



Building a Resilient Workforce

TRAUMA-INFORMED CARE SERIES:
SESSION FIVE

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When I think about burnout, stress, and compassion fatigue, the most important things for me to talk about are _____

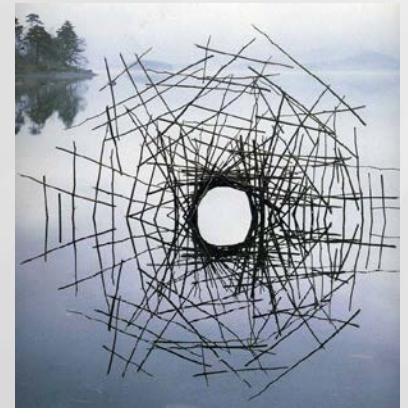


Learning Objectives

- ▶ Recognize organizational practices that support resiliency
- ▶ Recognize common Trauma Exposure Responses
- ▶ Demonstrate listening practices that support other's resiliency
- ▶ Identify four major evidence based practices for decreasing stress
- ▶ Understand benefits of breathing and gratitude practices

Organizational Practices

- ▶ Easy to access employee resources such as EAP
- ▶ Mechanisms for time-off that are responsive to need and free of judgment
- ▶ Encouragement of time-off
- ▶ Meaningful debriefs after critical or stressful incidents
- ▶ Safe supervision discussions
- ▶ Culture of contribution and purpose





Get Crispy or Turn Down the Heat

Strategies for processing our stress and changing our
framework

Trauma Exposure Response is

“a transformation that takes place within us as a result of exposure to the suffering of other living beings...”

Laura van Dernoot Lipsky

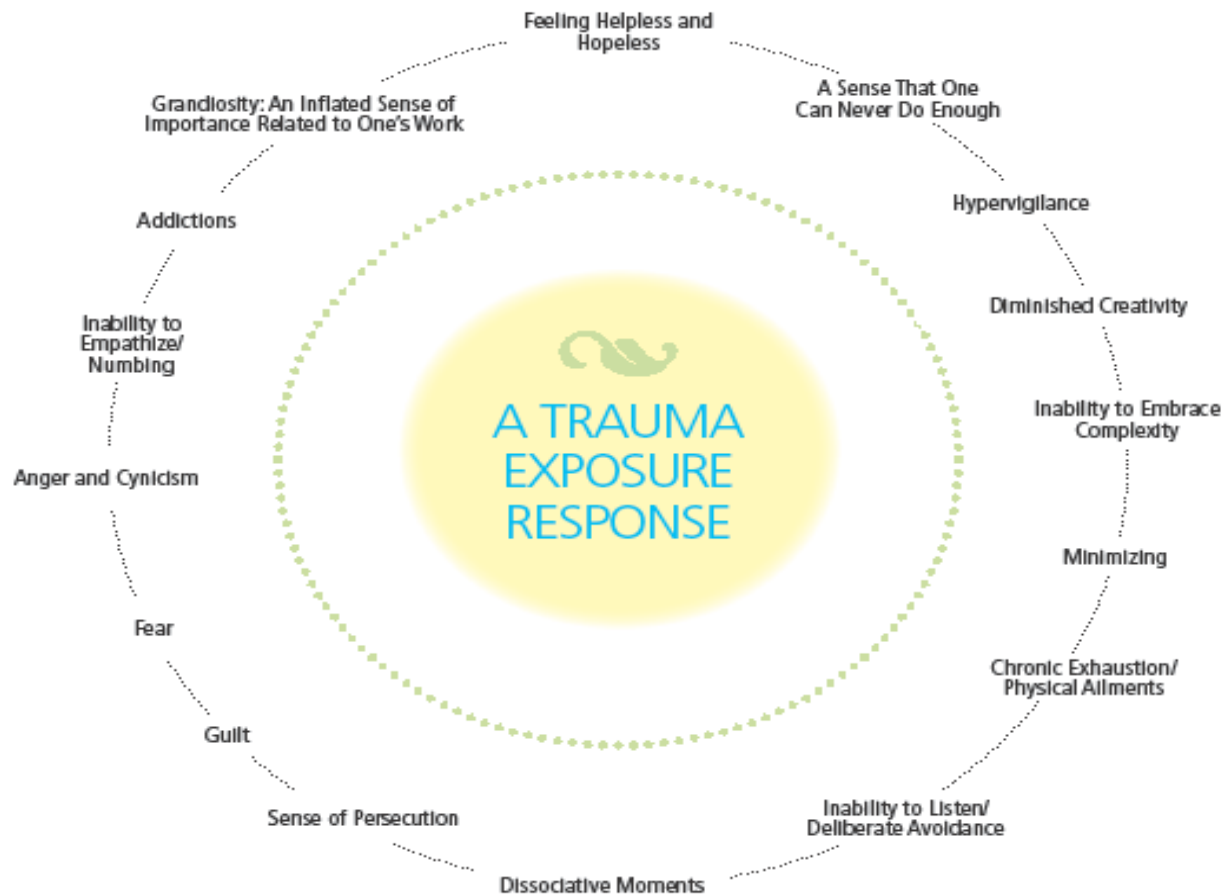


How has your worldview changed since doing this work?

Activity:

- ▶ Read through the trauma exposure response diagram
 - ▶ Pick three that you connect with the most
 - ▶ If willing, please type in:
1. Which of these responses do you see in yourself the most, either in the past or present?





Trauma Exposure Response

A trauma exposure response may be defined as the transformation that takes place within us as a result of exposure to the suffering of other living beings or the planet.

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Externally Processing Our Stress

- ▶ **Connecting to spiritual practice**

Any practice connecting you with something bigger than self. E.g. Hiking, volunteering, prayer

- ▶ **Connecting to community resources**

E.g. EAP, support groups, professional associations

- ▶ **Communicating with others both in and outside our fields**

E.g. Chatting with spouses, co-workers, neighbors

Communication Practices to Help

Listening:

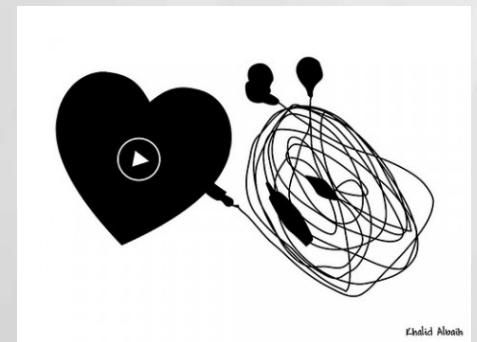
- ▶ Practice reflective, empathic listening
- ▶ Seek to understand not problem solve
- ▶ Offer advice/information only when it's requested or with permission
- ▶ Avoid minimizing phrases

Speaking:

- ▶ Seek curious listeners
- ▶ When highly emotional, allow time before speaking
- ▶ If possible, be clear with the listener about what you're wanting from them

Reflective Listening

- ▶ A way of listening where the listener seeks only to understand the speaker, then offers that understanding back to the listener to check for accuracy
- ▶ A way of being with someone that shows presence and an intent to understand
- ▶ May look like: head nods, nonverbal cues, attentive body language





Shifting Frameworks

Regular practices that invite transformation

The Big Three:

- ▶ Sleep
- ▶ Exercise
- ▶ Breathing
- ▶ Bonus Fourth: Gratitude Practice



Life Hack: Breathing

- ▶ Deep, belly breaths activate parasympathetic nervous system
- ▶ Signals to body to calm and helps move out of fight, flight, freeze response
- ▶ Decreases anxiety and depression
- ▶ Improves sleep
- ▶ Reduces impulsivity, cravings, and addictions
- ▶ Strengthens immunity
- ▶ Reduces pain and activation of pain centers in the brain



I cannot be grateful for everything that happens to me, but I can be grateful in every moment.

David Steindl Rast



Why Gratitude?

- ▶ Decreased experience of pain
- ▶ Improved sleep
- ▶ Increased empathy
- ▶ Increased helpfulness
- ▶ Increased immune health



Practice Reflective Listening & Gratitude: Dyads

Speaker:

- ▶ Prompt: A place that was magical to me as a child was _____
- ▶ Someone who helped me believe in myself is or was _____
- ▶ Talk for a full two minutes

Listener:

- ▶ Use only reflective statements or
- ▶ Questions that seek more understanding, not problem solving
- ▶ Speak as little as possible

Other Gratitude Practices

- ▶ Daily journal – blog, vlog, sketches, etc.
- ▶ Ritualizing gratitude, e.g. at meals, before drives, before/after work



Key Points

- ▶ **There are both organizational and individual practices that may increase workforce resiliency**
- ▶ **Individuals can help support one another's resilience through intentional communication practices**
- ▶ **Individuals may support their own resilience through evidence-based strategies such as mindful breathing and gratitude practices**





Questions?

Thank you!

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The Trauma Informed Care Series:

<http://www.ctacny.com/trauma-informed-care-series.html>

- ▶ **Creating a Path for Resiliency**
 - October 26, 2016; 12:00pm – 1:00pm