



**October 7, 2021**

**3:00pm – 4:15pm**

**A FABULOUS Framework to Manage  
Compassion Fatigue, Secondary Traumatic  
Stress, and Vicarious Trauma**

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**Participant Manual**

## About Your Presenter



**Barbara Rubel, MA, BCETS, DAAETS**, helps audiences lessen occupational burnout, compassion fatigue, and vicarious trauma. As a nationally recognized keynote speaker and trainer, and Newsweek Forum Member, Barbara motivates healthcare and mental healthcare professionals, and victim service providers, to build resilience, create work-life balance, and manage workplace chronic stressors. Her programs also focus on lost productivity and performance while managing complicated grief in the workplace. As a keynoter and

trainer, she has presented to over 1,000 groups since 1991, including corporations, state and national associations and non-profits focusing on her FABULOUS Framework. Her speaking engagements give audiences practical strategies of wellbeing and self-care.

Barbara is a Board-Certified Expert in Traumatic Stress and Diplomate with American Academy of Experts in Traumatic Stress, and received a BS in psychology and MA degree in community health, with a concentration in thanatology. She is the author of, *But I Didn't Say Goodbye: Helping Families After a Suicide* (2020) (3ed); the 30-hr CE nursing course, *Loss, Grief, and Bereavement: Helping Individuals Cope* (2019) (4ed); and the 2-hr healthcare course, *COVID-19 Loss, Grief, and Bereavement* (2020).

For the past 19 years, Barbara has been a consultant with the Department of Justice, Office for Victims of Crime, and co-authored their training curriculum, *Compassion Fatigue*. She is also a contributing writer to *Thin Threads: Grief and Renewal*; *Fresh Grief*; *Coaching for Results: Expert Advice from 25 Top International Coaches*; and *Keys to a Good Life*. Her work has been featured in *Family Circle* magazine, *Health* magazine, and *Shape* magazine. She was featured in an Emmy award winning documentary, *Fatal Mistakes, Families Shattered by Suicide* narrated by Mariette Hartley.

## Introduction

It is possible to have a transformative learning experience in a virtual keynote. By the end of this program, you'll learn more about yourself, have the tools and strategies to build your personal resilience, and identify ways to put your strengths into action. The FABULOUS framework has underpinnings in research, theory, and practice and gives you an evidence-based guide to manage burnout, compassion fatigue, or vicarious trauma.

## Modules

FABULOUS Framework	
<b>MODULE 1</b>	Program Overview
<b>MODULE 2</b>	Occupational Burnout and Compassion fatigue
<b>MODULE 3</b>	Secondary Traumatic Stress and Vicarious Trauma
<b>MODULE 4</b>	Work-Life Balance and Employee Wellbeing
<b>MODULE 5</b>	FABULOUS Framework: 8 Pillars of Wellbeing
<b>MODULE 6</b>	Wrap-Up

## Table of Organization

### What is Covered in this Workbook?

Worksheets, self-assessments, tips, insights, and key takeaways from the slide deck.

### Participant Worksheets

Worksheet 1.1: Fill-in the Blanks

Worksheet 2.1: Let's Get to Know Your Beliefs About Burnout

Worksheet 3.1: Noticing Secondary Traumatic Stress

Worksheet 4.1: Core Values in the Workplace

Worksheet 4.2: Workplace Spirituality

Worksheet 5.1: FABULOUS Framework

Worksheet 5.2: Questions to Avoid Unhealthy Boundaries

Worksheet 5.3: Action Plan to Achieve a Wellness Goal

## Worksheet 1.1 Fill-in the Blanks

I think that some professionals feel \_\_\_\_\_ when they are burned out. What contributes to my burnout is \_\_\_\_\_. They may experience secondary traumatic stress because of \_\_\_\_\_.

\_\_\_\_\_ . What may contribute to my secondary trauma is \_\_\_\_\_.

\_\_\_\_\_ . If I am vicariously traumatized, I might experience \_\_\_\_\_. I realize that repeated exposure to \_\_\_\_\_ can contribute to compassion fatigue, secondary trauma, and vicarious trauma. When I identify with those I am supporting and understand their needs and what they are going through, I am being \_\_\_\_\_.

\_\_\_\_\_ . When I want to take action to help them, I am being \_\_\_\_\_.

I think that my sense of self comes from \_\_\_\_\_. I might realize that my sense of self has deeply changed if I feel \_\_\_\_\_ about my role, and feel \_\_\_\_\_ about my friends and family.

Now that I am more familiar with burnout, secondary trauma, compassion fatigue, and vicarious trauma, to maintain my health, I need to \_\_\_\_\_. It would be great if my leaders supported me by doing this: \_\_\_\_\_.

\_\_\_\_\_ . If I were to create a personal care plan to let go of work, one of the first things I would consider doing is \_\_\_\_\_.

## Worksheet 2.1 Let's Get to Know Your Beliefs About Burnout

To assess your level of burnout, rate how strongly each statement applies to you and how you feel about your job. Review each statement below and check the appropriate box.

Statement	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly
1. I have been experiencing more staff conflicts recently.				
2. I am non-engaged in the workplace.				
3. I do not share similar workplace values with my team.				
4. I work with people who are experiencing burnout.				
5. My employer is not accessible or transparent.				
6. My organization does not offer new employee, low-performing, or high-performing mentoring programs.				
7. My job lacks family-friendly policies.				
8. I do not have the resources I need to do my job well.				
9. I am dissatisfied with my organization's goals.				
10. The fact that there are big consequences for failure (e.g., lawsuit, death) is getting to me.				
11. My supervisor does not recognize my strengths.				
12. Increased federal and state regulations for compliance and added paperwork is getting to me.				
13. My supervisor does not create a sense of teamwork.				
14. My workplace is not culturally respectful.				
15. My organization has downsized.				
16. I am not a good fit for the job.				
17. I do not have job security.				
18. I take on many new tasks while still doing old ones.				
19. I am not paid enough for all that I do.				
20. I have infrequent breaks while I work long hours.				
21. I am not maintaining healthy workplace boundaries.				
22. I do not feel as though I am accomplishing my goals.				
23. I have little or no control over my job.				
24. I experience many interruptions throughout my day.				
25. I do not have any input in decision making.				
26. I am physically exhausted doing the work that I do.				
27. I am not personally accomplishing what I need to achieve.				
28. My personal priorities are being neglected.				
29. I am becoming obsessed with my workplace problems.				
30. I am having a problem balancing work/home.				

### Interpretation

Consider the number of statements checked in each column. The more checks placed in "agree somewhat" and "agree strongly," the greater the likelihood that you may be experiencing some level of burnout.

## Worksheet 3.1

### Noticing Secondary Traumatic Stress

This self-assessment gives you a basic understanding about your level of secondary traumatic stress (STS). Consider each common symptom as it applies to you in the past six months. Check the box if the statement applies for *none or a little of the time*, *some of the time*, *a good part of the time*, or *most of or all the time*.

Symptoms	None or a little of the time	Some of the time	A good part of the time	Most of or all the time
1. Heart pounds ( <i>intrusion</i> )				
2. Relive another person's trauma				
3. Upset by reminders				
4. Disturbing dreams				
5. Emotionally numb ( <i>avoidance</i> )				
6. Little interest				
7. Less active				
8. Avoid reminders				
9. Avoid working with certain people				
10. Discouraged about future				
11. Jumpy ( <i>arousal</i> )				
12. Lack concentration				
13. Easily annoyed				
14. Expect bad things to happen				
15. Tension and preoccupation with individual or cumulative trauma				
16. Trouble sleeping				

Consider the number of statements checked in each column. The more checks placed in "a good part of the time" and "most of or all of the time" columns, the higher chance of experiencing some level of STS. Think about how your strengths help you to cope with STS.

Adapted from Bride, B. E., Robinson, M. M., Yegidis, B., and Figley, C. R. (2004). Development and validation of the secondary traumatic stress scale. *Research on Social Work Practice, 14*, 27–35. [https://doi: 10.1177/1049731503254106](https://doi.org/10.1177/1049731503254106)

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## Worksheet 4.1 Core Values in the Workplace

**Instructions:** Your values are related to beliefs and practices about how you live your life. Core values guide and energize you, influence your overall behavior at work, and impact your wellbeing.

1. What do my core values (e.g., hard work, loyalty, family) mean to me?
2. What evidence do I have that I am living my core values (e.g., passion, commitment, bravery)?
3. Do my values (e.g., authenticity, community, vision) help me know what *I need for myself* to mitigate the impact of burnout, compassion fatigue, secondary trauma, and vicarious trauma?
4. Looking at my core values (e.g., adventure, recognition, service) what conclusions can I draw about myself?
5. Are my core values (e.g., citizenship, influence, contribution) in line with my organization?
6. What does it look like when your supervisor encourages your values (e.g., merit, justice, teamwork)?

## Worksheet 4.2 Workplace Spirituality

To decrease negative workplace outcomes associated with burnout, organizations can focus on workplace spirituality, which is the positive energy and connection employees feel toward their job. When there is workplace spirituality, employees experience wellbeing, and *productivity*.

Workplace spirituality begins with the leaders and supervisors who recognize their employees' spiritual needs. ***This has nothing to do with religion.*** Management competencies must be addressed in relation to workplace spirituality, which includes the organizational foundation that mirrors an employee's values and . . .

- job satisfaction
- personal growth
- a sense of gratitude
- the integrity of the leader
- a positive workplace culture
- finding meaning in one's job
- ongoing learning opportunities



When we talk about workplace spirituality, we are looking through the lens of emotions around work as a helping professional and feeling as though one's job is connected to something bigger than them.

There is purpose in the work and the connection to their job outcome, which can start from the very first day on the job.

### ***How important is spirituality in your workplace?***

- very important
- important
- so-so
- less important
- not important



## Worksheet 5.1

### FABULOUS Framework to Foster Resilience

The following conceptual framework identifies eight characteristics of resilience for managing burnout, compassion fatigue and vicarious trauma:

- F**lexibility to build a resilient mind-set and be less rigid to adapt to work-life challenges.
- A**ttitude to evaluate stressors and behave positively due to being a good fit for the job.
- B**oundaries to balance, monitor, and maintain limits of acceptable workplace behavior.
- U**nderstanding of job satisfaction to gain gratification and pleasure from your work.
- L**aughter to maintain a sense of humor to and manage a stressful workplace.
- O**ptimism to think positively and realistically and to anticipate the best possible outcome.
- U**nited to cultivate personal and professional relationships that increase well-being.
- S**elf-compassion as to express loving kindness to oneself every single day.

Although the acronym spells out the word, **FABULOUS**, the characteristics are not sequential. Resilience building strategies may be completed in any order or be carried out at the same time. Think about how you have developed and applied your strengths to mitigate the impact of vicarious trauma.

Punctual	Reflective	Open-minded	Faith	Devoted
Mature	Authentic	Perseverance	Loyal	Restrained
Spiritual	Passionate	Dependable	Gentle	Trusting
Vitality	Humorous	Determined	Proud	Energetic
Fairness	Generous	Disciplined	Zest	Agreeable
Relaxed	Outgoing	Resourceful	Daring	Practical
Patient	Leadership	Hard working	Quiet	Openness
Bravery	Kindness	Cooperative	Love	Honorable
Tactful	Empathetic	Self-regulation	Eager	Tolerant
Honest	Gratitude	Social Intelligence	Calm	Cheerful
Sociable	Prudence	Learner	Funny	Inventive
Firm	Imaginative	Intelligent	Enthusiastic	Collaborative
Playful	Courage	Perfectionist	Approachable	Persistence
Hopeful	Curious	Realistic	Wisdom	Skillful
Happy	Witty	Conscientious	Humility	Sensitive
Creative	Confident	Respectful	Humble	Efficient
Integrity	Religious	Boldness	Motivated	Helpful
Organized	Citizenship	Pleasant	Strategic	Command

Palette of Grief® Training Materials

## Worksheet 5.1 Continued

### FABULOUS Framework to Foster Resilience

Instructions: Write down one strength for each of the following eight pillars. Consider how you express this strength with friends, family, coworkers, team members, and those you support in the workplace. Reflect on how you express this strength in your career, relationships, the way you spend your money, your physical and mental health, living conditions, and how you spend your time.

**Flexibility:** strength that helps you to be flexible:

1. Strength: \_\_\_\_\_

**Attitude:** strength that helps you maintain a positive attitude:

2. Strength: \_\_\_\_\_

**Boundaries:** strength that helps you keep your boundaries:

3. Strength: \_\_\_\_\_

**Understanding job satisfaction:** strength that helps you understand why you are satisfied with your job:

4. Strength: \_\_\_\_\_

**Laughter:** strength that helps you to keep your sense of humor:

5. Strength: \_\_\_\_\_

**Optimism:** strength that helps you be optimistic:

6. Strength: \_\_\_\_\_

**United:** strength that helps you connect with others:

7. Strength: \_\_\_\_\_

**Self-compassion:** strength that helps you be self-compassionate:

8. Strength: \_\_\_\_\_

Strengths can be perceived as weaknesses when misused and can contribute to burnout, compassion fatigue or vicarious trauma. For example, although “pleasing” is a positive strength, it may work against you if you try to please everybody. Now, review your strengths and focus on whether there are any strengths listed that might contribute to your burnout, compassion fatigue, or vicarious trauma.

## Worksheet 5.2 Questions to Avoid Unhealthy Boundaries

*Imagine* that you have just finished speaking with a customer. You pick up a sheet of paper which includes questions to avoid unhealthy boundaries. Think about additional questions that you would add to the statements listed above. Consider using this worksheet as a springboard to ask your own questions.

1. Did I give money or a gift to a customer?
2. Did I offer my own resources?
3. Did I accept a gift from a customer?
4. Did I take something from a customer that I should not have taken?
5. Did I find myself engaging in customer's personal activities (e.g., basketball game)?
6. Am I attending a family function (e.g., wedding)?
7. Did I communicate in a professional manner?
8. Did I let the customer tell their story?
9. Did I give the customer enough time to share their story?
10. Did I text message too much?
11. Did I give advice that I am not supposed to give?
12. Did I explain the reasons why I was asking all the questions?
13. Did I listen to my gut?
14. Did I say too much?
15. Did I offer the customer more information than was necessary?
16. Did I give too much information to the customer?
17. Did I share other cases with a customer?
18. Did I overshare with a customer?
19. Did I tell a customer that they could call me anytime?
20. Did I call a customer after hours?
21. Did I over-identify with a customer?
22. Was I personally triggered by something a customer said?
23. Am I remaining objective?
24. Was I unbiased?
25. Was I in touch with what had my attention?
26. Did I treat the customer differently from the way I treat other customers?
27. Did I give a customer preferred/special treatment after hours?
28. Did I make my relationship/role clear?
29. Did I offer realistic expectations/time frames?
30. Did I set clear expectations for myself?
31. Did I pursue a romantic relationship with a customer?
32. Did I follow a customer on social media?
37. Am I hiding my actions from management?
38. Did I continue contact with the customer after the case was closed?

## Worksheet 5.3 Action Plan

### Reaching Your Wellbeing Goal

- **Goal.** In my personal life, I want to accomplish:
- **Life satisfaction.** How my goal is aligned with my life satisfaction:
- **Meaning.** What my goal means to me:
- **Reasons.** I am self-motivated to accomplish this because:
- **Resources.** I need (funding, materials):
- **Concrete Steps to Implement.** It is essential that I:
- **Timeline.** I will act during these times:
- **Obstacles.** I might not act due to:
- **Inner Critic.** I can lessen the power of my critical inner voice by doing this:
- **Risks.** Why I may want to stay in my comfort zone:
- **Revise Tactics.** Strategies for overcoming any obstacles or risks:
- **Actions.** Strategies I will take to make this happen:
- **Strengths.** I can use my strengths to prioritize the tasks by:
- **Positive View.** I can view obstacles from a positive, strengths-perspective by:
- **Inspiring People.** Those who will motivate and encourage me in pursuit of my goal are:
- **Self-compassion.** I can be extra kind to myself when I am struggling by:
- **Evaluation.** I will know that I am making progress when:

*After you review the steps,* talk about your plan with someone whose opinion you trust, whose suggestions you appreciate, and who will be supportive of your accomplishing this goal. Your plan should translate into concrete steps that can be implemented. To evaluate your progress of letting go of work, and work-life balance, continually go over how you put strengths into practice. Become more aware of your wellbeing and the positive results.

## Slide Deck Tips, Insights, Key Takeaways

### SLIDE #59

#### Interventions for the Management of Vicarious Trauma

- **Clinician Experience and Reducing Trauma (CE-CERT):** clinical model, core components from evidence-based trauma treatment and group psychological debriefings
- **Accelerated Recovery Programme (ARP):** 5-step model treats STS; developing resilience, self-management, self-care, interpersonal connections, acquiring skills of professional mastery, and healthy conflict resolution
- **Mindfulness-based stress reduction (MBSR):** specific mindfulness-based interventions, evidence-based, increasingly recommended to prevent and address STS
- **Professional skills training:** evidence-based practice, address traumatic stress conditions, lowers STS, preventive and treatment level, 'training as treatment' is core to help understand, identify, and deal with your own STS
- **Critical Incident Stress Management (CISM):** education-based model, prevent PTS symptoms. Group intervention, psychological crisis/stress debriefing, 7 step psychotherapy process (Lodha, 2021)

### SLIDE #110

#### Top 10 Reasons for Leaving Your Job

1. Career opportunities for growth, achievement, and security
2. Physical, emotional, and family-related health issues
3. Work-life balance: scheduling, travel, and remote work preferences
4. Retirement: personal decision to exit the workforce
5. Job: enjoyment and ownership in manageable work
6. Manager: productive relationship preferences
7. Environment: physical and cultural surroundings
8. Relocation: physical move out of the proximity of the job
9. Total rewards: compensation and benefits promised and received
10. Involuntary: termination or layoff (Nelmas, 2020)

## **Work-Life Balance: What Supervisors Can Do**

Supervisors can incorporate strategies to reduce psychological morbidity and enhance resilience by implementing wellness strategies.

Supervisors can:

1. Consider upgrading work-life balance initiatives.
2. Offer organizational support and development to all staff.
3. Develop supportive policies and have them written into employee handbooks.
4. Policy Topics: self-care and wellbeing (e.g., hobbies, healthy diet, vacation time, fair compensation) that enhance employee friendly high performance work practices.
5. Demonstrate ways to show employees that they are valued.
6. Develop communication skills to create a better working environment and ensure high levels of work engagement and lower levels of work-related stress.

*Of the six strategies, which # resonates in you the most and why. Consider sharing your response with your supervisor.*

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## **8 Work-life Balance Tips**

Their resilience brings about positive emotions, enriched life satisfaction, and prioritized needs (Bozdağ & Ergün, 2020). While you are building resilience, consider eight simple ways to manage the stress of work-life balance:

1. Start the day with a healthy breakfast and take a scheduled lunch, as diet management is important for your overall health.
2. Begin work on time and end on time, if possible.
3. Exchange services with friends, such as gardening or babysitting.
4. Create a to-do list with three tasks that you complete at the start of the day.
5. Schedule time with a friend/family member without interruptions.
6. Consider recreational activities, swimming, bowling, or tennis.
7. Consider leisure activities, such as strength training, making art, dancing, video games.
8. Get 7 hours sleep, avoid using sleeping pills, and reduce exposure to light before bedtime.

*Of the eight ways to manage stress, I will (insert #)\_\_\_\_\_*

## 8 Essential Steps to Achieving Job Satisfaction

1. I am in the appropriate workplace. **Circle:** yes or no
2. My organizational culture aligns with my experience. **Circle:** yes or no
3. I am in the right industry. **Circle:** yes or no
4. I am accomplishing my goals. **Circle:** yes or no
5. My supervisor shows appreciation. **Circle:** yes or no
6. I have/I am a trusted leader. **Circle:** yes or no
7. I have the strengths for the job. **Circle:** yes or no
8. My role makes a difference. **Circle:** yes or no

Job satisfaction is a relatively passive state of the way you think, feel, and behave (e.g., don't complain, not as excited as those engaged). Still a very good thing, However, employee engagement is an active and involved state, defined as an individual state described as being enthusiastic, inspired with positive energy, a sense of empowerment, and being completely connected with work and others (Hilliard, P., & Lopez, D. (2019). *Lead, motivate, engage: How to INSPIRE your team to win at work*. People Performance Publishing).

On a scale from 1 (not at all) – 10 (very) rank the following:

- I am satisfied with my job: 1 2 3 4 5 6 7 8 9 10
- I am engaged in the workplace: 1 2 3 4 5 6 7 8 9 10

Managers account for at least 70% of variance in team engagement and heavily influence employee well-being (Gallup Poll, 2020)

In what ways does your manager influence your wellbeing?

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## Onboarding Programs Lead to Job Satisfaction

Managers Need to Focus on:

1. Culture and values (explain why we do what we do)
2. Goals and strategies (topics of high priority)
3. Task proficiency (knowledge and skills)
4. Rules and policies
5. Structure (physical layout, formal structure, authority)
6. Working relationships (colleague expectations, working styles)
7. Wellness (self-care)
8. Navigation and politics (informal power structure, control of resources, influence over decisions) (Sanchez, et. al., 2020)

According to Ferrari & Hunt, 2019 and Wilson et al., 2019, self-compassion-oriented interventions reduces psychological symptom such as:

- Anxiety
- Depression
- Eating behaviors
- Stress
- Rumination
- Self-criticism

## Stay Interviews and Exit Interviews

Supervisors Ask Open Ended Questions

- **Stay** Interview: what can be done so they stay in their job?
- **Exit** interview: why did they really leave?

Listen to the employee's answers and to what's important to them, and keep asking follow-up questions:

- Why are/were you frustrated?
- What tasks are/were making you feel overloaded?
- What resources do/did you need?
- What benefits do/did you want?
- In what ways are/were you recognized in the workplace?
- What type of training would you like?
- What's your personal mission?
- How do you achieve work-life balance?



## Ten Key Takeaways from Realistic Optimists

1. Stay hopeful as you focus on your goal.
2. Realize that setbacks do not define you.
3. Failure is a temporary experience.
4. Take little steps to solve a big problem.
5. Recognize the challenge and accept it.
6. Grow from your experiences in life.
7. Know that we are all connected on a universal scale.
8. Discover purpose and pursue meaning in your role.
9. Find strong social networks for self-disclosure.
10. Take care of yourself to take better care of the group.

*If you are a realistic optimist, how would you describe that to a coworker?*

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## Predictors of Suicide Ideation

Employees are burned out. They are experiencing compassion fatigue and vicarious trauma, and may be thinking of suicide. There are several predictors of suicide:

- Access to a means
- Tend to act impulsively
- Perceived burdensomeness
- Deep hole you can't get out of
- Visualize your dying or death
- Defeated, humiliated, lonely, powerless
- Wanting to run away, entrapped/trapped
- Exposed-friend/family suicide attempt/death (O'Connor, 2021)

**Suicide Hotline: 1- 800- 273- 8255**

**Law Enforcement Officers' Hotline: 1-800 COPLINE**

## FABULOUS Resilience Competency to Manage Burnout

This sheet helps you identify burnout symptoms, causes, and risk factors, and helps you identify resilience competency (character strengths) to manage occupational burnout.

### Flexibility

- Burnout Symptoms: cynical, distrust others, difficulty concentrating
- Causes and Risk Factors: no input in decision making, do not brainstorm, do not reframe negative thoughts
- Resilience Competency: openness, reflective, critical thinker, creative, inventive

### Attitude

- Burnout Symptoms: angry, anxiety, feel powerless
- Causes and Risk Factors: high demand and low resources, lack skills for the job
- Resilience Competency: careful, agreeable, brave, daring, eager

### Boundaries

- Burnout Symptoms: headaches, gastro problems, backaches
- Causes and Risk Factors: does not set limits, don't say "no", high workload and overtime work
- Resilience Competency: determined, self-control, helpful, disciplined, organized

### Understanding job satisfaction

- Burnout Symptoms: no job satisfaction, feeling ineffective, no accomplishment, lack of motivation
- Causes and Risk Factors: lack of clear goals, not a fit between your needs and employer, non-engaged, not using skills
- Resilience Competency: kindness, skillful, confident, leadership, devoted, efficient, motivated, intelligent

### Laughter

- Burnout Symptoms: sadness, lack passion about work, don't enjoy life. poor performance
- Causes and Risk Factors: no work-life balance, not appreciated, no employee recognition and rewards
- Resilience Competency: witty, playful, zest for life, happy, humorous, funny, imaginative, cheerful

### Optimism

- Burnout Symptoms: detachment, shame, problematic sleep problems, chest pain, increased illness
- Causes and Risk Factors: not making an impact, no sense of purpose, lack of control
- Resilience Competency: realistic, prudence, trusting, hopeful, religious

### United

- Burnout Symptoms: fear of being alone, easily irritated, more aggressive, mistrust, relationship issues
- Causes and Risk Factors: no coworker relationships, colleagues undermine you, supervisor has unclear expectations
- Resilience Competency: collaborative, cooperative, respectful, citizenship, sociable, outgoing, loyal, approachable

### Self-compassion

- Burnout Symptoms: insomnia, overwhelming exhaustion, drained, forgetful, high blood pressure
- Causes and Risk Factors: critical of yourself, feel alone when you fail, exaggerate when things go wrong
- Resilience Competency: patient with myself, self-kindness, humility, tolerant, sensitive, self-regulation, faith, gentle

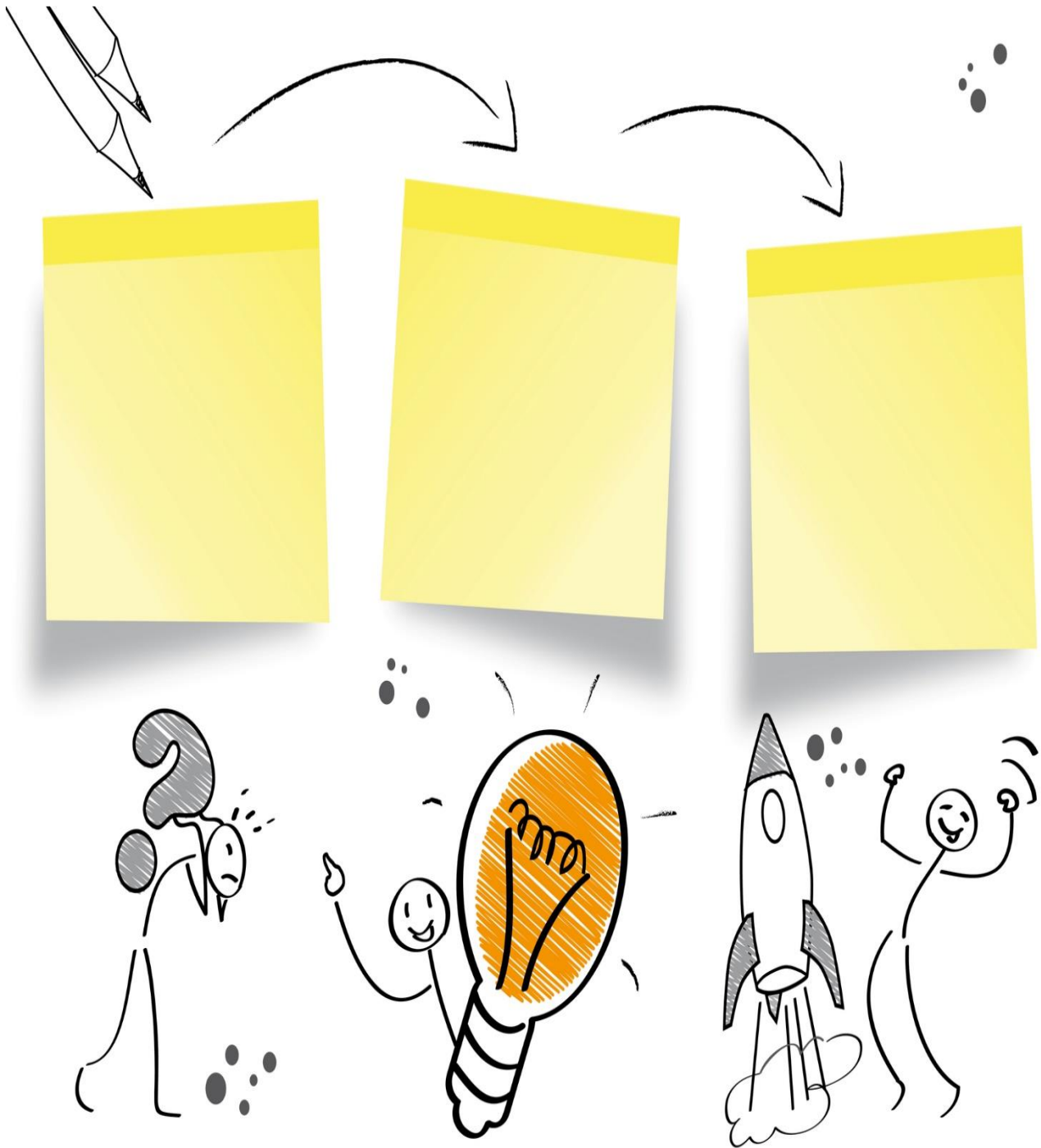
## Healthy Decision Making

Let's focus on your conduct as a competent and compassionate professional who considers it an ethical duty to self-care during times of increased exposure to stress, trauma, and grief in the workplace.

### I will:

- Work through my own issues/trauma/loss history before helping others who are experiencing similar issues/trauma/loss.
- Attain competency through education and training to be psychologically more resilient.
- Find healthy ways to cope with my feelings when experiencing tension and anxiety due to working with customers during a pandemic.
- Establish a set of rules that guide me as I face dilemmas that push my personal boundaries.
- Not discriminate family members based on age, gender, disability, race, ethnicity, religion, marital status, political values, physical or mental disability, condition, or diagnosis, HIV status, COVID-19 status, or sexual orientation, and recognize which family members seem harder for me to provide support.
- Value justice and treat everyone fairly, *including* myself.
- Become an advocate in my workplace to create a healthy work environment for improved and safer working conditions that are just and fair to myself and my team.
- Support and rely on my colleagues to build my personal resilience through peer consultation, peer support groups, or supervision.
- Realize the importance of sleep as I am exposed to frequent negative incidents in the workplace.
- Remain fully present with a customer's suffering, yet never be too fatigued to practice self-care.
- Focus on those characteristics that help me overcome burnout, compassion fatigue, or grief, such as hope, competence, and self-healing.
- Work on identifying how workplace related loss has impacted my personal belief system, and resulted in emotional distress and unhelpful behaviors.
- Assess my professional quality of life through the ProQOL 5 Life Scale  
[http://proqol.org/uploads/ProQOL\\_5\\_English\\_Self-Score\\_3-2012.pdf](http://proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf)
- Test my level of self-compassion, as I try to not self-judge, isolate, or over-identify with others  
<https://self-compassion.org/test-how-self-compassionate-you-are/>
- Make self-care of and protection of myself a priority issue.
- Realize that as I control my emotions while remaining empathetic, I will make it a duty to alleviate *my* own suffering.
- Not provide support while impaired by medication, alcohol, or drugs and if I am self-medicating, I will get help.
- If I am thinking about suicide or need emotional support, I will call 1-800-273-8255.

## Three Key Takeaways About My Personal Strengths





## A Personal Note to Leaders and Supervisors

- Core to my strategy is to foster workplaces that infuse greater resilience, wellbeing, and work-life balance.


• Through keynotes, trainings, and virtual programs, I help your staff manage the impact of a stressful workplace. Attendees of my interactive programs can expect the latest research, and with actionable next steps and a few laughs, they build their resilience. I help create a future where organizations recognize the impact of burnout, secondary trauma, vicarious trauma, and compassion fatigue on employees.

- What makes my brand a bit different is that I am a leading thanatologist who focuses on professional grief, and skills to build resilience in trauma informed professionals. I help you retain burned out employees by identifying ways to create a workplace culture of resilience and compassion satisfaction.

*“When we share our wounds and our resilience,  
we can build resilience in those who are also wounded”*  
- Barbara Rubel



Are you still looking to improve your teams' wellbeing? Contact Barbara to present a keynote, full day training, or virtual program

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## Resources

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