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
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

- Emotional
- Workplace
- Spiritual
- Cognitive
- Behavioral
- Physical
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
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
- Easy to access
- Expert professionals
- Practical help

- From everyday concerns to serious issues
- Caring and respectful
- Culturally relevant
- Supporting the WHOLE person

eap.wa.gov
877-313-4455
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