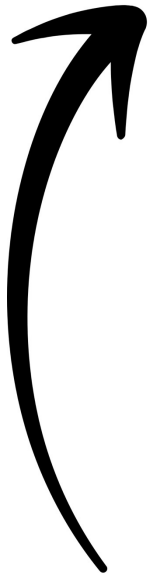


Compassion Fatigue Recovery & Workforce Retention in Behavioral Healthcare





SCAN ME

<https://qrco.de/bdSbjZ>





Objectives

- Honor the current stressors
- Receive new tools for burnout recovery
- Cultivate conscious leadership that is empathic & emotionally intelligent
- Create a compassionate culture that includes work/life balance & support
- Develop a mission, community, & support resources to attract & retain staff & foster loyalty



Pandemic Stressors

- Concerns for health & safety of self & loved ones
- Adjustments to working differently
- Less social support and community
- Dependent care—work-life balance challenges
- Financial fears & stress
- Racial injustice issues coming to the forefront
- Political divide and unrest
- Challenges managing uncertainty and change



Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational
- Financial





Mental Health Implications

- Feelings of grief and loss
- Increase in stress, anxiety and depression
- Increase in substance abuse
- Relationship conflict, abuse, violence
- PTSD/Trauma
- Increase in suicide rates

Stress vs Burnout

- Stress is the body's physical and psychological response to anything perceived as overwhelming
- Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress



Symptoms of Burnout

Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

- Despair
- Cynicism
- Apathy
- Emotional exhaustion

Decrease in:

- Self-esteem
- Concentration
- Memory

Increase in:

- Errors
- Absenteeism
- Physical complaints
- Sleep disruption

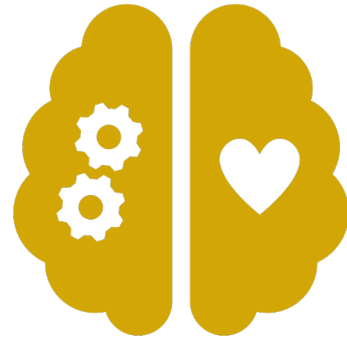
Mental Health Continuum



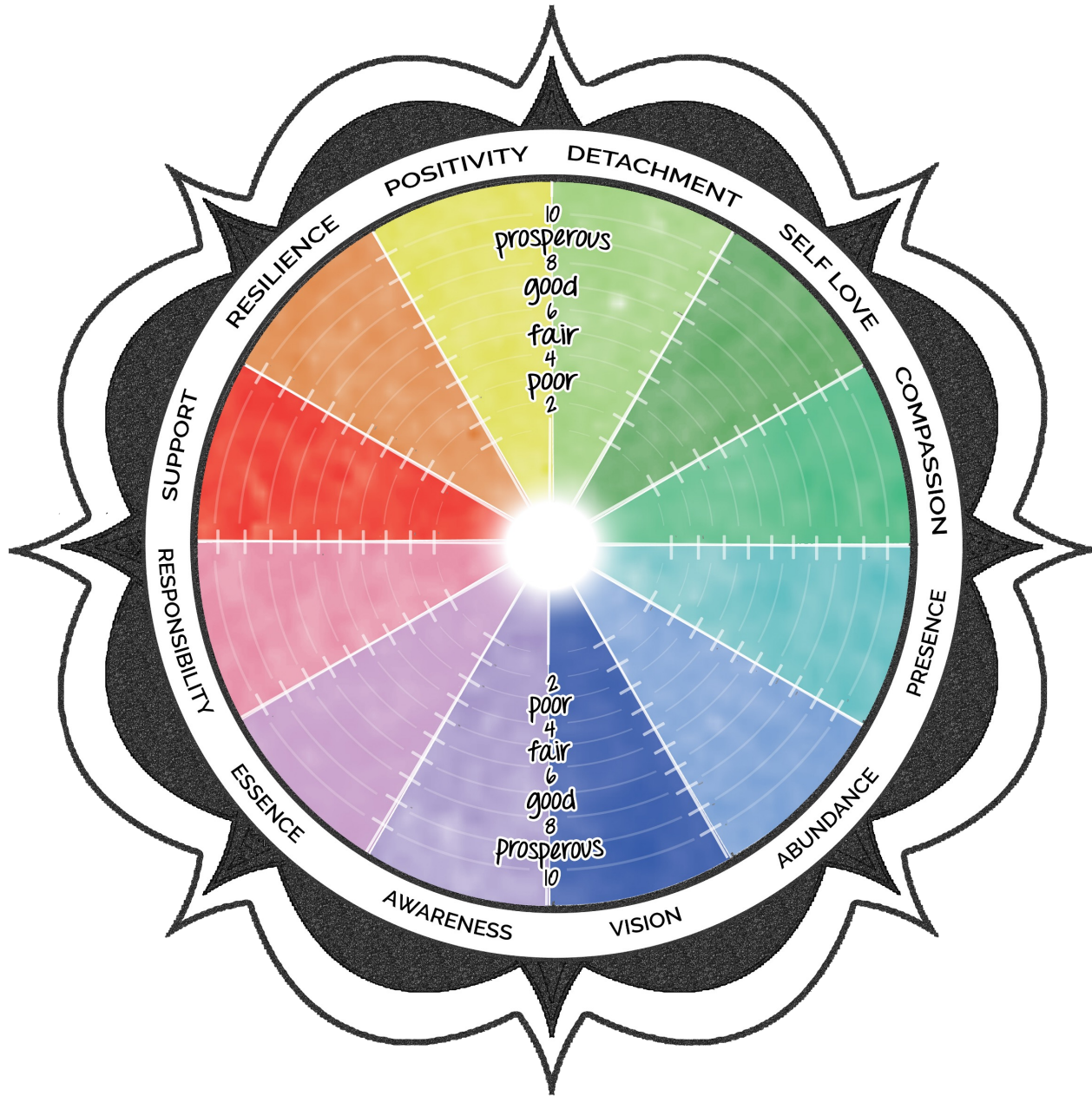


Burnout Test

Psychology Today
Burnout Test for Service
Fields



The intrinsic relationship between mental health & financial health



The Keys to Recovery, Healing & Success

“

Acceptance
**If you don't like
something, change
it. If you can't
change it, change
your attitude.**

Maya Angelou

”



Control what you can, let go of the rest

What you can control:

- Your own thoughts
- Your own emotions
- Your own behaviors
- Your own choices

What you can't control:

- Other people's thoughts
- Other people's emotions
- Other people's behaviors
- Other people's choices
- Outcome of situations
- Organizational change
- The Pandemic

Mental Health Tips

- Prioritize your mental health & wellbeing
- Create structure to your day
- Take a break from the news
- Take time for mindfulness practices



Overview of Mindfulness

- Maintain a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Noticing our thoughts and feelings without judging them
- Allows us to respond, rather than react



Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system

Source: Glomb, T. M., Duffy, M. K., Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128-133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

Benefits of Mindfulness, cont

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being

Source: Glomb, T. M., Duffy, M. K., Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128-133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

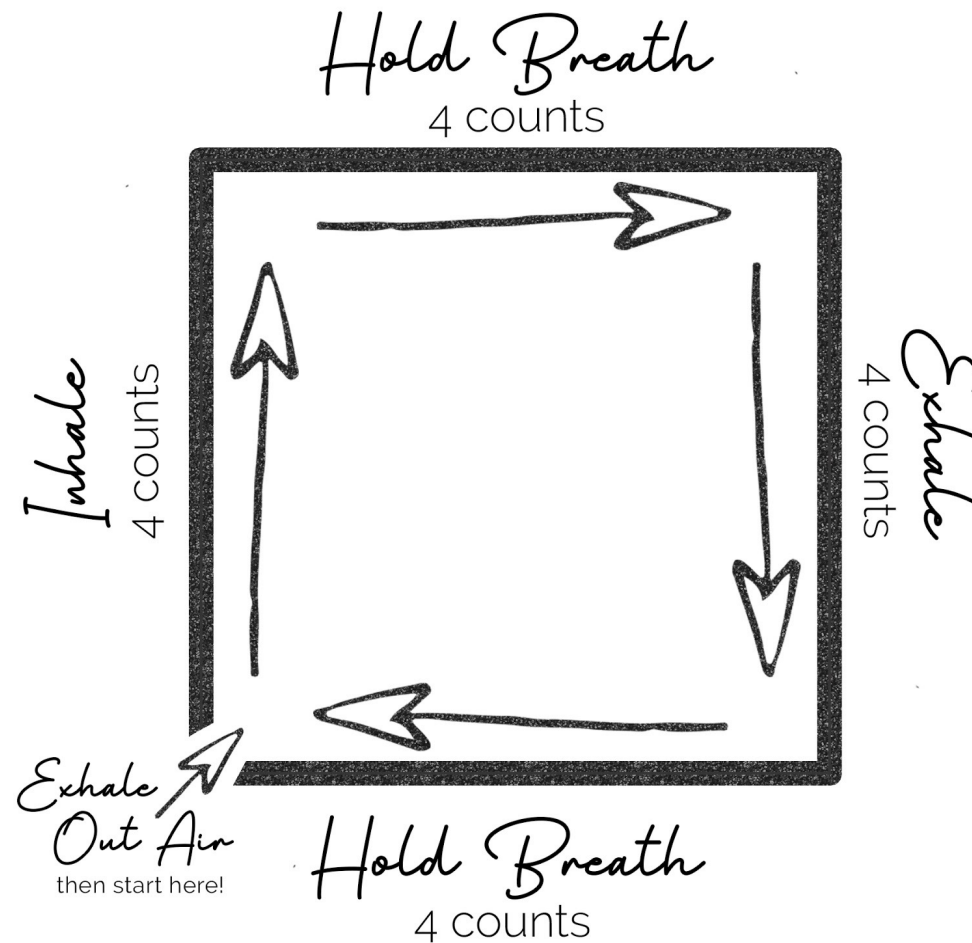
Presence

Be as least as interested in what goes on inside you as what happens outside. If you get the inside right, the outside will fall into place.

ECKHART TOLLE



Square Breathing



Strategies to Increase Mindfulness

- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga
- Breathing
- Body scan
- Positive mantra
- Connection to nature
- Meditation
- Morning routine



Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Be a single-tasker
- Pay attention to your coworkers

Source: <https://hbr.org/2016/03/how-to-practice-mindfulness-throughout-your-work-day>, <http://www.mindful.org/10-ways-mindful-work/>





Mindfulness & Emotional Intelligence

- Know your emotions
- Manage your emotions
- Motivate yourself
- Recognize & understand the other people's emotions
- Manage relationships (manage the emotions of others)

Adapted from Daniel Goleman's book "Emotional Intelligence"

High EQ

- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions

Practical Solutions

- Become rooted in the present
- Let go of defensiveness
- Take responsibility
- Appreciate the power of empathy
- Practice flexibility, adaptability, & compromise





Positivity

**A man is but the
product of his
thoughts...what he
thinks, he becomes.**

MOHANDAS GANDHI



Keep Your Thinking Positive

- Turn down volume of your inner critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra



“

Practice Gratitude

He is a wise man who does not grieve for the things which has not, but rejoices for those which he has.

EPICETETUS

”



Detachment

Feelings are waves of energy which we can choose to surf, rather than allowing them to overcome us.

ARLENE ENGLANDER



Detach From:

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



Detachment Strategies

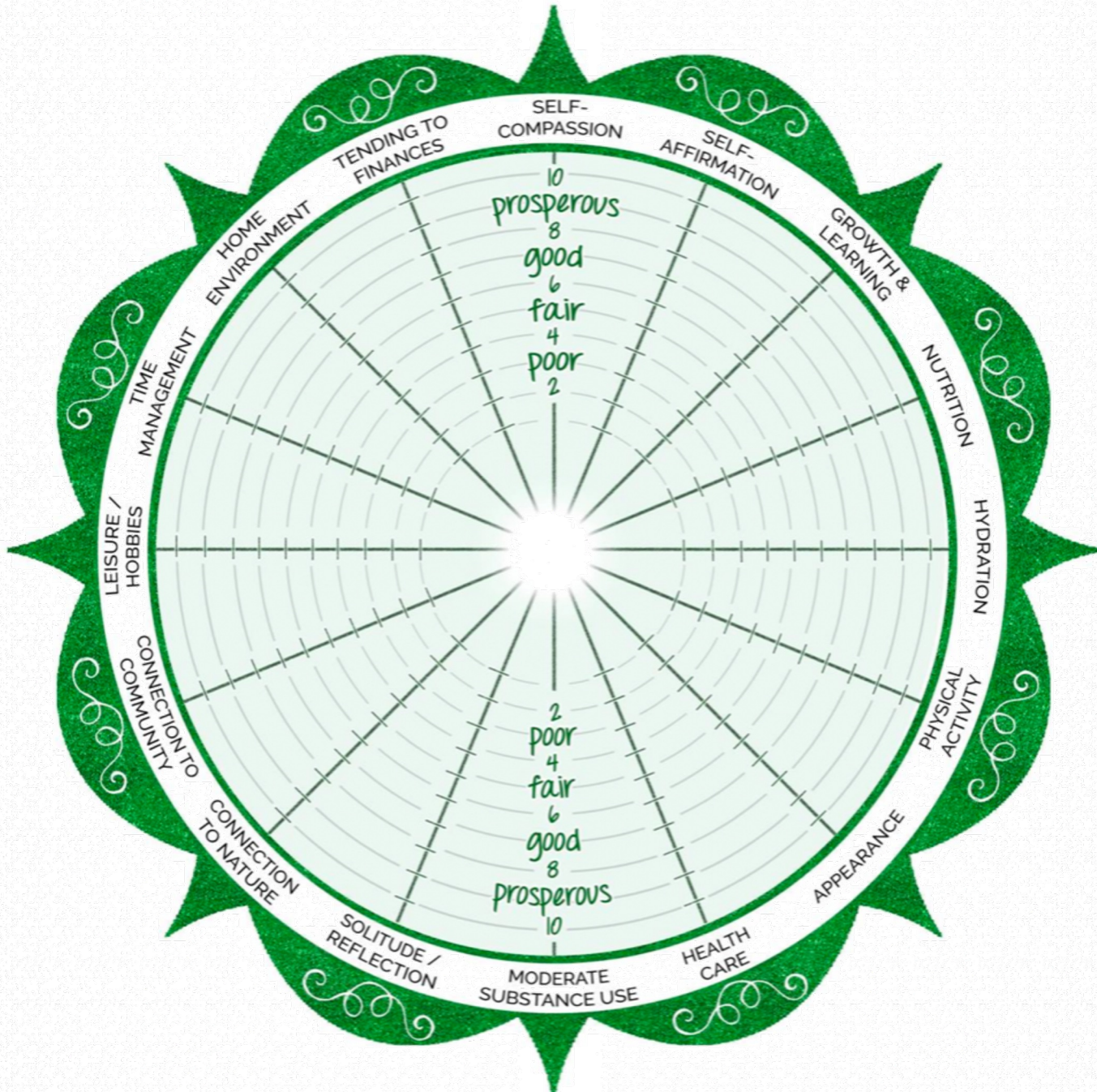
- Visualization of protective barrier
- Unhook from conflict
- Drop your end of the rope
- The Container Exercise
- Zoom out for greater perspective
- Lifeguard analogy



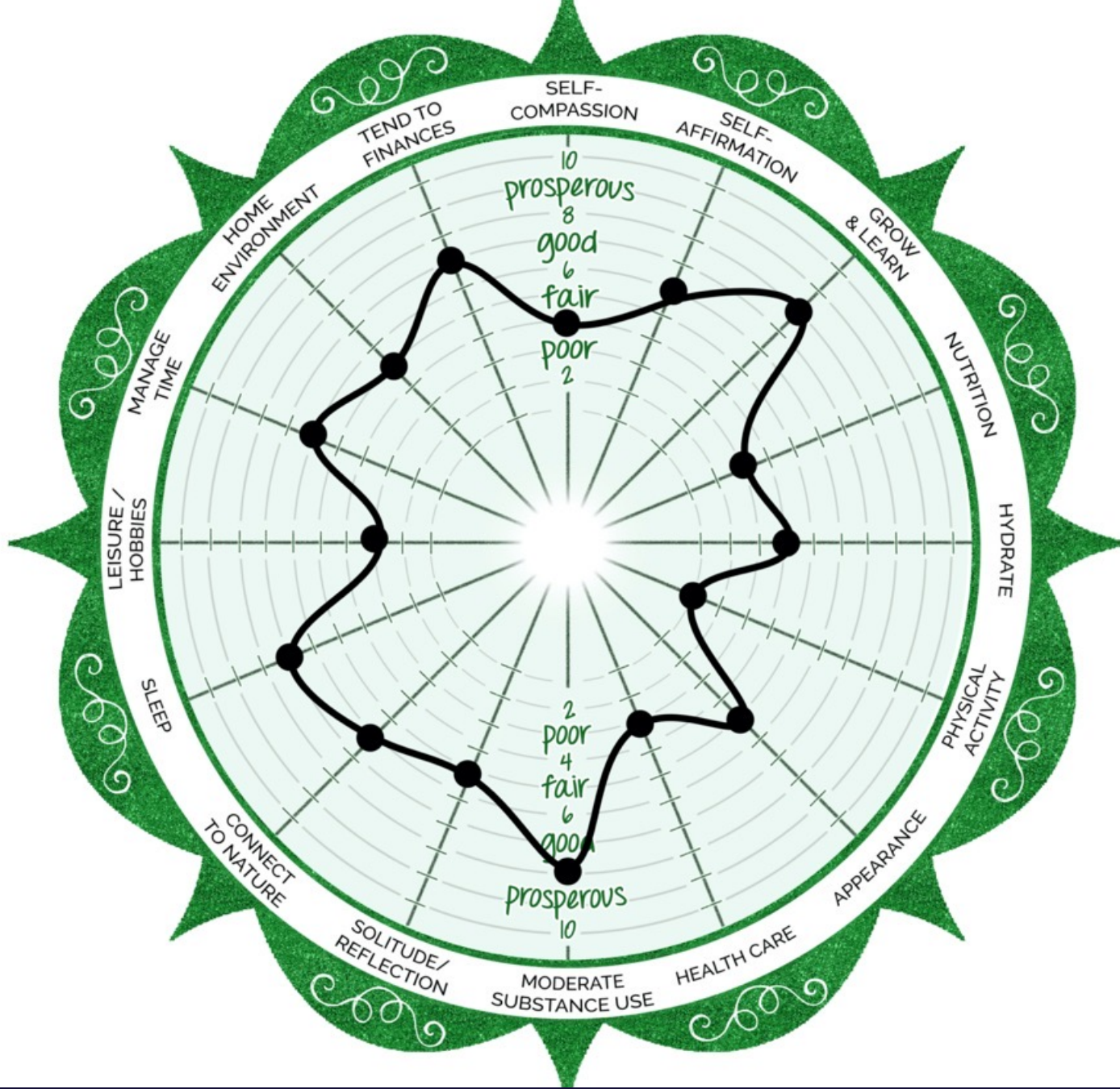
Prioritize Your Own Well-Being

- Practice self-care
- Set healthy limits and boundaries with assertive communication





Self-Care Wheel



**Sample
Completed
Self-Care
Wheel**

“
Support

**Alone we can do so
little, together we can
do so much.**

HELEN KELLER

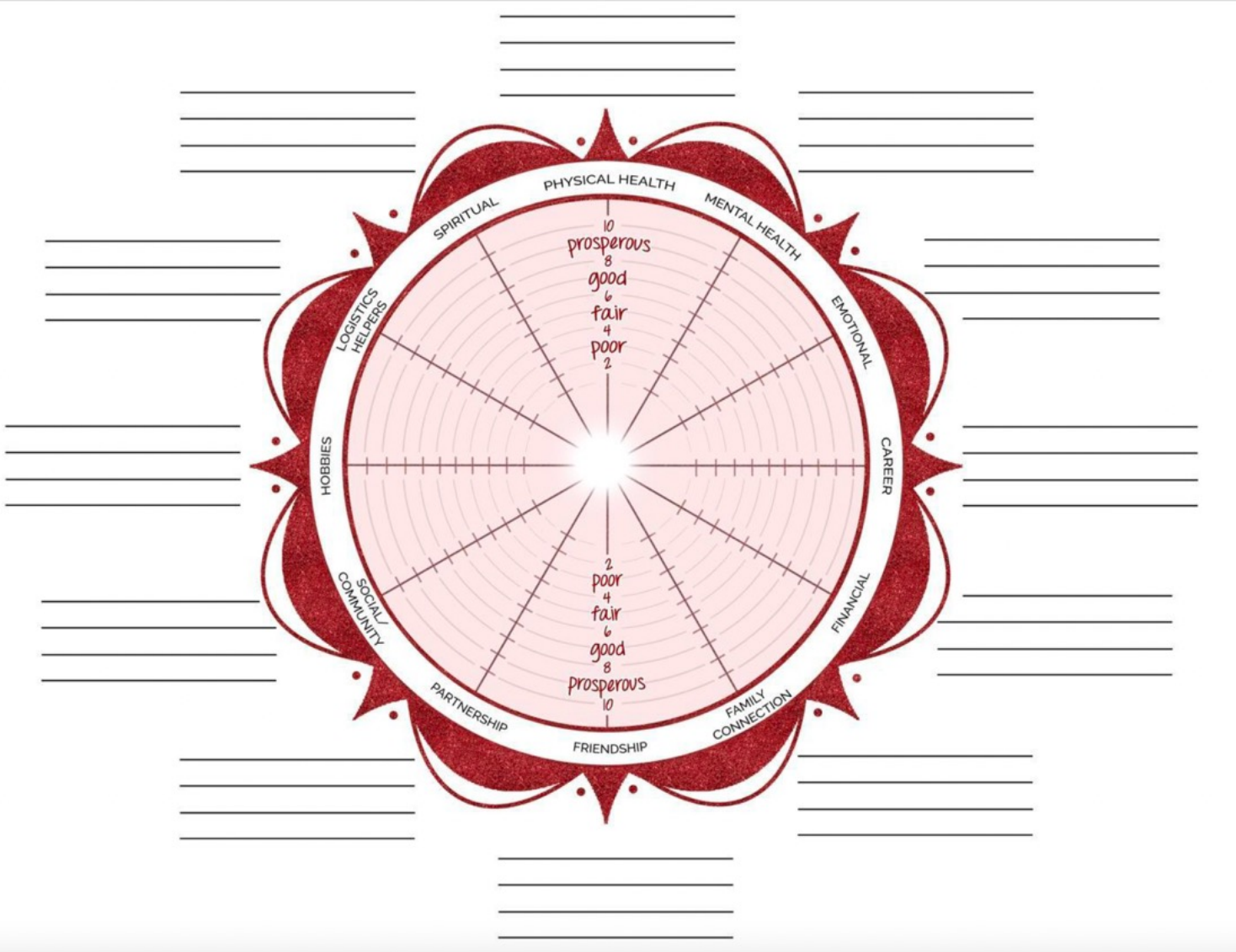
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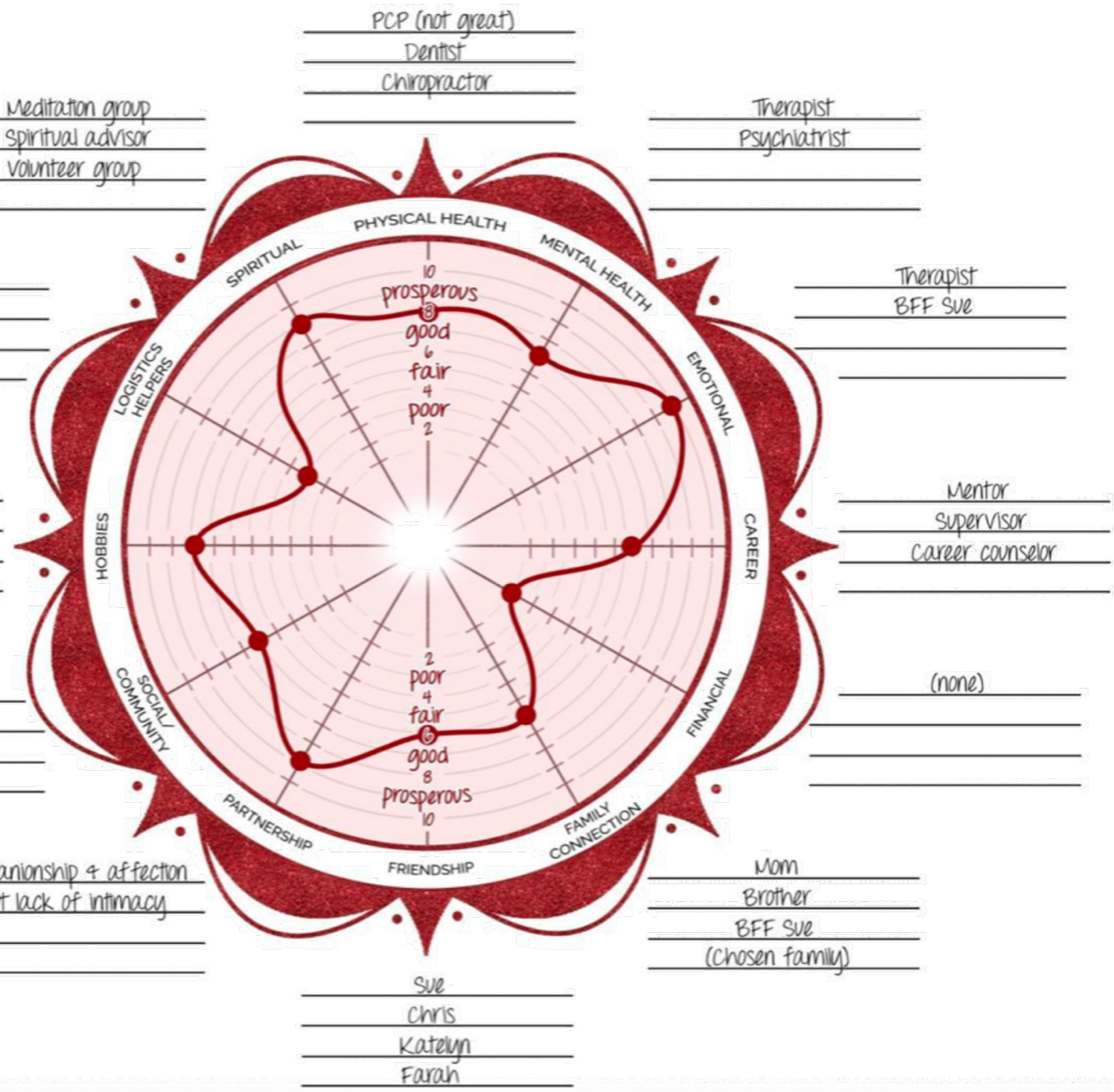
Barriers to Accessing Support

- Fear (difficulty trusting)
- Pride
- Shame or stigma
- Guilt
- Fear of imposition
- Low self-esteem, not feeling deserving
- Learned helplessness
- Hopelessness
- Loss of power and control (ego)
- Loss of credit (ego)
- Early life messages
- Expense
- Introversion or shyness

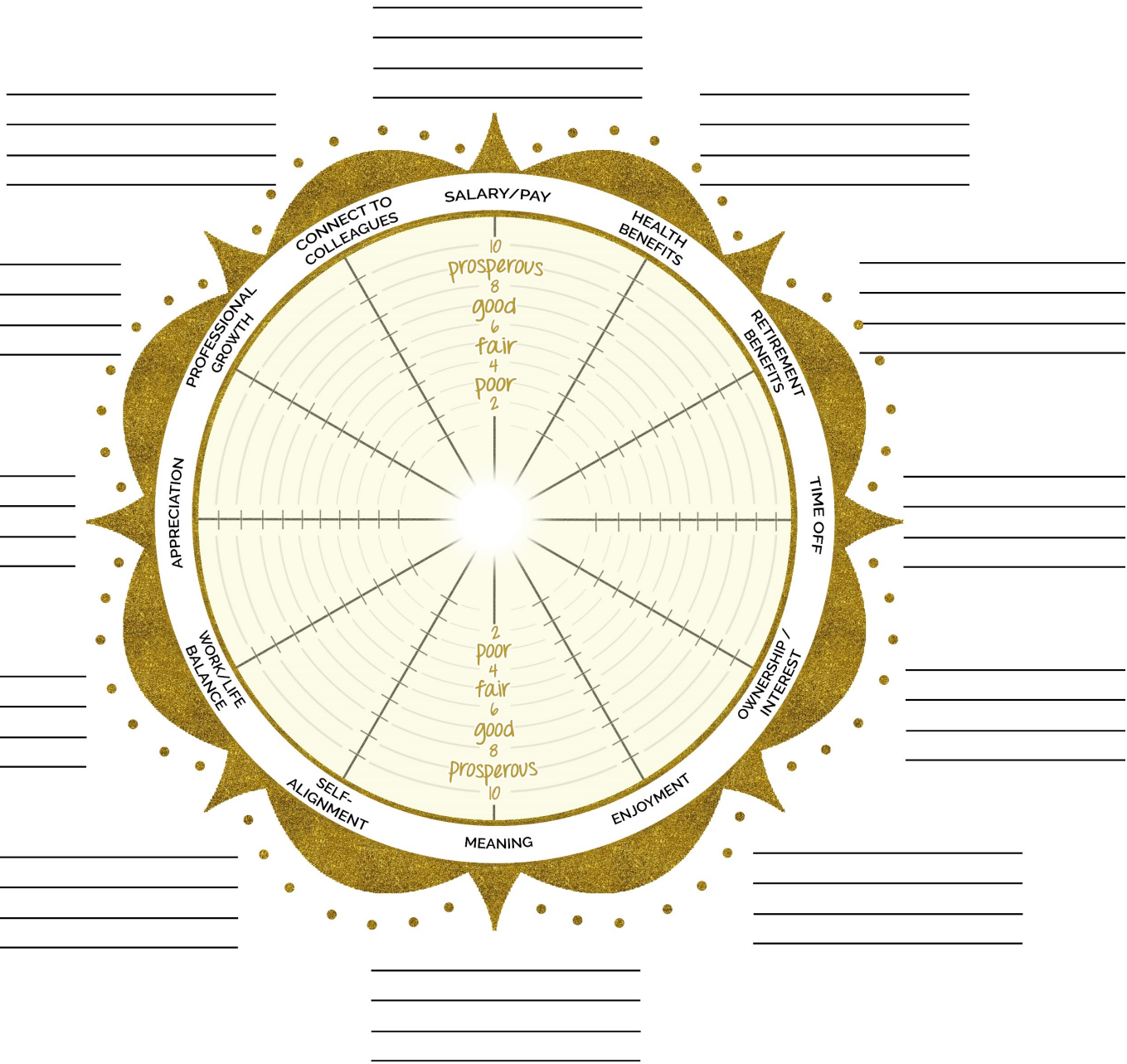




Support Network Wheel



Sample Support Network Wheel



Workplace Satisfaction Wheel

Access Support

- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need
- Access community
- Utilize teletherapy



Impact on Behavioral Healthcare

- System overload
- Financial/time/energy constraints
- Competitive marketplace for retaining & attracting employees



Cultivate Conscious Leadership

- Create shared company mission
- Set realistic productivity expectations
- Teach & encourage empathy
- Provide opportunity for employee feedback



Compassion

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- *Maya Angelou*



Empathy

- Must important relational tool
- Put yourself in the other's shoes
- Deep understanding
- Reflect understanding of other's feelings with kindness and compassion
- Shared emotional experience
- Identify what you can do to help
- [Useful article](#)



Empathic Vs. Non-Empathic Responses

"It is completely understandable that you are upset. (Validating)

"Don't let it get you that upset. You shouldn't feel that way." (Invalidating)

"That must have been really disappointing. I imagine you feel very frustrated."
(Empathic, recognizing feelings.)

"It's not that big of a deal. What's our schedule today?" (Minimizing, Under-responsive)

"I felt similarly when I went through XYZ. How can I help?" (Relating, Normalizing, Supportive)

"I wouldn't care if that happened to me. You are too sensitive. Buck up."
(Critical)

Conscious Leadership & Emotional Intelligence

- Know your emotions
- Manage your emotions
- Motivate yourself
- Understand other people's emotions
- Manage relationships (emotions of others)



Adapted from Daniel Goleman's book "Emotional Intelligence

Joyce Marter

joyce-marter.com

High EQ

- Low insecurity
- High openness
- Assertive
- Self-aware
- Adaptable
- Inclusive
- Respectful
- Takes responsibility for actions
- Resilient
- Flexible



Pay Attention to Language

Avoid phrases that discourage support & collaboration:

- "man up"
- "power through"
- "put on your big girl pants"
- "suck it up"

Speak in terms of "I, We and Us"
versus "You and Them"



Cultivate a Collaborative Culture

- Promote work/life balance
- Provide support resources through wellness programming
- Foster open and inclusive community connection
- Revisit compensation, benefits & perks to be competitive



Community Connection

- Personal check-ins
- Personal sharing
- Peer support
- Social/fun connection
- Staff appreciation/recognition



Requesting Employee Feedback

- Foster psychological safety
- Anonymous surveys/polling
- 360 Reviews for Leadership
- Request feedback after:
 - Job offer declines
 - Onboarding
 - 6 month/annual reviews
 - Exit interviews
- Check [glassdoor.com](https://www.glassdoor.com)



Work-Life Balance

Flexibility:

- Scheduling/shifts
- In person/remote work
- Realistic deadlines
- Support resource
- What else?



Compensation Review

- Check industry standards:
 - Salary.com
 - Professional associations
- Provide perks such as:
 - Continuing education
 - Calm/Headspace
 - Ginger
 - Aptiv App
 - Holisticly.com
 - EAP
 - What else?



Implement Mindfulness in the Workplace Programming

- GOOGLE
- NIKE
- ACCENTURE
- SONY
- LOREAL
- BRITISH AIRWAYS
- NOKIA
- MICROSOFT
- AMERICAN EXPRESS
- JOHNSON & JOHNSON



Provide Wellness Trainings (EAP)

- Mindfulness
- Stress Reduction
- Management trainings
- Work/life balance
- Communication
- Conflict Resolution
- Self-Care & Support
- DEI programming
- De-escalation Trainings
- Cultural Sensitivity /DEI
- Anti-Harassment
- How to Deal with Difficult People
- Building Resilience
- Promoting Positive Mental Health
- Managing Change
- Working remotely



Other EAP Services for Supervisors & Leadership

- Mental Health First Aid
- Critical Incident Stress Debriefings
- Workplace Wellness Events
- Educational Training
- Employee Resource Group (ERG) Programs
- Accountability Groups
- Drug-Free Workplace Programming
- DEI initiatives



Encourage Utilization of:

- **EAP Services**
 - Voluntary referrals
 - Supervisory referrals
 - Services for family members
 - Resources to alleviate stressors
 - Childcare & Eldercare
 - Legal & Financial
- **Flex Spending/Health Savings Accounts**
- **Sick benefits & FMLA for time as needed**
- **Insurance Benefits (Mental Health Parity Law)**



Suggestions for Leadership

- Take care of your own mental health
- Practice self-care
- Be aware of your emotional process (EQ)
- Maintain good boundaries with detachment
- Access support (coaching, consultation, legal, HR)



Tips for Recruiting

- Website/social media
- LinkedIn (groups)
- Staff bonuses for referrals
- Indeed/Career Builder
- Behavioral health list-serves
- Professional associations (booths, ads, etc.)
- Competitive offers (salary.com)
- Considering interns and greener staff
- Others?



Resilience

**Life will give you
whatever experience is
most helpful for the
evolution of your
consciousness.**

EKHART TOLLE







Mental Health Tips

- Choose a growth mindset
- Accept what you can't change
- Connect with the breath, the senses and the body
- Start & end your day with self-reflection
- Commit to practice like meditation or yoga



Lao Tzu:

**If you realize that all
things change,
there is nothing you will
try to hold on to.**

Embrace the power of mantra:

“I am flexible and bendable, and unbreakable--
like a reed in the wind.”



Resilient People

- Understand that challenges are a part of life
- Promote health and wellbeing
- Enjoy connection & collaboration
- Are open, flexible and adaptive
- Are emotionally intelligent
- View challenges as opportunities
- Learn from mistakes
- Avoid worrying
- Have a sense of humor even when stressed



Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Develop a sense of purpose/meaning in life



Utilize Your Benefits

- PTO
- Sick benefits & FMLA for time as needed
- Insurance Benefits (Mental Health Parity Law)
- Flex Spending/Health Savings Accounts



Counseling & Therapy Resources

- [United Healthcare](#) has launched a free (to anyone) 24/7 support line staffed by mental health experts: Call 866-342-6292
- Text HOME to 741741 to connect with a [Crisis Counselor](#)
- National Suicide Prevention Lifeline: 800-273-8255
- [Find a Mental Health Facility Near You](#)
- Most insurance companies are covering teletherapy and some like Aetna have waived copays for telemedicine.
- [PsychologyToday's Find-A-Therapist Directory](#)



Free Self Test Tools

- psychologytoday.com/us/tests
- psychcentral.com/quizzes/



Meditation Resources

- [Calm: 30 Days Free](#)
- [Headspace: Free Trial](#)
- [Jack Kornfield: Compassion in the Time of Coronavirus](#)
- [Eckhart Tolle](#)
- [Jon Kabat-Zinn](#)
- [Tara Brach](#)



Support Resources

- **National Alliance on Mental Illness (NAMI)**
 - **Advocate for Change—Vote4MentalHealth**
 - Take the **StigmaFree Pledge** to #CureStigma
 - **Share your story**
 - Take action on **advocacy issues**
 - **Walk for mental health**
- **Depression and Bipolar Support Alliance Advocacy Center**
- **Hope for the Day**

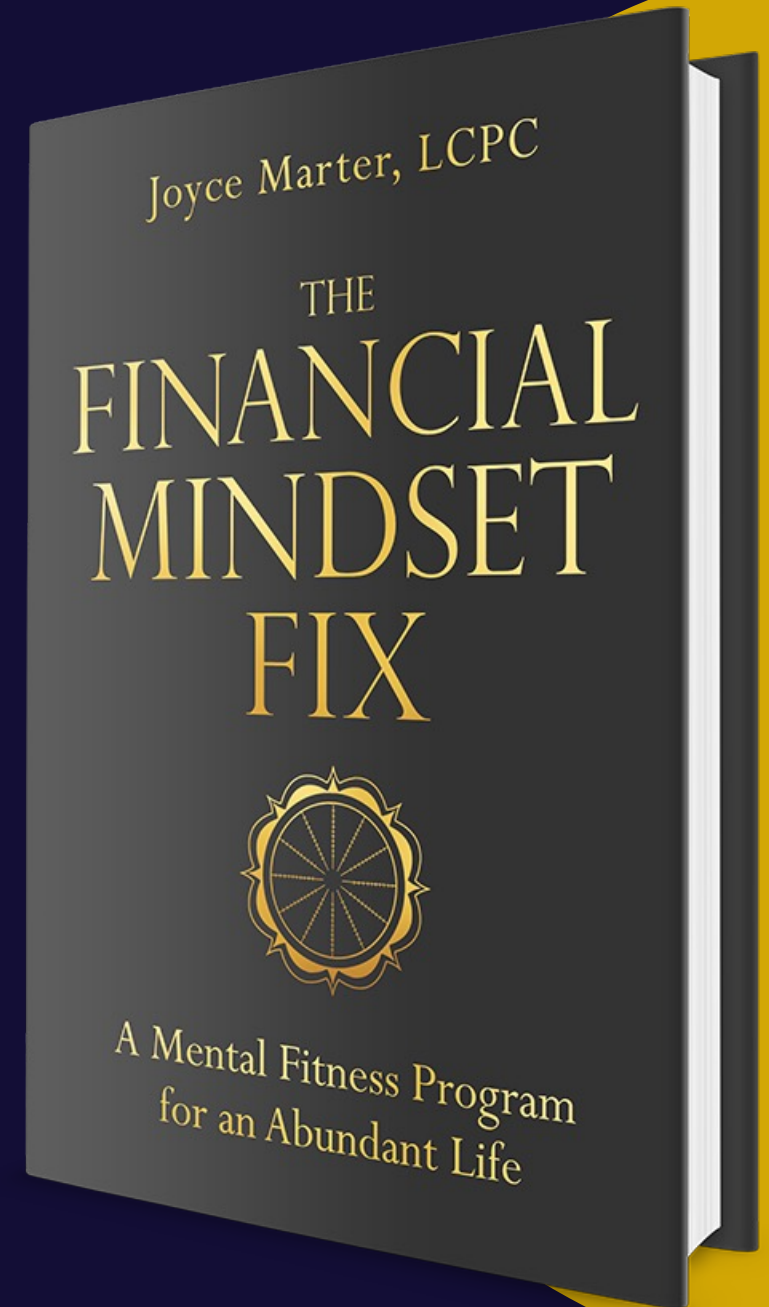
Hope for the Day's tagline is "It's okay not to be okay" and they provide education, outreach and action to break the silence around mental health.



**Open yourself up to
a life of greater
prosperity, joy,
and happiness**

ORDER YOUR COPY OF THE
FINANCIAL MINDSET FIX TODAY!

Joyce Marter



KEEP (doing)	START (doing)	STOP (doing)

**What are
you going
to do now?**



Thank You!

www.joyce-marter.com
joyce@joyce-marter.com



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