



Keeping The Super Heroes Super

Kimberly A. Miller, Ph.D.




© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.




Outline & Expectations

- Plan for the day (lecture, exercises/group work, engaging discussion)
- Questions – ask throughout
- Breaks
- Electronics expectations




© Kimberly A. Miller, 2015-2019. No part of this document may be used or reproduced without express written permission from the author.



Discussion

- How do people in your profession end up chronically stressed, burned out or with compassion fatigue?
- Why don't y'all take better care of yourself?
- What would be ideal to learn?



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.



Definitions

- **Stress:** mental or emotional strain/tension resulting from adverse or very demanding circumstances
- **Burn Out:** cumulative process marked by emotional exhaustion/withdrawal associated with increased workload, institutional stress, or unmanaged stress over time
- **Compassion Fatigue:** emotional residue/strain of exposure to working with those suffering traumatic events

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Signs & Symptoms


- Bottled up emotions or unregulated emotions
- Isolation from others
- Addiction
- Poor self-care (i.e., hygiene, appearance)
- Apathy, sad, no longer finds activities pleasurable
- Mental/emotional/physical fatigue/exhaustion
- Reduced sense of meaning in work
- Reoccurrence of nightmares and flashbacks to traumatic event
- Chronic physical ailments such as gastrointestinal problems and recurrent colds

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author





Causes Of Depleted Energy

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author




Identity

- Singular identity for LE
 - Everything is about work
 - All energy in one area
- Not much left for others or self
 - Isolation, despair
 - Depression
- Loss of meaning with loss of role
 - Can create hopelessness





© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author




Why Are Multiple Identities Hard?

- All encompassing job (24/7)
- Level of responsibility
- Culture
- Physiological response
- Lack of good role models




© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Why Is Balance Challenging?

• Type A's	• Hardwired to look for negative
• Perfectionistic	• Brain pathways (habits)
• Passionate about career	• Excuses
• Service focused	• External energy supply
• Can't/won't delegate	• Lack of practice



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author

 **Consequences Of Lacking Balance**


- Disengaged/unmotivated
- Loss of empathy, compassion, investment
- Negative mindset/attitude
- Reduced work product
- Complaints (citizens/students)
- Family problems/divorce





© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author

 **Concepts
&
Tools**

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author

 **Energy**

- Every thought, feeling & action requires energy
 - Only finite amt to expend
 - Assess at start of day
 - Protect some each day
- Foundation of mental, emotional and physical health



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Negative Feelings 9

- Can serve or sabotage us (GPS warning system)
- Origins?
 - Lack of self-care
 - Unmet need
 - Value violation
- How do I need to express them?
 - De-escalate self
 - What will it take to let it go?
 - Overuse of a strength? 9
 - Forgiveness is freedom for YOU!



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Energy, Compassion & Boundaries

- Relationship
- Beliefs about yes vs. no
- Role of guilt



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



The Power Of Story

- Stories we tell ourselves, about ourselves and how we relate to the world creates our **identity (beliefs)**
- Power comes from deliberately telling a more positive story to ourselves & how we relate to external factors/people
- Change your story and everything changes (mindset, energy use, emotions, thoughts, behaviors)



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Figuring Out Your Story

- When you explain "who I am" or "why" I chose ____
- This happened to me because ____
- People like me ____
- I don't have time for ____
- I am too ____ for ____
- ____ is not me

We either make ourselves miserable or we make ourselves strong. The amount of work is the same.

© Kimberly A. Miller 2015-2019. No part of this document may be used or reproduced without express, written permission from the author.



Telling A New Story

- Pick a goal you desire but you have struggled to attain
 - Lack is b/c current story does not support it
- Get objective about your negative story (what is TRUE?)
- Determine how they story is leading you to choose things that keep you from your ultimate goal
- Tell a new story that assumes the goal will be achieved
- Create a hero's journey (how the past has provided lessons and prepared you to act differently & rise now)

© Kimberly A. Miller 2015-2019. No part of this document may be used or reproduced without express, written permission from the author.



Telling A New Story

- What if this is just a "test?"
- What is the "gift" or "lesson" in this?
- This is NOT my stuff.
- This is a chance to practice character & coping
- I am resilient.
- This struggle can help me lead others.
- I now know what "not" to do.
- I can make a better choice.
- I deserve (am worthy of) ____.
- Holding on to ____ robs me of ____ . I am letting it go.
- The ____ isn't more imp. than my ____ (or energy).
- ____ is no longer serving me. I will now ____.
- I choose to say no, so I can be more fully present in my yes.
- Self-care is my ethical responsibility.
- Self-care enables me to offer more to others.



What To Expect With A New Story

- Not everyone will like it
 - They see you through the old story
 - Change is hard/uncomfortable
 - They might have to "wait"
 - Resist the pull back...
- You won't believe it (discomfort)
 - Tell the story anyway
 - Faith/belief comes first (act as if)
 - Infuse the story with visualizations and positive emotions

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author

The Power Of Now



- How can we be more present?
 - Mindfulness (The Mindful Badge)
 - Meditation
 - Apps: Insight timer Stop, breathe, think
Calm Meditation studio
 - Headspace (fee)

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author

Bucket Fillers

- Have non "work" friends
- Turn off the tech
- "Off" time & fun vs. restorative activities
- Gratitude
 - Haves instead of have nots
 - Book end your day with positivity

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author




Creating Space

- Silence is healing/restoring
 - Enables more emotional control
 - Reduces stress
 - Increases compassion/patience
- Critical for:
 - Self-reflection
 - Creativity & innovation
- Stimulates brain growth/memory




© Kimberly A. Miller, 2015-2019. No part of this document may be used or reproduced without express written permission from the author



Filling Your Bucket

- What strategies spoke to you the most?
- How will you make time to use these tools/strategies?



© Kimberly A. Miller, 2015-2019. No part of this document may be used or reproduced without express written permission from the author



Helping Those You Lead

© Kimberly A. Miller, 2015-2019. No part of this document may be used or reproduced without express written permission from the author



Signs & Symptoms

- Don't dismiss "negative" behavior
 - Poor attitude, disengagement, poor grades or work product
 - Lacking hope/purpose
 - Shutting down/defensive
 - Angry/hostile, easily frustrated
 - Marginalized, alienated
- Behaviors:
 - Chronically late
 - Frequently sick
 - Negative mindset/talk
 - I'm "fine"
- *****No body does nothing for no reason*****



© Kimberley A. Miller, 2015-2019. No part of this document may be used or reproduced without express written permission from the author




Creating Dialogue

- Leading with influence
 - Create safety (be approachable)
 - Proactively develop relationship
 - Be "the" example
 - Proactive vs. reactive approach
- Be curious and supportive
- Normalize reactions/feelings
 - Validate emotions & challenges
 - Compassion & patience with resistance
- Sell the benefits & focus on the higher cause
 - Make it a cultural value in your area





© Kimberley A. Miller, 2015-2019. No part of this document may be used or reproduced without express written permission from the author



Office/School Interventions

- Broken window assessment
- Mini stress relievers
- Fortune telling/story revising
- Tracking energy expenditure
- Teach the kids about self-care

© Kimberley A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author




Additional Ideas 4-6

- Fitness programs
 - Exercise, mindfulness (10) & yoga
- Massage therapy
- Prevention programs
 - Stress
 - Health & nutrition
 - Financial counseling
 - Mental health check up
- Therapy dog 4-6
 - Un of KY FCSO
 - Boaz AL






© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Quiet Room 8

- Small PSAP – (24 total/4 per shift)
- Remodeled an unused portion of a basement for training/break/quiet room
- Shopped sales, staff and FF did all manual labor
- Benefits:
 - 65% use it 2-3x a week
 - Mind reset for hard calls
 - Many come in early to get in the right mindset before work


© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Cordico Wellness App 7

- In-Hand, On-Demand, 24/7/365
- Best National Resources + Best Local Resources
- Customized for Your Agency
 - Optimize Existing Wellness Program
 - Create New Wellness Program
- Vetted Therapists
 - Geo-Mapping
 - Teletherapy Access
- 100% Anonymous

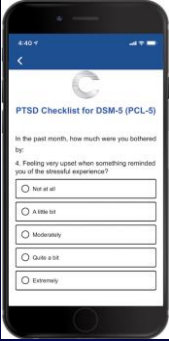
© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Wellness Toolkit 7

- Critical Incidents
- Depression
- Emotional Survival (Dr. Gilmartin)
- Family Support
- Financial Fitness
- Making Marriage Work (Dr. Gottman)
- Mindfulness
- Leadership resources
- Peer Support
- Posttraumatic Stress
- Sleep Optimization
- Suicide Prevention
- And Much More!

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.



Self-Assessments 7

- Alcohol
- Anger
- Compassion Fatigue
- Depression
- PTSD
- Resilience
- Sleep
- Social Isolation
- Stress
- Well-Being
- And More


© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.



Therapist Finder 7


- VETTED Therapists
- Photos
- Specializations
- Notes
 - Ex: Retired LE Officer
- One-Touch Dialing
 - Cell Phones
 - Rapid Response
- One-Touch Map Directions
- Teletherapy Portal
 - HIPAA-Encrypted

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.




Discussion

- Where do you see your employees, co-workers & students struggling the most?
- What strategies could be the most helpful for them?
- How can you get them more interested in doing their own self-care?




© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Final Thoughts


Empathy is a finite resource.
You can run out.
As a normal, psychological response, you cannot give of yourself again and again and again without replenishing.

Brené Brown, *Courageous: How Asking for Help is One of Life's Greatest Strengths*



"There is no one giant step that does it.
It's a lot of little steps."
Peter Cohen

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author




It's easy to join our mailing list!

Just send your email address by text message:

Text
DRMILLER
to **22828** to get started.

Message and data rates may apply.



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author



Complete Workshop Evaluation

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.




Kimberly A. Miller & Associates
Law Enforcement Consulting Services
Leading You to Excellence

www.KimberlyMillerConsulting.com
Dr.Miller@KimberlyMillerConsulting.com
 970-492-5037




© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.



References

1. Gilmartin, K. (2002). *Emotional Survival For Law Enforcement*. E-S Press: Tucson, AZ.
2. Kirschman, E. (2018). *I Love A Cop: What Police Families Need To Know* (3rd Edition). Gilford Press: New York, NY.
3. Tolle, E. (2004). *The Power Of Now*. Namaste Publishing: British Columbia, CA.
4. J. Ratcliff. Personal Communication. February 2019.
 - jvratcliff@franklincountyohio.gov

© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.



References Cont.

- 5. J. Monroe. Personal Communication. February 2019
 - joe.monroe@uky.edu
- 6. R. Rowan. Personal Communication. August 2018.
 - rusty.rowan@cityofboaz.org
- 7. Cordico: <https://www.cordico.com/officer-wellness-app/>
 - David Black: david.black@cordico.com
 - 844-267-3426 ext. 0
- 8. C. Freeman. Personal Communication February 2019.
 - chris.freeman@bmecc.com

© Kimberly A. Miller 2016. No part of this document may be used or reproduced without express written permission from the author



References Cont.

- 9. VIA Strengths Test
 - <https://www.viacharacter.org/www/>
- 10. The Mindful Badge
 - <https://www.mindfulbadge.com/>

© Kimberly A. Miller 2016. No part of this document may be used or reproduced without express written permission from the author
