

Staff Wellness & Management of Trauma



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Why Think Trauma for Staff?

“...We are stewards not just of those who allow us into their lives, but of our own capacity to be helpful...”

- Laura van Dernoot Lipsky



Learning Objectives

- Identify **potentially traumatizing events** encountered by staff within **juvenile justice settings**
- Identify **personal experiences** with direct and indirect forms of trauma and organizational stress within juvenile justice settings
- Describe and practice steps toward **reducing stress reactions** for staff
- Define **staff wellness** and identify **strategies** to promoting ongoing wellness

What is your Professional Quality of Life?



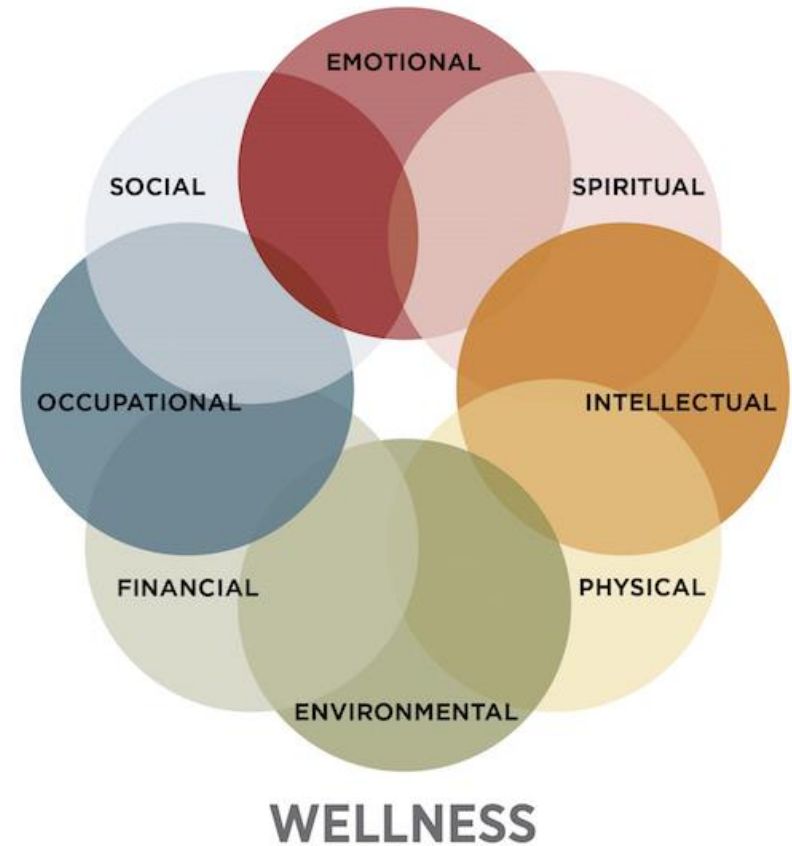
1. Complete the *Professional Quality of Life Scale*.
2. Calculate your scores for the Compassion Satisfaction, Burnout, and Secondary Traumatic Stress subscales.
3. Consider how your ProQOL and ACEs responses impact your health.



How Complete Wellness Impacts Work

Compassion Satisfaction

The pleasure you derive from being able to do your work well.

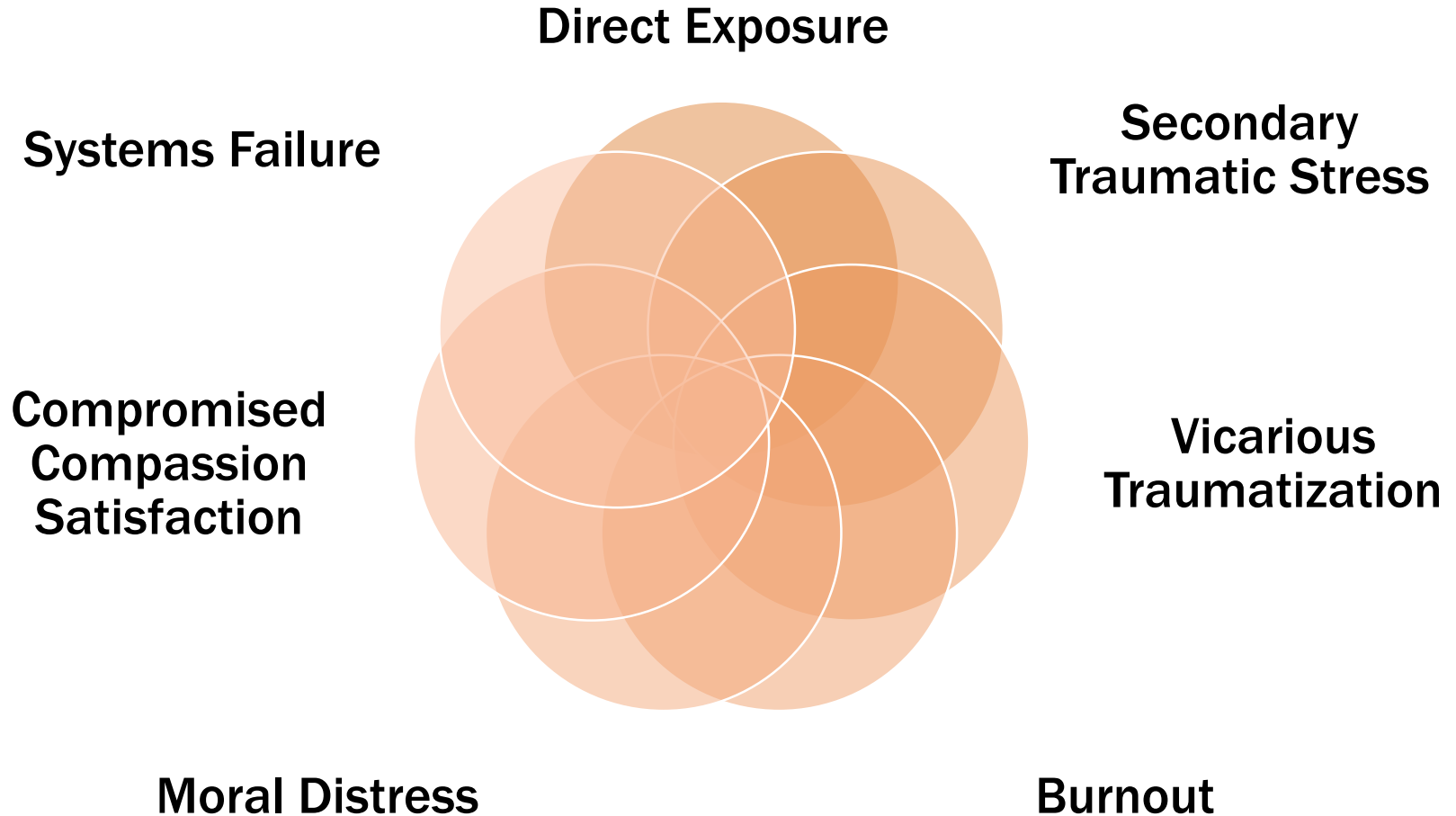


Reflecting on Stress Inside & Outside The Juvenile Justice System

What experiences at work and
outside of work cause you
stress?



Barriers to Staff Wellness in the Workplace



Direct Exposure to Traumatic Events at Work & Beyond

Suicide/
Attempted
Suicide

Homicides

Staff
Deaths

Restraining
Youth

Observing a
Violent
Assault/Fight

Sexual
Attacks

Intervening
in an Assault

Being
Assaulted

Youth Self-
Injurious
Behavior

Secondary Traumatic Stress



A trauma condition, caused by indirect exposure that parallels the symptoms of PTSD.

STS Risks Factors

- Dose of exposure
- History of previous trauma exposure
- Level of support
- Sense of competence
- Individuals who are new to their job
- Tendency towards negative coping styles



Noticing Signs of Burnout



Burnout is a state of emotional, physical, and mental exhaustion often with feelings of hopelessness or difficulties dealing with work.

Vicarious Traumatization: Impact On How We Feel about Ourselves, Others & the World

- Vicarious traumatization is changes in the inner experience of a staff member, such as expectations for trust, safety, control, esteem, intimacy that result from cumulative exposure.
- Difficulty gaining satisfaction from work.



How Has Work Had a Negative Influence on.....

- What matters in your life?
- The way you see the world?
- The way you see yourself or others see you?
- The way you view others?

Beyond Burnout: Traumatic Stress Responses in Staff



- Cumulative impact of STS & additional stressful experience can lead to traumatic stress reactions.
- Unaddressed STS, Burnout, and Vicarious Traumatization can cause impairment in:
 - Relationships
 - Physical health
 - Emotional/psychological health
 - Work performance



Beyond Burnout: Traumatic Stress Responses in Staff



Which signs of STS impact and risk factors do you believe occur most among your co-workers?



Impacts of Secondary Traumatic Stress (4.4)

- Emotional/Psychological
 - Depression/Anxiety
 - Mood swings
 - Negative self-image
- Relationships
 - Distancing
 - Poor boundaries
 - Reduced ability to feel empathy
- Physical
 - Difficulties sleeping
 - Fatigue, poor concentration
 - Somatic complaints

Organizational Stress

- Organizations can create workplaces that increase the likelihood staff are exposed to stress, are directly exposed to trauma, and experience STS.
- When organizations fail to create psychologically and physically safe spaces that address organizational stress, direct exposure to trauma, and STS, staff suffer.

Sources of Organizational Stress



- Budget Cuts and Pay Loss
- Layoffs
- Unsupportive Co-Workers & Leadership
- Lawsuits
- Investigations
- Facility Closing
- High Case Load

Organizational Functioning

- Increased Absenteeism
- Impaired Judgment
- Unwillingness to Accept Extra Work
- Low Motivation
- Lower Productivity & Poor Quality of Work
- Greater Staff Friction
- Moral Distress
- Higher Staff Turnover



Addressing Organizational Stress & Secondary Traumatic Stress

Which aspects of organizational stress most impact staff work and compassion satisfaction in your workplace?



Who is Responsible for Wellness at Your Work?

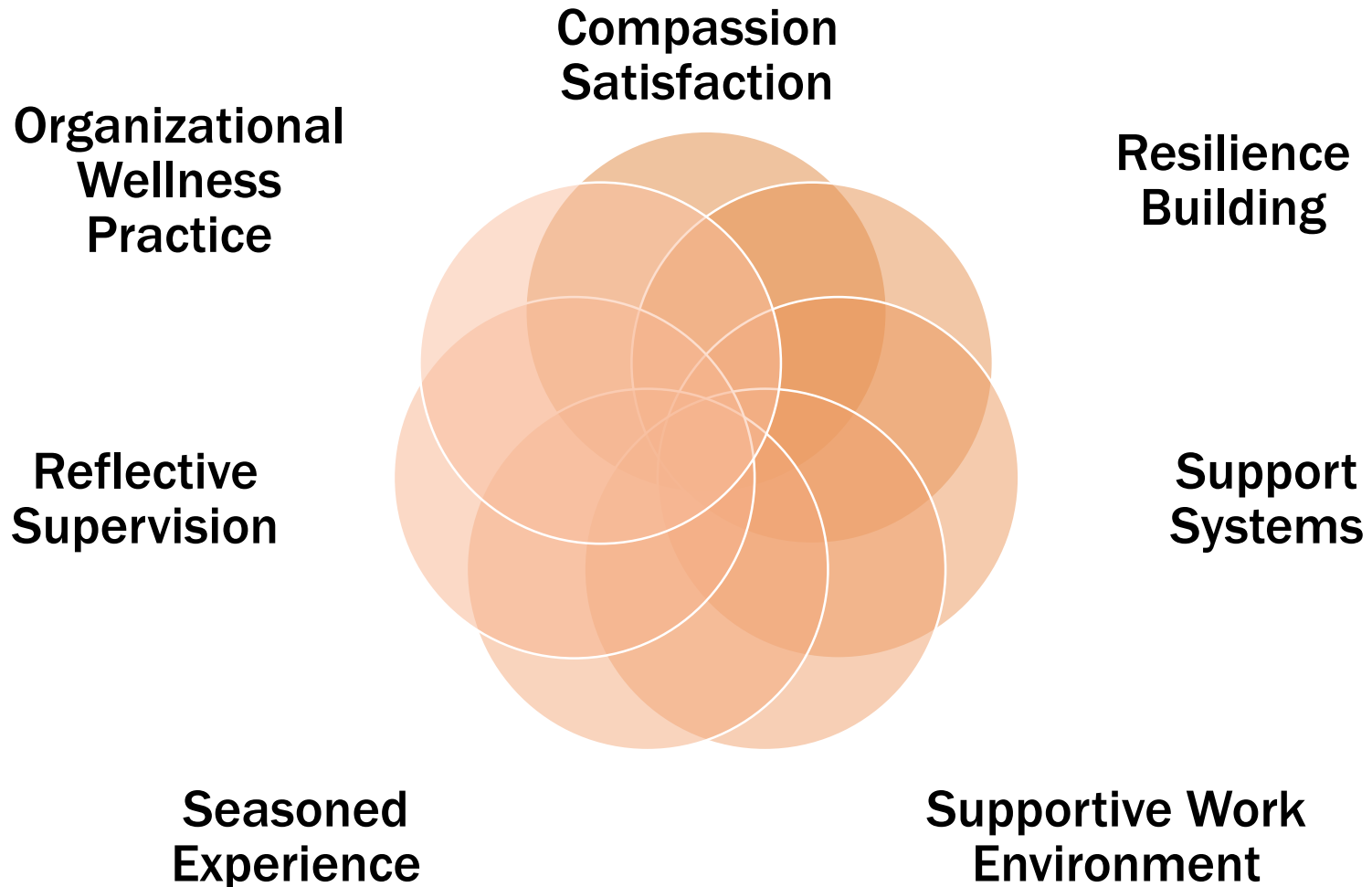
You

Co-Workers

Supervisors

Organization

Restoring Wellness



Engaging Ongoing Individual Wellness

Awareness

- Reflection and acceptance
- Appraisals and meaning making
- Self-efficacy

Balance

- Emotion regulation and active coping
- Resilience and skill building

Connection

- Prevention & Intervention



Building Awareness

Reflection

- Identify personal emotional experiences that occur when feeling overwhelmed.
- Notice what led to positive emotional experiences.

Acceptance

- Acknowledge and understand the impact of stress and trauma.
- Practice self-compassion during and after stressful situations.

Mindfulness



Focusing Awareness



Body



Personal Life



Professional Life

- Ways in which your body reacts to stress
- Ways in which your personal life is affected by stress
- Ways in which your professional life is affected by stress



Repacking the Invisible Suitcase

Appraisals

How we explain the reason for stress and the best way to handle it.

Self-Efficacy

How we think about our ability to do the job well.



Balance



Using Balance to Foster Resilience & Compassion Satisfaction

Regulation

- Understand reminders that challenge regulating emotions.
- Tailor coping strategies to stress triggers and trauma reminders.
- Integrate vicarious resilience as a tool.



WTF Protocol: Walk, Talk, and Flush It Out

Walk



Talk



Flush



What is the one thing getting in the way of your ongoing wellness?

What is one thing you will work on related to your ongoing wellness this week?



Focusing on Days that Make You Want to Return

- Think about a rewarding moment at your job.
- What are 3 things that you love/enjoy about your job?
- Think about 5 people whose lives you've touched.
- Why did you take your current job?
- What are 3 compliments you have received from your co-workers, or 3 things you think you do well?



Connection

The benefits of connection are numerous and include:

- Providing a different perspective on old problems.
- Giving a break from dwelling on problems.
- Understanding the biological changes that contribute to stress reduction such as production of the stress-reducing hormone oxytocin.
- Giving yourself the opportunity to recharge important parts of your identity.



Connection Through Prevention

- Engage in active coping strategies with others.
- Distinguish situations one has control from situations out of ones control.
- Cultivate supportive work relationships.



Connection Through Prevention

Some strategies to consider for building a safe workplace include:

- Provide mentoring to new professionals.
- Learn together and invest in your lifelong education.
- Recognize or accept that which we cannot change.
- Develop reflective practices to connect.



Reflective Practice

Tips for Reflective Practice:

- Check in with co-workers when you feel stuck or contemplative
 - Ask permission first
 - Remember venting is not helpful!
- Have conversations in private (e.g., not in front of youth or where youth can overhear)
- Refrain from one-upmanship when describing trauma or workplace stressor stories



Reflective Practice

Guiding Questions for Reflection:

- How did you feel? What did you notice in yourself?
- Did you have any strong reactions during this interaction?
- How do you think [youth] was feeling? What was their perspective?
- What did you think was going to happen? Why do you think it did or didn't go as planned?

If co-worker gets triggered/reactive:

- What do you think was driving your stress reaction?
- Are there aspects of the interaction (with youth or staff) that remind you of your own experiences or history?



Connection Through Intervention



- Acknowledge when professional support is helpful.
- Build a range of interventions to select from that are the right fit for different stressful situations.
- Try interventions that foster resilience and re-establish an inner balance that enhance your professional and personal life.



Foundations for Trauma-Informed Organizations

- Organizational self-assessments provide insight into organizational strengths and areas for improvement.
- Engaging multiple stakeholders to gather data and support strategic planning.
- Provide opportunities for leadership to understand and respond to the impact STS on staff and organizations.



Creating a Culture of Wellness



- Infuse trauma-informed principles for staff
- Provide wellness activities
- Offer mindfulness exercises
- Support staff celebrations
- Encourage use of mental wellness breaks including vacation/leave time/flex schedules
- Consistently use NCTSN and other resources from other organizations

Finding the Time for Workplace Wellness

If you have:

2 minutes

- Smile
- Breathe deeply
- Make coffee or tea
- Stretch
- Sign up for a training opportunity
- Thank someone
- Tell a joke to a co-worker
- Have a “2min dance party”

10 minutes

- Clean up your workspace (or at least a part of it!)
- Plan a party to celebrate an accomplishment or milestone
- Discuss training opportunities with your supervisor
- Do a wellness activity with your colleagues at a staff meeting

5 minutes

- Respond to an email that has been nagging you
- Have a conversation with someone who you don't usually work with
- Schedule a team meeting
- Straighten up one of the common areas

30 minutes

- Eat lunch with your colleagues
- Sit or walk outside
- Assess your wellness plan
- Discuss self-care, burnout and compassion fatigue at a staff meeting
- Have a “walking meeting” with a colleague



Engaging Resources

Using all the resources discussed during the Think Trauma training regularly will support safer and healthier workplaces for staff and facilities for youth.

Which resource will you review in the next week?

How will you use it?





Take Home Messages

1. Your work environment has potentially traumatizing events and secondary traumatic stress that can impact your health.
2. Becoming aware of the impact of trauma and STS and using prevention and intervention strategies reduces this impact.
3. Practicing activities that promote ongoing wellness can help you manage your stress and assist you in maintaining a satisfying life outside of work.

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