



**TRIBAL YOUTH
RESOURCE CENTER**

www.TribalYouth.org

STAFF WELLNESS & MANAGEMENT OF TRAUMA

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▶ BEFORE WE GET STARTED...

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WHY FOCUS ON WELLNESS FOR STAFF?

“...We are stewards not just of those who allow us into their lives, but of our own capacity to be helpful...”

- Laura van Dernoot Lipsky





LEARNING OBJECTIVES

- Identify *signs of STS, burnout, and vicarious traumatization*
- Describe and practice steps toward *reducing stress reactions* for staff
- Define *staff wellness* and identify *strategies* to promoting ongoing wellness
- Utilize a *personal toolkit* of resources available on the TYRC website

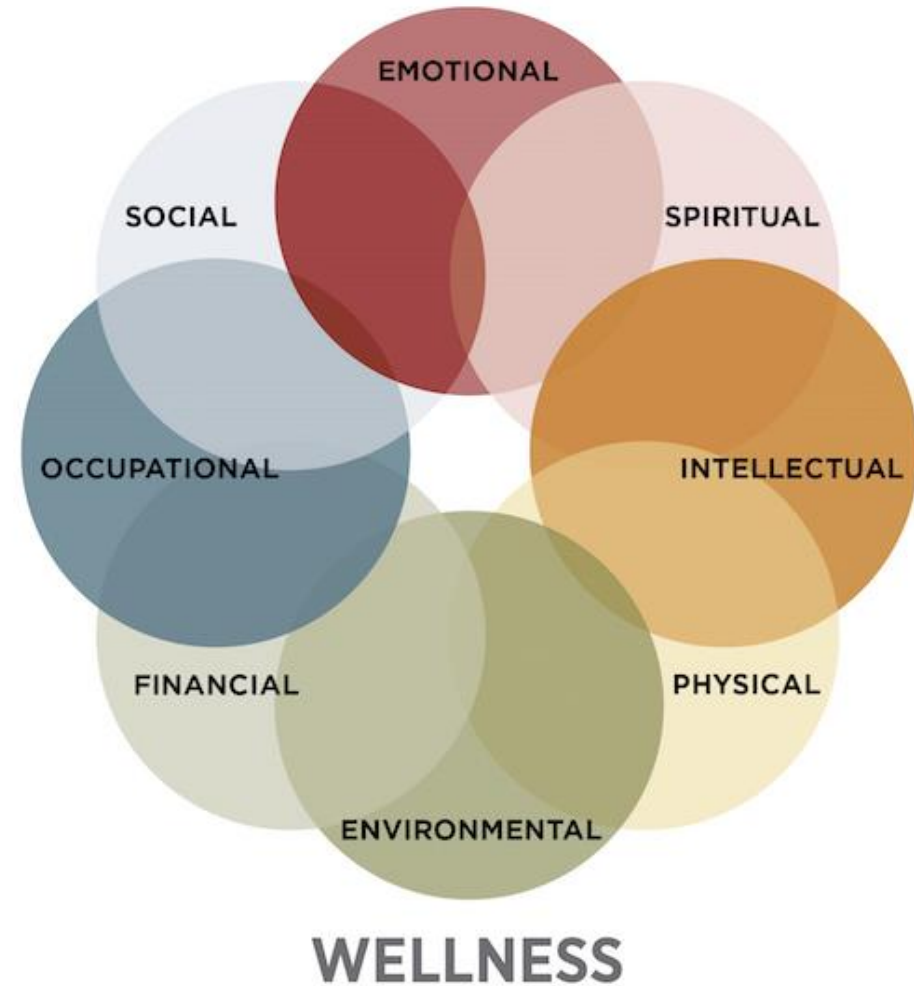





HOW COMPLETE WELLNESS IMPACTS WORK

Compassion Satisfaction

The pleasure you derive from being able to do your work well.





REFLECTING ON STRESS INSIDE & OUTSIDE THE JUVENILE JUSTICE SYSTEM

What experiences at work and
outside of work cause you
stress?





DIRECT EXPOSURE TO TRAUMATIC EVENTS AT WORK & BEYOND

Suicide/
Attempted
Suicide

Homicides

Staff
Deaths

Restraining
Youth

Observing a
Violent
Assault/Fight

Sexual
Attacks

Intervening in
an Assault

Being
Assaulted

Youth Self-
Injurious
Behavior

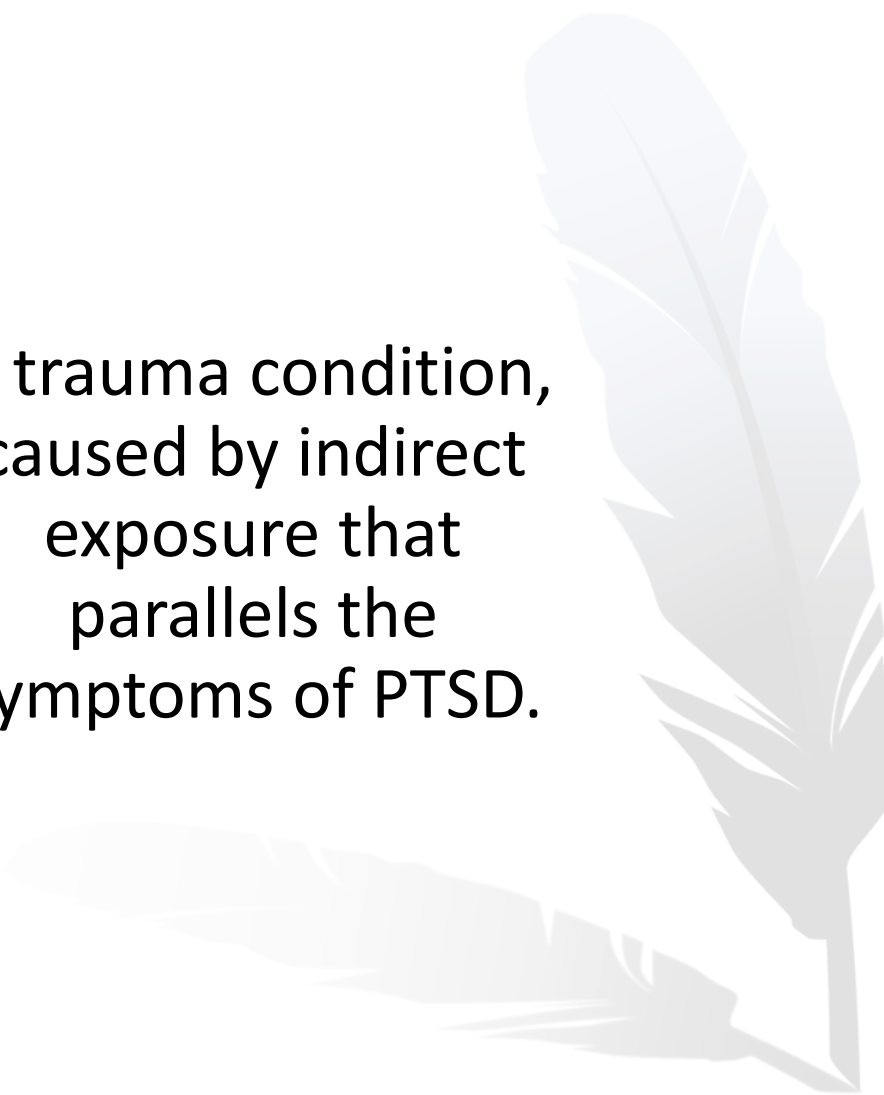




SECONDARY TRAUMATIC STRESS



A trauma condition, caused by indirect exposure that parallels the symptoms of PTSD.





STS RISK FACTORS

- Dose of exposure
- History of trauma
- Level of support
- Sense of competence
- Staff who are new
- Tendency towards negative coping styles



TRAUMATIC STRESS RESPONSES IN STAFF

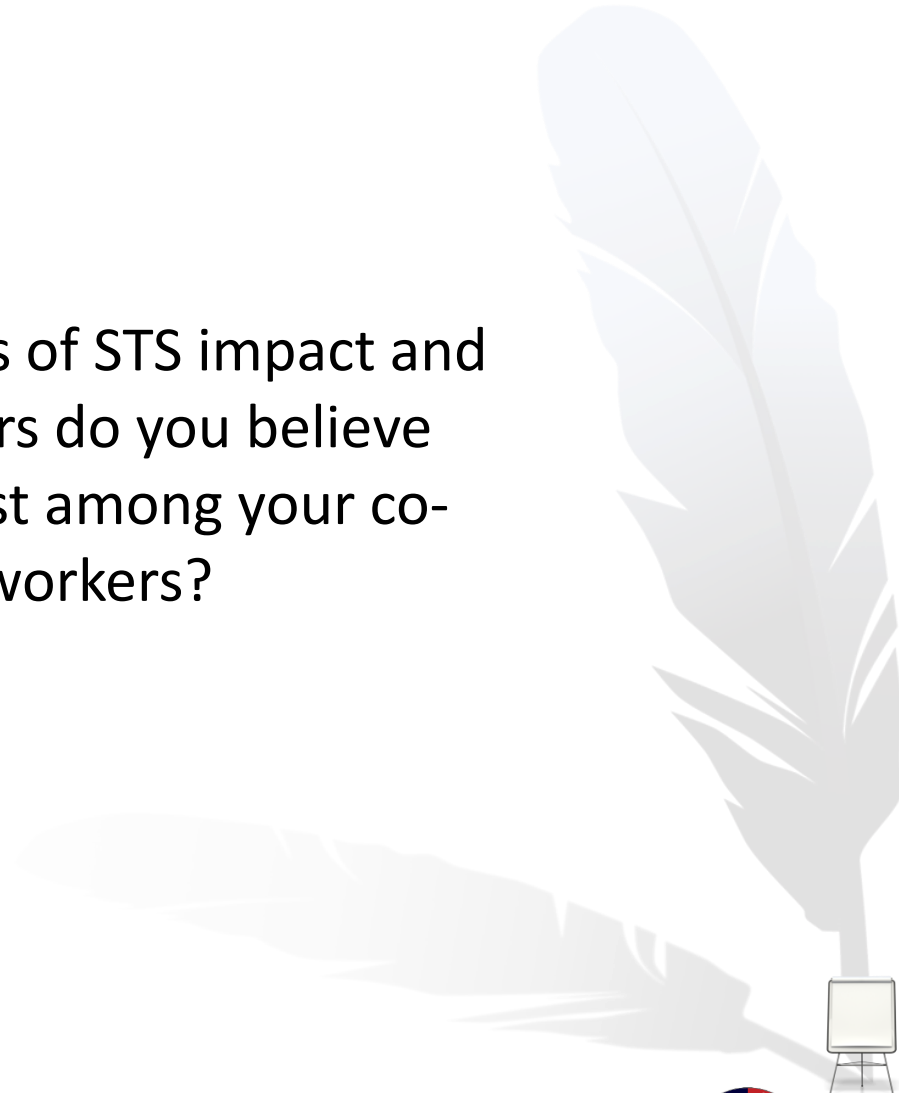


- Cumulative impact of STS & additional stressful experience can lead to traumatic stress reactions.
- Unaddressed STS, Burnout, and Vicarious Traumatization can cause impairment in:
 - Relationships
 - Physical health
 - Emotional/psychological health
 - Work performance

TRAUMATIC STRESS RESPONSES IN STAFF



Which signs of STS impact and risk factors do you believe occur most among your co-workers?



▶ IMPACTS OF SECONDARY TRAUMATIC STRESS (4.4)


- Emotional/Psychological
 - Depression/Anxiety
 - Mood swings
 - Negative self-image
- Relationships
 - Distancing
 - Poor boundaries
 - Reduced ability to feel empathy
- Physical
 - Difficulties sleeping
 - Fatigue, poor concentration
 - Somatic complaints



NOTICING SIGNS OF BURNOUT



Burnout is a state of emotional, physical, and mental exhaustion often with feelings of hopelessness or difficulties dealing with work.



VICARIOUS TRAUMATIZATION: IMPACT ON HOW WE FEEL ABOUT OURSELVES, OTHERS & THE WORLD

- Vicarious traumatization is changes in the inner experience of a staff member, such as expectations for trust, safety, control, esteem, intimacy that result from cumulative exposure.
- Difficulty gaining satisfaction from work.





HOW HAS WORK HAD A NEGATIVE INFLUENCE ON.....

- What matters in your life?
- The way you see the world?
- The way you see yourself or others see you?
- The way you view others?





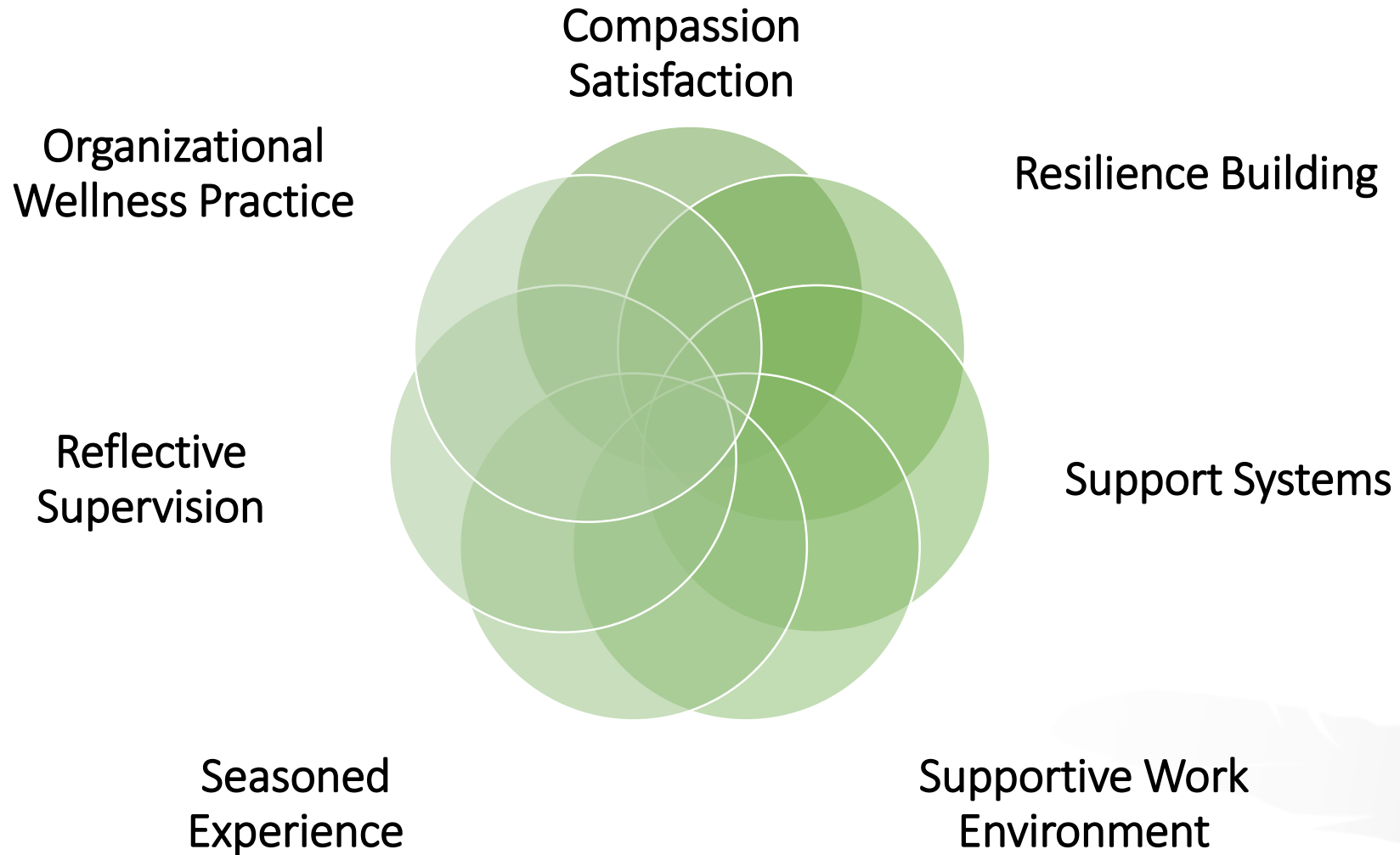
PROFESSIONAL QUALITY OF LIFE SCALE

- Self-Assessment
- Self-Scoring
- Scales of compassion satisfaction, STS, burnout
- Find with the toolkit on the TYRC website
- [ProQOL Measure | ProQOL](#)





RESTORING WELLNESS





ENGAGING ONGOING INDIVIDUAL WELLNESS

Awareness

- Reflection and acceptance
- Appraisals and meaning making
- Self-efficacy

Balance

- Emotion regulation and active coping
- Resilience and skill building

Connection

- Prevention & Intervention





BUILDING AWARENESS

Reflection

- Identify personal emotional experiences that occur when feeling overwhelmed.
- Understand how your body, personal life and professional life is affected by stress
- Notice what led to positive emotional experiences.

Acceptance

- Acknowledge and understand the impact of stress and trauma.
- Practice self-compassion during and after stressful situations.





MINDFULNESS





REPACKING THE INVISIBLE SUITCASE

Appraisals

How we explain the reason for stress and the best way to handle it.

Self-Efficacy

How we think about our ability to do the job well.





OPTIMISM



- The skill of focusing on the positive without denying the negative and channeling one's energy towards what is controllable.
- For each negative statement Identify two positive/optimistic response
 - *This is all messed up, it's not going to work*
 - *None of my clients see what I am trying to do for them*





BALANCE



USING BALANCE TO FOSTER RESILIENCE & COMPASSION SATISFACTION

Regulation

- Understand reminders that challenge regulating emotions.
- Tailor coping strategies to stress triggers and trauma reminders.
- Integrate vicarious resilience as a tool.





WTF PROTOCOL: WALK, TALK, AND FLUSH IT OUT

Walk



Talk



Flush



What is the one thing getting in the way of your ongoing wellness?

What is one thing you will work on related to your ongoing wellness this week?



FOCUSING ON DAYS THAT MAKE YOU WANT TO RETURN

- Think about a rewarding moment at your job.
- What are 3 things that you love/enjoy about your job?
- Think about 5 people whose lives you've touched.
- Why did you take your current job?
- What are 3 compliments you have received from your co-workers, or 3 things you think you do well?

Adapted from "What about you? A workbook for those who work with others" by Volk, Guarino, Grandin & Clervil (2008). The National Center on Family Homelessness.

CONNECTION

The benefits of connection are numerous and include:

- Providing a different perspective on old problems.
- Giving a break from dwelling on problems.
- Understanding the biological changes that contribute to stress reduction such as production of the stress-reducing hormone oxytocin.
- Giving yourself the opportunity to recharge important parts of your identity.





CONNECTION THROUGH PREVENTION

- Engage in active coping strategies with others.
- Distinguish situations one has control from situations out of ones control.
- Cultivate supportive work relationships.





CONNECTION THROUGH PREVENTION

Some strategies to consider for building a safe workplace include:

- Provide mentoring to new professionals.
- Learn together and invest in your lifelong education.
- Recognize or accept that which we cannot change.
- Develop reflective practices to connect.





REFLECTIVE PRACTICE

Tips for Reflective Practice:

- Check in with co-workers when you feel stuck or contemplative
 - Ask permission first
 - Remember venting is not helpful!
- Have conversations in private (e.g., not in front of youth or where youth can overhear)
- Refrain from one-upmanship when describing trauma or workplace stressor stories



REFLECTIVE PRACTICE

Guiding Questions for Reflection:

- How did you feel? What did you notice in yourself?
- Did you have any strong reactions during this interaction?
- How do you think [youth] was feeling? What was their perspective?
- What did you think was going to happen? Why do you think it did or didn't go as planned?

If co-worker gets triggered/reactive:

- What do you think was driving your stress reaction?
- Are there aspects of the interaction (with youth or staff) that remind you of your own experiences or history?

CREATING A CULTURE OF WELLNESS



- Infuse trauma-informed principles for staff
- Provide wellness activities
- Offer mindfulness exercises
- Support staff celebrations
- Encourage use of mental wellness breaks including vacation/leave time/flex schedules
- Consistently use NCTSN and other resources from other organizations



Finding the Time for Workplace Wellness

If you have:

2 minutes

- Smile
- Breathe deeply
- Make coffee or tea
- Stretch
- Sign up for a training opportunity
- Thank someone
- Tell a joke to a co-worker
- Have a “2min dance party”

10 minutes

- Clean up your workspace (or at least a part of it!)
- Plan a party to celebrate an accomplishment or milestone
- Discuss training opportunities with your supervisor
- Do a wellness activity with your colleagues at a staff meeting

5 minutes

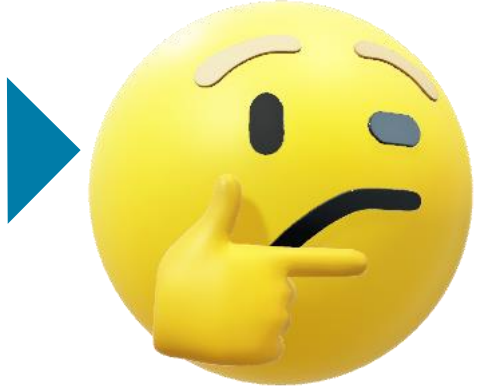
- Respond to an email that has been nagging you
- Have a conversation with someone who you don’t usually work with
- Schedule a team meeting
- Straighten up one of the common areas

30 minutes

- Eat lunch with your colleagues
- Sit or walk outside
- Assess your wellness plan
- Discuss self-care, burnout and compassion fatigue at a staff meeting
- Have a “walking meeting” with a colleague

Developed by the NCTSN Secondary Traumatic Stress Collaborative Group





- Questions, Comments
- What will you use from our session today
- Evaluations
- Staff wellness tool kit
 - TYRC website
 - marilyn.zimmerman@mso.umt.edu



CONTACT US



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THANK YOU!

