THRIVE:
SELF-CARE FOR LIBRARY STAFF
Welcome!

Matt Bennett, MBA, MA
bennett@coldspringcenter.org
303-258-3523
coldspringcenter.org

Ann Schwab, MLIS
aschwab@denverlibrary.org
720-865-1194
denverlibrary.org
THE HELPING REALITY

The Joy and Dangers of Helping Others
Helping Satisfaction Vs. Helping Fatigue

Helping Fatigue

Helping Satisfaction

Stress

Connections

Trauma

Achievement
DANGERS OF HELPING

Stress, Burnout & Trauma
Stress & Burnout

Threats to Robustness and Effectiveness
Robustness & Resiliency

- Robustness
  - Having or exhibiting strength or vigorous health
  - Capable of performing with success under a wide range of conditions

- Resiliency
  - The power or ability to return to the original form, position, etc
  - Ability to recover readily from illness, depression, adversity, or the like
Window of Tolerance

Hyperarousal Zone (Flight/Fight): Increased sensation; emotional reactivity; hypervigilance; disorganized cognitive processing

Hypoarousal Zone (Freeze): Relative absence of sensation; numbing of emotions; disabled cognitive processing; reduction of physical energy

Siegel, 2010 & Ogden, Minton, & Pain, 2006
Defining Stress

- **Stress** - Our biological reaction to changes in the environment that impacts our robustness
  - Cortisol – a brain-toxic stress hormone produced naturally by the body
  - Epinephrine – hormone/neurotransmitter that intensifies the fight or flight response

- **Stress Intensifiers** – Importance, duration & uncertainty

- **Burnout** – When accumulated stress overwhelms our robustness

The American Institute of Stress, 2012
Four Stages of Burnout

1. Exhaustion
2. Shame and Doubt
3. Cynicism and Callousness
4. Failure, Helplessness and Crisis

Maslach & Leiter, 1997
# Burnout’s Impact on Robustness

<table>
<thead>
<tr>
<th>Physical Health</th>
<th>Mind Health</th>
<th>Social/Work Health</th>
</tr>
</thead>
</table>
| - Cardiovascular Disease  
- Stroke  
- Type II Diabetes  
- Musculoskeletal Disorder  
- Cancer  
- Sexual Issues  
- Physical Fatigue  
- Gastrointestinal problems  
- Headaches  
- Physical Illness  
- Back problems | - Memory Loss  
  - Short Term  
  - Long Term  
  - Alzheimer’s  
- Cognitive decline  
- Mental Illness  
- Sleep Problems  
- Shame  
- Headaches  
- Mental Fatigue  
- Anxiety & Irritability  
- Depression  
- Guilt  
- Aggression  
- Cynicism  
- Defensiveness  
- Callousness | - Social Isolation  
- Relationship Issues  
- Poor performance  
- Absenteeism  
- Tardiness  
- Theft  
- Dehumanization of clients  
- Turnover (at least 40% is stress related)  
- Client & Employee Filed Grievances  
- Litigation  
- Low Job Satisfaction |
Helping Trauma

Compassion Fatigue, Vicarious Trauma, & Secondary Trauma
Trauma Defined

- Trauma – Intense stress that overwhelms our robustness state resulting in a life dominated by the traumatic event.

- Empathetic Intensity - The transfer of emotions and pain from a traumatized customer to empathetic library staff

Lewis, 2006
Helping Trauma

- Compassion fatigue - when empathetic intensity fills up the helper’s robustness capacity

- Vicarious Trauma - Witnessing a customer’s traumatic experience and the resulting empathetic intensity

- Secondary Trauma - when empathetic intensity triggers a powerful countertransference reaction that overwhelms the helper’s capacity

Impacts of Trauma

- Negative attitude
- Hopelessness
- Feeling of incompetence and doubt
- Disruption of relationships
- Blurred boundaries
- Compromised physical, social & mental health

Bloom & Farragher, 2011; Geisinger Health Systems, 2008; Geller & Madsen, 2004; Harris & Fallot, 2001
**WARNING!!!!!!**

- **Burnout + Trauma**
  - Burnout can weaken staff’s resistance to trauma
  - Compassion fatigue, vicarious trauma & secondary trauma increase burnout if it already exists
  - Everything goes into one cup!

*Perry, 2003*
ROBUSTNESS & RESILIENCY

Staying Healthy in the Face of Stress and Trauma
Physical Robustness

A Key to a Healthy Brain
Physical Robustness

- Energy for your brain
- Recovery from stress

- Sleep
- Diet
- Exercise

Physical Health
Mind Robustness

Mindfulness & Focus
Mindfulness

- “The human mind is a relational and embodied process that regulates the flow of energy and information.” - Daniel Siegel

- Mindfulness: focusing attention to consciously regulate energy and information towards healthier and more productive behaviors.

Schwartz, 2012; Siegel 2010; Rock, 2009; Davidson, Kabat-Zinn, Schumacher, Rosenkranz, Muller et al., 2003
Strategies of Mindfulness

- Being present
  - Recognize when you are at risk of trauma and burnout
  - Bring your best self relationships

- Positive energy & information
  - Positive Regard
  - Reframing
  - Growth Mindset

- Building the capacity of the mind

Siegel, 2010; Baer, Smith, Hopkins, Kreitemeyer, & Toney, 2006
Benefits of Mindsight

- Higher levels of physical health, immune functioning and healing
- Lower stress levels and psychological distress
- Improves cognitive functioning
- Promotes empathy
- Increases compassion

Davis, 2012; Siegel 2010; Rock, 2009; Davidson, Kabat-Zinn, Schumacher, Rosenkranz, Muller et al., 2003
Our Limited Brain

- Brain is 2% of our body weight but requires 25% of our oxygen and glucose

- Without rest and mental recovery
  - Increased mistakes in judgments and execution
  - Triggers a physical reaction similar to that of a threat
  - Lower creativity
  - Failure to take in reasonable account of risk

- The 90-120 minute rule

Schwartz, 2010; Rock, 2009
Pay Attention!

- If accuracy is important, focus is critical
  - Work interruptions reduce IQ by 10 points
  - Work interruptions are equal to missing a night of sleep or 3X more disruptive than smoking cannabis

- People usually only work 11 minutes on a task before interruptions – after interruptions, it takes 25 minutes to return to a task

- Distractions eat up to 2.1 hours a day

Schwartz, 2010; Rock, 2009
Rethink Your Work Environment

- Take breaks
- Prioritize like tasks
- Turn off e-mails
- Turn off or silence your phones
- Don’t live in chaos

Schwartz, 2010; Rock, 2009
Rethink the Group Work Environment

- Create a do not disturb marker
- Schedule time for social connections
- Play
Social Robustness

Building Networks of Health and Strength
Role of Co-Workers

- Co-workers impact our health and well-being.
- Taking time to connect both personally and professionally does amazing things!
  - Fewer mental and emotional health issues
  - Lower levels of illness and absenteeism
  - Increased job performance
  - Greater sense of purpose
  - Lower stress

Christakis & Fowler, 2009
Thank YOU!
References

References

References