Do You Have Compassion Fatigue?
Cari Dubiel ~ PCI Webinars
August 16, 2016
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
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, Chitock, & 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
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.
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
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!