



Webinar Series Participant Workbook



Self-Care, Resiliency and Compassion Fatigue in Student Support and Educational Services

Prepared by Françoise Mathieu, M.Ed. RP.
Co-Executive Director
TEND ACADEMY LTD.
May 2018

Webinar One: Understanding the Basics of Resilience and Wellness

Reflection Activity:

How do you transition from work to home?

Is there anything that you already do, but up until now had not seen it as a transition activity? (changing clothes, listening to music etc.)

Is there anything that you could add to your transition process, even if it only takes one minute?

Ask a few friends about their favourite transition activity and see if one of these might work well for you.

Webinar Two: What are compassion fatigue and burnout?

Reflection Activity: What areas are most challenging for you?

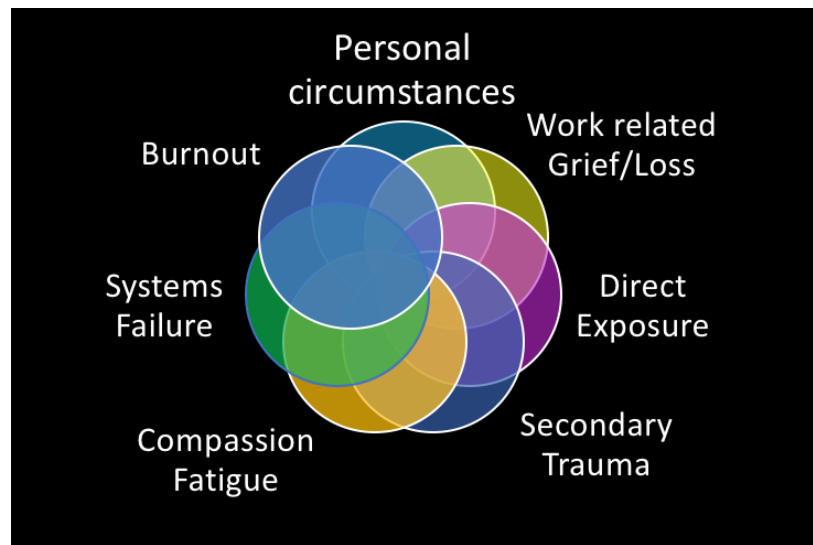


Image courtesy of Leslie A. Ross, UCLA

Webinar Three: Identifying your Warning Signs

Reflection Activity:

The Self Care Gauge

Green	Yellow	Red

Write down 3 warning signs that you are getting overloaded with stress (could be physical, emotional or behavioural):

1.

2.

3.

What does your Yellow Zone look like at home?

What does your Yellow Zone look like at work?

SELF-TEST: Assess your Physical and Psychological Resilience

Read each statement carefully. Give yourself points as follows: 2 points if the statement describes what you do every day/almost always, at work, at home, on the road, 1 point if the statement describes what you do sometimes, 0 points if the statement never applies to you.

#	Statement	Score
Body		
1	I eat regularly, eating when hungry and stopping just before I feel full	
2	I maintain a healthy weight	
3	I eat lots of vegetables and fruits throughout the day	
4	I choose whole grains, non-processed foods and limit my sugar intake	
5	I have healthy snacks with me in my office, on the road and at home	
6	I drink at least 8 cups of fluid (water, other healthy options) throughout my day	
7	I use the stairs everywhere possible	
8	When possible I walk or cycle to meetings, appointments, shopping & other outings	
9	I use work breaks or lunchtime to stretch, go for a walk or take an exercise class	
10	I do activities that strengthen my muscles, bones & improve posture 2 - 3 times a week	
11	I do stretching & balancing activities 2 - 3 times a week	
12	I accumulate 150 minutes of active living/ increased heart rate every week	
13	I get regular preventative and required health care	
14	I do physical activities that I find fun	
15	I make sure I get enough sleep	
16	I limit the amount of screen time I engage in	
17	I take regular vacations/time off/day trips	
	Other:	
Heart		
18	I practice deep breathing during stressful times like short deadlines, traffic jams, etc.	
19	I have people I can share things with	
20	I practice receiving from others	
21	I nurture intimate relationships	
22	I deal with situations directly instead of complaining, and I focus on finding a solution	
23	I take time for myself everyday	
24	I volunteer for something I find worthwhile	
25	I see the glass half full rather than half empty	
26	I know when and how to say "no"	
27	I accept other people's differences and the things I cannot change	
28	I treat myself with loving kindness as I would speak to someone I care about	
29	I allow myself to cry when needed	
30	I smile and laugh daily	
31	I engage in play regularly	
	Other:	

Mind		
32	I play challenging games or puzzles	
33	I am curious and like to learn new things	
34	I break out of my normal routine or do things that are out of my comfort zone	
35	I read literature that is unrelated to work	
36	I do things that I am not expert at or in charge of	
	Other:	
Spirit		
37	I take time to self-reflect	
38	I know what my values are	
39	I have a sense of purpose in life	
40	I seek to make a contribution in life	
41	I have hope	
42	I am aware of the non-material aspects of life	
43	I identify what is meaningful to me and notice its place in my life	
44	I take time to meditate/pray/contemplate	
45	I have experiences of awe	
46	I connect with things larger than myself e.g. nature, spiritual group, etc.	
	Other:	
Professional		
47	I take breaks during the workday	
48	I take time to connect with co-workers	
49	I make quiet time to complete tasks	
50	I engage in projects/tasks that are exciting/rewarding	
51	I arrange my schedule so no part of the day is "too much"	
52	I have a workspace that is comfortable and comforting	
53	I get regular work support/consultation	
54	I negotiate for my needs (flexible schedule, time off, benefits, pay, etc.)	
55	I find my work mentally stimulating	
56	I find my work meaningful	
	Total	

Total your scores and see how your resilience habits rate. Score results:

- 1 - 55: You may want to consider making some changes. Choose one thing and start now!
- 56- 76: Pretty good! Still consider choosing one thing to change and start now.
- 77 +: Wow! You have some great self-care habits. Is there anything you want to build on?

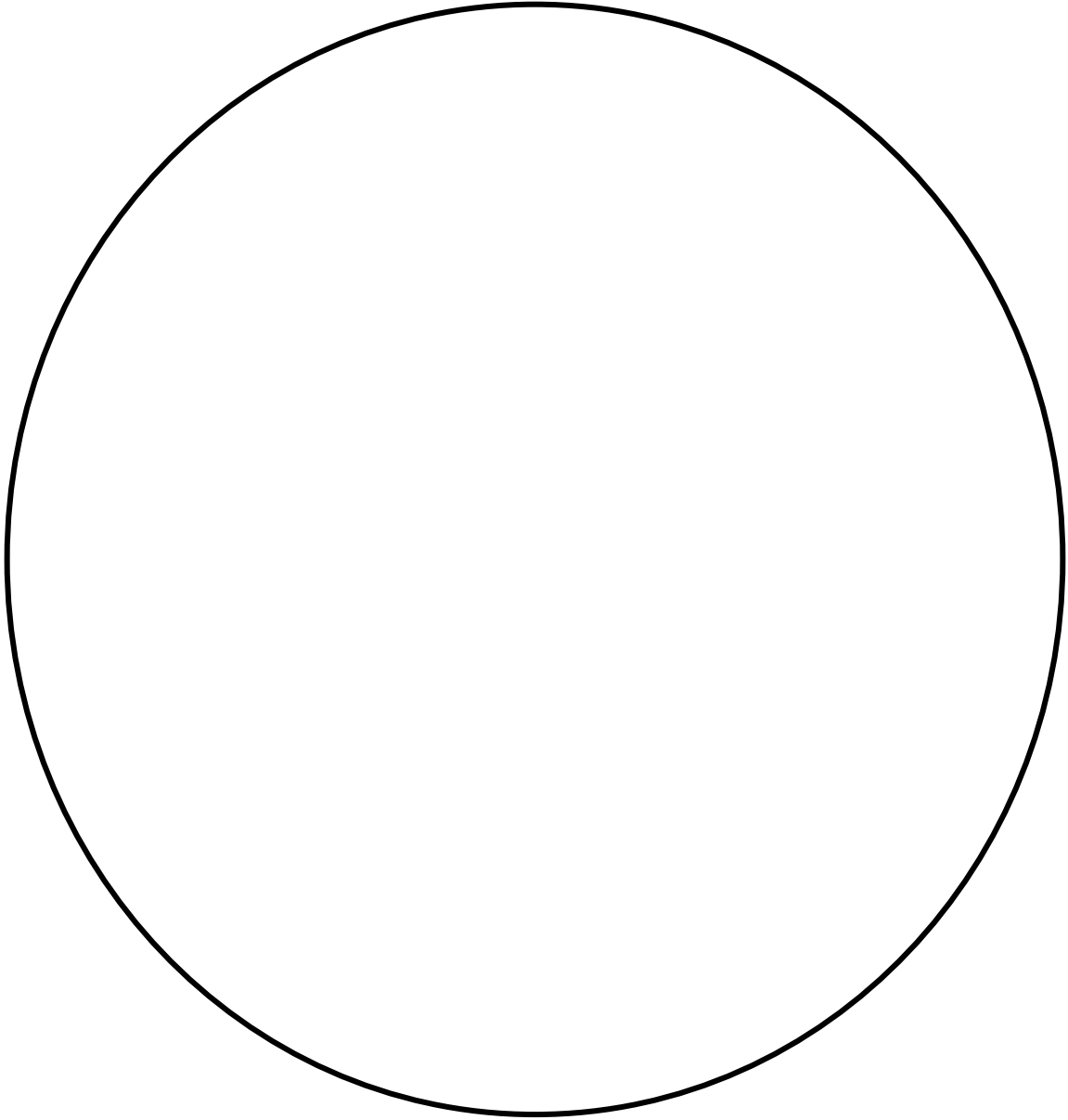
Adapted by Diana Tikasz from: The Power of Full Engagement, by Jim Loehr & Tony Schwartz & Transforming the Pain: A workbook on Vicarious Traumatization by Karen Saakvitne & Laurie Anne Perlman. ©Tend Academy Ltd. 2018

Webinar Four: Assessing your Self-Care Map

Reflection Activity:

What are your most important practices to maintain balance?

Reflection Activity: “WHAT’S ON YOUR PLATE?” EXERCISE



Instructions for What's on your plate:

First: Inside your plate, write all the things you do/are responsible for, roles, jobs, responsibilities, life needs and issues presently. Write as many concrete details as possible. Think of a typical day in your life from start to finish e.g.: “get up, make lunches for kids, make breakfast, clean up, call plumber, drive to work, etc.)

Second: Look at the things within the plate you **would like to change and underline them** (Don't worry whether or not they are actually changeable in reality at the moment)

Third: Look at the things that are changeable at the moment (even by 1%) and circle these.

Fourth: Write around the plate things you **wish you had more time for**

Fifth: Look at what you have lost touch with and did well in the past (exercise, reading, singing...etc.)

Sixth: Think about why/how you did these things in the past

Seventh: Reflect on why you are not doing them now (or a % of them – if you used to be a competitive figure skater, you may now enjoy skating once a week for fun?)

Ask yourself: how could you make choices to integrate the things you wish you had more time for, in your life now, even if it's only a 1% change?

Go further

Choose one thing on your plate that you can delegate, say no to, back out of or make one small step towards any of these goals. For example, you have agreed to have your partner's family for a large family dinner and it was identified as the one thing you wish you could have said no to. Take 10 minutes to yourself and brainstorm every option you can think of, no matter how silly or unrealistic. Force your inner critic to sit out, when he/she starts to say “No you can't do that”, tell her/him to be quiet while you finish the exercise. For example, call everyone back and tell them that you have a huge bug problem and the exterminator will be there; call and ask everyone to bring a dish rather than making dinner yourself; call and ask if this could be moved to another week after being honest about how tired you are feeling; ask your partner to make dinner for his/her family while you go out on the town with friends you haven't seen in a long time.

As you re-read your answers, and hopefully some of them are more outrageous than you would normally be, check your responses. For example, how did it feel to read the last one? Most of the helpers we work with have said that they would NEVER back out of something they offered to do unless it was a life or death problem. Well, what does that say to your body? It says to your body “create a life or death problem for me so I

can get out of things I don't want to do". Now you are really in a fix because your compassion fatigue may also be protecting you from standing up for yourself.

Consider sharing what came out of this activity with a close friend, compare your results and see if you could explore a way to support one another in making this 1% change.

Source: Mathieu, F. (2012) *The Compassion Fatigue Workbook: Creative Tools for Transforming Compassion Fatigue*. New York: Routledge.

Webinar Five: Debriefing and Peer Support

Reflection Activity:

What formal/informal debriefing could you set up for yourself?

Webinar Six: Grounding Skills before, during and after an incident

Reflection Activity:

What resetting/grounding activity would work for me?

5,4,3,2,1 Exercise

This is one of the best and most effective grounding and relaxation exercises. It is grounding because it has us focus on tangible things in the present using our senses. It is relaxing because we count backwards which is a self-hypnotic technique and very effective in helping one to calm down and settle. The technique can be used simply to relax, but it is most effective when we are feeling a little spacey or disoriented, like after a difficult call or waking from a nightmare.

Though it is a very simple technique, it is very important that we slow down, speak it aloud in a monotone voice so that we can hear ourselves and say a full sentence with each thing that we list. It helps to be in a quiet space on our own or working with a partner who understands the technique.

Steps:

1. Sitting comfortably in a quiet space, eyes open - your eyes are kept open throughout the entire exercise.
2. As you look around the room, list 5 things out loud that you see. For example: "I see my knees, I see the carpet, I see the table leg, I see the garbage can, I see a stain on the chair". List these very slowly.
3. Now move to listing out loud 5 things you hear. For example: "I hear the fan, I hear birds outside, I hear my voice, I hear the fan, I hear a door creaking". Depending on how quiet your space is you may need to repeat more than once something you hear.
4. Now move to body sensations. For example: "I feel my feet on the floor, I feel my hair tickling my face, I feel my back against the chair, I feel pressure in my head, I feel my hands in my lap". It is very important here that you are listing body

sensations and not emotions. You are not listing whether you feel sad or frustrated but you can list the sensation associated with those feelings such as “I feel tightness in my chest” or “I feel my entire body vibrating”.

5. Now you repeat what you see but only listing 4 things and then 4 things you hear and 4 body sensations. Remembering to say “I see or I hear or I feel” in front of each thing that you list. You then move to listing 3 things in each category, then 2 and then 1.
6. When you are finished and you feel you still need to ground or relax further, repeat the entire exercise.

Variation 1:

You can substitute things that you can touch for any of the 3 items above or add it to the exercise. You can also actually touch items around you. If you choose to do this, move slowly through the room and pause a moment to touch an object and either label the object or its quality. For example: “I touch a pillow” or “I touch softness”.

Source: Diana Tikasz, MSW. TEND Academy - Adapted from: Yvonne Dolan, A Path With a Heart

Webinar Seven: The Basics of Trauma-Informed Care

Reflection Activity:

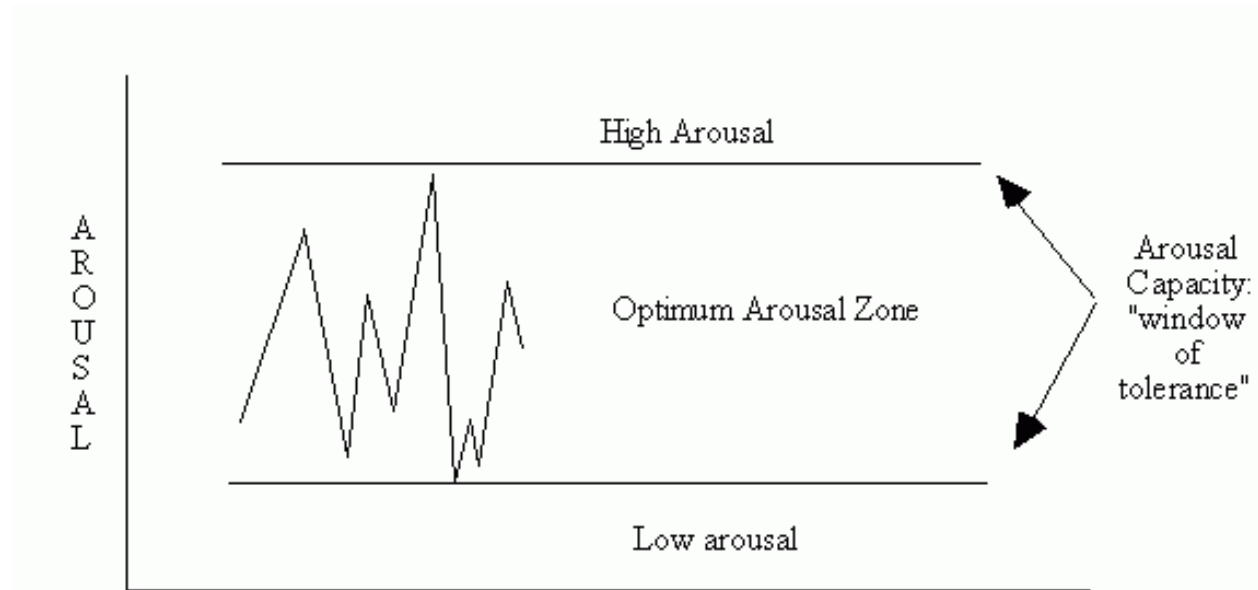
Is it helpful to be trauma-informed?

At work?

At Home?

Webinar Eight: Self-Care at Work

Reflection Activity:



What are your experiences with WTF?

Can you think of situations recently when you have been either hyperaroused or hypoaroused?

How did that affect the situation?

Webinar Nine: Working with Colleagues

Reflection Activity:

How and when do you and your team spend time with each other?

	<i>How Often?</i>	<i>How Long?</i>	<i>How Inclusive?</i>	<i>How helpful to you? 1-5</i>
<i>Formal Occasions</i>				
<i>Informal Occasions</i>				

Can you think of one positive workplace alliance you could make?

Other colleague that you could connect to?

Webinar Ten: Social Support

Reflection Activity:

- Are there people that you would like to spend more time with? If so whom?
- Is there a hobby that you have wanted to begin or spend more time on? What is it?
- If you had one free day to spend spontaneously doing whatever you desire, what would you do?
- New sport/activity you would like to try?
- Class/workshop you have been meaning to take?
- New career direction?
- Learn about a different culture/food/music etc.?
- When can you begin 1% of one of these things?
- Something you could say no to?
- Something you could say yes to?

Webinar Eleven: The zone of control and influence

Reflection Activity:

Velcro vs Teflon – what went well in your day?

Webinar Twelve: Mapping out an action plan at home and at work

MAKING CHANGES

Commitment to changes I could make in the next...

Immediate plan: Can you think of one small step you could take in the very near future to move you closer to this goal? *(you could consult a friend/coach/counsellor for additional ideas if you feel stuck here)*

Change I could make in the next Week:

What do you need to get in place to make this happen?

Change I could make in the next Month:

What do you need to get in place to make this happen?

Change I could make in the next Year:

What do you need to get in place to make this happen?

Recommended Resources

Compassion Fatigue/Secondary Trauma

Mathieu, F. (2012). *The compassion fatigue workbook: Creative tools for transforming compassion fatigue and vicarious traumatization*. New York: Routledge.

Mathieu, F. (2018) TedX Talk: *The Edge of Compassion*
<http://www.tendacademy.ca/the-edge-of-compassion-tedtalk/>

van Dernoot Lipsky, L. & Burke, C. (2009). *Trauma stewardship: An everyday guide to caring for self while caring for others*. San Francisco: Berrett-Koehler.

Workplace Stress

Posen, D. (2013) *Is work Killing You? A Doctor's Prescription for Treating Workplace Stress*. Toronto: Anansi Press.

Grounding Skills & Tools to Manage Exposure

Graham, L. (2013) *Bouncing Back: Rewiring your brain for maximum resilience and well-being*. Novato, New World Library.

Trauma and the Body

Nakazawa, D.J. (2015) *Childhood Disrupted: How your Biography Becomes your Biology*. Donna Jackson Nakazawa, New York: Atria.

Van Der Kolk, B. (2014) *The Body Keeps the Score: Brain, Mind and Body in the Healing of Trauma*. New York: Viking Press.

Rothschild, B. (2006). *Help for the helper: The psychophysiology of compassion fatigue and vicarious trauma*. New York: W.W. Norton.

Stress/Immune System

Fisher, P. (2017) *Resilience, Balance & Meaning Workbook: Supporting our Lives and our Work in High-Stress, Trauma-Exposed Workplaces*. (available at www.tendacademy.ca)

Maté, G. (2004) *When the Body Says No: The Cost of Hidden Stress*. Toronto: Vintage.

Life/Work Balance

Richardson, C. (1999) *Take Time for Your Life: a 7 Step Program for Creating the Life you Want* by Cheryl Richardson.

Mindfulness & Self-compassion websites

www.franticworld.com/free-meditations-from-mindfulness

www.self-compassion.org

www.mindfulselfcompassion.org

Mindfulness Apps

Calm.com

Headspace