

# RECHARGE

YOU CAN'T POUR FROM AN EMPTY CUP

RECHARGE – RECOGNIZING AND PREVENTING “BURN OUT”

11/23

# THE NATURE OF THE JOB

The job of a telecommunicator is a stressful yet rewarding one. It requires a balance of flexibility and focus, along with mental and emotional stability. Two common emotions experienced during any tour of duty are sympathy and empathy.

Sympathy is a feeling of compassion for another's suffering.

Empathy is identifying with another's feelings. It is to emotionally put yourself in the place of another.

Both emotions are common causes of compassion fatigue.



# THE NATURE OF THE JOB

Compassion fatigue is also known as vicarious secondary trauma. It is the cost of caring for others or for their emotional pain, resulting from the desire to help relieve the suffering of others. (Dictionary.com)

To draw from the sport of boxing, sympathy is being on the side line while empathy is being in the ring. It's a delicate dance between one's heart, emotions and ego.

The constant back and forth of being in and out of the ring in a fast paced, high stress environment for 4-16hrs on any given day can quickly drain your battery.



# THE NATURE OF THE JOB

Do you know when you are running on fumes and how to recharge?



## EMOTIONALLY

- Anger
- Irritability
- Hopelessness
- Short temper



## PHYSICALLY

- Headache
- Hypertension
- Abdominal pain
  - Sleep disturbances



## COGNITIVELY

- Self-blame
- Difficulty concentrating
- Low self-esteem

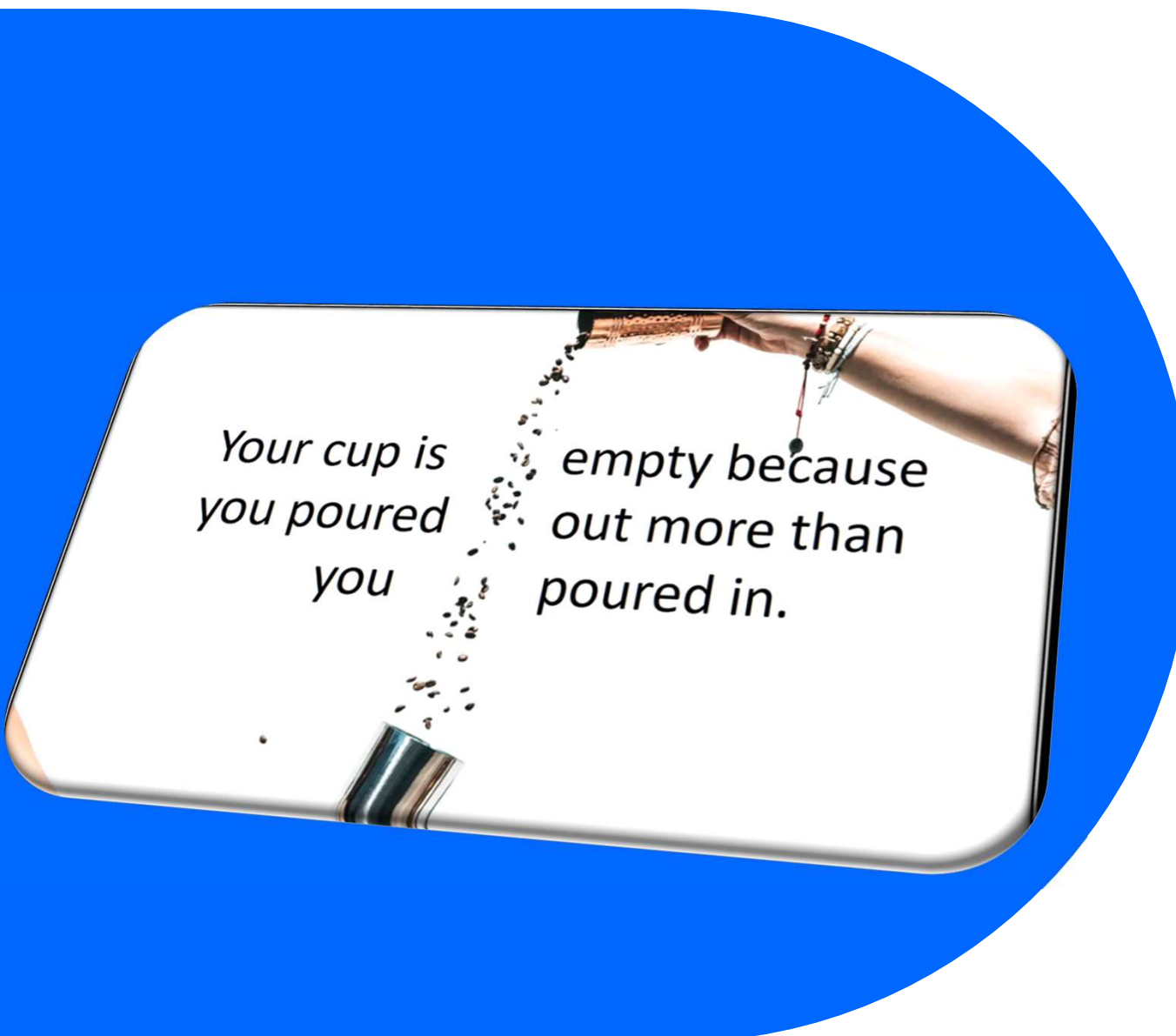


## BEHAVIORALLY

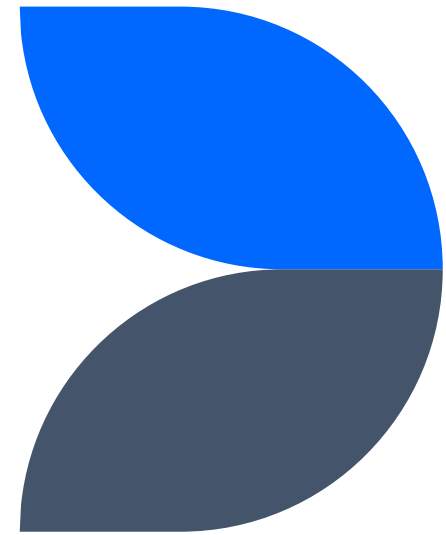
- Substance abuse
- Chronic lateness
  - Lack of motivation/joy



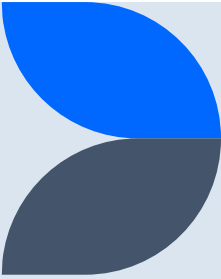
## JOB DISSATISFACTION



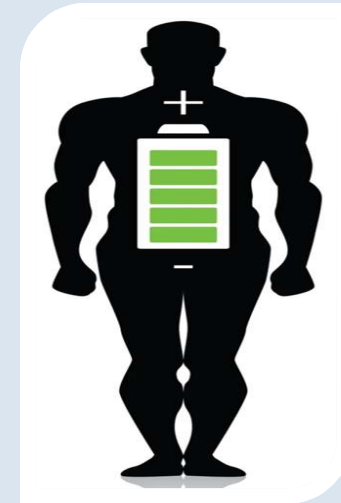
*Your cup is empty because  
you poured out more than  
you poured in.*



# WAYS TO RECHARGE



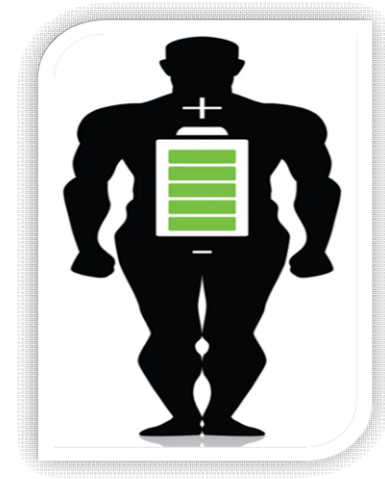
**Be realistic**– Accept your limitations and don't dwell on situations beyond your control. Accept you cannot solve every problem or fix everyone. Know when to hold them, when to fold them, when to walk away and when to run.



**Talk it out**– This can be done through journal, debrief, therapy or just a good old conversation (never compromise confidentiality). Not getting it out can increase mental stress.

# WAYS TO RECHARGE

**Don't live the job**– Learn to separate the work you from the personal you. Leave work at work and try to have a life outside of work. All work and no play.... Go to that concert, recreate that awesome memory, just breathe. It is impossible to be whole without balance.



**Escape**– Be careful, watch that overtime. Don't forget to take time off and just stop and smell the roses or go to the beach (you'll be surprised). At work ,sometimes just get up and walk around if you can, go outside and come right back, a change of scenery can do wonders.



# WAYS TO RECHARGE

**Maintain a positive attitude** – Remind yourself of the positives in your life. You become what you think, so try to see the glass half full instead of half empty – NO MATTER WHAT.



**Eat a good meal**- research shows that a nourishing meal will help you to better handle the effects of stress.

- Make sure to get adequate sleep.
- Don't take "it" personal
- Lighten up – laugh at yourself
- Make time to exercise





# RECHARGE

Get to know how the best you look, feel, think and act so you can easily recognize when you are not at your best. Everyone is entitled to an off day, however, it is important that you try and get your spark back as quickly as possible before you go completely out.

In order to keep giving and doing your best , you have to stop every once in a while to refuel.

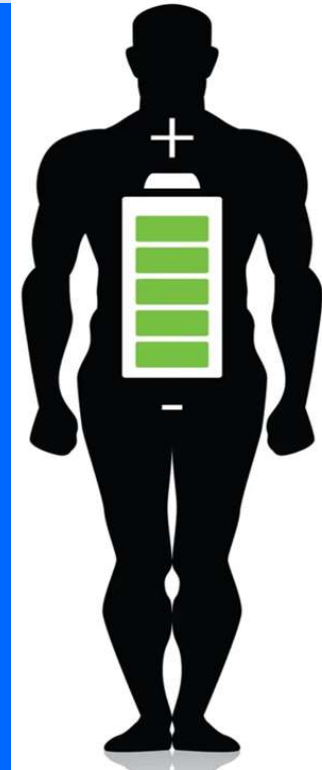
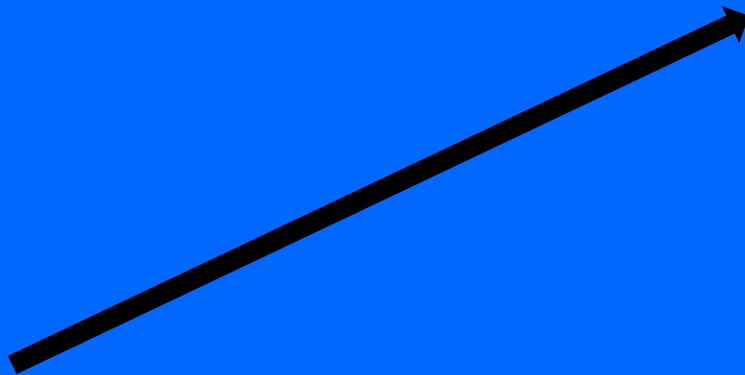
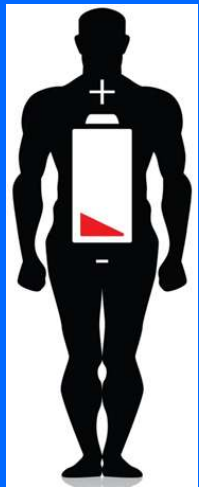


Pencil you into your schedule and take care of yourself.



It is imperative that you take time to come up for air. Breathe in , breathe out. Listen to your favorite song on break, play a game of remember when with your best memories.

FL APCO TRAINING COMMITTEE



THANK YOU

