



THE COST OF HELPING WHO WE ARE... WHY WE ARE HERE

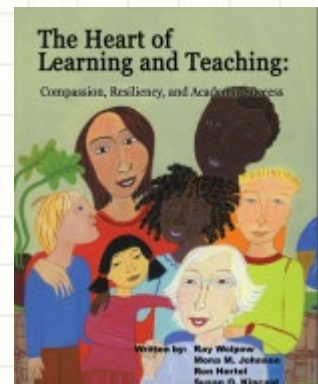
Matt Buckman, Ph D
Licensed Psychologist
Stress & Trauma Treatment Center

What will be covered

- Reminder of what is traumatic stress and the effects on all of us?
- What is Secondary Traumatic Stress, Compassion Fatigue, and Vicarious Trauma
- Who we are?
 - Values Exploration

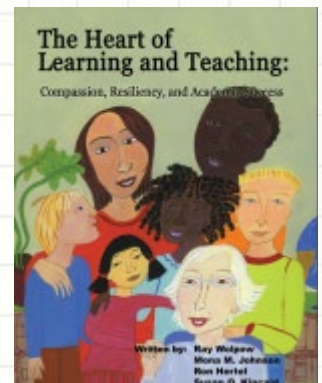
Compassion

- Deep empathy and respect for another who is stricken by misfortune and the strong desire to actively do something about it.
- Compassion Satisfaction: Positive feelings we get when our compassion we put into others creates desired results.



Empathy

- We observe with our minds, we listen with our hearts
- Intellectual Identification with a person's feelings
- Vicarious experience of the feelings, thoughts, or attitudes of others



NCTSN Training Core Concepts

- Traumatic experiences are inherently complex – Subjective and Objective
- Trauma occurs within a broad context – personal traits, past, & culture
- Events often generate secondary adversities, life changes, and affects family
- Protective and promotive factors can reduce the adverse impact of trauma.
- Trauma and posttrauma adversities can strongly influence development.
- Developmental neurobiology underlies reactions to traumatic experiences.
- **Working with trauma-exposed consumers can evoke distress in providers that makes it more difficult for them to provide good care.**

Acute trauma

- ❖ Single event
- ❖ feelings, thoughts, and physical reactions that are frightening.
- ❖ Universal distress



Adverse Childhood Experiences

- First 18 years of life
- Abuse
 - Emotional abuse
 - Physical abuse
 - Sexual abuse
- Household Challenges
 - Mother treated violently
 - Household substance abuse
 - Mental illness in household
 - Parental separation or divorce
 - Criminal household member
- Neglect
 - Emotional neglect
 - Physical neglect



What is Traumatic Stress

- Overwhelm a person's capacity to cope and elicit feelings of terror, powerlessness, and out-of-control body response.

May affect:

- Ability to trust others
- Sense of personal safety
- View of the world and self
- Ability to navigate stressful events and changes in life



Post Traumatic Stress Disorder

- A: Exposure to actual or threatened death, injury, sexual violation
Direct, witness, learning about, exposure to details
- B: Intrusion symptoms beginning after event
Memories, dreams, dissociation, physiological reactions
- C: Avoidance beginning after the event
Avoidance or efforts to avoid memories, thoughts, feelings, reminders
- D: Negative alterations in cognition or mood beginning or worsening after the event
Persistent negative emotional state; negative beliefs or expectations of self, others, the world; lack of memory; distorted cognitions; diminished interest/participation; detachment

What is toxic stress

- *“The excessive or prolonged activation of the physiological system in the absence of the buffering protection afforded by stable, responsive relationships.”*

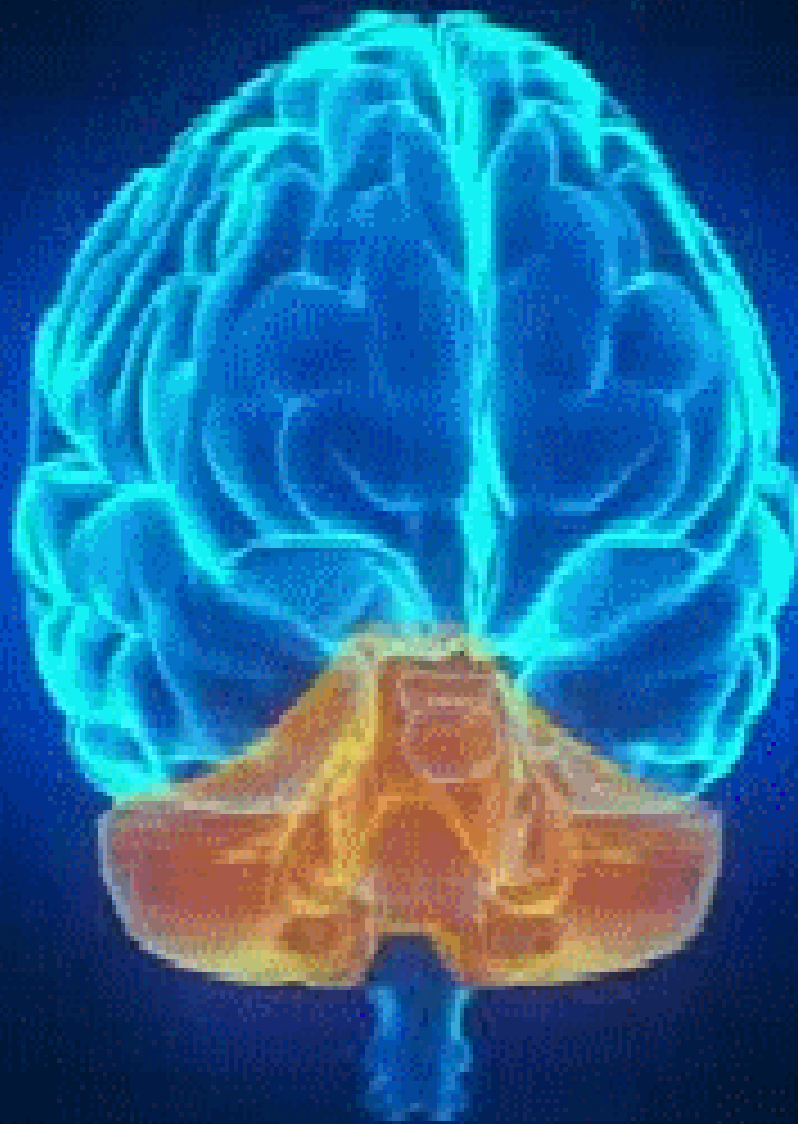
American Academy
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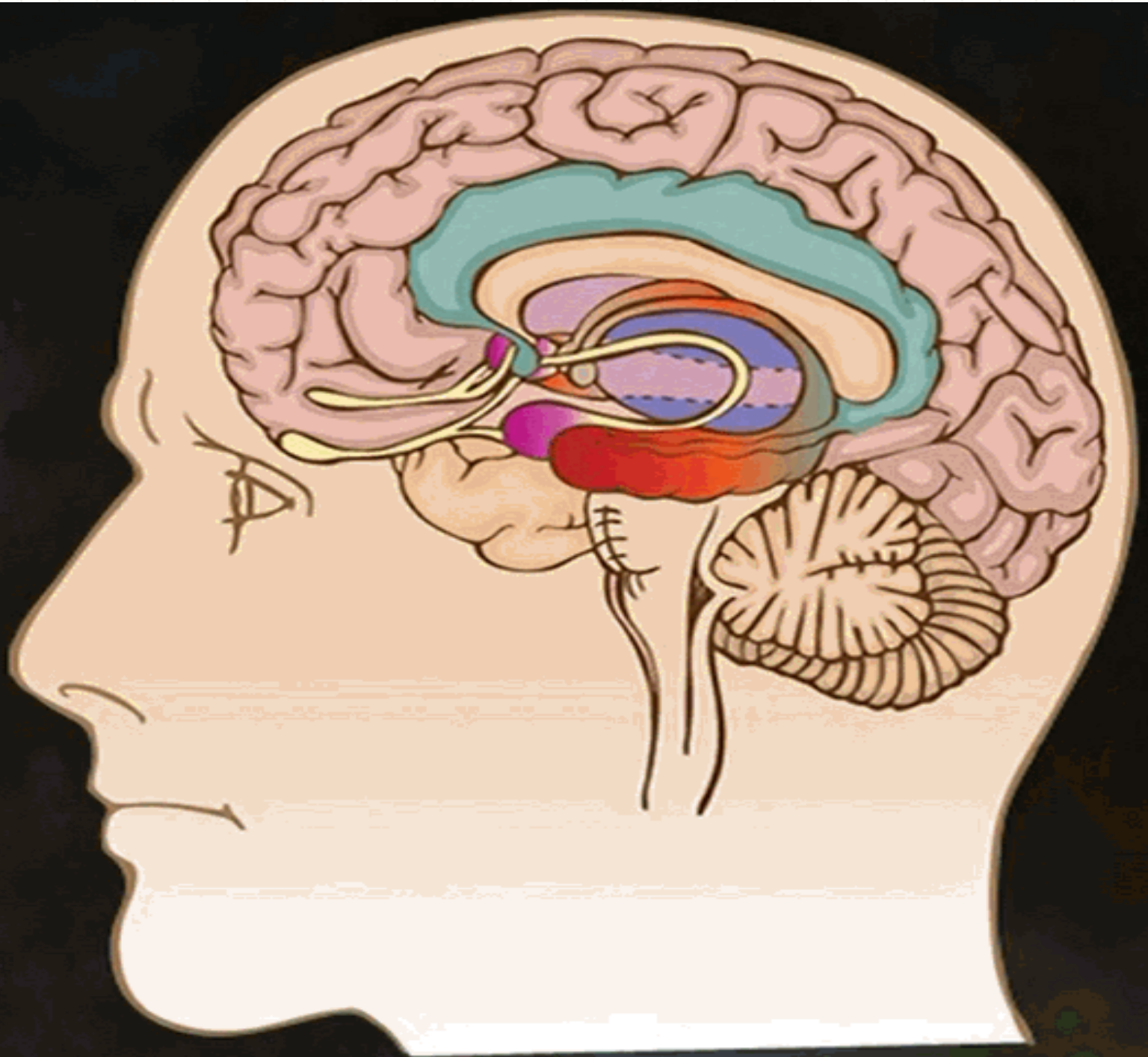


Brain Development



The Cerebral Cortex (AKA “CEO”)





Fight-or-Flight Response

HPA – Axis

- “Too Much”
- “Too Long”

IMMUNE SYSTEM

- Is repressed

HEART

- Beats faster
- Pumps more blood
- Blood pressure rises
- Blood increases to muscles
- Blood decreases to organs

ENDOCRINE SYSTEM

- Pumps out adrenaline, noradrenaline & cortisol
- Noradrenaline constricts blood vessels
- Releases less growth hormone
- Produces fewer sex hormones

LUNGS

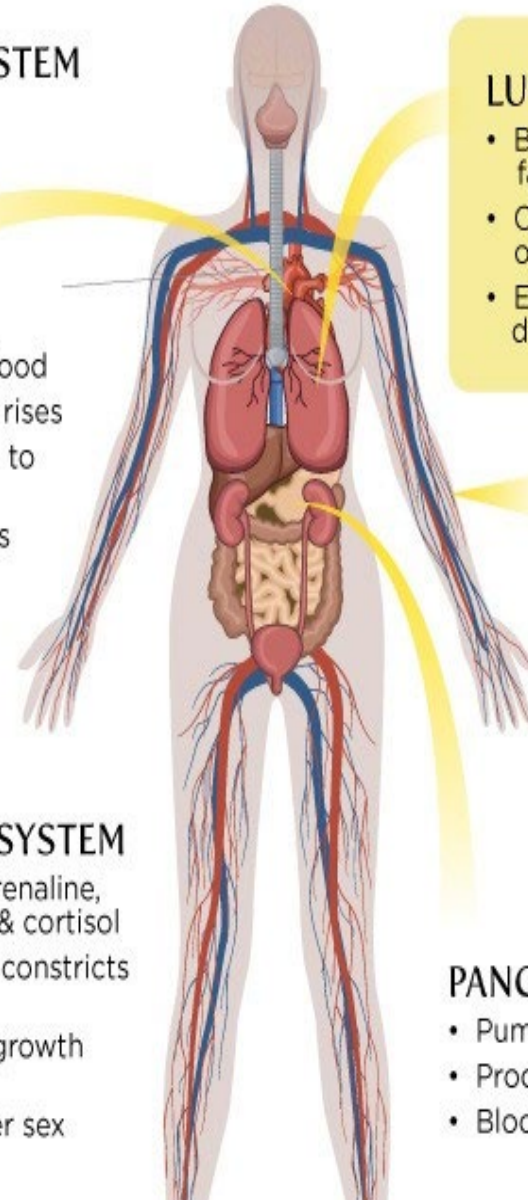
- Breathing becomes faster & shallower
- Consume more oxygen
- Expel more carbon dioxide

SKIN

- Sweating begins

PANCREAS

- Pumps out glucagon
- Produces less insulin
- Blood sugar level rises



What Can It Look Like?

- Impulsive and reactive
- High frustration, anxiety, and anger
- Poor control of emotions
- Physical symptoms (e.g. headaches)
- Poor problem solving and choices
- Overreacting when told what to do
- Misperceived situations or triggers
- Impaired attention, memory, and cognition

Acute trauma

- ❖ Single event
- ❖ feelings, thoughts, and physical reactions that are frightening.
 - ❖ Crazy, out of control, helpless
- ❖ Universal distress



What are ACEs

- First 18 years of life
- Abuse
 - Emotional abuse
 - Physical abuse
 - Sexual abuse
- Household Challenges
 - Mother treated violently
 - Household substance abuse
 - Mental illness in household
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What is toxic stress

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STRESS

(Psychological and Physical)



Hypothalamus

CRF

+

Pituitary

ACTH

+

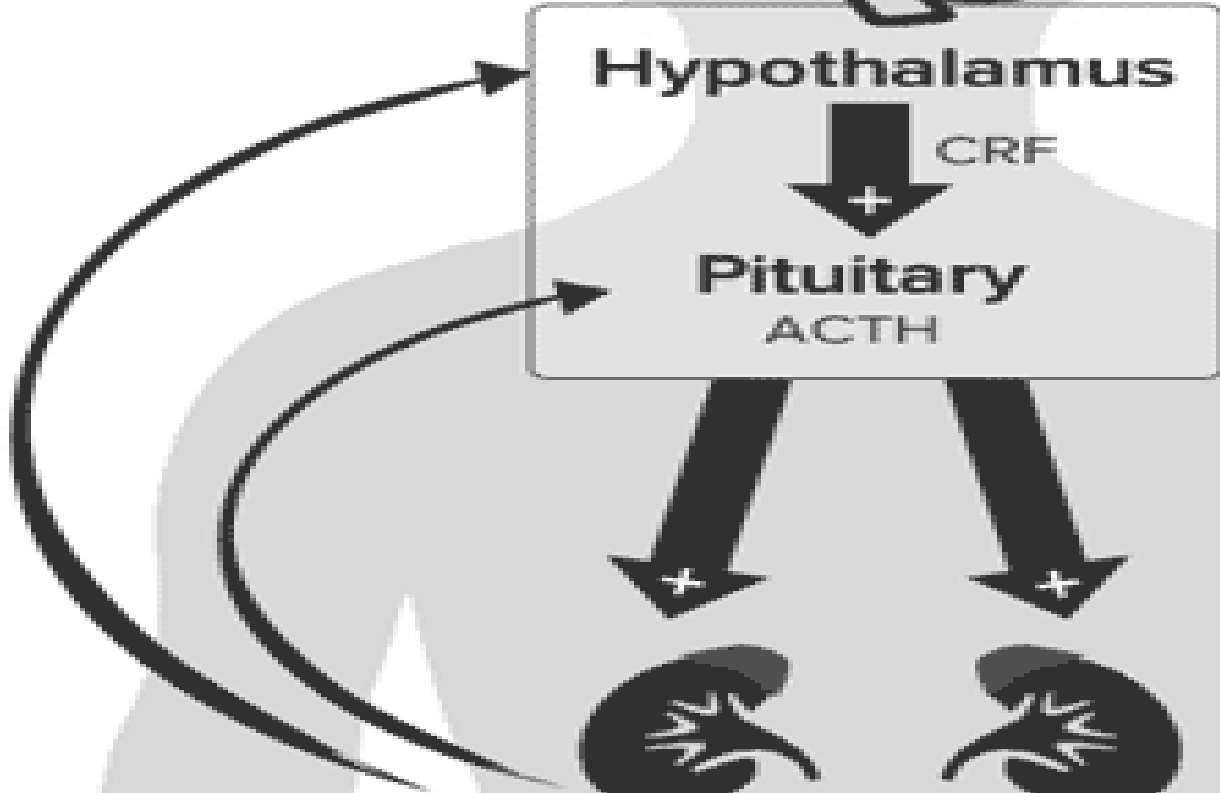
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Adrenal Cortex

CORTISOL

-



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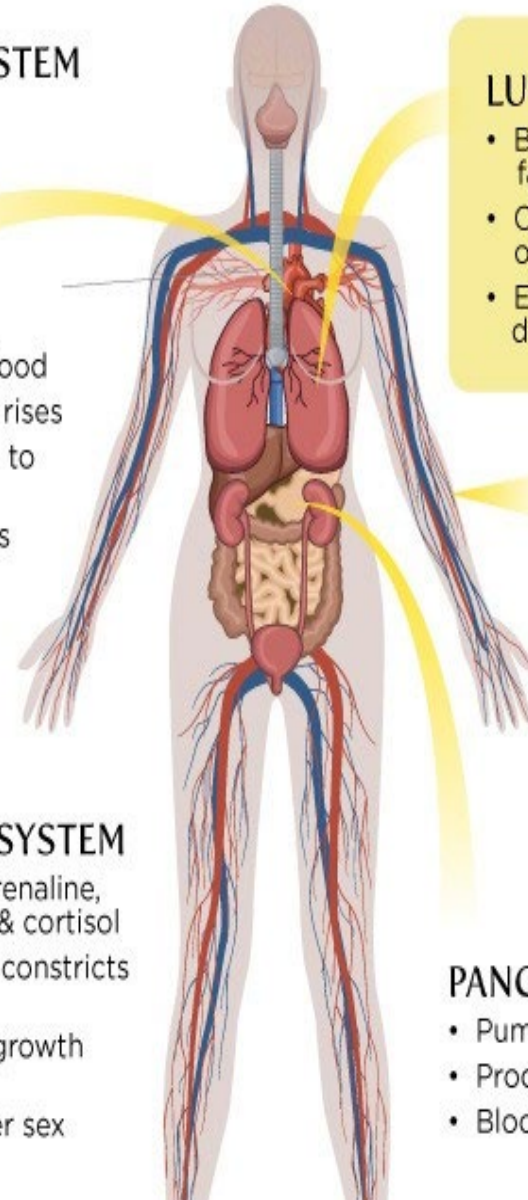
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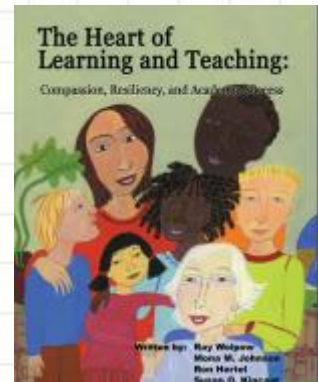
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Burnout

- Physical and emotional exhaustion, involving the development of a negative self-concept, negative job attitude, and loss of concern and feeling for consumers, caregivers, or colleagues.
- WHO includes in ICD 11



Warning Signs of Compassion Fatigue

- Increased irritability or impatience
- Difficulty concentrating
- Dreams about consumer concerns
- Numb/disconnected from consumers
- Intrusive thoughts about consumers
- Difficulty planning
- Dreading having to work with a consumer



Secondary Traumatic Stress

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Persistent negative emotional state; negative beliefs or expectations of self, others, the world; lack of memory; distorted cognitions; diminished interest/participation; detachment

What Can It Look Like? (Same as Trauma Victims)

- Impulsive and reactive
- High frustration, anxiety, and anger
- Poor control of emotions
- Physical symptoms (e.g. headaches)
- Poor problem solving and choices
- Overreacting when told what to do
- Misperceived situations or triggers
- Impaired attention, memory, and cognition

We seek relief

- Drinking alcohol
- Smoking or tobacco use
- Using drugs
- Gambling
- Risky sexual relationships
- Overeating/eating disorders
- Delinquent behavior, violence
- High-risk sports, etc.

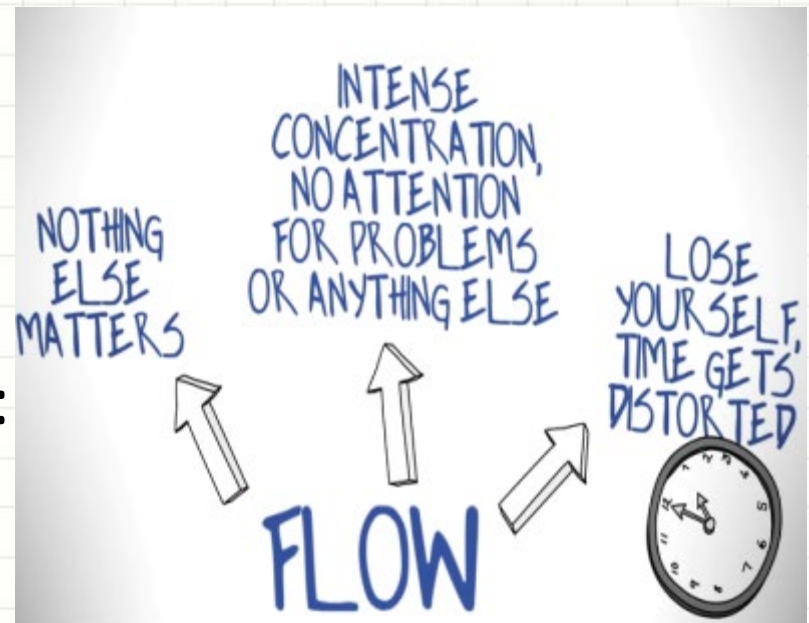


Breaks & Boundaries

- ❖ Increases productivity
- ❖ Increases prefrontal cortex functioning
- ❖ Break from stress
- ❖ Preferred activity
 - can still be work

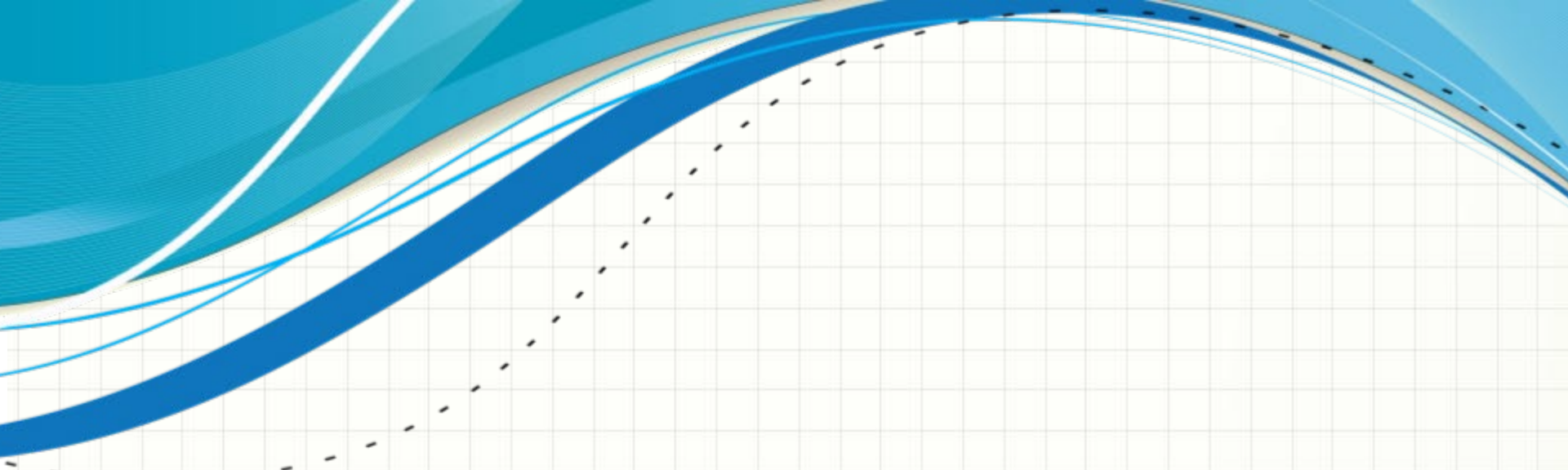
Only time not recommended:

- In “Flow”



Good break Activities

- 1. Walk or exercise.
- 2. Connect with nature...or a streetscape.
- 3. Change your [environment](#).
- 4. Have lunch or a healthy snack.
- 5. Take a “power nap”—if it won’t get you fired.
- 6. Take a few deep breaths.
- 7. Meditate.
- 8. Daydream.
- 9. Get creative!
- 10. Drink coffee (or tea)



RESILIENCY

**BALANCING RISK VS. PROTECTIVE
FACTORS**

Definition of Resiliency

- “the process of, capacity for, or outcome of successful adaptation despite challenging or threatening circumstances”

Masten, Best, & Garmezy (1990)

Definition of Protective Factors

- “influences that modify, ameliorate, or alter a person’s response to some environmental hazard that predisposes to a maladaptive outcome” (Rutter, 1985, p. 600)

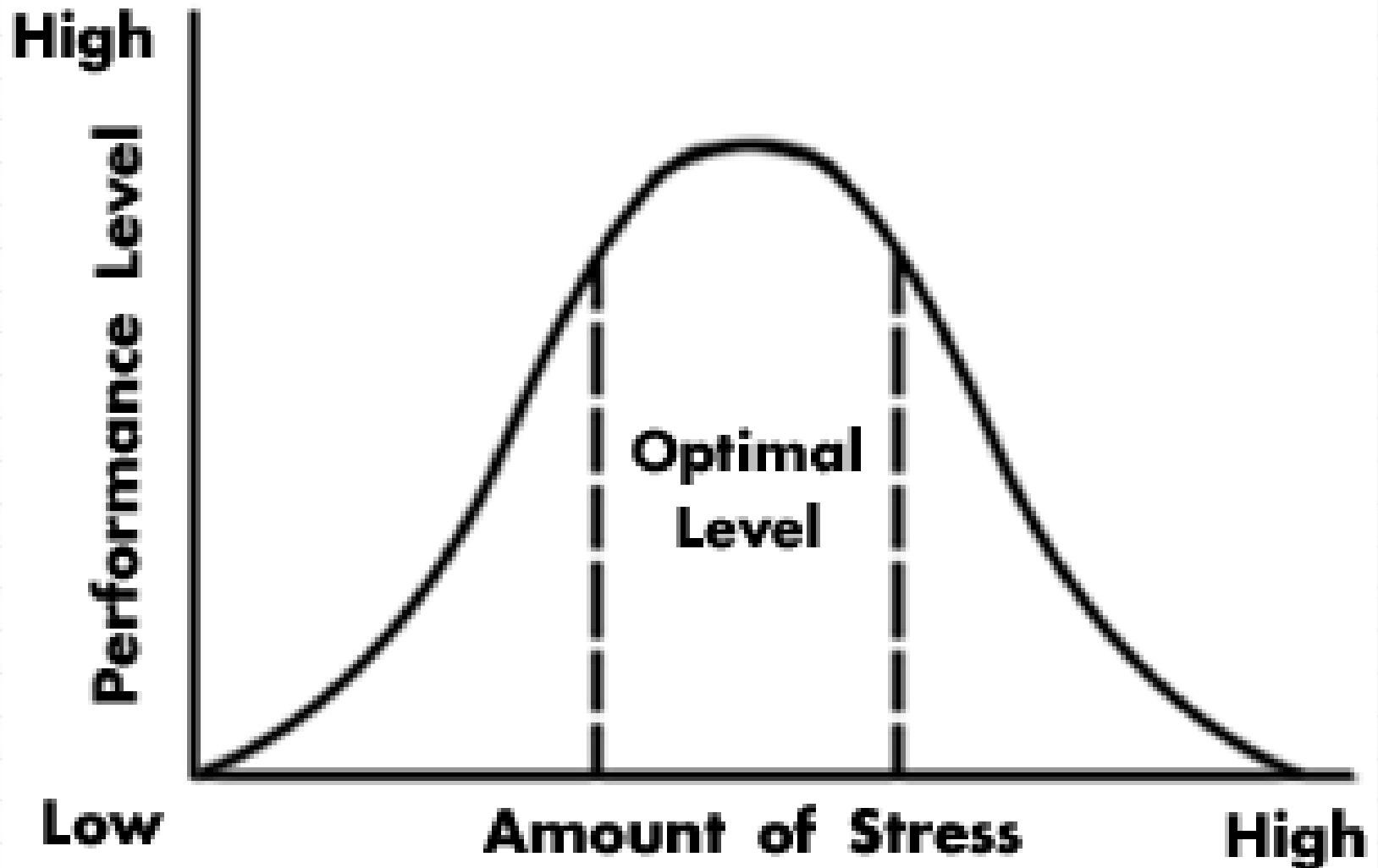
Responses to Adversity & Trauma





THE “WHY” MATTERS!

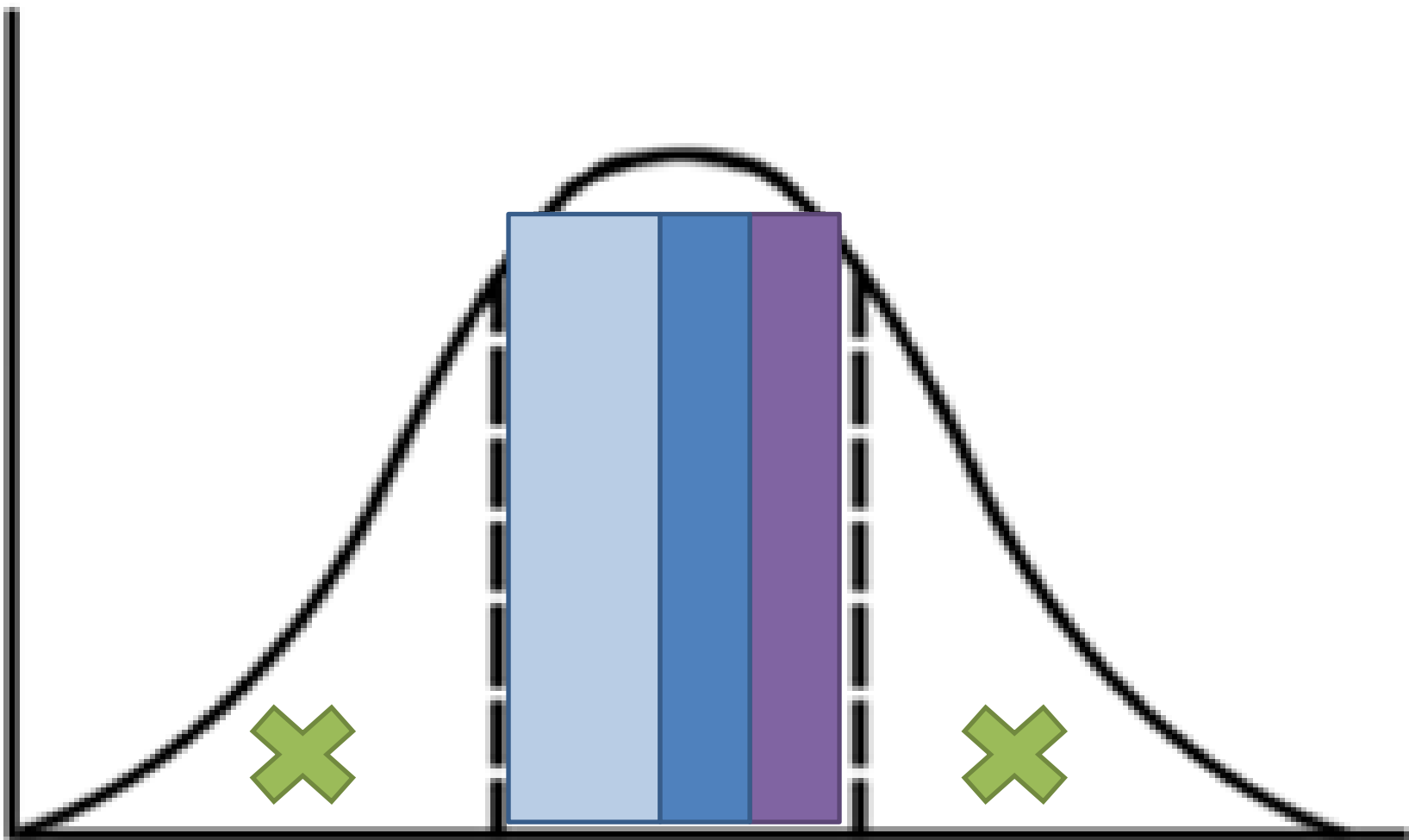
Goldilocks Rule/ Therapeutic Window



Goldilocks Dilemma / Therapeutic Window

High

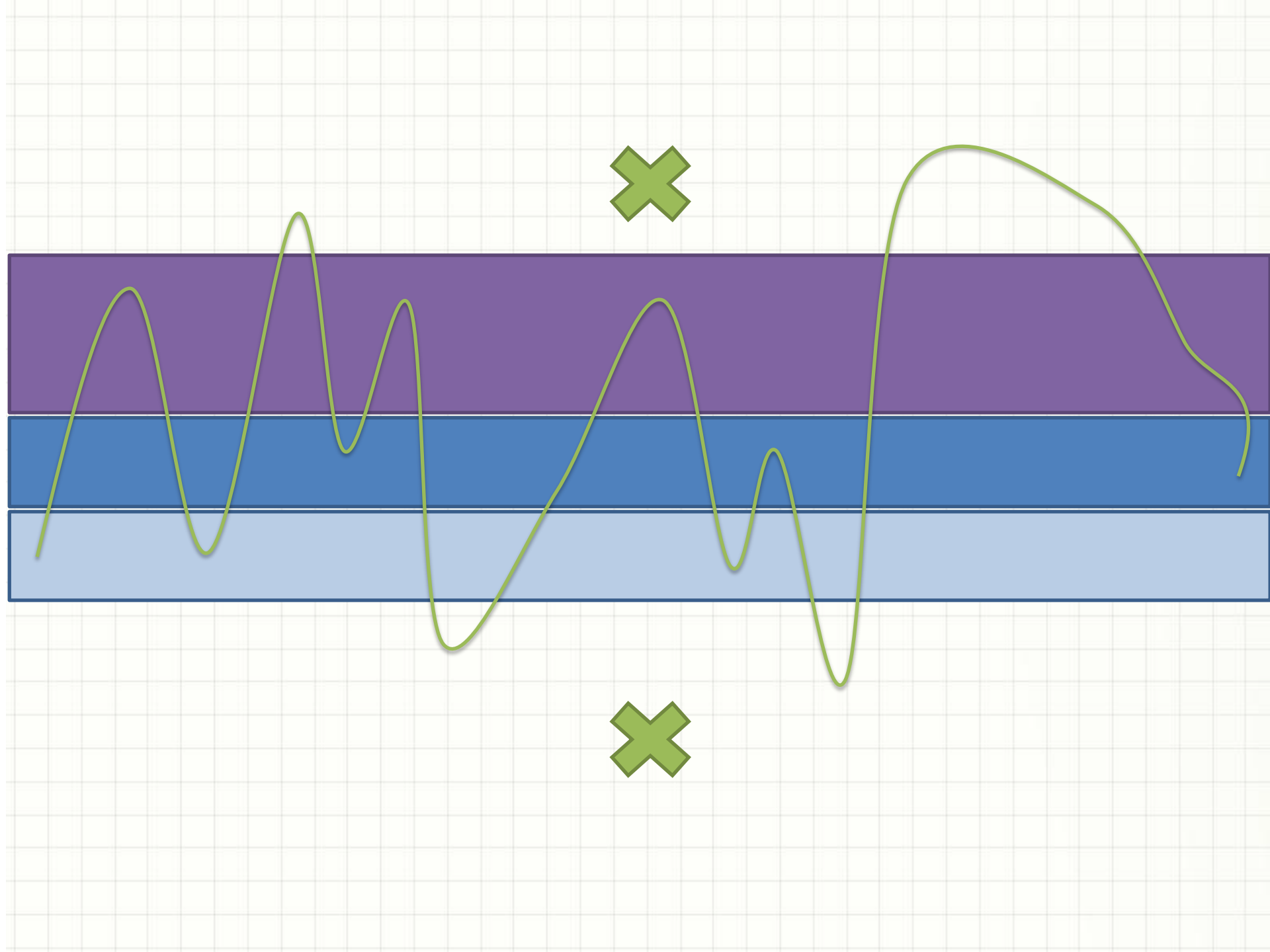
Performance Level

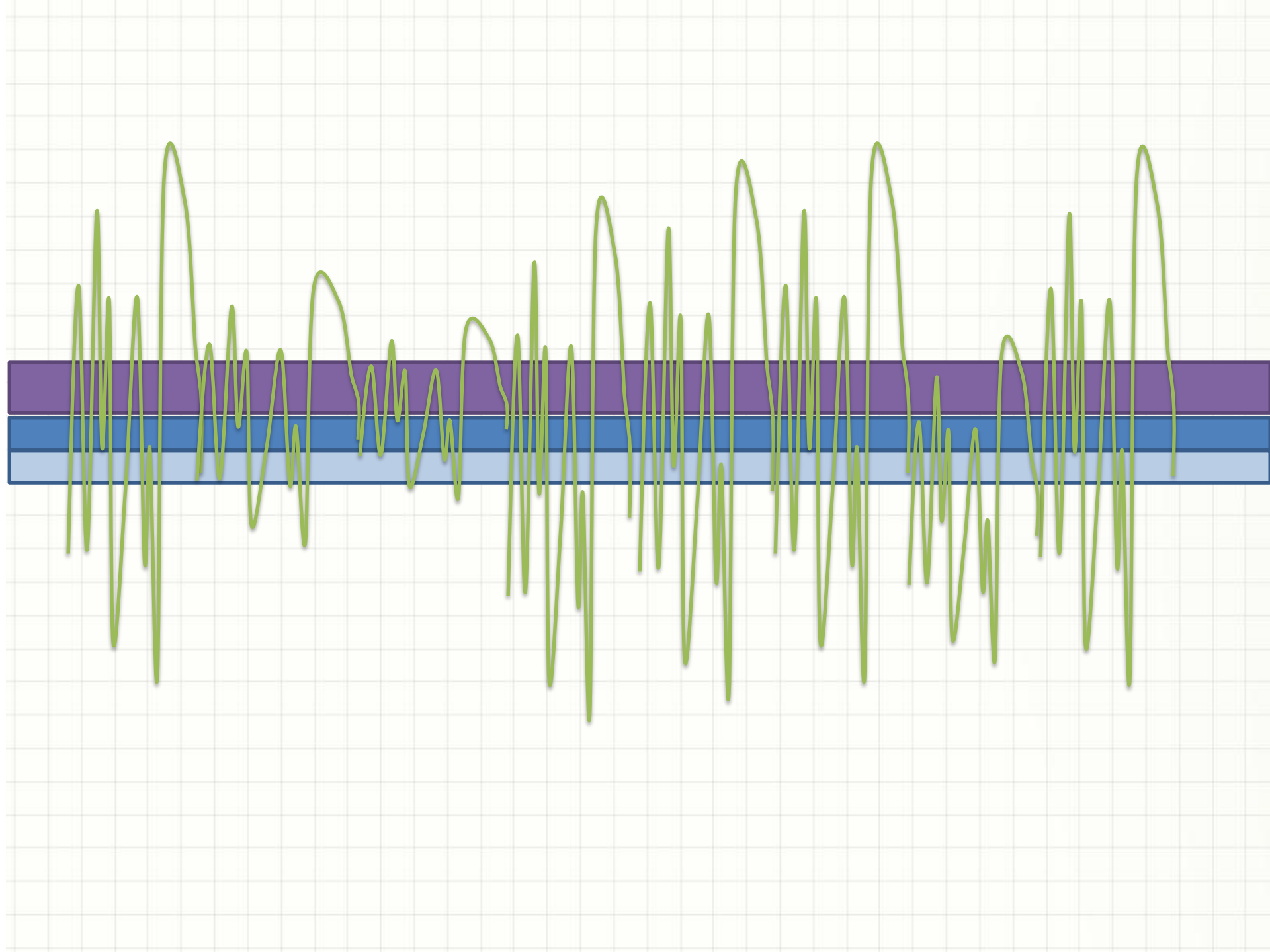


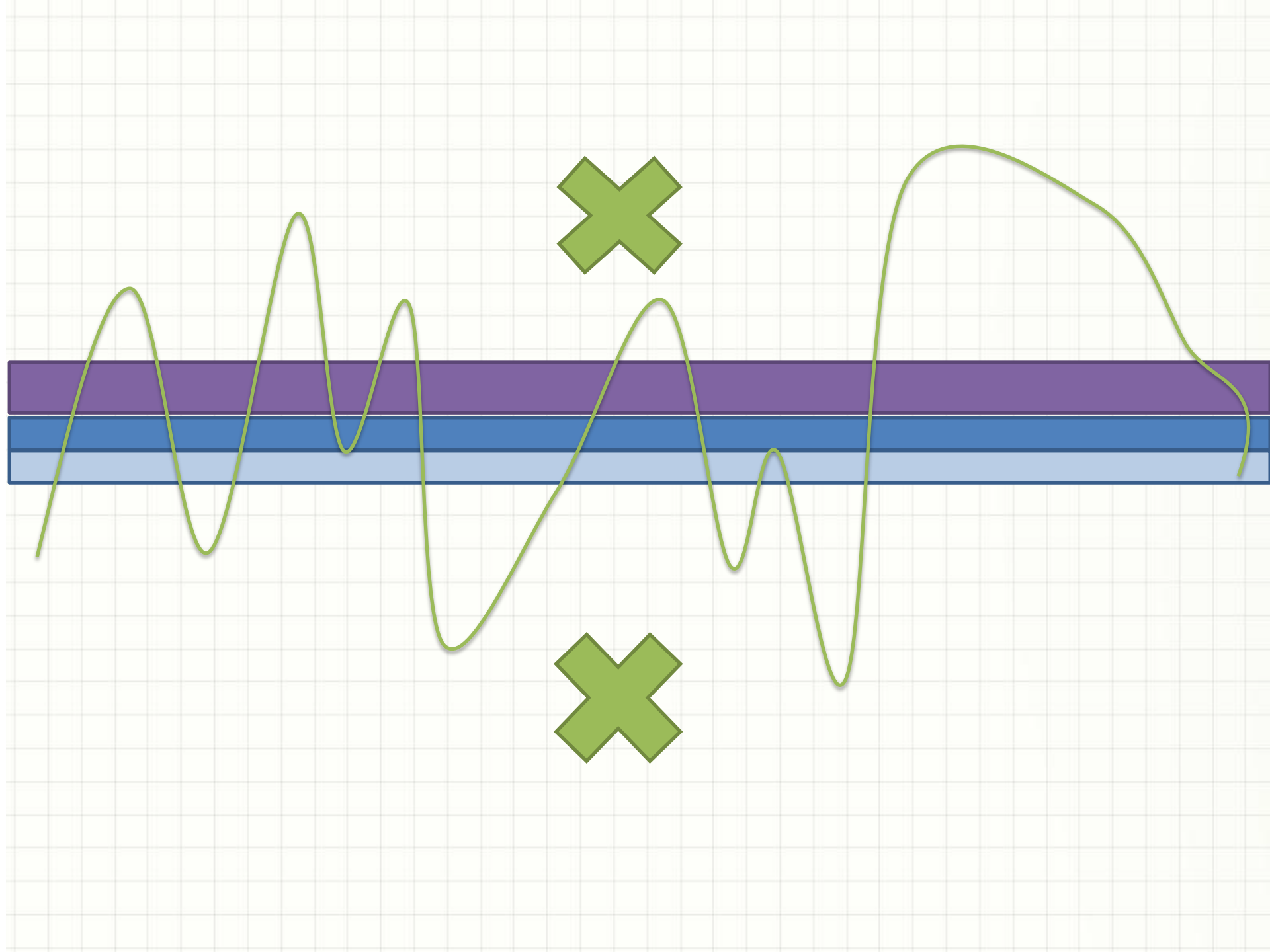
Low

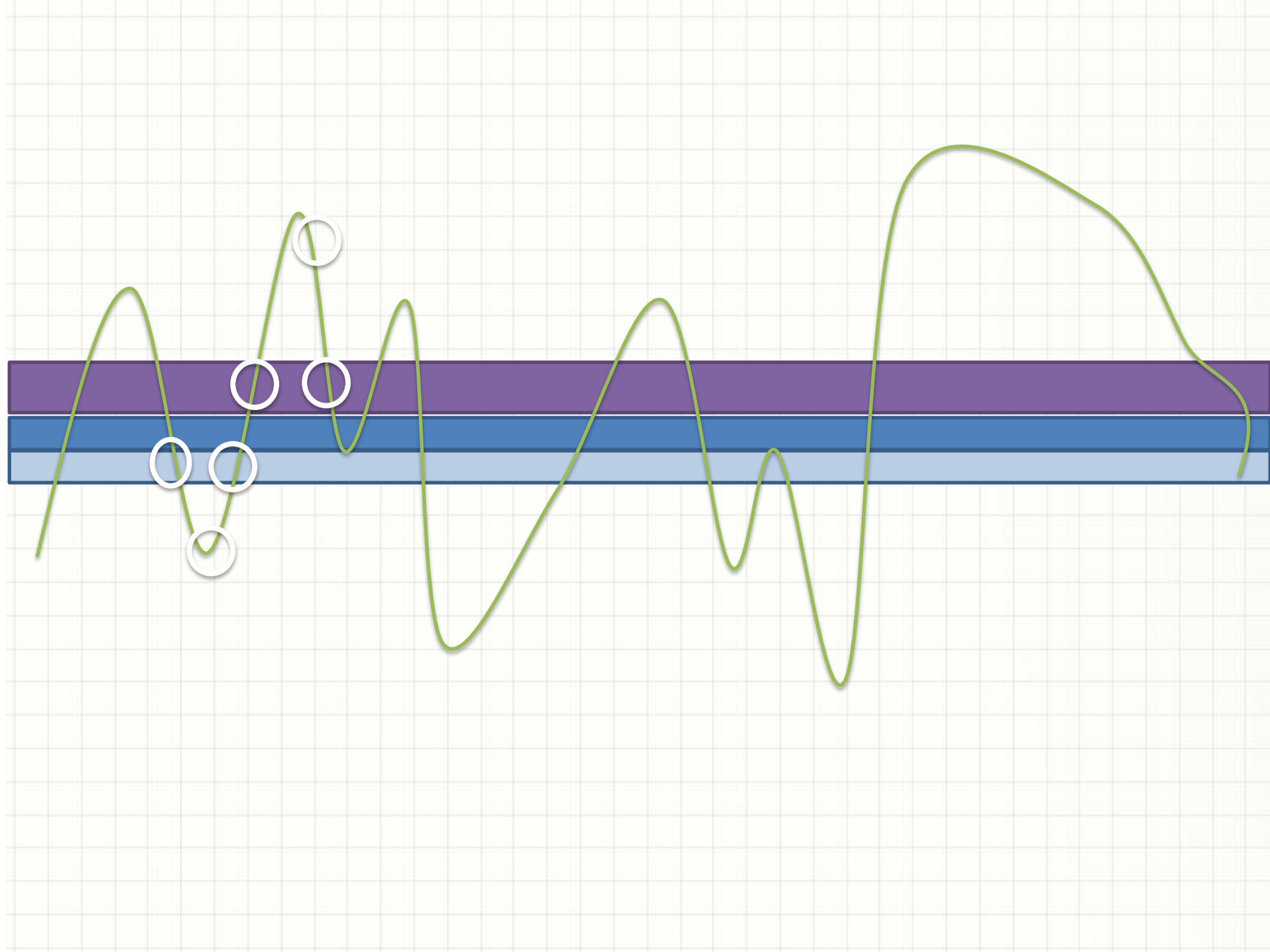
Amount of Stress

High









Self Care

❖ Emotional Needs

- ❖ Trusting relationships
- ❖ Laughter and joy
- ❖ Personal Counseling

❖ Physical Needs

- ❖ Healthy diet
- ❖ Ample sleep
- ❖ Regular exercise

❖ Mental Needs

- ❖ Training/Consultation
- ❖ Relaxation Techniques
- ❖ Boundaries

❖ Spiritual Needs

- ❖ Meditation
- ❖ Creating meaning and purpose
- ❖ Time in nature

Review

- Traumatic stress has a toll on everyone, including professionals supporting victims
- Compassion satisfaction is being fulfilled with the drive and efforts put forth to help others
- Persons, organizations, and communities can support, create, or maintain compassion
- Relationships are the number one protective factor for traumatic stress (compassion fatigue?)
- Making choices, even hard and stressful actions, living your values will always produce positive results

Thank you!

- Thank you, Gracias, Hahoo, Dank u wel, Dua netjer en etj, Vinaka, Kiitoksia, Merci, Aayya, Danke, Efcharisto, Toda, Takk, Go raibh maith agat, Arigato, Gratia, Webale, Grazzi, Laengz zingh, Nihedebil, Bayarlalaa, Tusen takk, Dzieki, Obrigado, Da-wah-eh, Spasibo, Multumesc, Tapadh leibh, Hvala, Sha ja non, Gracies, Inwali, Tack, Khawp khun, Diolch



Living Into Our Values

Values Clarification

Content and exercise covered on pages 185–197 of Dare to Lead.

Refer to the list on page 3 and identify your two values—the beliefs that are most important to you, that help you find your way in the dark, that fill you with a feeling of purpose.

When selecting your values, ask yourself the following questions:

- Does this define me?
- Is this who I am at my best?
- Is this a filter that I use to make hard decisions?

Value 1:

Value 2:

Taking Values From BS to Behavior

Answer the following questions to dig into your values:

Value 1:

- 1.** What are one or two behaviors that support your value?

- 2.** What are one or two slippery behaviors that are outside your value?

- 3.** What's an example of a time when you were fully living into this value?

Value 2:

- 1.** What are one or two behaviors that support your value?

- 2.** What are one or two slippery behaviors that are outside your value?

- 3.** What's an example of a time when you were fully living into this value?



Keeping in mind both of your values, answer the following:

1. Who is someone who knows your values and supports your efforts to live into them?

2. What does support from this person look like?

3. What can you do as an act of self-compassion to support yourself in the hard work of living into your values?

4. What are the early warning indicators or signs that you're living outside your values?

5. What does it feel like when you're living into your values?

6. How can you check yourself?



List of Values

- | | | | |
|--------------------|---------------------|----------------------|------------------|
| Accountability | Efficiency | Intuition | Security |
| Achievement | Environment | Job security | Self-discipline |
| Activism | Equality | Joy | Self-expression |
| Adaptability | Ethics | Justice | Self-respect |
| Adventure | Excellence | Kindness | Serenity |
| Altruism | Fairness | Knowledge | Service |
| Ambition | Faith | Leadership | Simplicity |
| Authenticity | Family | Learning | Spirituality |
| Balance | Financial stability | Legacy | Stewardship |
| Beauty | Forgiveness | Leisure | Success |
| Being the best | Freedom | Love | Teamwork |
| Being a good sport | Friendship | Loyalty | Thrift |
| Belonging | Fun | Making a difference | Time |
| Career | Future generations | Nature | Tradition |
| Caring | Generosity | Openness | Travel |
| Co-creation | Giving back | Optimism | Trust |
| Collaboration | Grace | Order | Truth |
| Commitment | Gratitude | Parenting | Understanding |
| Community | Growth | Patience | Uniqueness |
| Compassion | Harmony | Patriotism | Usefulness |
| Competence | Health | Peace | Vision |
| Confidence | Heritage | Perseverance | Vulnerability |
| Connection | Home | Personal fulfillment | Wealth |
| Contentment | Honesty | Power | Wellbeing |
| Contribution | Hope | Pride | Wholeheartedness |
| Cooperation | Humility | Recognition | Wisdom |
| Courage | Humor | Reliability | |
| Creativity | Inclusion | Resourcefulness | |
| Curiosity | Independence | Respect | |
| Dignity | Initiative | Responsibility | |
| Diversity | Integrity | Risk-taking | |

Write your own:

