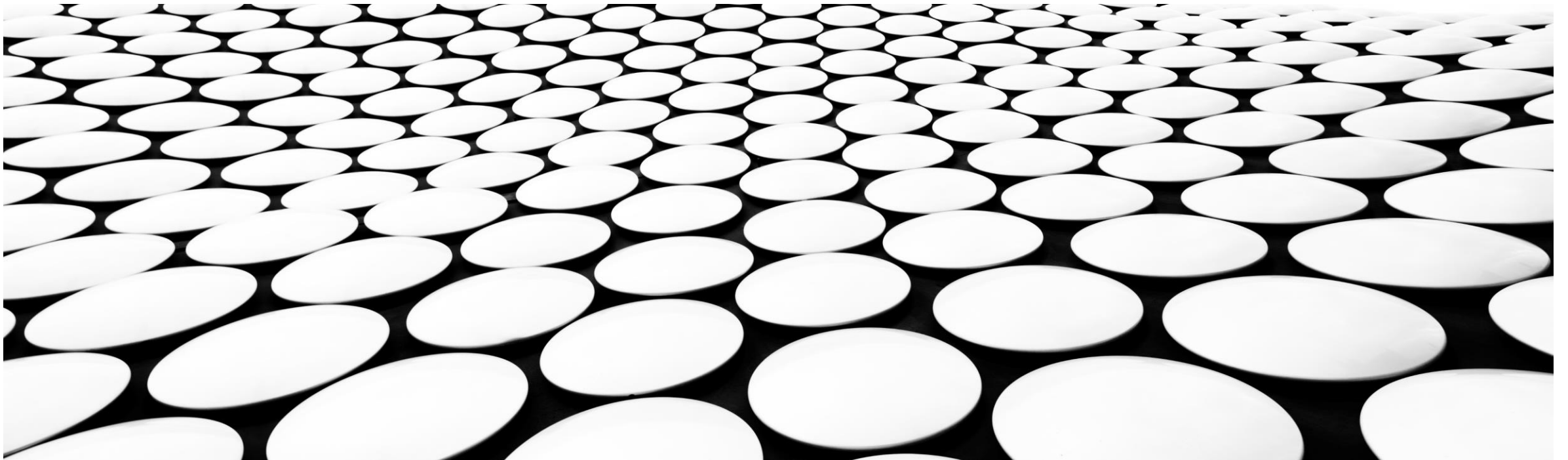
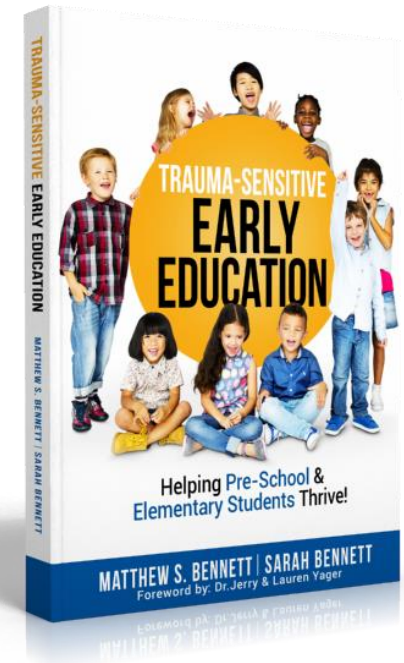
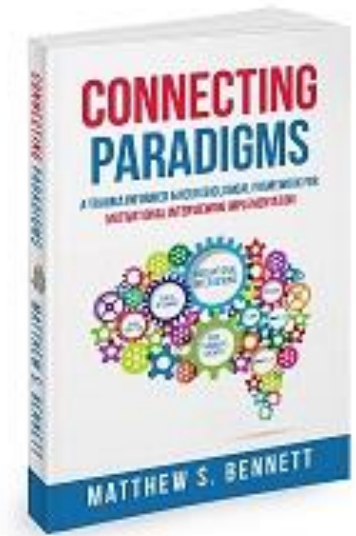

SELF-CARE IS QUALITY CARE

HOW YOUR WELLNESS IMPACTS OUTCOMES FOR CLIENTS & SURVIVING THE HOLIDAYS!!



MATT BENNETT, MA, MBA

- matt@BIGL3C.org
- Keep Learning
 - Trauma-Informed Lens Podcast – www.connectingparadigms.org
 - Optimal HRV – www.optimalhrv.com
- Before our journey
 - Dual nature of self-care
 - I'm a realist – trying to become a role model
 - Self-care Plan
 - Format



THE BALANCE



HOW FULL IS YOUR CUP?

Stress

- Personal life
- Empathetic Intensity - The transfer of emotions and pain from a traumatized client to an empathetic helper
 - Compassion Fatigue
 - Secondary Trauma
 - Vicarious Trauma
- All other work stress
 - Burnout

Stress Intensifiers

- Duration
- Importance
- Uncertainty



STAGES OF HELPING FATIGUE



EXHAUSTION

Triggers

- Physical
- Psychological
- Social



**IDENTIFY YOUR PHYSICAL, PSYCHOLOGICAL,
AND SOCIAL TRIGGERS**

ON YOUR SELF-CARE PLAN

EXHAUSTION

Triggers

- Physical
- Psychological
- Social

Difficulty empathizing and being present

Drugs and alcohol as a coping skill

Diminished creativity, cognitive flexibility, and ability to handle complexity

STAGES OF HELPING FATIGUE



GUILT, DOUBT, & SHAME

Feelings of helplessness and hopelessness in the face of trauma

Guilt and shame lead to: Increased awareness and internal unrest about privilege

Sense of that you can never do enough (time, resources, and compassion)

Hypervigilance

- Working harder and longer
- Never disconnecting
- Quality crash!

Struggles in creating authentic connections

Inability to get pleasure out of work and, if intense, life

STAGES OF HELPING FATIGUE



CYNICISM & CALLOUSNESS

Cynicism

- Start disrespect clients passive aggressively or behind their back
- Increase gossip about co-workers and passive aggressive behavior on job
- Constant sense of anger towards clients, co-workers, or supervisors
- Inflated sense of self importance - everyone must see our burdens

Callousness

- Heart becomes a concrete monument to who you once were
- Lack of confidence expressed as persecution
- Empathetic withdraw and deliberate avoidance
- Minimizing

STAGES OF HELPING FATIGUE



IMPACT OF EMPATHETIC INTENSITY & BURNOUT

Physical Health

Cardiovascular Disease
Stroke
Type II Diabetes
Musculoskeletal Disorder
Cancer
Physical Fatigue
Sexual Issues
Gastrointestinal problems
Headaches
Physical Illness
Back problems

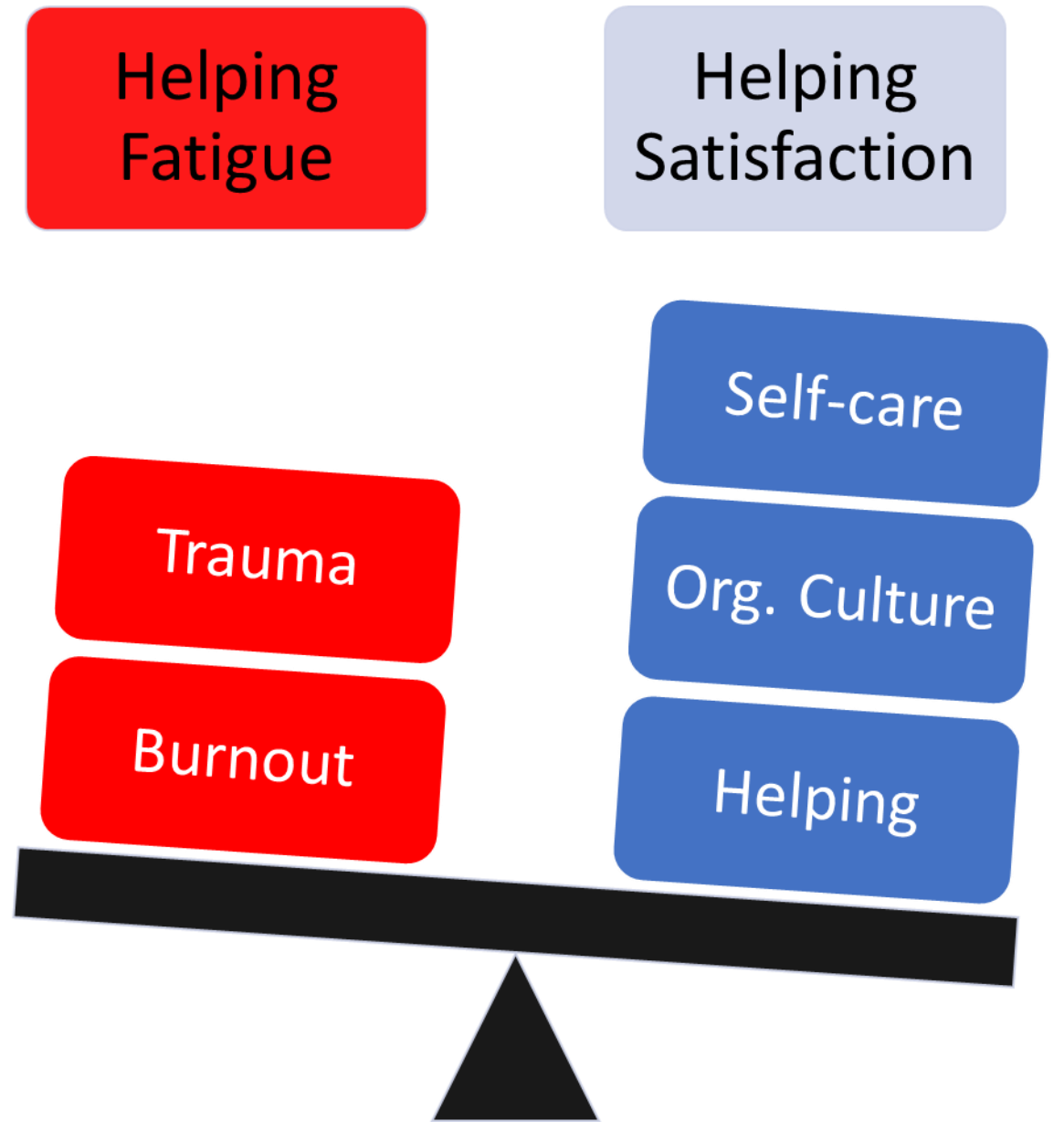
Social/Work Health

Social Isolation
Relationship Issues
Poor performance
Absenteeism
Tardiness
Theft
Dehumanization of clients
Turnover (at least 40% is stress related)
client & Employee Filed Grievances
Litigation
Low Job Satisfaction

Mental Health

PTSD
Memory Loss & Cognitive decline
Sleep Problems
Headaches
Mental Fatigue
Anxiety & Irritability
Depression
Aggression
Defensiveness
Negative World View & Hopelessness
Negative attitude

THE BALANCE





MAXIMIZING WELLNESS & QUALITY

Personal Self-care

- Foundations of wellness
 - Sleep
 - Nutrition
 - Exercise
- Passion
- Mindfulness
- Therapy
- Social network

Professional Performance

- Recovery time
- Hyper-efficiency
- Deliberate Practice
- Organizational/Team culture

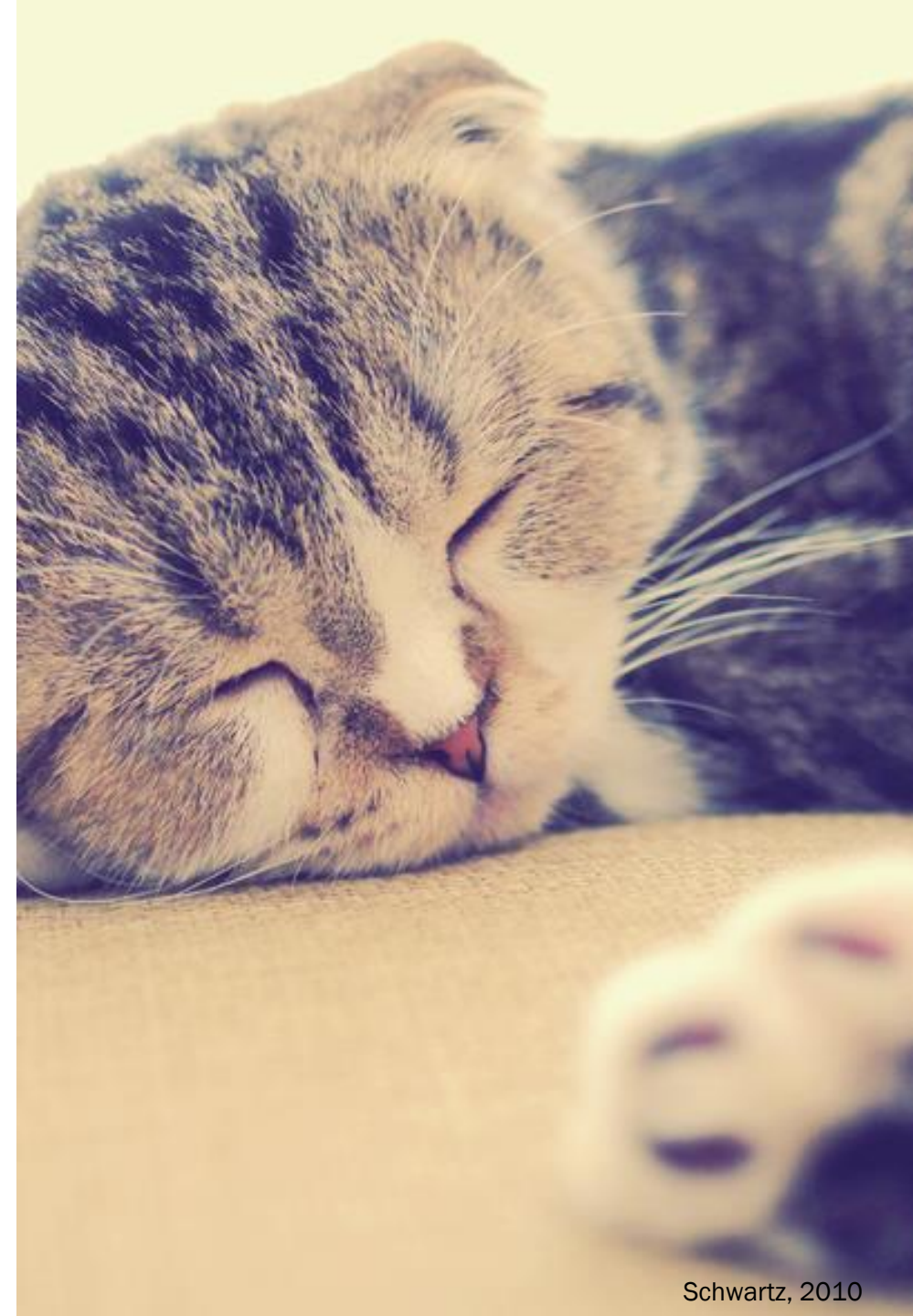


YOUR SELF-CARE WORKSHEET

- Reactive and Proactive Self-care strategies
- Goal: List three things are you going to do when you recognize triggers that tell you that you are in the stages of helping fatigue
 - 1.
 - 2.
 - 3.
- Do you need to do anything now, if so, what?

BASICS

- Sleep
 - 8 hours
 - Reset your body and mind
- Exercise & Movement
 - Get the cortisol out of your cup
 - Cognitive and emotional health
- Nutrition



CONTROLLING INFLAMMATION THROUGH DIET

Inflammatory Foods

- Processed foods
- Sugar, sugar substitutes, and artificial sweeteners
- Refined carbohydrates such as bread and pasta
- Alcohol
- Bad oils and fats such as seed oils and margarine
- Soda and sugar-sweetened beverages
- Grain-fed red meat
- Processed foods
- Monosodium glutamate or MSG

Anti-Inflammatory Food

- Green leafy vegetables
- Probiotic foods
- Bone broth
- Sweet potatoes, yams, beets, broccoli, tomatoes, and peppers
- Blueberries, raspberries, strawberries
- Wild-caught fatty fish
- Chia and flax seeds
- Extra Virgin Olive Oil
- Turmeric, ginger, and cinnamon
- Walnuts and Almonds
- Garlic and onion
- Green Tea
- Dark Chocolate and Cocoa

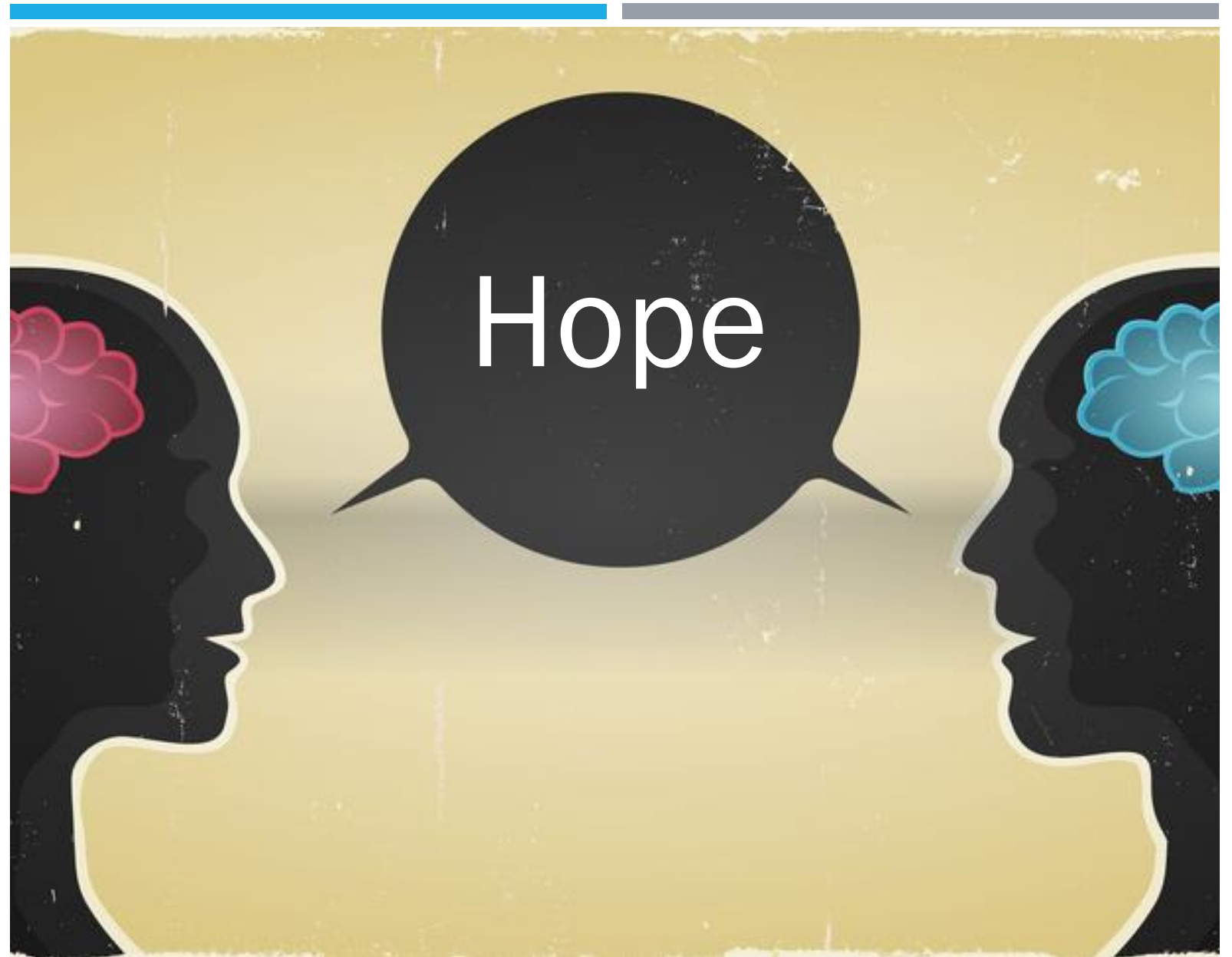
PASSION

What is your why?

A calling (vs. job or career) to serve

Grit = Passion + Perseverance

Live happier and longer



MINDFULNESS

10 to 20 minutes a day of deliberate practices

Start by thinking about your "why"

Pick a practice

Helper-Specific Benefits

- Promotes empathy
- Increased compassion
- More attentive and attuned with clients
- Decreased stress and anxiety
- Increased social and emotional intelligence
- Increased self-confidence

General Benefits

- Higher levels of physical health, immune functioning, and healing
- Improved cognitive functioning
- Increased relationship satisfaction



THERAPY

This work is a minefield of re-traumatization and hardship

Use therapy to gain resiliency, wisdom, and improved client outcomes

When to go:

- Now!
- When struggling to keep home and work stress separated
- When hard personal memories start invading work
- When you find yourself in any stage beyond exhaustion or if you have been there for a while



PERSONAL SOCIAL NETWORKS

“You are the average of the five people you spend the most time with.”- Jim Rohn



RECOVERY TIME

Brain is only 2% of body weight, yet consumes 25% of oxygen and glucose taken in by the body

Take a break every 90 to 120 minutes

Importance of disconnecting - Evenings, Weekends, and Vacations



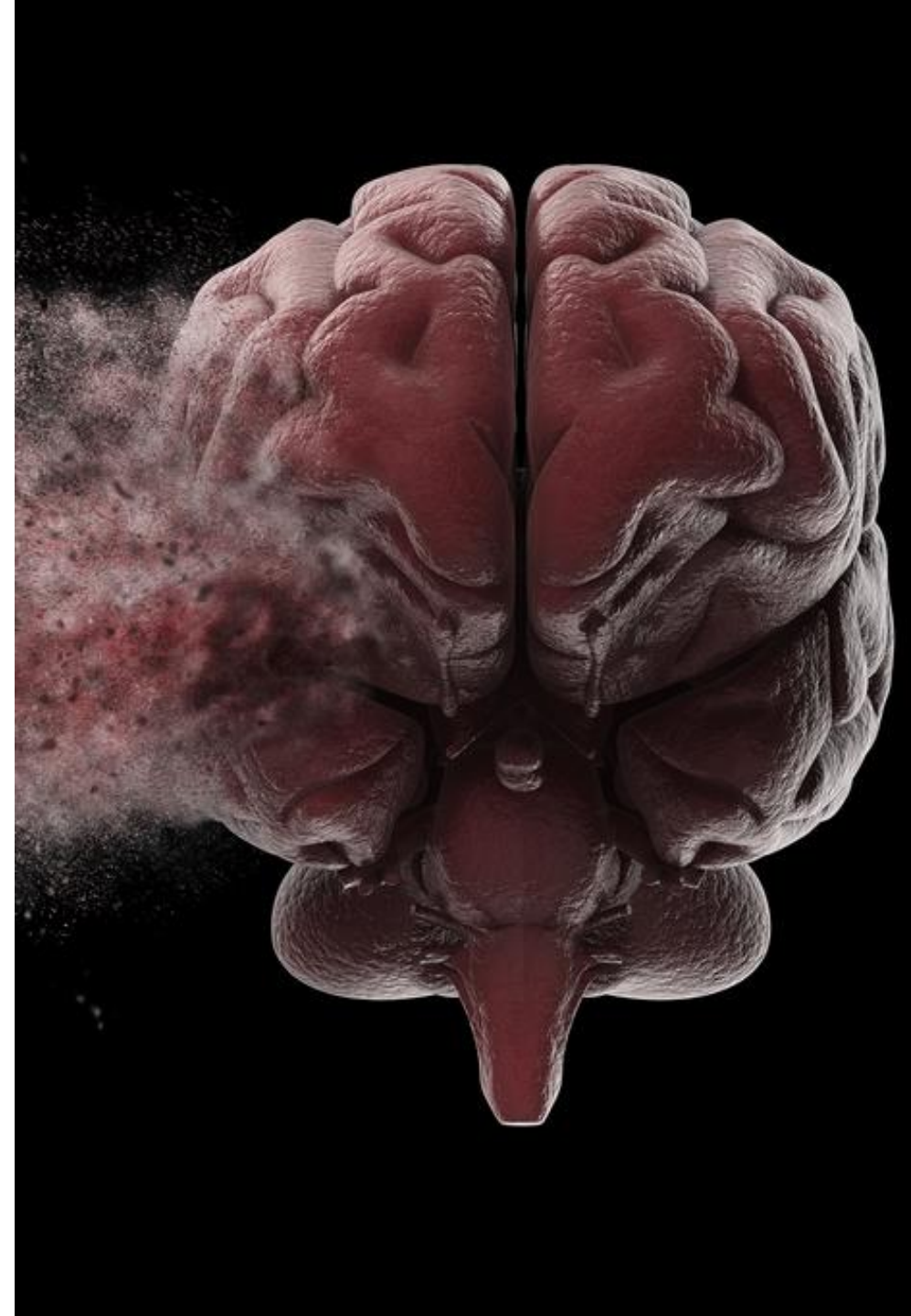
HYPER-EFFICIENCY

Distractions

- On average, we are distracted every 11 minutes and it takes 25 minutes to return to the task
- Eat up hours (2.1 a day) and brain power (10 IQ points) - equivalent to missing a night of sleep or 3X the loss of smoking a joint

Stop multi-tasking (90% productivity loss)

Prioritize like tasks to limit brain fatigue



DELIBERATE PROFESSIONAL DEVELOPMENT

Grit = Passion + Perseverance

What is your 20-mile March?

- A clearly defined goal
- What can you do every day (or workday)?
- Repetition with reflection and refinement



THE POWER OF SOCIAL NETWORKS AT WORK

Helping Fatigue vs. Organization & Team Culture



MATT BENNETT, MA, MBA

- matt@BIGL3C.org
- Keep Learning: Get a free book at optimalhrv.com
- Thank you for all your work!

