



Keeping The Super Heroes Super

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Outline & Expectations

- Plan for the class (lecture, engaging discussion)
- Questions – ask throughout
- Electronics expectations




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Discussion

- How do people end up chronically stressed, burned out or with compassion fatigue?
- Why don't people take care of themselves?
- What would be ideal to learn?



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Definitions

- **Stress:** mental or emotional strain/tension resulting from adverse or demanding circumstances
- **Burn Out:** cumulative process marked by emotional exhaustion/withdrawal associated with increased workload, more institutional stress or unmanaged stress overtime
- **Compassion Fatigue:** emotional residue/strain of exposure to working with those suffering traumatic events that creates a loss of empathy/compassion for others you serve

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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

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Causes Of Depleted Energy

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Identity

- Singular identity for public safety
 - 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

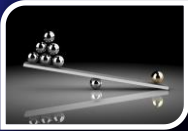



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Why Are Multiple Identities Hard? ^{1,2}

- All encompassing job
- Level of responsibility
- Culture
- Physiological response
- Lack of good role models




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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



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Consequences Of Lacking Balance

- Disengaged/unmotivated
- Emotionally/physically exhausted
 - Nothing left to give
- Loss of empathy, compassion, investment
- Negative mindset/attitude
- Complaints (co-workers & citizens)
- Family problems/divorce
- Addiction, depression





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Concepts & Tools

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Energy

- Every thought, feeling & action requires energy
 - Only finite amt to expend
 - Assess at start of day
 - Strategic use (being vs. doing)
- Foundation of mental, emotional and physical health
- Intentionally protect/save some




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Negative Feelings 9

- Can serve or sabotage us (GPS warning system)
- Origins?
 - Unmet need
 - Value violation
 - Lack of self-care
- 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!



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The Power Of Story


- Stories we tell ourselves, about ourselves (our offices) 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)

"YOUR BRAIN BELIEVES THE STORY YOU TELL IT."
DALLAS MARTINEZ



"What you are living is the evidence of what you are thinking and feeling, every single time."
Abraham Hicks

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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 (and potentially others) 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)

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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.
- My old story no longer serves my goals, so I will drop it and tell a new one.
- Self-care is my ethical responsibility.
- Self-care enables me to offer more to others.





Telling A New Agency Story

- Just b/c other offices have not achieved it, does not mean we can't.
- We don't have to be trapped by "we have always done it this way."
- We can create any culture we desire.
- People can/do change.
- We are no longer allowing ____ behavior.
- People can rise or leave.
- Character is the foundation of all we do.
- We are "THE" example.
- We can attract the right employees.
- We can significantly influence how we are perceived.
- Every day is a chance to create a positive experience for our community.
- We have the power to create positive experiences each day.
- Change is challenging, but making hard choices will make us better.



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





The Power Of Now ³



- How can we be more present?
 - Mindfulness ¹⁰
 - Meditation
 - Apps: Insight timer Stop, breathe, think
 Calm Meditation studio
 Headspace (fee)

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Bucket Fillers

- Have “non-work” friends
- Turn off the tech
- “Off” time & fun vs. restorative activities
- Gratitude
 - Haves instead of have nots
- It’s all about the little things





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Managing The Energy In The Office

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Manage Your Physical Environment

- Broken window theory
- Environments should be regularly assessed
- What messages does your workspace send?
- What messages does your home send?





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Office 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






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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



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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


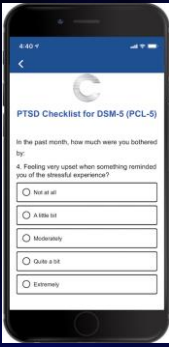
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Wellness Toolkit 7

- 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!

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Self-Assessments 7

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


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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

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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.

Bernett Fitzgerald,
Communication Based Resilience Project

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

Peter Cohen

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