University of Iowa Professional Self-Care Series

Session 1: Stress, Burnout, Resilience, OH MY!

Transcript 22-07-07

12:03:22 Good afternoon, everybody. thank you for joining me today over the next few weeks we're gonna focus on strengthening your mental health and well-being, so that you can show up at your best whether it's at home at work or in

12:03:38 the community this week will be an introduction of sorts with some strategies for taking care of yourself in the moment. and then in our future sessions, we'll go a bit deeper into your attitudes about

12:03:53 self-compassion and strategies for caring for yourself over time, both personally and professionally.

12:04:01 My name is Vanessa Lohf and I'm a project specialist in the Center for Public Health Initiatives at the Wichita State University Community Engagement Institute.

12:04:11 Here in Wichita, Kansas, our center provides a wide variety of consultation, facilitation, and capacity, building support to local and state public health systems across Kansas as a social worker with a background in child

12:04:28 welfare and organizational development. I also serve as a facilitator for a team from a cross-star Institute, focused on supporting trauma-informed resilience-oriented organizations I want to

12:04:41 take just a minute to thank our partners at the University of Iowa for making this series available to their public Health partners.

12:04:49 It's been super fun to engage in that collaboration I also wanna acknowledge that this series is largely drawn from information in the compass, compassion, resilience, toolkit that was developed in part by

12:05:03 Rogers Behavioral Health in Wisconsin so shout out to those of you that are registered and participating from Wisconsin today for today's session as well as others in the series.

12:05:18 I'm going to encourage you to think about Why, why does this subject matter to you, or what? What was your motivation to learn more about this?

12:05:28 And also to kind of challenge you to think about the information that's offered to you, which may not be new, but think about it in a different way.

12:05:40 In order to be successful and think about what kind of mindset and awareness, you can call around each of the topics as we present them along the way.

12:05:51 I'm gonna be inviting you to share your own thoughts and ideas with me in the Zoom Chat.

12:05:57 So please be sure to keep your keyboard handing. And the reason I do that is because I know that you all come with a vast set of experiences that can be helpful to others that are on the call with us today.

12:06:12 However, I also know that you all have been under a great deal of stress for the last couple of years, and so some of the discussions that we may have may bring up thoughts and feelings that are pretty near the surface for some of you and

12:06:28 If that happens, please take care of yourself. Step away if you need to grab something to drink.

12:06:34 Have some lunch. whatever you need to do to get yourself regulated again.

12:06:41 I'm gonna begin with a quick activity to help all of you Take a moment to transition from what whatever it was you were doing before you logged on here and enter into this new collective space for learning together and participation in this

12:06:59 is optional of course, so I’m gonna give you a series of statements, and I’d like you to consider your responses quietly to yourself, and to get ready I invite you to sit back make yourself comfortable wherever

12:07:16 you are that might be with your feet flat on the floor or propped up in your favorite position. Feel free to turn off your camera.

12:07:27 You won't need them let your hands lay gently open in your lap, or lightly on the arms of the chair, and keep your eyes open.

12:07:43 And now that you're in kind of a comfortable see I’d like you to gently glance around the space that you're sitting in and name to yourself 5 things that you see

12:08:06 Next identify 4 things that you feel or touch maybe that's the floor below you.

12:08:18 The air in the room 4 things that you feel

12:08:33 Hello! take a listen and identify 3 sounds that you hear in that space

12:08:49 Now 2 things that you smell

12:09:00 And one thing that you taste.

12:09:08 And now I invite you to take a moment and observe how this exercise of noticing what's around you made your body or mind feel there's no need to share.

12:09:22 But notice how you feel

12:09:28 The purpose of this exercise is to help us get more grounded in our own bodies, and be present to the space that we're in.

12:09:38 It's something you can do when you're feeling a little bit scattered.

12:09:43 You can even do this with your kids when they seem to be particularly stressed.

12:09:48 I've recently heard Grover from Sesame Street do this on a

12:09:55 Podcast that he was a guest on so kiddoes as young as preschool.

12:09:58 can participate in this, just to help get ourselves more present and quiet.

12:10:04 I really appreciate you participating in the exercise and let's get started.

12:10:14 So whether it's in the office or in the community interacting with people who come from a variety of experiences can be incredibly rewarding.

12:10:25 It can also be emotionally draining and physically and intellectually demanding the stress of living in an ever-changing community environment.

12:10:36 With a lot of unknowns and demands to keep up with rules and processes, can take its toll on our well-being and resilience.

12:10:46 And if our efforts to help other people gain the resources, they need to support their health, and well-being, we have to take a look at our own capacity, both personally and professionally to model the very thing that we're trying to build

12:11:02 in other people. The extent to which your team or departments, culture and systems support those efforts also has to be considered an intentional focus on building staff.

12:11:18 Resilience is a shared responsibility between us as an employee and organizational leadership, and it's an opportunity.

12:11:28 Because there's a strong case for well-being including compassion and resilience is being identified as a core value and a pillar of healthy organizations of every kind. So today.

12:11:42 I'm going to briefly introduce you to the compass model of wellness, and provide you a definitions that are foundational to the discussions that we're going to be having about maintaining your well-being both at

12:11:54 work and outside of it. well also talk about how compassion fatigue can impact your ability to be compassionate towards the people that you work with, and the people that you work alongside and offer some ideas for staying regulated in those

12:12:12 moments when you might not be feeling your best so let's start by talking about one of the many ways to think about wellness called the Compass model.

12:12:25 This model is based on the work of Drs. Scott and Holly Stoner, of Samaritan Family Wellness Center in Wisconsin, and in this model there are 4 sectors of our life that contribute to wellness in 2 areas

12:12:38 under each sector. All of them are very interconnected to support overall well-being.

12:12:45 I'm gonna give you the highlights of this today. but in our third session coming up in August. we'll go a little bit deeper into this model in the mind.

12:12:58 Sector. you'll see school in work. which is the ability to get the most out of educational volunteer or employment opportunities, and you'll also see organization, and that's not so much the place, but the process and that includes

12:13:14 the ability to manage time, our priorities, our money, and our stuff.

12:13:22 Next are the 2 areas within the spirit sector which are core values.

12:13:29 And but for this part this is the development of a personal value system that supports your sense of meaning and purpose, which we're going to get deeper into in session.

12:13:41 4. It also includes the idea of rest and play, which is that ability to balance what we consider to be work, and what we consider to be play in order to renew ourselves, stress, resilience, and care for body make up the strength

12:13:59 sector and stress resilience is the ability to deal positively with the challenges of life and care for body, and she probably guessed, is the ability to build healthy habits around your physical well-being and to end

12:14:14 unhealthy happens. And then, finally, we come to the heart sector, which includes relationships and and the ability to create and maintain healthy connections with others and emotions which is not just the ability to express our own emotions but to

12:14:38 also receive other People's emotions in a compassionate and healthy way.

12:14:46 So an important idea to remember as we go through today and through the series, is that compassion is a 2-way street.

12:14:54 We can't make a compassion and approach towards other people, if we don't put practice self-compassion. Self-compassion is extending kindness to ourselves in instances. when we're feeling an

12:15:11 adequate like, we're failing or we're just not doing well in general, and when we consistently approach people with compassion, the outcome can be satisfaction, but it can also be burnt be burnout

12:15:27 Compassion satisfaction in simple terms is the positive feeling that you get from being able to help others and to receive gratification and reward from that role of being a caregiver.

12:15:42 And the goal of our discussions today and again over the course of the series is to grow the experience of that system in less than burnout and secondary trauma.

12:15:54 So for our purposes today we're going to use compassion fatigue as kind of an umbrella term that covers both burnout and secondary traumatic stress.

12:16:05 But burnout is usually a result of being under continued stress, related to a very high workload.

12:16:12 A non-supportive work environment. we're feeling like our efforts just aren't making a difference.

12:16:21 Secondary trauma can happen when we learn about the traumatic stress or stressful events experienced by the people that we serve or support.

12:16:32 And I suspect many, if not all, of you, have experienced one or the other of these sometime in your career.

12:16:42 And we rule all of these things into this umbrella of compassion, fatigue, which can be summed up as the feelings of depression, sadness, exhaustion, anxiety, irritation, that we might experience

12:16:59 as helpers in our work, and our personal life it's important to note that compassion fatigue is a normal response to the abnormal situations we might find ourselves working in and hearing about from the people that we serve

12:17:24 On the other hand, compassion, resilience is the ability to maintain our physical, emotional, and mental well-being.

12:17:34 While responding compassionately to people who are struggling.

12:17:39 So think of this resilience as a reservoir well-being that we can draw upon on difficult days and in difficult situations, and it allows us to be present and effective in challenging situations.

12:17:55 And it can be replenished on days when things are going really well.

12:17:58 Now all of the demands and pressures that you face and certainly serve to drain your compassion resilience.

12:18:06 If you're don't regularly act to refill that well, and we all have our own ways of doing that.

12:18:15 But today I hope to offer you some information to help you understand.

12:18:20 Some of the thoughts and behaviors that undercut our resilience, and give you some strategies.

12:18:26 For expanding your options to recharge, because being aware of both of those things, helps us make the most helpful choices for our own well-being.

12:18:38 So I’ve put in the chat a copy of the slides of today's presentation, and I’m going to drop another handout that goes along with the conversation we're about to have and compassion resilience

12:18:54 and compassion, fatigue both need intentional focus in order to ensure that our reservoirs don't run dry.

12:19:03 But to do that we need to know, what to watch out for so I'm gonna walk you through some of the different stages of compassion fatigue, and, as I said, I’ve shared with you a handout that you can use as a

12:19:16 visual way to help you notice these in the moment So the first stage in this process is what we call the zealot stage, and this is often where we are when we're new to a job.

12:19:34 Or take on a new project, or even a life's new life circumstance like moving into a new home or meeting new people, or getting married, or all meeting new friends.

12:19:50 And it's during this stage that we're more likely to kind of fill up our plates.

12:19:55 We're really excited, we say, yes, to lots of things we try out lots of new skills, and it makes sense that this might be the beginning of compassion fatigue, because our expectations aren't always as realistic as they should

12:20:11 be so. we take on sometimes, maybe more than we can chew and sometimes systems can contribute to a person experiencing compassion, fatigue in general, even in this early stage, because when an organization sees somebody who's very excited and

12:20:35 enthusiastic about a new roller position they may be more likely to pile a lot more on their plate instead of supporting them in deciding what is realistic for them to take on it's like trial by fire

12:20:50 right welcome to your name. job. we're gonna give you all the new things, cause you're super excited about it.

12:20:56 But from here we can move into the second stage, which is the irritability stage, and in this stage we might begin to see some of the imperfections of the system, and maybe some imperfections in ourselves.

12:21:15 So we're coming from this stage with a lot, of enthusiasm and optimism. And now we're seeing some of the cracks in our behavioral health system, or maybe within the school systems that we support or other

12:21:29 programs that might be intended to be in place to support our work in the well-being of the people that we serve.

12:21:38 We might also start to see, some of the cracks within the colleagues that we've bonded with, but maybe because of the pandemic, or because of changes in workloads.

12:21:51 They're not there to support us as much in the way that we need, or we would like them to.

12:21:59 And as a result we maybe get a little pricklier.

12:22:04 We might start to belittle the people that were working to support.

12:22:07 We might get a little more sarcastic in our humor.

12:22:10 We might find that we're getting more distracted when people talk to us.

12:22:16 Particularly those that were there to serve you know we have a patient in front of us, and they're going on about a story, maybe, that we've heard 3 times in the last 15 min.

12:22:28 And we start thinking about what's going on outside the room and what other kinds of tasks that we're needing to get done, and he is in the state we find that we start to distance ourselves, which we'll see is kind of a

12:22:44 theme as we move through the cycle, becoming more and more removed from the work that we're doing.

12:22:54 And if that continues, you may then move into what we call the withdrawal stage, and we can put into this phase, if we can't find a way to move towards back towards that optimism that we have before because of all

12:23:07 the imperfections that we've discovered and you may really start to feel overwhelmed by the complexity of the needs that you're there to address.

12:23:20 So naturally, then, those feelings of overwhelm can turn into feelings of fatigue and drain, and often it's because we feel inadequate to address all of the things that we see and so we begin to

12:23:35 protect ourselves by backing away and withdrawing, we may start to lump individuals and to kind of individualized group or generalized groups, and pull from stereotypes that we may have learned over time and we might even

12:23:51 start to see people as irritants rather than the people that we were so excited to support earlier in our time working with them.

12:24:04 You may also notice that you not only begin to feel more withdrawn from work, but you may begin to neglect family or things that you used to really enjoy, or maybe even just stop taking care of yourself in general, and from a systems perspective, systems that don't

12:24:24 have a clear expectation of employee Behaviors and whole bit employees, accountable with compassion, allow individuals to be in this struggle alone, and they often go unnoticed.

12:24:41 Now I want to acknowledge sometimes there are wellness programs in place that help address the realities of the workplace, and they respond to those employee voices, and they can really help to create an environment where people who are

12:24:56 withdrawing are identified and they're supported and their wisdom is used to address some of those system-wide concerns.

12:25:07 So we'll be talking about that in a future session but there's an opportunity here to notice what's happening.

12:25:15 Was staff. learn from it and make changes as an organization but let's say you've continued through the cycle.

12:25:24 Then you may find yourself in what we call the zombie stage, and that's when our feelings of hopelessness.

12:25:29 That we maybe we're having during the withdrawal phase, start to turn into range.

12:25:36 We find that we start to see the people around us as incompetent.

12:25:41 We maybe start to get an inflated sense of self i'm the only one who can do this, or if I want it done right, then do it yourself right, or if that client or patient would just take my advice none of this would have

12:25:58 happened right? So, as a result of seeing people with this more negative lens, we're much more likely to work in our silos, and then become even more withdrawn and more removed from the people around us.

12:26:16 It can be hard to find time to have any sort of fun or to find humor in the world around us, and we may find we experience an increase in the disconnect from the people that we work with and at the same time feel like we

12:26:33 can't do enough so. we're feeling disconnected But we also feel like that Hamster in the perpetual wheel, and sometimes the system again or perpetuate this part of the process and it

12:26:53 really kind of shows us that nobody's untouchable if the system doesn't intervene with individuals in the zombie stage to offer support and ask itself if this is a sign of broader concerns that need to be

12:27:08 addressed the system can expect more. employees to get to this place, and that ultimately can have a negative effect on the team and on the organization's mission.

12:27:22 So then finally we come to a bit of a fork in the road.

12:27:26 We have this unwell versus the renewal space, so you can continue with the feelings of unwell, the feelings of compassion, fatigue, and sometimes those feelings will lead to physical illness, or Just a general state of

12:27:44 overwhelming, or you can take a turn towards renewal.

12:27:49 And this is a place of resiliency, hardiness, and transfer transformation.

12:27:58 Now I just wanna say that oh, each one of us can experience this cycle as an individual.

12:28:08 But systems as a whole experience this as a larger group of people or whole entities.

12:28:15 And sometimes we see it in different parts of the year. You know for educators.

12:28:20 We see it when school starts they're super excited at the beginning of the year, and by the end of the year they're just putting one foot in front of the other, and maybe they're not collaborating as much as they need

12:28:31 to We see this in public health when we start in the end a new project.

12:28:36 I think we probably have all felt this as we've dealt with the public health emergency that it was everybody was raining to go in the beginning, trying to figure it out.

12:28:47 And now everybody's exhausted and maybe not playing as nice with community partners as we were before.

12:28:54 The pandemic began, but because nobody gets into this cycle alone, often things that are put in place around us can contribute to where we find ourselves within the cycle.

12:29:07 So if I don't feel like I have a lot of supervision in my work, or I feel like I have a lot of exposure to secondary trauma. I've got a lot of unrealistic

12:29:20 expectations placed on me Naturally, I’m probably gonna find myself moving through this cycle a bit more frequently than if I did.

12:29:29 If I had more support and clearer expectations I want to emphasize, though, that experiencing this cycle is completely normal.

12:29:44 I'm gonna say that again, having these feelings is completely normal.

12:29:51 This is something that we, as humans, experience sometimes several times over in the last couple of years, have exacerbated this for a lot of people who do the kinds of work that you do.

12:30:07 This is an opportunity to use this as a self-awareness tool, so that we can help ourselves come out of that place and figure out what supports we need to better care for ourselves.

12:30:19 And it's also an opportunity for organizations and systems to be aware of how employees move through these phases, or how the organization as a whole moves through this cycle of compassion.

12:30:33 Fatigue, so that they can think about what interventions can be put in place to help prevent it from happening. Well, we're just support the people that are experiencing these different stages, and even though this is set up as a

12:30:49 cycle. you can very much bounce around, so you might start off as a zealot super excited.

12:30:54 And then, all of a sudden you find yourself down and withdraw.

12:30:57 Or you're in the irritability stage and suddenly you're in the zombie stage. So I don't want to give the impression that this is necessarily going to be a clear process like it's outlined

12:31:10 here, but I want this to be an opportunity to bring awareness to where you might be at, and so I wanna pause here, cause I've been talking for a long time already.

12:31:25 And I’m just curious if any of you are willing to put into the zoom Chat.

12:31:30 No need to unmute or anything like that. But did any of you see yourself in this cycle?

12:31:37 As I was going through it, and if so in what way, and when I I've been doing this kind of training since before the Public Health emergency, and I remember the first time I saw it, I thought -oh I train on this stuff, and I can

12:31:55 see where I’m at in this and I sent it to a colleague of mine, and she did the same thing.

12:32:03 Only choose stronger words than -oh so I’m.

12:32:09 Curious if you put in the zoom Chat, did you see yourself here?

12:32:17 And any point. Thanks, Jennifer. Thanks for being brave and being first. Yeah.

12:32:23 So lots of you absolutely

12:32:31 Thanks, Bethany, for being honest about being in the zombie mode for a long time, and Erica thank you.

12:32:40 For being honest to say you're kind of in the irritability states right now, and wavering between those stages like a roller coaster.

12:32:51 Absolutely. thank you. Crystal. and Katherine I thanks for noticing that you're doing that individually and part of the organizational process.

12:33:02 Thank you, Mary. Yeah. withdrawal me too. thanks Thomas I've seen myself, especially in the last couple of years going through a number of these stages, as we have supported our public health partners.

12:33:18 The good is it is a vicious cycle. Lori: Thank you.

12:33:21 You know. Having said that though the good news, is that at any stage in the cycle, we can learn skills and mindsets that change that trajectory back towards compassion, resilience, and compassion, satisfaction, So we

12:33:36 don't have to get stuck in this path and one of the reasons that I shared the kind of cute little.

12:33:43 I guess it's cute if you like cats But the way reason I shared that visual with you is that something you can hang in your office or your cubicle space, and you can kind of look at it and go

12:33:54 This is kind of where I’m at right now what do I need to do to get myself out of it. And to Now you're right.

12:34:01 Self-compassion is so important and in fact, it's so important that our second session is focused on nothing but that.

12:34:09 So thank you for pointing that out. So next I want to take a little bit of time getting more specific about the impacts that stress and compassion fatigue can have on your ability to regulate your emotions and on how you

12:34:25 build relationships and communicate effectively. Some of this information may be new to you, others to you it may not be, but I hope that may be thinking about it in this context.

12:34:37 Will help. So we're gonna start with a really short biology lesson. as you likely already know, the brain is made up of thousands of neurons that become specialized and form many components that sit in 3 primary areas of the

12:34:54 brain. These regions develop from the bottom up in a sequential way, starting with the brain stem and Diencephalon.

12:35:05 And that primary role of this region is to manage all the communications within the body's regulatory systems.

12:35:12 Our breathing, our heart, ring, our appetite, our sleep patterns, all of those things that help keep us alive, and that system works very closely with the limbic rate in which is where the brain starts to interpret the information that comes in to

12:35:28 conduct kind of a quick assessment of whether we're safe or not.

12:35:33 So this is where our fight flight and freeze response lives.

12:35:40 And in addition to those responses, is something known as flocking.

12:35:44 And what we mean by that is gaining protection through gathering our social resources.

12:35:51 And this region is where our emotions are memory and our reward centers are located which are hardwired to make connections between experience and the necessary responses to keep us safe or to bring us pleasure and most importantly to help us

12:36:11 make connections to other humans. Now those assessments are very fast and tend to be over generalized, because our brain operates, and better than safe than sorry mode.

12:36:22 But ultimately this part of the brain helps us relate to our environment and to each other by building attachments and affiliations.

12:36:32 The last region that we're going to talk about and the last one that developed are the cortical regions which is where our abilities to learn process, language and problem solve are located.

12:36:45 Now this is a part of the brain that also tells time, so it helps us determine if something is happening in the past or right now, and it helps us see in the future this part of the brain looks at the initial thread assessment from

12:37:01 the limbic system reviews all the possibilities and Then it sends messages back to the limit region to potentially reduce or turn off our stress responses and turn up the reward processes based on the knowledge that we've

12:37:17 gained over time. Now this part of the brain is not fully developed until we're in our late twenties.

12:37:23 If ever Anybody who's not a teenager probably can relate to that and this part of the brain also works a lot more slowly to allow for abstract thinking, and it's important to remember that the primary function

12:37:39 of the brain is to keep us safe and alive. So when we experience a significant threat, whether that thread is real or perceived, the top part of the brain disconnects, so to speak, to allowed the protective parts of the brain to do

12:37:57 their jobs more efficiently. We call this flipping our lead and the stress responses kick in until that threat is resolved.

12:38:06 And then that court text comes back online. So with that basic information in mind, I want to talk about how communication is impacted.

12:38:17 So our brain is continually getting input from our body, the inside world, through our all of our regulatory systems, and then our outside world through our 5 senses. and those incoming signals are processed in a very sequential way with the

12:38:34 first sorting taking place in the lower, less smart parts of the brain.

12:38:43 To effectively communicate with another person. We need to get through the lower parts of their brain, build a connection with them, and only then can we be reached that cortex which is the part responsible for thinking, including problem, solving and reflective

12:38:59 thinking, but our brain space become dysregulated when our coping skills are overwhelmed for long periods of time, or when we're experiencing that real or perceived threat.

12:39:13 And so, when our lids are flipped, our levels of anxiety, irritability, and fear may go up as our brains are more focused on keeping us safe, and when that happens we become more limited in our ability to process language and

12:39:30 process choices, which means we're less able to practice the information we need to be responsive to a situation, and instead, it makes us more reactive.

12:39:42 And when we talk about being reactive we mean acting without thinking.

12:39:47 So what we're communicating with another person what we might consider to be a perfectly reasonable thought gets filtered down through our brain through space, and then up through the other person's mental processes.

12:40:04 So you can see that there are lots of places where that process can go wrong, and that's where understanding this sequence of engagement comes in, because without some degree of regulation it's difficult to connect with another person, and without that connection

12:40:23 there is little chance of reasoning with them. So we called this, and Dr.

12:40:31 Bruce Perry, who came up with this, calls this Reg.

12:40:33 The 3 R's regulate relate and reason trying to reason with somebody before they're regulated.

12:40:40 Isn't gonna work and it's probably just gonna increase frustration for both of you.

12:40:47 So effective communication or health education, or coaching or parenting those all require an awareness of this process, and an adherence to that sequence of engagement.

12:41:04 I'm. Curious, have any of you seen this play out in your work over the last couple of years.

12:41:11 People who are scared and in protective mode who can't hear messages that relate to their own safety and well-being.

12:41:24 Anybody else run into that? Yeah, not only a little bit, but capitalized with an exclamation point.

12:41:34 Yeah, So we see it in our patient interactions. But we also see it in our interactions with one another.

12:41:42 Right when we're scared and overwhelmed and feeling like weird we don't know what's going on what's in control.

12:41:49 That also can affect that communication. so I’m gonna drop another handout here right quick for you, and understanding that sequence gives us an opportunity to do some homework about ourselves, and how we handle stress, because they're freezing affects our

12:42:10 communication. Then we need to be able to identify our body signals when we're under stress.

12:42:16 What situations get us there the fastest, and then what we can do to get ourselves regulated again before we move on.

12:42:28 So I, when I dropped in the chat, was a very simple little worksheet that we developed based on the work of Dr.

12:42:34 Sandy bloom, and it's just asking yourself to identify how you know that you're that upset some of us tap our feet.

12:42:47 Some of us are breathing and heart rate. Go up.

12:42:52 Some of us get flushed. Some of us get really quiet, right?

12:42:57 But then also identifying what are the situations? Maybe you have a colleague or a client that just something about them causes you to flip your lid.

12:43:09 Or maybe it's not know the not knowing what or not feeling like you know what you're doing that gets you there?

12:43:17 And then putting together that 5 step plan. Thank you, Janelle.

12:43:24 Yeah, that growing need for engagement and transparency is all related to those 3 Rs.

12:43:33 And figuring out ways to be vulnerable, and at first we have to be vulnerable ourselves, and this helps us do that.

12:43:40 But the 5 step plan it's usually the hardest part of the process.

12:43:47 And so I want to give you some ideas for them in the last few minutes that we have.

12:43:52 So in the moment I am feeling I’m feeling it my heart rates up, I'm getting snippy with people.

12:44:00 I'm having a hard time focusing you Here are some ideas that you could put on your 5 step plan.

12:44:10 One is, you could try to find a safe space and for some of us That might be the stall in the ladies room, or in the men's room, where nobody can follow me right or you know mom's often say they do that

12:44:22 with little ones at home. Go to the bathroom although that doesn't always work, but find a safe space in your it may be a calling's office.

12:44:33 But somewhere in your organization to do that the next one is to bring. Yeah.

12:44:45 And I know that sounds so simple, but we so forget to do it.

12:44:50 Just focusing on your breath for a total of 12 min a day.

12:44:57 Make a huge difference, and you don't have to have any equipment, or do any silly poses or anything like that?

12:45:06 1 min of intentional breathing, and our gets you to your 12 min. and a simple way to be intentional about your breathing is to focus on taking in the breath and then making the exhale at least 2 counts longer

12:45:22 than your inhale, which is actually calming to the nervous system for your exhale to be longer than your inhale helps.

12:45:33 Call calm. our nervous. system so let's try it because I can feel myself getting excited, noticing that I’m coming near a time boundary.

12:45:39 So let's inhale and excel

12:45:48 One more time inhale, and then blew it out.

12:45:53 Your mouth.

12:45:58 And then notice how that made you feel so you can ask for a break if things are really hectic, some of you

12:46:09 I know the public health partners I’ve been working with vaccine clinics and testing clinics, and all of that.

12:46:16 It feels like there's never an end to it take a take a breath.

12:46:20 If you're rushing from appointment to appointment, or from meeting to Zoom meeting to Zoom meeting another practice, you can do is what's called a doorknob practice, and even though most of our doors don't

12:46:38 have knobs anymore. but you can place your hand so if you're going from exam room to exam room.

12:46:47 For instance, place your hand on the door before you go in don't know it.

12:46:55 Place your hand on the door if you're doing zoom meetings, put your hand on the desk, and then stop and stop stands for. Stop!

12:47:06 Take a breath, observe, and you're just observing how you're feeling at that moment.

12:47:15 No judgment just observing, I’m feeling kind of rushed here, or I’m feeling distracted, and then the P.

12:47:24 Is pick how to proceed, and notice I didn't just say perceived.

12:47:31 Take a moment to choose your next step. If you just came out of a staff meeting, and you're going to see a client.

12:47:40 Was there something in staff meeting you need to remember? Write it down on a post-it.

12:47:46 Note that way you can let go of it until later maybe it's.

12:47:52 Take another breath and then go into the room. Thomas thanks for the picture I'm really fond of that one, too, or for the comment about the picture.

12:48:00 Maybe you can do a grounding exercise like the one we started with today.

12:48:04 The 5, 4, 3, 2, one exercise, Or you could combine it with going for a walk like our friends in the picture are doing and noticing 5 things.

12:48:16 You see 4 things you hear. It might be a 2 min walk, but you can do that grounding exercise while you're doing it.

12:48:25 You may want to connect with a friend or co-worker who's a calling presence, and that's an example of that flocking response that I mentioned earlier emotions are actually contagious.

12:48:40 Thanks to what are called mirror neurons in our brain that not only recognize emotions and other people, sometimes they cause us to feel those emotions with them.

12:48:53 And so if we can connect with somebody who's calm and regulated that can help our home body return to that sense of call and balance, and then that allows you to be that person for the next person you interact with whether it's a client

12:49:11 or a colleague, or somebody you supervise or supervised by.

12:49:19 I also want to acknowledge here that a lot of us are caregivers, both at work and at home, and we all need to recharge our batteries, so that when so that we have enough energy to share

12:49:30 with others, and some self-care strategies are things you can't engage in when you're in that role or caregiver.

12:49:40 But there are things you can do like taking a breath or engaging and encouraging.

12:49:46 Self-talk like can do this I’ve got it I’m almost.

12:49:48 There you can do that at the same time as you're taking care of others.

12:49:54 So I’d be curious as I continue to talk what kind of strategies you use to calm yourself intense situations.

12:50:05 If you would throw those in the chat and share with one another, that would be super great to kind of give ideas.

12:50:14 So what do you do in the moment when you're at work feeling like you're gonna pull your hair out.

12:50:19 What do you do to calm yourself down so put that in the chat if you're willing, and I wanted to tie this back to the

12:50:34 So regulation plan that I mentioned close and eyes. Yeah. and breathing.

12:50:41 Thanks, Jennifer, So not only should you put together your 5 step plan, but I wouldn't encourage you to. then think about.

12:50:50 Where can you keep that plan so that it's handing thanks Erica.

12:50:57 So trying to talk to a calm person if they're not busy?

12:51:04 Yeah, but where could you put that plan? so that you could see it?

12:51:10 Cause if we're stressed out and our lids are flipped, we're not really thinking, hey?

12:51:13 Where's my 5 step plan right so where could you put it where it's easily seen.

12:51:19 The person that originally came up with that process her staff had lanyards, and so they put their five-step plan in their lanyard, so that when they got worked up they could.

12:51:31 They had it right there. Maybe it's something on your phone or hanging on your cubicle, or maybe you come up with some group ideas that you have hanging in the hallway that could help staff.

12:51:41 But also help your clients. So there are ways to keep that handy.

12:51:46 But I would also encourage you to maybe share that plan with somebody else who's willing to support you in times of stress and say,

12:51:57 I'm noticing this about you can we stop and take a breath together, or can we do a walking supervision meeting?

12:52:03 It's kind of like I I used to have a colleague that had diabetes, and she had a piece of paper on the back of her office door that listed her symptoms of when she was experiencing low

12:52:19 blood, blood, sugar, and what we needed to do to help her, and it was posted so that we could be as responsive.

12:52:26 We all knew it was there. Maybe you could do something like that with your self-regulation, plan with one or 2 of your close coworkers to help support each other when you're feeling maybe at your worst at work so as

12:52:46 we went down. I’m gonna turn things back to Kathleen here in just a second. but as you can start to see from the discussions we had today building our compassion resilience is an appointment process It

12:53:00 doesn't just magically happen, we can maintain a sense of curiosity as we track and manage our resilience by noticing where we are in that cycle of compassion, fatigue, and asking ourselves questions, about

12:53:16 what fills our well and what drains it, and those efforts will help us to develop the scales.

12:53:24 We need to be our best selves at work and at home, and allow us to have the energy to weather the challenges we face in a process our work with compassion and empathy.

12:53:37 So some of you may have seen a video by Dr. Brennan Brown that describes empathy, and if not in it, she shares the 4 qualities of empathy that were identified by Teresa

12:53:51 Wiseman, who's a nurse practitioner and a nursing scholar, and those qualities are the ability to take the perspective of another person staying out of judgment, which is sometimes super fun to do to be

12:54:07 judging, recognizing emotions in another in other people, and then come communicating that we see them.

12:54:19 As I mentioned earlier, the ability to express and receive emotions in healthy, compassionate ways is a part of the overall wellness compass.

12:54:29 So before I give it over to Kathleen. I want to leave you with one last exercise to consider when you're with a client, a colleague, or a family.

12:54:44 Member and those feelings of compassion and empathy seem like they're kind of out of reach for you, for the this is something you're gonna wanna do discreetly and try to do all of the steps with the

12:54:59 same person, and you may want to practice it when you want to bring yourself out of that place of judgment, especially if you're in a tough interaction with another person, because at the root of it all, we're all human beings that

12:55:17 crave attention, recognition, affection, and, above all, happiness.

12:55:24 So picture someone in your mind that may be really challenges you.

12:55:29 Maybe they're on that list of things that get you there. the fastest, and try this exercise thinking to yourself just like me.

12:55:40 This person is seeking happiness in their lives just like me.

12:55:47 This person is trying to avoid suffering just like me. This person has known sadness, loneliness, and despair.

12:56:02 Just like me. The person is seeking to fulfill their needs, and they're learning about life.

12:56:11 Finding those commonalities can help us build that compassion.

12:56:15 So before, before I hand it back to my friends in Iowa.

12:56:20 I wanna thank all of you for allowing me to be a part of your learning journey.

12:56:23 You're gonna receive an email that includes all of the handouts that were shared in a link to today's recording.

12:56:31 So if you have colleagues that missed it feel free to share, we hope that you'll also be joining us for our upcoming sessions where we're gonna dive deeper into practicing

12:56:41 self-compassion what gets in the way and strategies for maintaining our well at work and beyond.

12:56:49 So, Kathleen, you wanna go ahead and jump right in there. Absolutely.

12:56:56 Thank you, Vanessa. We wanted to thank all of you for attending this wonderful session.

12:57:02 I have a couple announcements: One of our partners at the University of Iowa Prevention Research Center for Rural Health.

12:57:13 Is inviting the public health workforce in Iowa to participate in the study called Harnessing Knowledge elevated learnings.

12:57:21 I was experienced in getting Covid 19, and so

12:57:30 They would appreciate if you could stop a survey about your experience with the Covid 19 pandemic, and to tell us, tell them a narrative of one or more pandemic experiences.

12:57:39 It'll take approximately 1520 min to submit one story, and as a token of of appreciation, who will receive a public health hero T-shirt, an entry into a drawing for a high V \* gift

12:57:52 card. So I’m just gonna put this invitation in the chat in case anyone is interested in participating some background and information

12:58:17 And this is the rest of invitation

12:58:28 Yes, I think I have everything there. once again where we really appreciate you all taking the time to be here.

12:58:36 We would greatly appreciate if you could thought this evaluation about this session, and tell us what you liked or didn't like how we can improve.

12:58:47 Next time. you could also visit our website for more information about what we're doing.

12:58:53 And then I’m also gonna drop a link to subscribe to our mental health and wellness initiative.

12:58:59 But overall we hope to see. We hope you enjoyed the session, and we hope to see you at the next one.

12:59:06 Thank you. Thanks again. everyone. Please feel free to give us some feedback, so we know what we can do better for the future.