Self-care is Quality Care
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Matt Bennett, MBA, MA
matt@BIGL3C.org  720.635.5504
connectingparadigms.org
  • Matt's Mumblings Blog
  • Trauma-Informed Lens Podcast
  • https://connectingparadigms.org/2016/12/practice-more-than-just-a-job/
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  • twitter.com/Matts_mumblings
  • facebook.com/connectingparadigms/
  • linkedin.com/in/matt-bennett-584abb3/
Empathetic Intensity
The transfer of emotions and pain from a person experiencing trauma to an empathetic professional
Speed it up a little!
The things that end up in our cups
Intensity: Duration, Uncertainty, & Importance

Trauma: Events involving intense stress that overwhelms the nervous systems capacity for regulation, resulting in an existence dominated by the trauma
Compassion Fatigue

When empathetic intensity fills up the our cup over time

Often present with burnout

Client's Energy → Healing Space → Our Energy

Stress & Trauma

Support & Resources
Vicarious Trauma

Witnessing a traumatic experience and the resulting empathetic intensity

Cost of walking through hell with someone
Secondary Trauma

Something about the person’s trauma connects with something in the our personality or past experience

The result is that the trauma is passed to us in a very real way

Re-traumatization response
Burnout

Cup capacity is near capacity over long periods of time without adequate recovery

Workload Burnout
Stress + Intensity > Cup Capacity

Expectation Burnout
Failure of Exceptions + Intensity > Cup Capacity

Maslach & Leiter, 1997
Stages of Helping Fatigue

- Exhaustion
- Guilt & Shame
- Cynicism & Callousness
- Crisis
**Biological Health**
Cardiovascular Disease  
Stroke  
Type II Diabetes  
Musculoskeletal disorder  
Cancer  
Physical fatigue  
Sexual issues  
Gastrointestinal problems  
Headaches  
Physical illness  
Back problems

**Psychological Health**
PTSD reactions  
Negative worldview  
Hopelessness  
Feeling of incompetence and doubt  
Negative attitude  
Memory loss  
Cognitive decline  
Mental illness  
Sleep problems  
Shame  
Mental fatigue  
Anxiety & irritability  
Depression  
Guilt  
Aggression

**Social Health**
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  
Disruption of relationships  
Blurred boundaries
Helping Fatigue

Trauma
Burnout

Helping Satisfaction

Protective Factors
Performance Factors
Protective Factors

- Sleep
- Therapy
- Meditation
- Exercise
- Passion
- Social Connections

Helping Satisfaction
Helping Satisfaction

Performance Factors

- Hyper-Efficiency
- Nutrition
- Culture
- Recovery Time
- Be Great!
Hyper-Efficiency

Nutrition

Culture

Recovery Time

Be Great!
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