From Burnout to Self-Care:

Inspiring Staff Wellness
Let’s Break The Stress: Ice Breaker
Today's Objectives

• Discern stress, stressors, and compassion fatigue and their effects.

• Identify practices used to manage staff experiencing burnout and learn to implement techniques in your workplace.

• Formulate strategies that can be used to help avoid compassion fatigue and create a supportive environment.

• Explore the use a personal self-care plan and how this instrument can set the example for those around you.
Stress Reactions

- Fear
- Depression
- Anger
- Aggression
- Regression
- Illness
- Anxiety
- Fatigue
- Discouragement
- Tension
- Headaches
- Backaches
- Muscle Tension
- Insomnia
Stress vs. Burnout

What's the difference?
Stress vs. Burnout

**Stress**

- Characterized by over-engagement
- Emotions are over-reactive
- Produces urgency and hyperactivity
- Loss of energy
- Leads to anxiety disorders
- Primary damage is physical
- May kill you prematurely

**Burnout**

- Characterized by disengagement
- Emotions are blunted
- Produces helplessness and hopelessness
- Loss of motivation, ideas, and hope
- Leads to detachment and depression
- Primary damage is emotional
- May make life seem not worth living
Every day is a bad day....

Caring about your work or home life seems like a total waste of energy...

You’re exhausted all the time...

You feel like nothing you do makes a difference or is appreciated...

The majority of your day is spent on tasks you find either dull or overwhelming...
Dealing with Burnout: The "Three R" Approach

- **Recognize** – Watch for the warning signs of burnout
- **Reverse** – Undo the damage by managing stress and seeking support
- **Resilience** – Build your resilience to stress by taking care of your physical and emotional health
Preventing Burnout: Best Practices

• Start the day with a relaxing ritual.
• Adopt healthy eating, exercising, and sleeping habits.
• Set boundaries.
• Take a daily break from technology.
• Nourish your creative side.
• Learn how to manage stress.
Recovering from Burnout - End Stage

- Acknowledge your losses
- Slow Down
- Get support
- Reevaluate your goals and priorities
Coping with Job Burnout

• Change your job :: Change your career
• Actively address problems
• Clarify your job description
• Ask for new duties
• Take time off
How to Manage Job Stress

1. Recognize warning signs of excessive stress at work

2. Reduce job stress by taking care of yourself

3. Reduce job stress by prioritizing and organizing
   - Time management / Task management-
How to Manage Job Stress

4. Reduce job stress by improving emotional intelligence
   - Self Awareness :: Self Management :: Social Awareness :: Relationship Management

5. Reduce job stress by breaking bad habits

6. Learn how managers or employers can reduce job stress
Why Self-Care?......

Staff Self-Care Plan

• How do you currently cope with stress?
• What would you like to do?
• Outlining your plan
• Obstacles to Implementation
• Making a Commitment to Yourself
• Share Your Intentions
• Be Prepared
• Follow Your Plan
• Personal Mission Statement
What does your Wellness Program look like?

• Dry Erase Board Games
• Yoga Classes
• Meditation Classes
• Cloud Lighting
• Miss Fiona
• 5k Corporate Run & Walks
• Agency Picnics
• Contact Center Potlucks
• Team Orientated Approach
• Dashboard Televisions
Questions?

Alexandra Rose Schneider, Senior Manager
aschneider@switchboardmiami.org
305-358-1640 ext. 1115
www.Switchboardmiami.org

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