



# Do You Have Compassion Fatigue?

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# Today's Goals

- ▶ Define compassion fatigue
- ▶ Recognize the signs in self and others, at work and at home
- ▶ Cultivate a sense of renewal in the workplace and with coworkers
- ▶ Learn a variety of ways to feel better over time

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# What is Compassion Fatigue?

- ▶ Stress based on exposure to other people in traumatic or difficult situations
- ▶ Can come on quickly or over time
- ▶ Experienced by:
  - ▶ Caregivers
  - ▶ Nurses and others in the healthcare field
  - ▶ Military personnel
  - ▶ Police officers
  - ▶ ...and more



# Other Terms to Know

## Burnout

Related, but not necessarily caused by compassion fatigue

Sets in over time as a result of stress

## Emotional Labor

The work required to be aware of and manage emotions in daily life and work

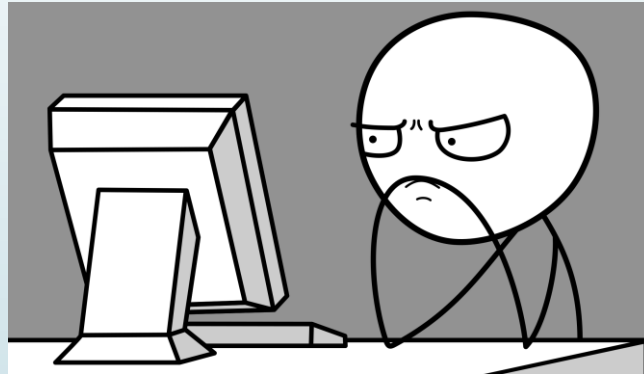
Can be more difficult when compassion fatigue and/or burnout sets in

## Surface Acting vs. Deep Acting

Strategies to regulate emotion: Cognitive dissonance between emotions (SA) vs. a cognitive effort to reframe the situation (DA)

# Your Impressions

*What are your experiences of compassion fatigue?*





# Librarians' Stories



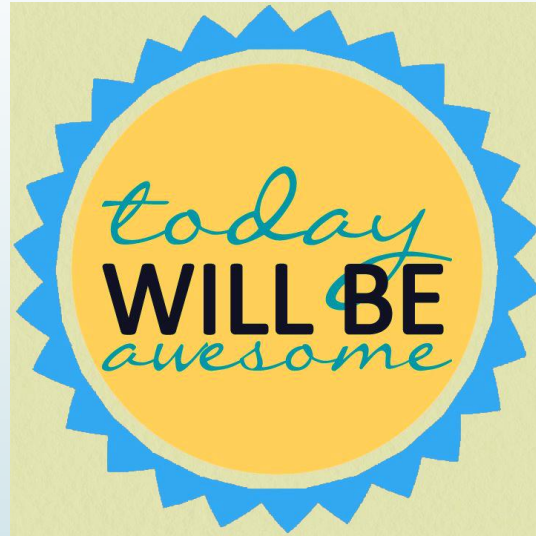
- ▶ Data collection by Matteson, Chittock, & Mease
- ▶ Instances of emotional labor (that could lead to CF and burnout)
  - ▶ Negative customer interaction
  - ▶ Negative coworker interaction
  - ▶ Goal obstruction
  - ▶ Unmet managerial expectations
  - ▶ Job resentment

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# The Signs

- ▶ Physical and mental exhaustion
- ▶ Irritability
- ▶ Depression
- ▶ Difficulty focusing or concentrating
- ▶ Avoiding work / calling in sick / coming in late
- ▶ Substance abuse
- ▶ Sleep or eating issues

# Renewal – Your Stories





# The Wheel of Needs



We have basic human needs.

No one else can meet them for us; we cannot make anyone do anything.

We are in charge of meeting our own needs.

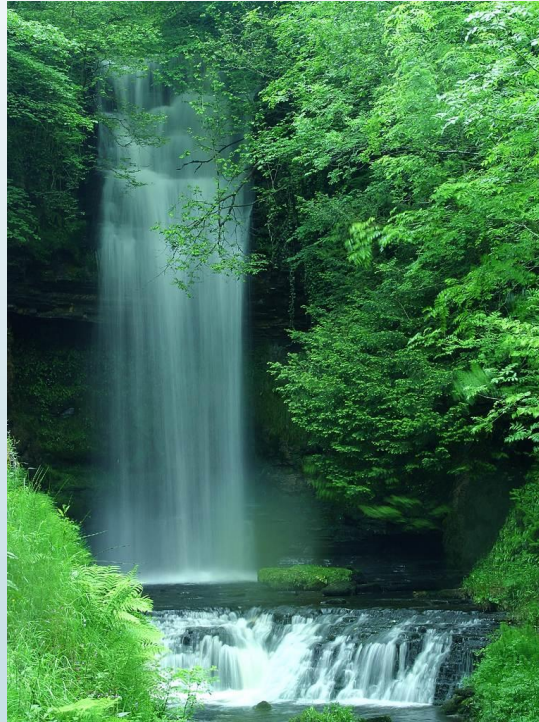
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# Awareness and Assertiveness

- ▶ Knowing your needs will allow you to:
  - ▶ Take action to meet them
  - ▶ Ask others to help you meet them
- ▶ When you feel an emotion, ask yourself what need is (or is not) being met
- ▶ Take time to brainstorm strategies
- ▶ Don't be afraid to set boundaries

# Mindfulness

- ▶ The experience of the present moment



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# Working with Your Coworkers

- ▶ Be aware of self
- ▶ Notice signs in others
  - ▶ But remember that you can't make anyone do anything
- ▶ Practice loving kindness
- ▶ Be aware of
  - ▶ The right time to approach someone
  - ▶ Personalities
  - ▶ The chain of command



# Questions?

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Thank you!