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Learning Objectives

- Recognize compassion fatigue/burn-out and its signs and symptoms
- Understand healthy compassion and self-care strategies
- Learn tips to help with a difficult call
- Identify key steps in building resiliency
- Reinforce need to remain connected and seek balance

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Compassion Fatigue VS Burnout

<h4>Compassion Fatigue</h4> <ul style="list-style-type: none">• The negative effects of helping others while not helping yourself	<h4>Burnout</h4> <ul style="list-style-type: none">• Burnout is the perception of work demands exceeding resources
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What is Compassion Fatigue?

- The negative effects of helping others - result of doing good work in helping others and NOT taking care of yourself
- Burnout- physical, emotional and mental exhaustion
- Not knowing how to slow down-thinking that if you push harder things will improve

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Contributing Factors

The Job

Nature of the work

- Nature of the clientele
- Cumulative exposure to material

The Individual

- Personal history
- Personality and coping style
- Current life context

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Are You at Risk for Compassion Fatigue?

	Yes	No
My goals and expectations aren't realistic	_____	_____
I have difficulty "letting go"	_____	_____
I evaluate myself on the customer's response	_____	_____
I feel overwhelmed by responsibility	_____	_____
I don't acknowledge/manage my frustrations	_____	_____
I have difficulty sleeping	_____	_____
I doubt myself and my ability to be effective	_____	_____
I don't validate myself	_____	_____
I don't practice good self care and balance	_____	_____

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Signs and Symptoms – Any Guesses?

- Thoughts of changing career
- Loss of interest in work
- Loss of empathy for clients
- Decreased interactions with clients
- Emotionally numb/withdrawn
- Increased cynicism
- Absenteeism
- Tardiness
- Sense of loss or loss of control¹
- Hopelessness
- Anxiety
- Decrease in pleasure
- Inability to focus
- Negative attitude²

¹National Career Institute website. Emotional Resilience: Addressing Compassion Fatigue, Compassion Overload, and Empathy Burnout. <http://www.nationalcareerinstitute.com/2014/04/04/>
²Office of Journal Management Online. <http://www.nationalcareerinstitute.com/2014/04/04/>

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Are you Experiencing Healthy Compassion?

Definition:
Taking care of others WHILE caring for yourself

- Rational Thoughts:**
- They reject what I represent NOT me
 - I used my skills and did the best I could
 - This is what I will do differently next time
 - I will not allow negative thoughts to color my perspective
 - I will only evaluate myself on what I can control
 - I will not allow someone's else's behavior determine mine

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Are you Practicing Healthy Self Compassion?

- Healthy Boundaries
- Energized by the value you provide
- Know what you can and can't control
- Be aware- manage thoughts and emotions
- Focus on work/life balance
- Utilize support systems
- Affirmation/validation
- Self-care



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Tips to Support Yourself with a Difficult Call

YOU HAVE THE CONTROL:

- Don't take it personally
- Maintain perspective
- Have realistic expectations
- Know what you can and cannot control
- Maintain a positive mindset
- Utilize your support systems
- Debrief and de-stress

"You can't talk your way out of what you have behaved yourself into"
-Stephen Covey

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Dealing With Angry People

- Don't take it personally
- Acknowledge the anger
- Allow the person to express their anger before you respond
- Intervene when the anger has peaked and begins to diminish
- Use effective listening and paraphrase what caller has said
- Be empathetic
- Keep your voice calm and your pitch low
- Summarize the call
- Explain the process and timeframe for update

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How do you take care of yourself?

Dance

Practice yoga and meditate

Eat right

Getting routine massages

Set boundaries with coworkers

Pray

WORKOUT

spend time with friends



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Remaining Connected and Seeking Balance

Attend to your 5 Buckets:

1. Family & Friends
2. Work & Career
3. Community-Connections
4. Financial
5. Personal Growth & Development



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Kaufman, Wendy CEOBANCINGLIFE'SVALUES: The Five Buckets Principle 13

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The Path to Resiliency

- Understand what compassion fatigue is
- Know the signs and symptoms
- Practice healthy compassion
- Seek out resources
 - o Within your organization (manager, HR, trusted colleague)
 - o Employee Assistance Program (EAP)
- Remain connected
- Find a balance that is right for you
- Engage in self-care

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Self-Assessment

- Am I at risk for compassion fatigue?
- What am I doing about it?
- Am I practicing healthy compassion?
- Is it working?



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Develop a Plan and Commit to It!

Develop new patterns to responding to and handling stress in your life and work.

What will be key coping skills to add to your plan?

When I am stressed I will?

- Talk to someone I trust if needing support
- Practice deep breathing or some other relaxation technique
- Prioritize my responsibilities
- Set limits and reestablish boundaries
- Limit "stinkin thinkin"
- Engage in activities that are healthy
- Delegate

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Messages to Support Yourself

I am good at my job because:

- I understand my role and what is expected of me
- I have realistic expectations of myself
- I evaluate myself on what I can control
- I do not take responsibility for others' behavior or actions
- I take care of myself physically and emotionally
- I validate myself

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How EAP Can Help ...

- Face-to-face counseling sessions
- Legal/Financial consultations
- Child/Eldercare consultation & referrals
- Daily life resources
- ID theft recovery
- Free credit monitoring
- myStrength – Health Club for Your Mind
- Let's Talk Depression – A Multi Resource Tool Kit
- Comprehensive website
 - Resources
 - Self assessments
 - Health/wellness library
 - Legal forms

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QR CODE FOR EVALUATION



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