

# OHIC NATIONAL CONFERENCE

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## Fostering Professional Well-Being in Your Team

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# AGENDA

- Introduction
- The Nature of the workforce and work
- Stress vs. Burnout
- Stress – Good and Bad
- Understanding – Stress, Burnout and Compassion Fatigue
- Sign and symptoms
- Prevention Tips
- Self-Care Plans
- Surgeon General's Framework

# National Workplace Landscape

81% of workers reported that they will be looking for workplaces that support mental health in the future.

84% of respondents said their workplace conditions had contributed to at least one mental health challenge.

76% of U.S. workers reported at least one symptom of a mental health condition.

41% of US employees say they are burned out.

84% of employers reported higher productivity and performance by offering wellness programs.

3 in 5 employees reported negative impacts of work-related stress.

This takes its toll on everyone from full-time employees to volunteers.

# The Nature of our Work

Human Services work can be very rewarding and fills our desire to give back.

Staff members work daily in environments with heart warming and emotionally challenging stories.

Human services work in any form, by nature, is demanding, frustrating and often seemingly underappreciated.

Coupled with systemic and political realities, may leave one feeling that the system sees the safety and well-being of those we serve as secondary.

This takes its toll on everyone, from full-time employees to volunteers.

# Professional Well-Being: The Bottom Line

Helping others  
without caring  
for yourself  
can be  
overwhelming  
and can lead  
to:

- Stress
- Burnout
- Compassion fatigue

# Professional Well-Being: Whose Responsibility Is It?

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Well-being at work is everyone's responsibility!

1. You
2. Workplace



*A true balance between work and life comes with knowing  
that your life activities are integrated, not separated.*

Quoteslines.com

*- Michael Thomas Sunnarborg*

# Well-Being

Wellbeing is about feeling good and functioning well. It encompasses a person's experience of their life, and a judgment of their circumstances compared with social standards and ideals



# Stress, Burnout and Compassion Fatigue

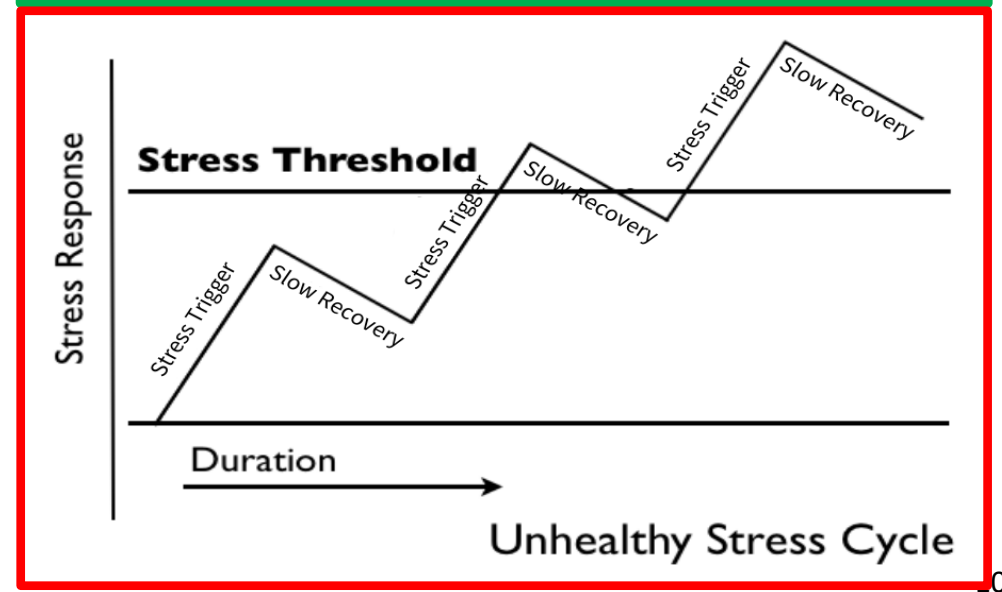
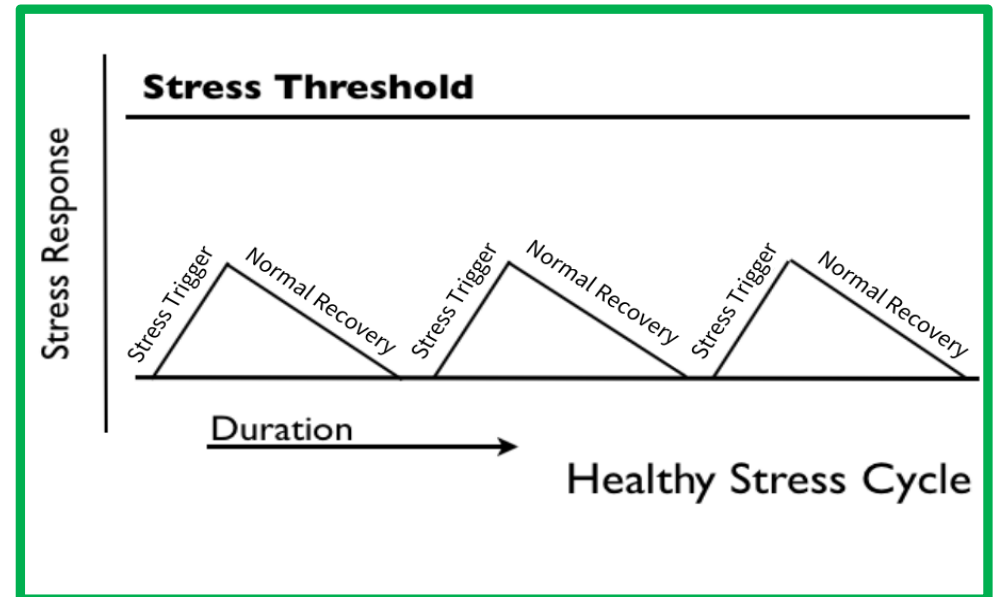
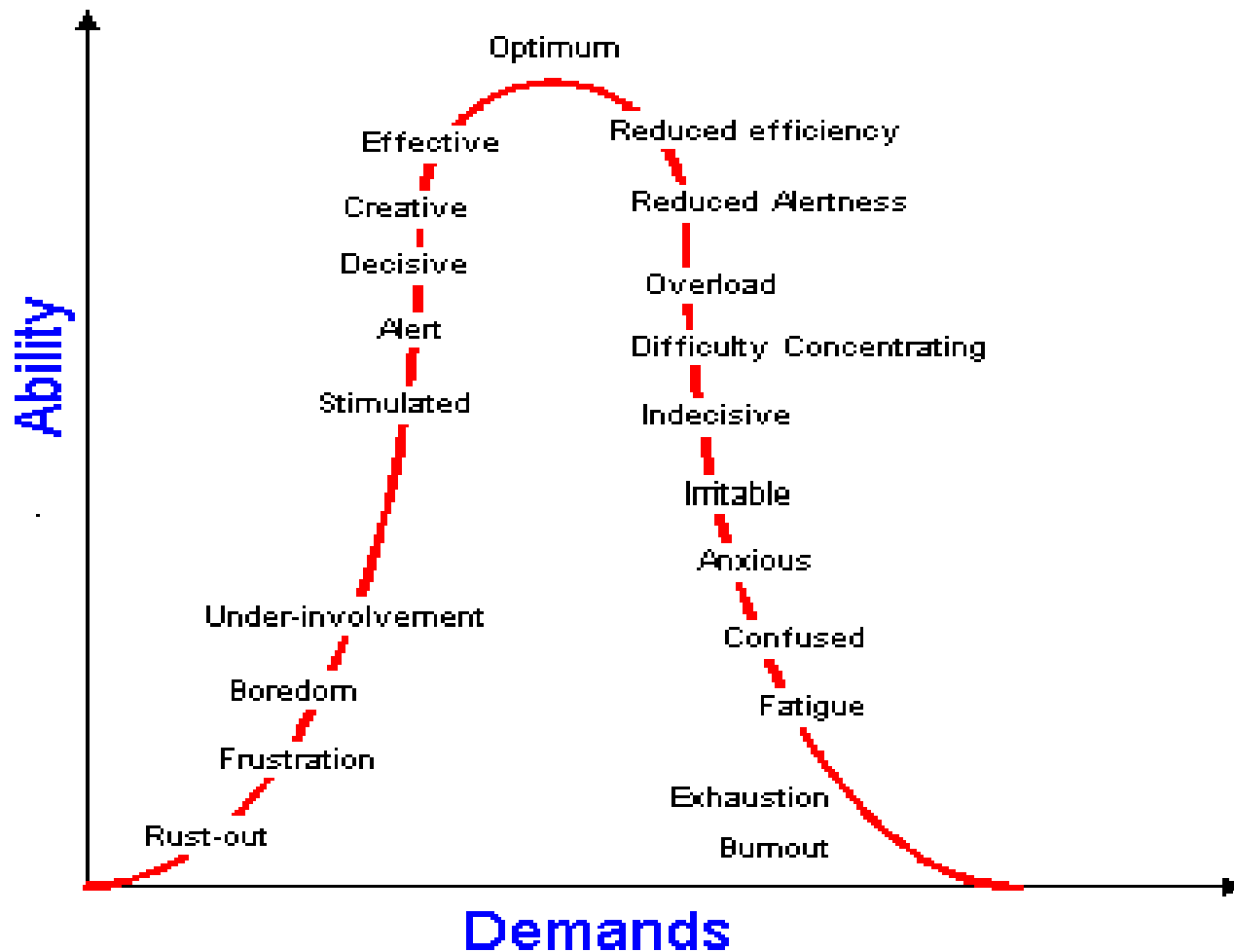
Stress can be defined as a state of mental or emotional strain or tension resulting from adverse or very demanding circumstances.

Burnout is a form of exhaustion that occurs when we feel overwhelmed and unable to maintain adequate balance. It can happen to anyone who experiences prolonged emotional, physical, or mental stress.

Compassion fatigue is similar to burnout. Burnout usually stems from too much work or too many responsibilities. Compassion Fatigue comes from helping others. You want to keep helping, but are being overwhelmed from being exposed to others' hardships, stories, trauma, etc.

# Stress – the Good and the Bad

## The Stress Response



# Stress: Early Warning Signs

It's useful to learn to recognise the signs in our thoughts, feelings, appearance or behaviour which might help us or those who care about us to recognise when we need help. Thinking about this can also help us recognise when a friend might need our support too.

- Unusual behaviour
- Changes in body language
- Losing interest
- Forgetting things
- Mood swings
- Tiredness
- Feeling low
- Neglecting your appearance
- Feeling overwhelmed

# Measuring Stress: Holmes-Rahe Stress Inventory

<u>Event</u>	<u>Impact Score</u>	<u>My Score</u>
Death of a spouse	100	
Divorce	73	
Marital separation from relationship partner	65	
Jail term	63	
Death of a close family member	63	
Personal injury or illness	53	
Marriage	50	
Fired from work	47	
Marital reconciliation	45	
Retirement	45	
Change in family member's health	44	
Pregnancy	40	
Sex difficulties	39	
Addition to family	39	
Business readjustment	39	
Change in financial status	38	
Death of a close friend	37	
Change to a different line of work	36	
Major change in number of marital arguments	35	
Taking on a mortgage (home, business, etc.)	31	
Foreclosure of mortgage or loan	30	

<u>Event</u>	<u>Impact Score</u>	<u>My Score</u>
Change in work responsibilities	29	
Trouble with in-laws	29	
Child leaving home	29	
Outstanding personal achievement	28	
Spouse begins or stops work	26	
Starting or finishing school	26	
Change in living conditions	25	
Revisions of personal habits	24	
Trouble with boss	23	
Change in work hours or conditions	20	
Change in residence	20	
Change in schools	20	
Change in recreational habits	19	
Change in church activities	19	
Change in social activities	18	
Taking on a loan (car, home appliances, etc.)	17	
Change in sleeping habits	16	
Change in number of family gatherings	15	
Change in eating habits	15	
Vacation	13	
Major holidays	12	
Minor violations of the law	11	

**Your total score:**

## Life Stress Scores

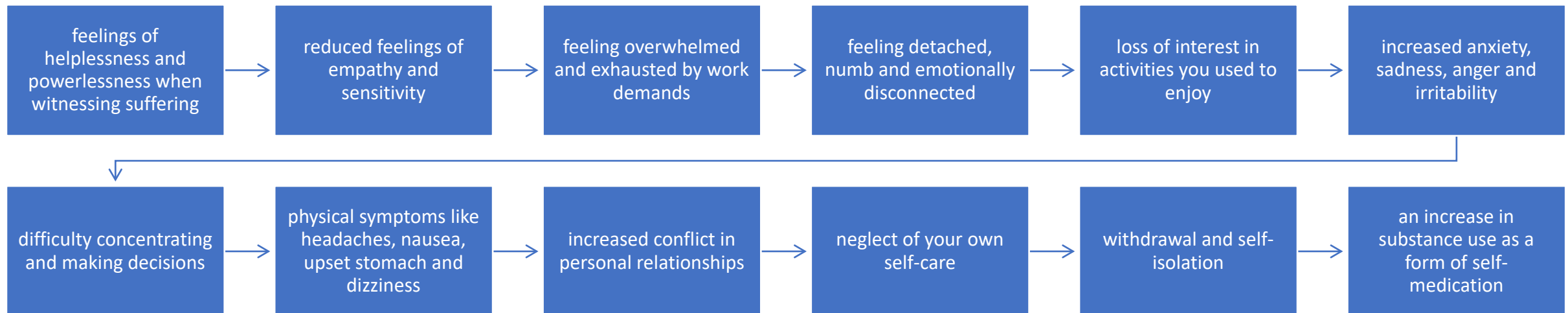
- 0 - 149** Low susceptibility to stress-induced health problems
- 150 - 299** Implies about a 50% chance of major stress-induced health problem in the next two years
- 300+** Raises the odds to about 80% chance of a major stress-induced health problem in the next two years

# Signs of Burnout

- Exhaustion – persistent tiredness
  - Loss of enthusiasm for work
  - Reduced work performance
  - Worry and Anxiety
  - Sleep problems
- Physical Burnout symptoms:
    - Headaches and migraines
    - Skin problem
    - General aches and pains
    - Irritability and mood swings

# Recognizing Compassion Fatigue

Compassion fatigue develops over time; you can spot the signs if you know what to look for. The Centre for Addiction and Mental Health explains that the main symptoms of compassion fatigue include the following:



# 5 steps to improve mental health and well-being



Connect with other People



Be physically active



Learn new skills



Give to others



Pay attention to the present moment (mindfulness)

<https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/>

# Connect with other people

Good relationships are important for your mental wellbeing.

They can:

- help you to build a sense of belonging and self-worth
- give you an opportunity to share positive experiences
- provide emotional support and allow you to support others

- Do not rely on technology or social media alone to build relationships. It's easy to get into the habit of only ever texting, messaging or emailing people



# Be physically active

Being active is not only great for your physical health and fitness. Evidence also shows it can also improve your mental wellbeing by:

- [raising your self-esteem](#)
- helping you to set goals or challenges and achieve them
- causing chemical changes in your brain which can help to positively change your mood

- Do not feel you have to spend hours in a gym. It's best to find activities you enjoy and make them a part of your life

# Learn new skills

Research shows that learning new skills can also improve your mental wellbeing by:

- boosting self-confidence and [raising self-esteem](#)
- helping you to build a sense of purpose
- helping you to connect with others

- Do not feel you have to learn new qualifications or sit exams if this does not interest you. It's best to find activities you enjoy and make them a part of your life

# Give to others

- Research suggests that acts of giving and kindness can help improve your mental wellbeing by:
  - creating positive feelings and a sense of reward
  - giving you a feeling of purpose and self-worth
  - helping you connect with other people
- 
- Some examples of the things you could try include:
  - saying thank you to someone for something they have done for you
  - asking friends, family or colleagues how they are and really listening to their answer
  - spending time with friends or relatives who need support or company
  - offering to help someone you know with DIY or a work project
  - volunteering in your community, such as helping at a school, hospital or care home

# Self-Care Plans

Should include the following domains:

- **Physical:** eat well, exercise, get enough sleep, get medical care
- **Psychological:** reflect, journal, engage in leisure activities, let others help you
- **Emotional:** have pleasant thoughts about yourself, engage in laughter/play, express emotions in appropriate channels
- **Spiritual:** personal choice, such as prayer or mindfulness meditation



Fill in the boxes with activities you can do to cope for each section.



Rest/Relaxation



Expression

I need..



Health/Spirituality

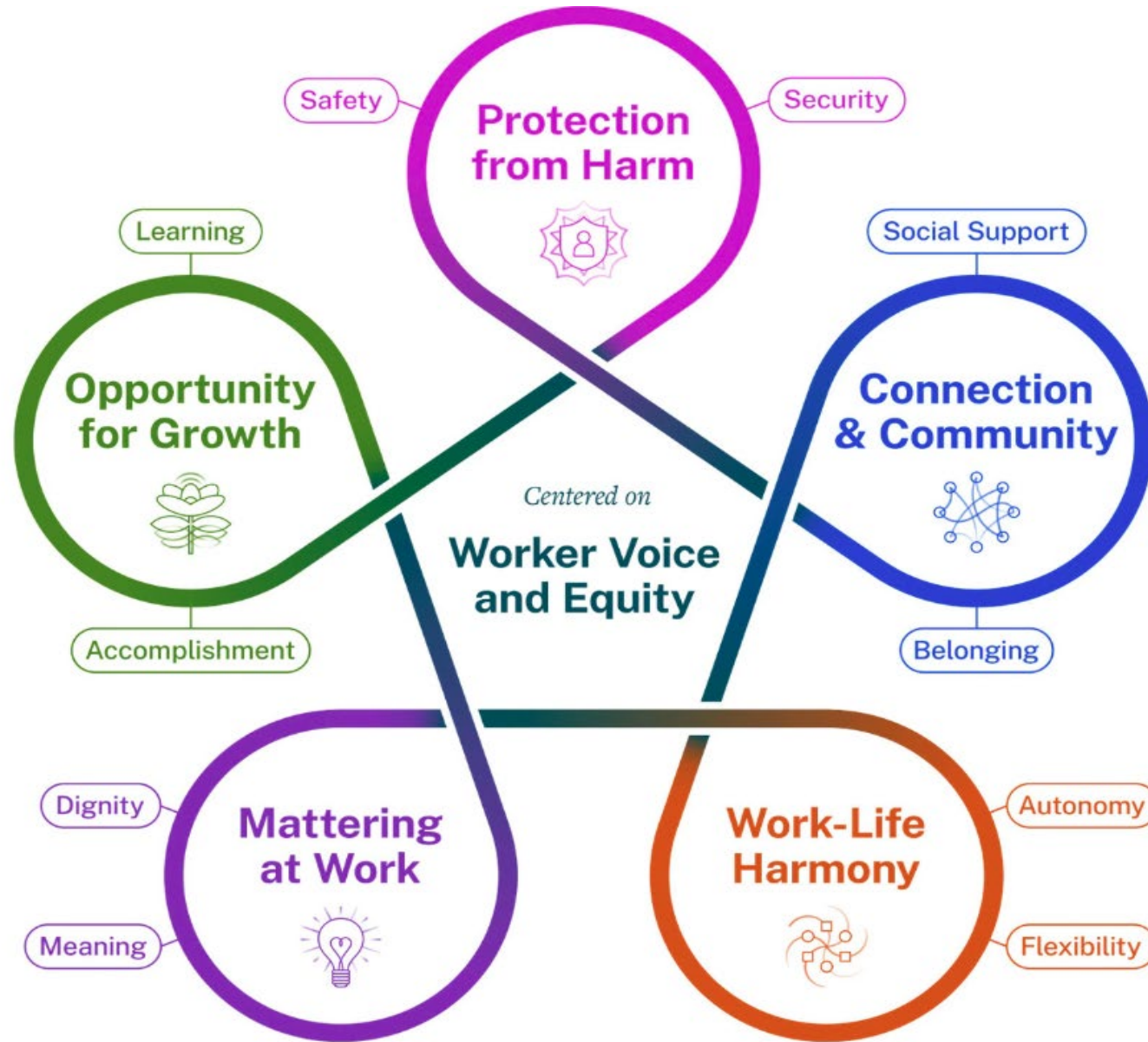


Companionship

# The Surgeon General's Framework for Workplace Mental Health and Well-Being

**The framework is centered on the worker's voice and equity**, these Five Essentials support workplaces as engines of well-being. Each essential is grounded in two human needs, shared across industries and roles. Creating a plan to enact these practices can help strengthen the essentials of workplace well-being.

<https://www.hhs.gov/surgeongeneral/priorities/workplace-well-being/index.html>



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**This resource list** was developed through a SHIP TA Center-led workgroup that included representatives from multiple national organizations: ADvancing States, Alzheimer's Association, Inform USA, National Council on Aging (NCOA), SMP Resource Center, USAging, 988 Suicide & Crisis Lifeline, and Vibrant Emotional Health.

- Formats: Microsoft [Word](#), [Excel](#), and [PDF](#).
- Also available for download in the SHIP and SMP resources libraries



## **Navigating Challenging Client Contacts**

### RESOURCE LIST

Compiled by the national work group for challenging client contacts with members from the aging and disability network.

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# Fostering Professional Well-Being in Your Team

## Thank you!



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