



*100% Employee-Owned Since 2017*

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# Keeping Engines Fine Tuned

Cassie Balk, BS & Anthony Hakel, BS

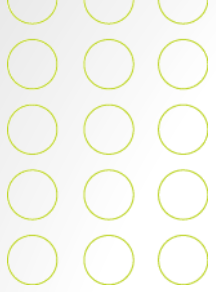


# Indianapolis, IN

- Greatest Spectacle in Racing!!
- 102<sup>nd</sup> running of the Indy 500.
- Will Power was this year's winner.
- First Australian to win the Indy 500.

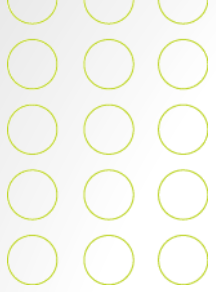


Indianapolis Motor Speedway, Facebook, 2018



# Race Strategy

- Define the cause of and signs/symptoms of self-care and compassion fatigue.
- Determine ways to assess if yourself &/or team need a “tune up”.
- Explain methods that you can use to “fine tune” your engine.



# The Track

## Defining Self-Care and Compassion Fatigue:

- Self-Care
  - Activities and practices that we can engage in to **reduce stress**.
  - Practices **maintain or enhance** our short and long term health and well-being.
- Compassion Fatigue
  - An **extreme state of tension** and preoccupation with the suffering of those being helped.
  - The tension creates **secondary traumatic stress** for the caregiver.





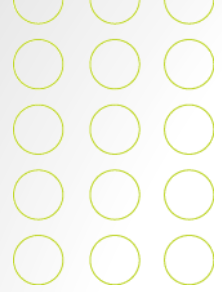
Hakel, 2018

**WHEN YOU'RE TRYING YOUR BEST TO LOOK PRETTY**

**BUT YOUR JOB HAS LEFT YOU CONSTANTLY  
EXHAUSTED FOR THE PAST SIX YEARS**





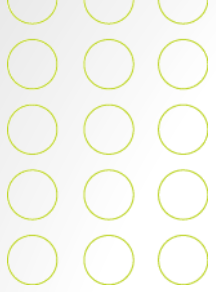


# Engine Overheating



## Symptoms on a Personal Level...

- Bottled up emotions
- Isolation from others
- Substance abuse
- Compulsive behaviors
- Difficulty concentrating
- Poor Hygiene/Appearance
- Legal problems
- Reoccurrence of nightmares
- Chronic physical ailments
- Apathy, sad, no longer finds activities pleasurable
- Mentally and physically tired
- Preoccupied



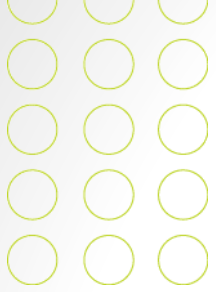
# Engine Overheating



## Top 3 Symptoms of Burn Out...

Symptom	Percentage
Mentally & Physically Tired	74%
Difficulty Concentrating	56%
Preoccupied	23%



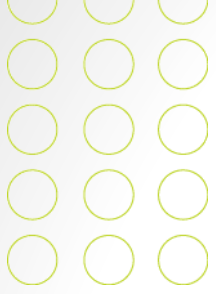


# Engine Overheating



## Symptoms on an Organizational Level...

- High absenteeism
- Changes in co-workers relationships
- Inability of staff to complete assignments and tasks
- Inability of staff to respect and meet deadlines
- Lack of flexibility among staff members
- Negativism towards management
- Strong reluctance toward change
- Inability of staff to believe improvement is possible
- Lack of a vision for the future

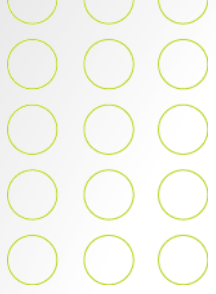


# Maintenance Warning Lights

What are the possible causes?

- Issues in Personal Life
- Bad Habits
- Ignoring Your Own Needs
- Caregiving
- Caseload Size
- No down time



A conceptual image showing a person in a business suit inside a clear plastic bottle, which is placed on top of a lit orange candle. The person's head is visible through the bottle, and the candle flame is at the bottom of the bottle. The background is a plain, light gray.

**FIT YOUR OWN  
OXYGEN MASK FIRST**

You're no use to anyone if you're running on empty.  
Caring for yourself first is often the  
best thing you can do, in order to help others.  
It isn't selfish, or egocentric.  
**Just really good advice.**

# Engine Diagnostic – What Warning Lights Mean?

Good News!!! There is a TON of resources.

- Assessments

- Are You Stressed?
- Are You Burning Out?
- Lifestyle Behaviors Checklist

- ✓ Assesses the negative and positive ways in which you manage stress.
- ✓ Lets do an activity!!!







# Engine Diagnostic – What Warning Lights Mean?

- Assessments (cont)
  - Professional Quality of Life: Compassion Satisfaction and Fatigue Version 5 (ProQOL) (Stamm, 2009-2012).

# Engine Diagnostic – What Warning Lights Mean?

## WHAT IS MY SCORE AND WHAT DOES IT MEAN?

In this section, you will score your test so you understand the interpretation for you. To find your score on each section, total the questions listed on the left and then find your score in the table on the right of the section.

### Compassion Satisfaction Scale

Copy your rating on each of these questions on to this table and add them up. When you have added them up you can find your score on the table to the right.

3. \_\_\_\_\_  
6. \_\_\_\_\_  
12. \_\_\_\_\_  
16. \_\_\_\_\_  
18. \_\_\_\_\_  
20. \_\_\_\_\_  
22. \_\_\_\_\_  
24. \_\_\_\_\_  
27. \_\_\_\_\_  
30. \_\_\_\_\_  
**Total:** \_\_\_\_\_

The sum of my Compassion Satisfaction questions is	So My Score Equals	And my Compassion Satisfaction level is
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

# Engine Diagnostic – What Warning Lights Mean?

## Burnout Scale

On the burnout scale you will need to take an extra step. Starred items are "reverse scored." If you scored the item 1, write a 5 beside it. The reason we ask you to reverse the scores is because scientifically the measure works better when these questions are asked in a positive way though they can tell us more about their negative form. For example, question 1. "I am happy" tells us more about

You Wrote	Change to
	5
2	4
3	3
4	2
5	1

the effects of helping when you are not happy so you reverse the score

- \*1. \_\_\_\_ = \_\_\_\_  
\*4. \_\_\_\_ = \_\_\_\_  
8. \_\_\_\_  
10. \_\_\_\_  
\*15. \_\_\_\_ = \_\_\_\_  
\*17. \_\_\_\_ = \_\_\_\_  
19. \_\_\_\_  
21. \_\_\_\_  
26. \_\_\_\_  
\*29. \_\_\_\_ = \_\_\_\_

**Total:** \_\_\_\_

The sum of my Burnout Questions is	So my score equals	And my Burnout level is
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

# Engine Diagnostic – What Warning Lights Mean?

## Secondary Traumatic Stress Scale

Just like you did on Compassion Satisfaction, copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

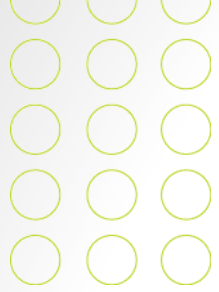
2. \_\_\_\_\_  
5. \_\_\_\_\_  
7. \_\_\_\_\_  
9. \_\_\_\_\_  
11. \_\_\_\_\_  
13. \_\_\_\_\_  
14. \_\_\_\_\_  
23. \_\_\_\_\_  
25. \_\_\_\_\_  
28. \_\_\_\_\_

**Total:** \_\_\_\_\_

The sum of my Secondary Trauma questions is	So My Score Equals	And my Secondary Traumatic Stress level is
22 or less	43 or less	Low
Between 23 and 41	Around 50	Average
42 or more	57 or more	High

© B. Hudnall Stamm, 2009-2012. Professional Quality of Life: Compassion Satisfaction and Fatigue Version 5 (ProQOL). [www.proqol.org](http://www.proqol.org). This test may be freely copied as long as (a) author is credited, (b) no changes are made, and (c) it is not sold. Those interested in using the test should visit [www.proqol.org](http://www.proqol.org) to verify that the copy they are using is the most current version of the test.





# Getting a Tune Up



- What you may already be doing?
  - Positive Behaviors from Checklist
  - Top 3 Ways to “Recharge”...

Activity	Percentage
Spend time with family	50%
Make time to relax	38%
Have a Sense of Humor	35%
Engage in Physical Activity	35%



# Getting a Tune Up



## What you can do?

- Develop Self-Care Plan
  - Self-Care Assessment
    - ✓ Measures of self-care in areas such as physical, psychological, emotional, spiritual, relationship, work place/professional, and overall balance.
    - ✓ Can give ideas for additional things to do in the future.
- Develop new coping skills.

# Types of Coping Skills

## Self-Soothing

*(Comforting yourself through your five senses)*

Examples:

Something to touch  
Something to hear  
Something to see  
Something to taste  
Something to smell

## Distraction

*(Taking your mind off the problem for a while)*

Examples:

Puzzles, books, artwork, crafts,  
crossword puzzles, positive websites,  
music, movies, etc.

## Opposite Action

*(Doing something the opposite of your impulse that's consistent with a more positive emotion)*

Examples:

Affirmations and Inspiration  
Something funny or cheering

## Emotional Awareness

*(Tools for identifying and expressing your feelings)*

Examples:

A list or chart of emotions, a journal,  
writing supplies, drawing / art supplies

## Mindfulness

*(Tools for centering and grounding yourself in the present moment)*

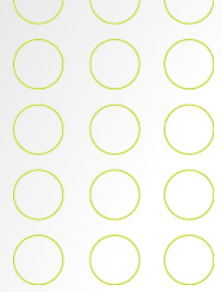
Examples:

Meditation or relaxation, grounding  
objects (like a rock or paperweight),  
yoga mat, breathing exercises.

## Crisis Plan

*(Contact info of supports or resources, for when coping skills aren't enough)*

Family/ Friends  
Therapist  
Psychiatrist  
Hotline  
Crisis Team / ER / 911



# Types of Coping Skills

## **Self-Soothing**

*(Comforting yourself through your five senses)*

Examples:

Something to touch

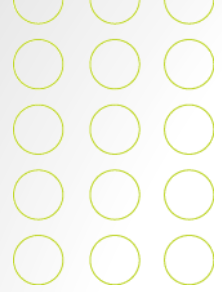
Something to hear

Something to see

Something to taste

Something to smell





# Types of Coping Skills

## **Distraction**

*(Taking your mind off the problem for a while)*

Examples:

Puzzles, books, artwork, crafts, crossword puzzles, positive websites, music, movies, etc.



# Types of Coping Skills

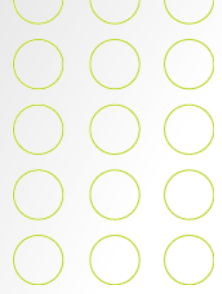
## **Opposite Action**

*(Doing something the opposite of your impulse that's consistent with a more positive emotion)*

Examples:

Affirmations and Inspiration

Something funny or cheering



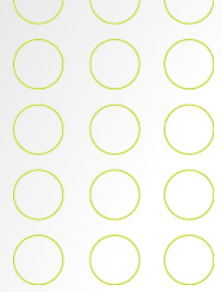
# Types of Coping Skills

## **Emotional Awareness**

*(Tools for identifying and expressing your feelings)*

Examples:

A list or chart of emotions, a journal,  
writing supplies, drawing / art supplies



# Types of Coping Skills

## **Mindfulness**

*(Tools for centering and grounding yourself  
in the present moment)*

Examples:

Meditation or relaxation, grounding objects  
(like a rock or paperweight), yoga mat,  
breathing exercises.





# Types of Coping Skills

## **Crisis Plan**

*(Contact info of supports or resources, for when coping skills aren't enough)*

Family/ Friends

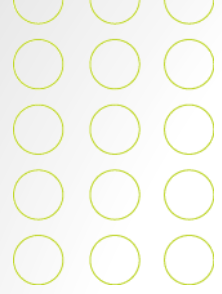
Therapist

Psychiatrist

Hotline

Crisis Team / ER

911

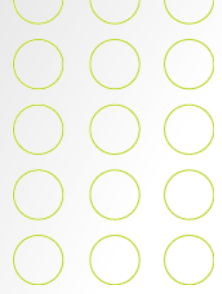


# Getting a Tune Up

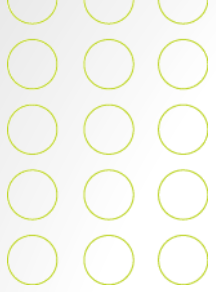


## What you can do?

- Like Reading? Books are a great resource!
  - Surviving Compassion Fatigue by Beverly Kyer
  - Self-Compassion by Kristin Neff
  - Trauma Stewardship by Laura van Dernoot Lipsky with Connie Burk
- Take your vacation time/PTO.
- Invest in the personal and professional growth of others. Help people develop into the best versions of themselves.
- Focus on relationships, encourage open communication, and learn to listen.



Social Work Tutor, Facebook, 2018



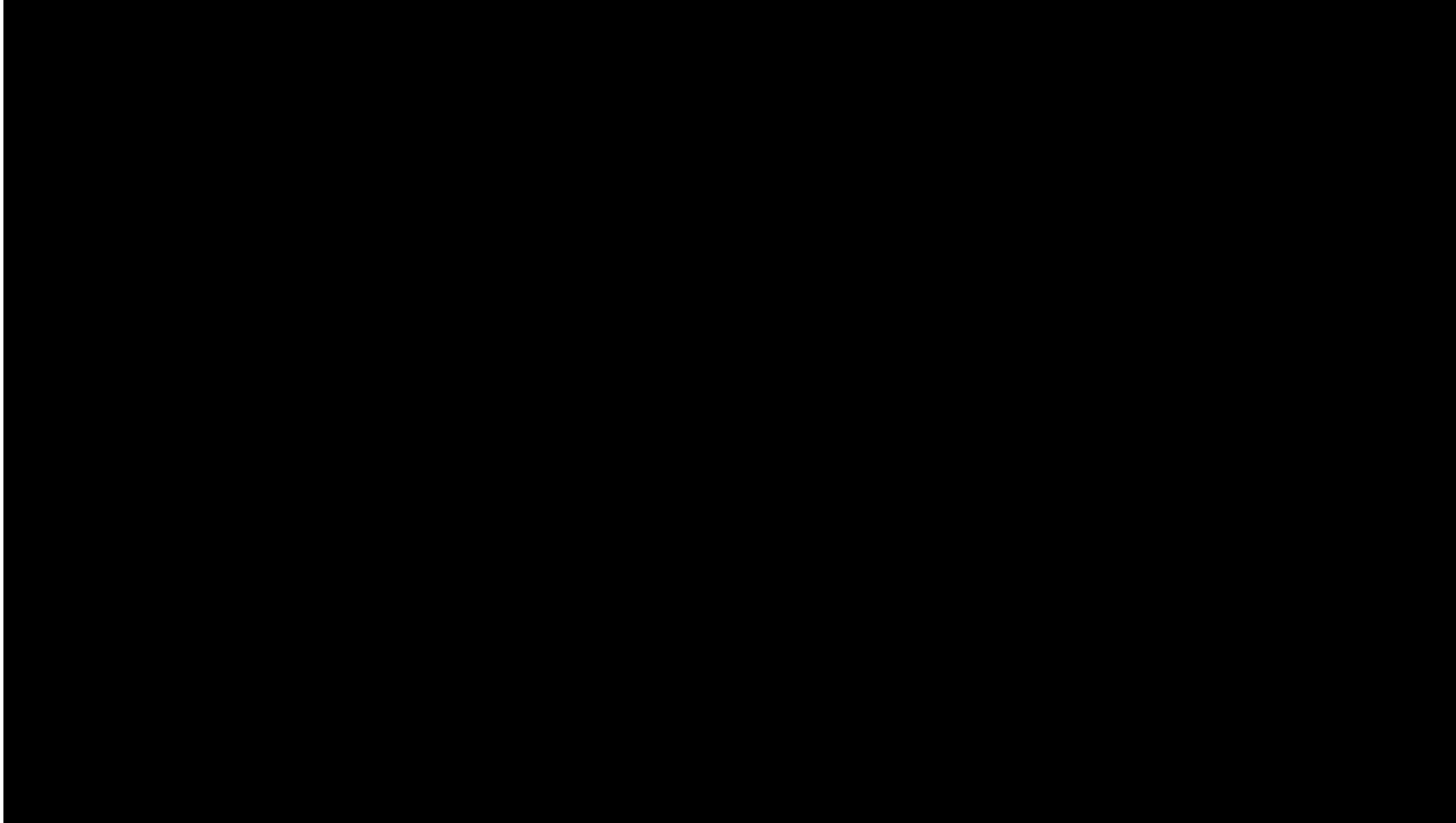
# Leaving Pit Lane



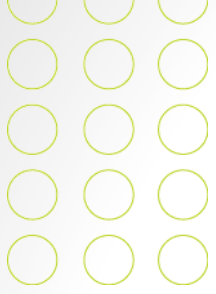
- There is no one size fits all.
- Don't isolate yourself, reach out to others.
- It is possible to practice healthy, ongoing self-care while successfully continuing to care for others.
- If compassion fatigue is present in your life remember it only serves to validate the fact that you are a deeply caring individual.



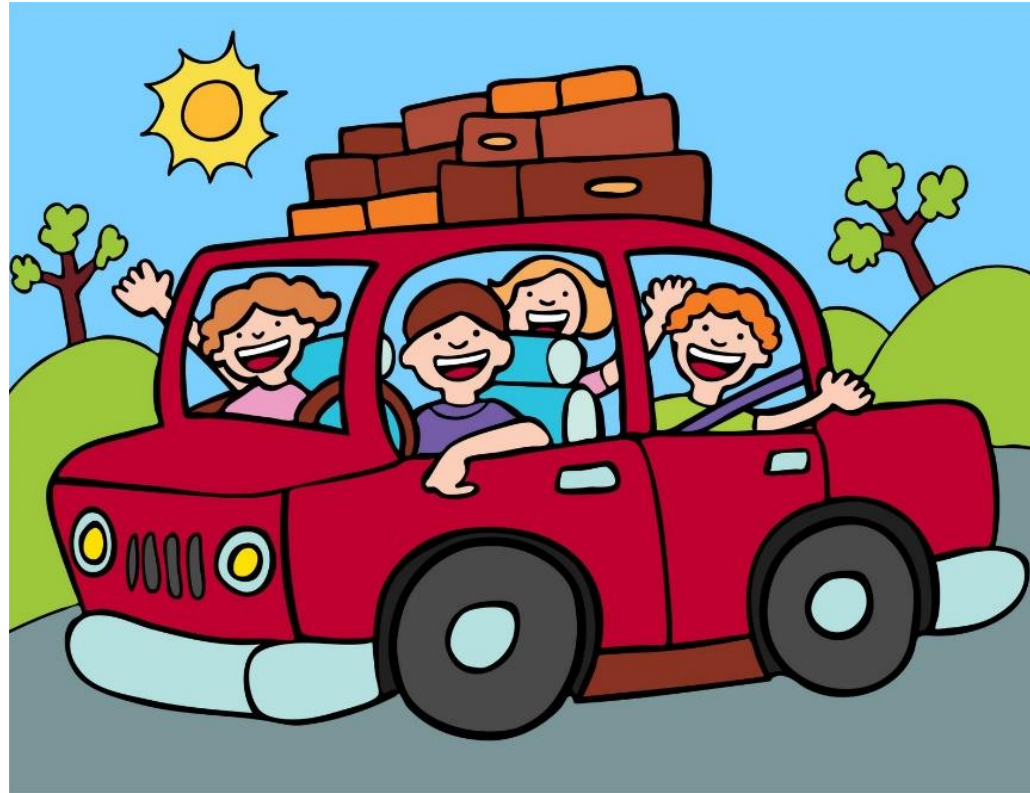
# How to Laugh Through Life







# Remember to Enjoy the Ride







# Questions?



## Is your lifestyle causing you stress?

The way you live your life can have a big impact on your health, well-being, and how well or poorly you handle stress. Below are lifestyle behaviors that affect stress levels. Please check the boxes that apply to you. Doing an honest assessment of how well or poorly you take care of yourself can help you manage your stress in the future.

<b>Lifestyle Behaviors</b>			
When you are under stress, do you:	Yes	No	When you are under stress, do you:
Smoke/use tobacco	<input type="checkbox"/>	<input type="checkbox"/>	Engage in physical activity at least three times a week for 30 minutes each day
Drink a lot of coffee or caffeinated drinks (more than 2-3 cups per day)	<input type="checkbox"/>	<input type="checkbox"/>	Get six to eight hours of sleep every night
Drink alcohol (more than recommended levels of 1-2 per day)	<input type="checkbox"/>	<input type="checkbox"/>	Maintain good eating habits
Overuse over-the-counter medications	<input type="checkbox"/>	<input type="checkbox"/>	Make time to relax
Overeat or under eat	<input type="checkbox"/>	<input type="checkbox"/>	Maintain a sense of humor
Spend too much money (e.g., do you have a lot of credit card debt and have trouble making payments?)	<input type="checkbox"/>	<input type="checkbox"/>	Play
Abuse/overuse tranquilizers or other over-the-counter medications	<input type="checkbox"/>	<input type="checkbox"/>	Maintain healthy rituals and routines
Watch too much television (more than 3-4 hours per day)	<input type="checkbox"/>	<input type="checkbox"/>	Be optimistic. Engage in positive thinking
Have angry outbursts	<input type="checkbox"/>	<input type="checkbox"/>	Spend time with family
Take illegal drugs	<input type="checkbox"/>	<input type="checkbox"/>	Spend time with friends
Withdraw from people	<input type="checkbox"/>	<input type="checkbox"/>	Make plans for the future
Ignore or deny stress symptoms	<input type="checkbox"/>	<input type="checkbox"/>	Figure out ways to manage stress
Engage in self-destructive relationships	<input type="checkbox"/>	<input type="checkbox"/>	Reward yourself for your accomplishments
<b>These are negative self-care behaviors.</b>		<b>These are positive self-care behaviors.</b>	

(Source: Unknown)

# Types of Coping Skills

<b>Self-Soothing</b> <i>(Comforting yourself through your five senses)</i>  Examples: Something to touch Something to hear Something to see Something to taste Something to smell	<b>Distraction</b> <i>(Taking your mind off the problem for a while)</i>  Examples: Puzzles, books, artwork, crafts, crossword puzzles, positive websites, music, movies, etc.	<b>Opposite Action</b> <i>(Doing something the opposite of your impulse that's consistent with a more positive emotion)</i>  Examples: Affirmations and Inspiration Something funny or cheering
<b>Emotional Awareness</b> <i>(Tools for identifying and expressing your feelings)</i>  Examples: A list or chart of emotions, a journal, writing supplies, drawing / art supplies	<b>Mindfulness</b> <i>(Tools for centering and grounding yourself in the present moment)</i>  Examples: Meditation or relaxation, grounding objects (like a rock or paperweight), yoga mat, breathing exercises.	<b>Crisis Plan</b> <i>(Contact info of supports or resources, for when coping skills aren't enough)</i>  Family/ Friends Therapist Psychiatrist Hotline Crisis Team / ER / 911

Where-To-Go (Resources):

**Introduction to Self-Care, University of Buffalo, 2018**

Source: <https://socialwork.buffalo.edu/resources/self-care-starter-kit/introduction-to-self-care.html>

**Compassion Awareness Fatigue Project, 2017**

Source: <http://www.compassionfatigue.org/index.html>

**100 Per Cent Human at Work is How to Win Tomorrow, Collymore, 2018**

Source: <https://www.linkedin.com/pulse/100-per-cent-human-work-how-win-tomorrow-bob-collymore>