



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.



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

© 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 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

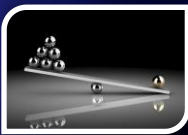



© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author.



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

- 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.



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




© 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
 - Strategic use (being vs. doing)
- Foundation of mental, emotional and physical health
- Intentionally protect/save some



© 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?
 - 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



Reframing An Experience

- How else can I look at this?
 - For vs. to
 - Gift/lesson
- Perspective
 - Ask how others see it
- Is this serving me?
 - Don't let a temporary event become a permanent state of mind



© 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 3




- How can we be more present?
 - Mindfulness 10
 - 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



Creating Space

- Being vs. doing
- Critical for:
 - Self-reflection
 - Creativity & innovation
- Stimulates brain growth/memory
- Less stress, more able to manage emotions



© 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
- It’s all about the little things




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



Managing The Energy In The Office

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



Manage Your Physical Environment

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



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



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



© 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


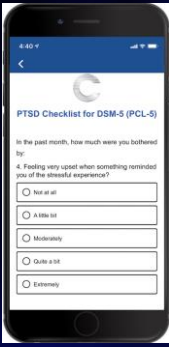
© Kimberly A. Miller, 2016-2019. No part of this document may be used or reproduced without express written permission from the author

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.



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.

Bernard Hoggard,
Communication Based Resilience Project



"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.



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.



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.



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
5. J. Monroe. Personal Communication. February 2019.
 - joe.monroe@uky.edu
6. R. Rowan. Personal Communication. August 2018.
 - rusty.rowan@cityofboaz.org

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



References Cont.

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
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.
