

Welcome! Thanks for joining us today.

The EAP **How to Build Resilience When Your Job Involves
Helping Others in Crisis**

webinar session will begin soon.

While you are waiting, please type any questions you would like us to answer today in the Chat Box for the presenters.

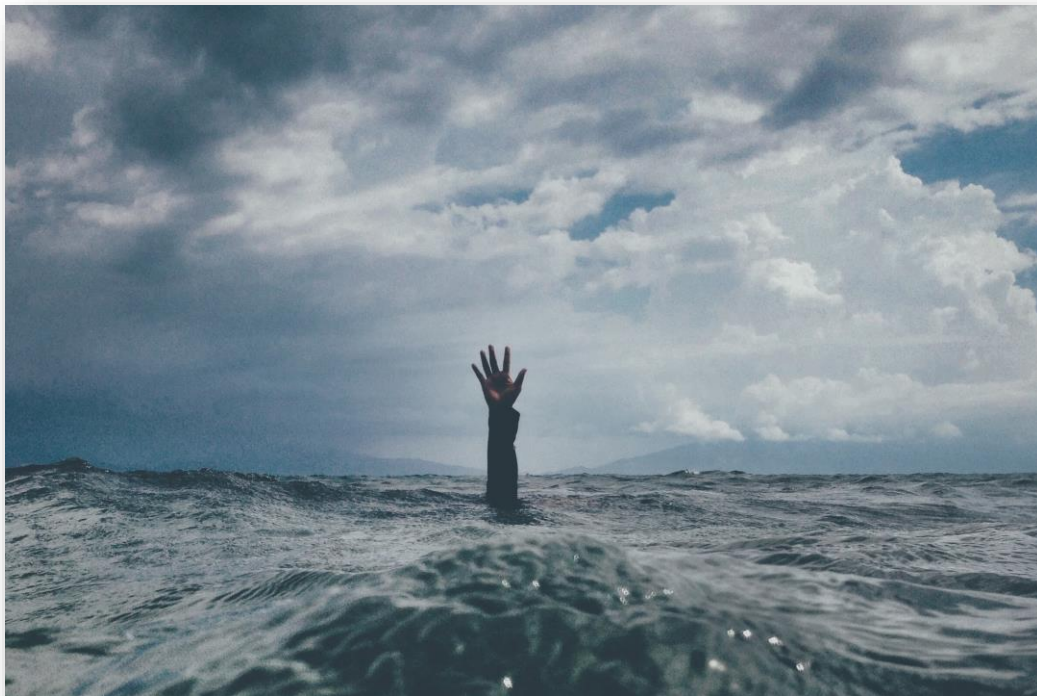
HOW TO BUILD RESILIENCE WHEN YOUR JOB INVOLVES HELPING OTHERS IN CRISIS



WASHINGTON STATE

Presented by: Matthew Gilbert, LMFT
Kari Uhlman, LMHC

Helping Others in Crisis



The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

(Remen, 2006)

Survival Mode

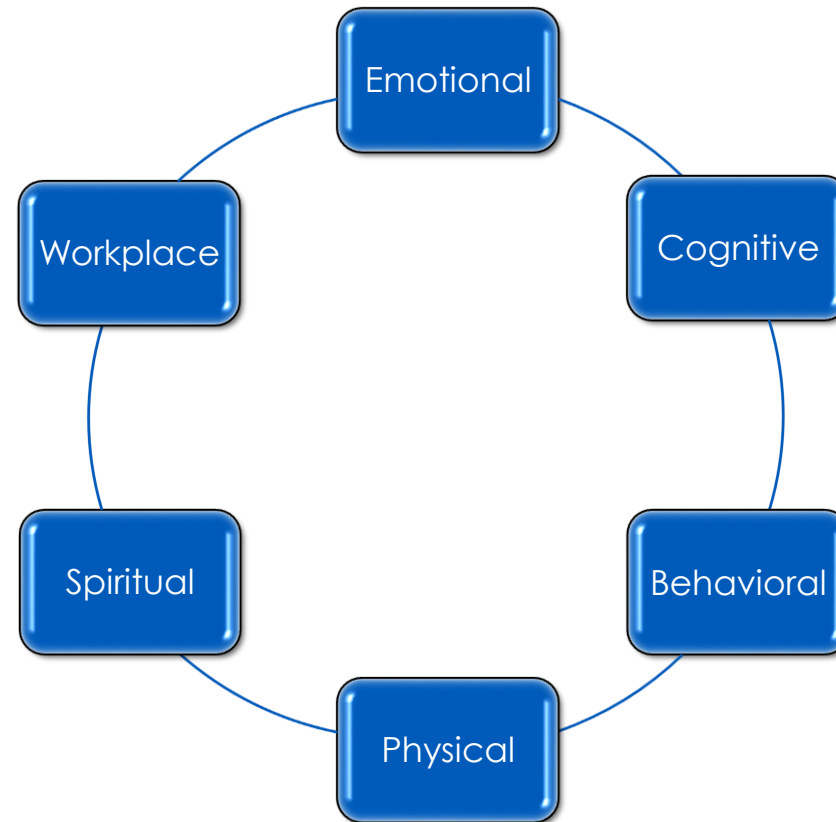


Secondary Traumatic Stress (STS)

- Direct contact
- Indirect contact
- Vulnerability factors



Symptoms



Possible Symptoms

Emotional- anger, sadness, anxiety, depression, prolonged grief, feelings of hopelessness, helplessness, powerlessness, emotional numbing, irritability, mood swings, & numbing

Cognitive- intrusive thoughts/imagery, repetitive images/thoughts of other person's trauma, racing thoughts, flashbacks, negative self-image, difficulties making decisions, lower self-esteem, increased self-doubt, & issues around perfectionism

Behavioral- sleep disturbance, nightmares, loneliness, difficulties separating work and home life, overprotective of loved ones, & negative coping behaviors such as smoking, drinking, changes in eating, acting out, & binge shopping

Possible Symptoms

Physical- stomachaches, headaches, body tension, body aches, lethargic, hyper-arousal, & weakened immune system

Spiritual- decreased sense of purpose, loss of hope, & feeling disconnected from others and what's happening in the world

Workplace- avoiding customers or colleagues, missing appointments, tardiness, lack of motivation, reduced productivity, job dissatisfaction, higher turnover

Building Resilience

- Finding Meaning
- Optimism
- Self-Awareness
- Mastery
- Self-Care
- Support



Finding Meaning



In some ways suffering ceases to be suffering at the moment it finds meaning.

Viktor Frankl

Optimism

- Identify what you have control over
- Seek the positives
- Reframe & replace negative thoughts



Self-Awareness

- Increase your understanding of your own unique identity
- Identify tools and practices you can use to increase your self-awareness
- Identify triggers & create a plan

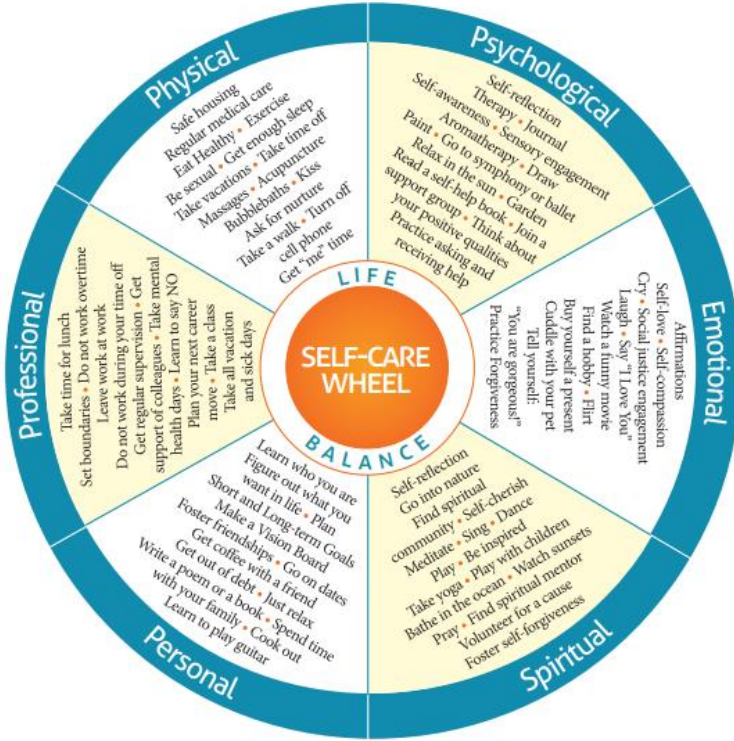


Mastery

- Develop your knowledge & skill
- Increase self-efficacy (confidence)
 - Vicarious experiences
 - What qualities do they demonstrate?
 - What makes them a role model
 - What characteristics can you emulate?
 - Imaginal experiences

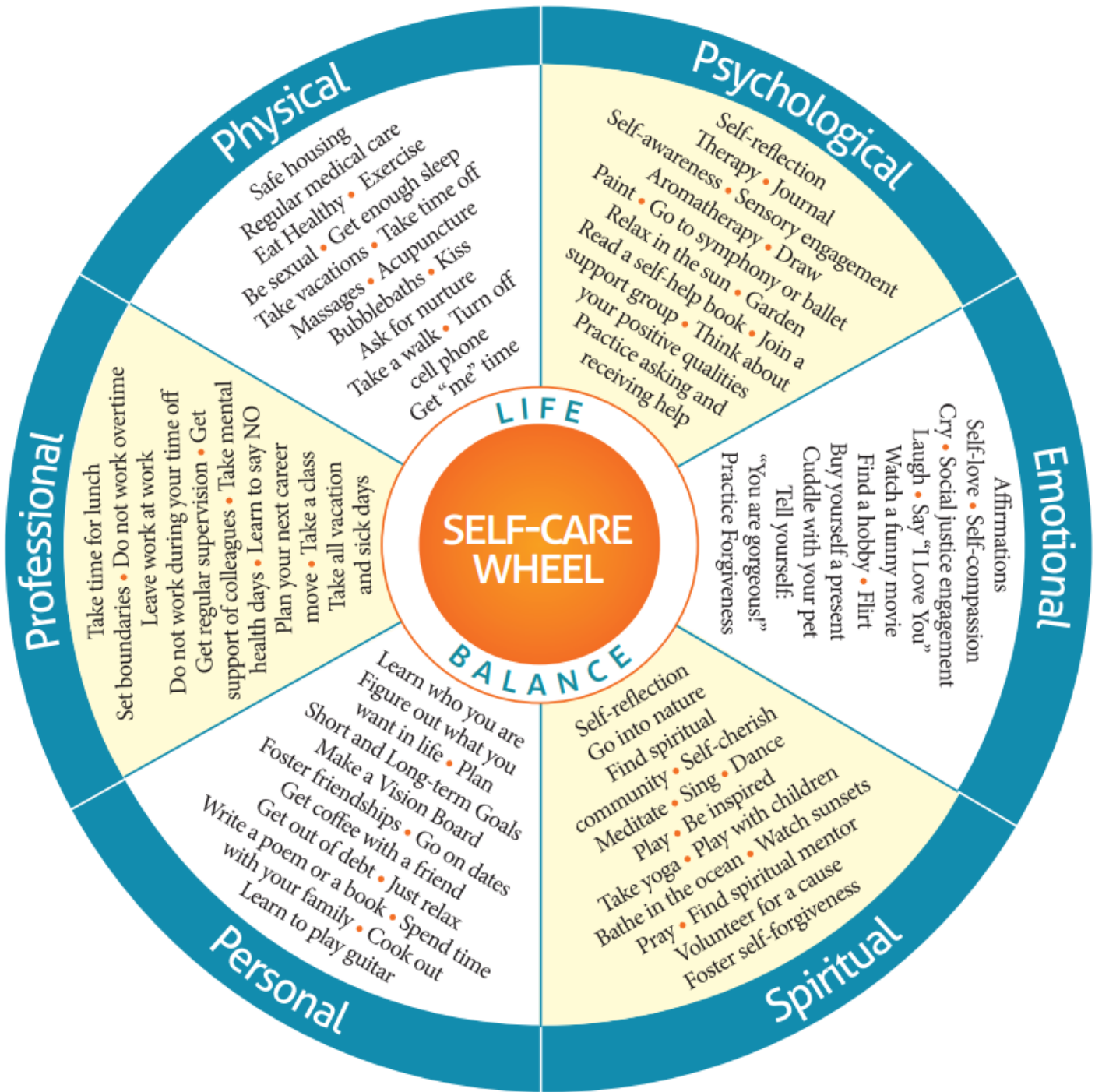


SELF-CARE WHEEL



This Self-Care Wheel was inspired by and adapted from "Self-Care Assessment Worksheet" from *Transforming the Pain: A Workbook on Vicarious Traumatization* by Saakvitne, Pearlman & Staff of TSI/CAAP (Norton, 1996). Created by Olga Phoenix Project: Healing for Social Change (2013). Dedicated to all trauma professionals worldwide.

www.OlgaPhoenix.com



Support

- Use a buddy system
- Collaborate as a team
- Seek & utilize supports & support systems



EAP is here to support you

- Free for you and your family
- Confidential
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- Expert professionals
- Practical help
- From everyday concerns to serious issues
- Caring and respectful
- Culturally relevant
- Supporting the WHOLE person



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Resources

Man's Search for Meaning by Viktor Frankl (book)

The Body Keeps the Score: Brain, Mind and Body in the Healing of Trauma by Bessel Van Der Kolk (book)

National Child Traumatic Stress Network – [Promoting Resilience and Reducing Secondary Trauma Among Welfare Staff](#)

NIOSH – [The Buddy System Fact Sheet](#)

Now, Discover Your Strengths by Marcus Buckingham and Donald O. Clifton (book)

Olga Phoenix – [Resilience Wheel](#)

Olga Phoenix – [Self-Care Wheel](#)

Positive Psychology – [What is Self-Efficacy? Bandura's 4 Sources of Efficacy Beliefs](#)

Positive Psychology – [17 Self-Awareness Activities and Exercises](#)

Positive Psychology – [7 Strength Finding Tests and Questionnaires You Can Do Today](#)

TEDx – [Beyond the Cliff by Laura van Dernoot Lipsky](#)

Well and Good – [3 Self-Care Tips Health-Care Professionals on the Frontlines can Practice in 5 Minutes](#)