*Small and often:*
Using micro-strategies to help us refuel and recalibrate during disrupted and challenging times

Françoise Mathieu, M.Ed., RP.
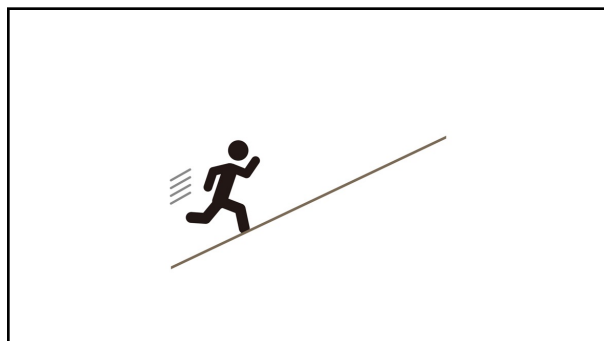Executive Director
tend

1

NORTHERN ONTARIO | News
Daycare on Manitoulin Island prepares to close temporarily affecting 25 children

Skyrocketing rents 'absolutely unsustainable' for Hamilton tenants

7 YEAR WAIT FOR HOUSING IS A TRAVESTY

APARTMENTS FOR RENT

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from photo by B. Goulem/The Whig Standard

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Review of the current research on burnout, secondary traumatic stress and related factors
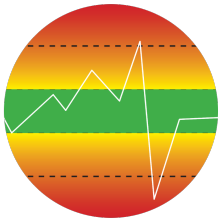
National Children's Alliance®

4

We will discuss

- Change management
- WTF
- Positive neuroplasticity
- Micro-strategies to reset
- Compassion satisfaction

5

My two favourite tools

"What's going on here?"

"Check me out!"

6
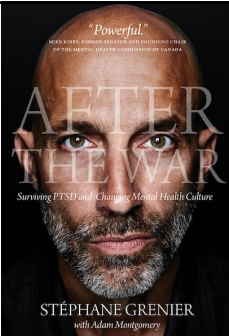

Impact of constant change and uncertainty

7

Human Behaviour in Crisis Situations

• 30 days of hypervigilance is typically followed by complacency:

"In combat situations that's when people start getting careless and make mistakes and get hurt"

Lt. Col (ret) Stéphane Grenier

"Powerful."

AFTER THE WAR

Surviving PTSD and Changing Mental Health Culture

STÉPHANE GRENIER
with Adam Montgomery

9

We cannot ignore the basics of human physiology

Judges are more lenient after taking a break, study finds

Prisoners are more likely to be granted parole early in the day or after a break such as lunch, according to researchers
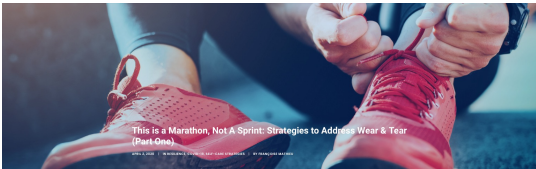
Judges' breakfasts really may affect their decisions, new research suggests. Photograph: Sang Tan/AP

Source: The Guardian, 2011

10

This is a Marathon, Not A Sprint: Strategies to Address Wear & Tear (Part One)

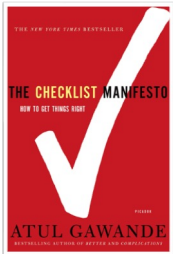https://www.tendacademy.ca/marathon-not-sprint-covid19/

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Risk habituation

12

Dr. Atul Gawande – The Checklist manifesto

13

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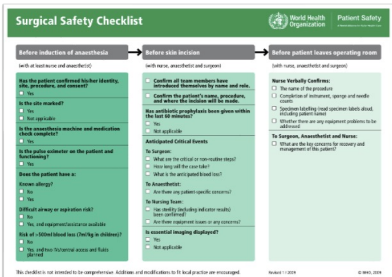Surgical Safety Checklist introduced by Gawande and the World Health Organization

15

How were you managing work-life balance before March 2020?

Before?

After?
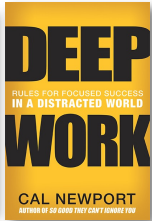
16

Switch-tasking and hyperconnectivity

DEEP WORK
RULES FOR FOCUSED SUCCESS
IN A DISTRACTED WORLD

CAL NEWPORT
AUTHOR OF SO GOOD THEY CAN'T IGNORE YOU

Newport, C. (2016). *Deep work: Rules for focused success in a distracted world*

17

18

Let's throw some chronic stress into the mix

tend.

19

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Add uncertainty & Unpredictability & constant change…

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"What's going on here?"
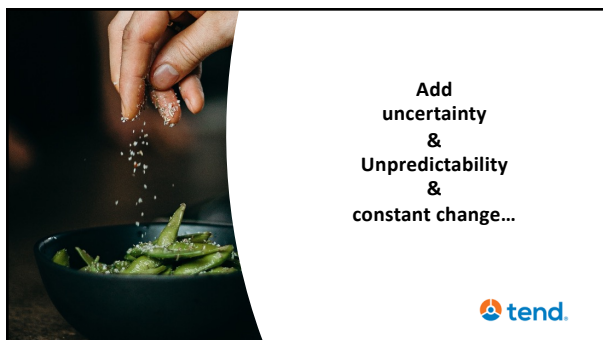
21

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Strategy: identify your contributing factors

22

Contributing Factors

Socio-Cultural Context

Personal Circumstances

Work-Related Grief & Loss

Working Conditions

Direct Exposure

Systems Challenges

Indirect Trauma

tend.

23

Organizational Stress: Studies in Role Conflict and Ambiguity

Kahn, Robert L.

(Kahn et al 1964)

Role stress theory:
Three components of a stressful work environment

- **Role conflict:** "when individuals are subject to **conflicting demands** from their environment" eg CPS authoritarian and therapeutic

- **Role ambiguity** "lack of **clarity** about the expectations associated with a worker's role"

- **Job overload**

24

Amplifiers

• Fatigue, Strain, Wear and Tear

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Amplifiers

• Unspecified anxiety, uncertainty, unpredictability

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"Check me out!"

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WTF

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Window of Tolerance Framework (WTF)
adapted from Siegel, Ogden and Minton

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High Activation Arousal
(Hyper-arousal)

fight, flight, panicked, agitated, obsessive, impulsive, overwhelm, angry, racing thoughts, anxiety

Sweet Zone

Calm yet alert, wise, fully engaged, present

Low Activation Arousal
(Hypo-arousal)

No energy, can't think, ashamed, depressed, passive, numb, helpless, dissociated, complete freeze, collapse

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30

Hyper-Arousal
Emotional overwhelm, panic, feeling unsafe, angry, racing thoughts, anxiety, etc.

Window of Tolerance
OPTIMAL AROUSAL ZONE
Carrying on with daily life in the river of well-being

Smooth Sailing

Hypo-Arousal
Numb, no feelings or energy, can't think, shut down, ashamed, disconnected, depression, etc.

Mindful Awareness Stabilization Training (M.A.S.T), sponsored by Bell & St. Michael's Hospital
Source: mast.stmichaelshospital.com

31

Window of Tolerance Framework (WTF)
adapted from Siegel, Ogden and Minton

E M O T I O N A L   A R O U S A L

High Activation Arousal
(Hyper-arousal)

Sweet Zone

Low Activation Arousal
(Hypo-arousal)

Check in:_____

RED
- Nightmares
- Can't sleep
- I'm a fake

YELLOW
- Ruminating
- Intrusive thoughts
- Errors, weak boundaries
- Work more
- Hand on forehead

GREEN
- Energized, positive
- Engaged, Present
- Smiling, Open

YELLOW
- Lunch at desk
- Tired, drain
- Disengaged
- Quiet, Withdrawn
- Feeling down, negative

RED
- Isolated, numb

32

Recognize when you are out of the window of tolerance

33

Developing body awareness

34

Cultivating a
positive upward spiral

Positive neuroplasticity

35

REDUCING SECONDARY
TRAUMATIC STRESS

**SKILLS FOR SUSTAINING
A CAREER IN THE
HELPING PROFESSIONS**

BRIAN C. MILLER

Miller, B. (2021). *Reducing secondary traumatic stress:*

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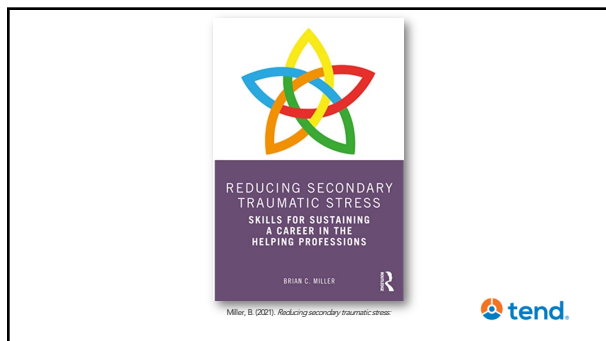
36

"Our brain is "sticky"— […] our brain holds onto stressful experiences.

We possess the (unfortunate?) ability to conjure and re-conjure events in our minds eye that can **re-energize those events ad infinitum**."

This process is called "**rumination**"

Miller, B (2021).

37

What is rumination?

"…the intrusion of distressing thoughts of a past experience into the present experience."

Miller, B. (2021). *Reducing secondary traumatic stress: Skills for sustaining a career in the helping professions.* Routledge.

38

Rumination

"…obsessive thinking about an idea, situation, or choice […]"

Miller, B. (2021). *Reducing secondary traumatic stress: Skills for sustaining a career in the helping professions.* Routledge.

39

Slide 40

"Re-creating these experiences—letting them intrude into our thoughts-- is the **hallmark of secondary trauma**. […]

What can be done?

First we need to notice

Miller, B. (2021). *Reducing secondary traumatic stress: Skills for sustaining a career in the helping professions.* Routledge.

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Slide 41

Positive Neuroplasticity

"[…] perhaps the most basic way to have a positive experience is to notice the good things that already surround us in everyday life."

- Dr. Rick Hanson

Hanson, R., et al. (2021). Learning to learn from positive experiences. *The Journal of Positive Psychology,* 1(12).
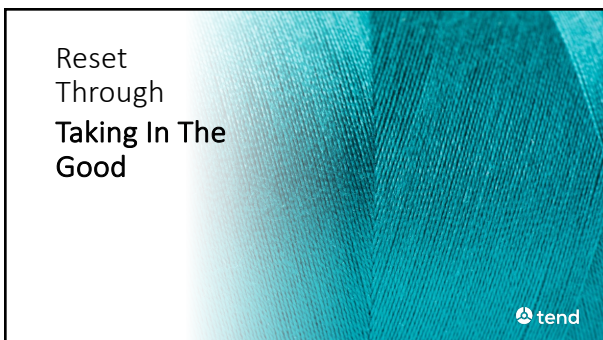
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Slide 42

Reset Through
Rest & Digest

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Reset
Through
**Taking In The
Good**

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Reset
Through
**Taking In The
Good**

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Practice
compassion
towards
others

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Compassion can be learned

"Several weeks of regular compassion training can have a beneficial impact on self-reported feelings of positive affect, personal resources, and well-being during everyday life."
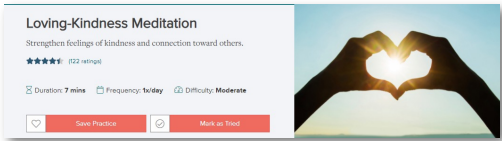
- Dr. Barbara Fredrickson, UNC Chapel Hill

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46

Loving-Kindness Meditation

Strengthen feelings of kindness and connection toward others.

★★★★½ (122 ratings)

Duration: **7 mins**   Frequency: **1x/day**   Difficulty: **Moderate**

Save Practice   Mark as Tried

https://ggia.berkeley.edu/practice/loving_kindness_meditation

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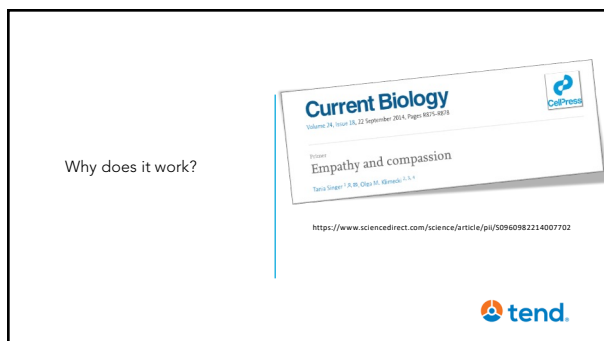### May you be…

Well

Happy

Calm

At ease with life

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48

Why does it work?

Current Biology
Volume 24, Issue 18, 22 September 2014, Pages R875–R878

Empathy and compassion

Tania Singer [1,2], Olga M. Klimecki [1,2,3]

https://www.sciencedirect.com/science/article/pii/S0960982214007702

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Micro Practices to Reset:

"Small and often" vs magic bullet

50

Train your brain to be "here"

51

Arriving Practice

52

THREE MINUTE BREATHING SPACE

53

HOT WALK AND TALK
WWW.TENDACADEMY.COM

Source: Dr. Patricia Fisher

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Water and Stress Reduction

Drinking water lowers
Cortisol levels

Adrenal glands

Kidneys

58

The Four Steps of
Low Impact Debriefing

SELF-AWARENESS   FAIR WARNING   CONSENT   LIMITED DISCLOSURE

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Strategies for coming home
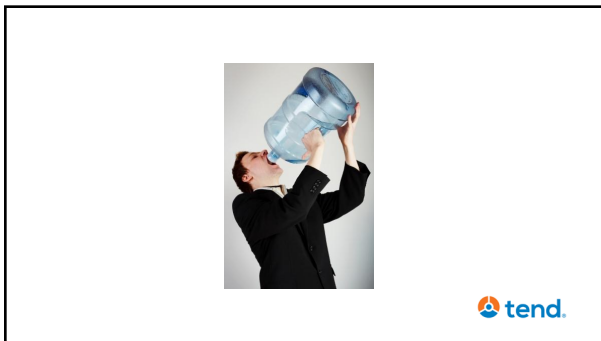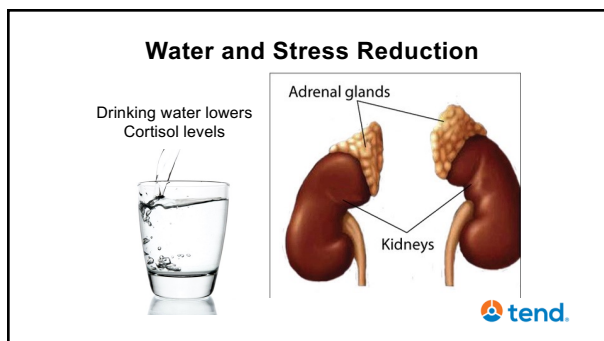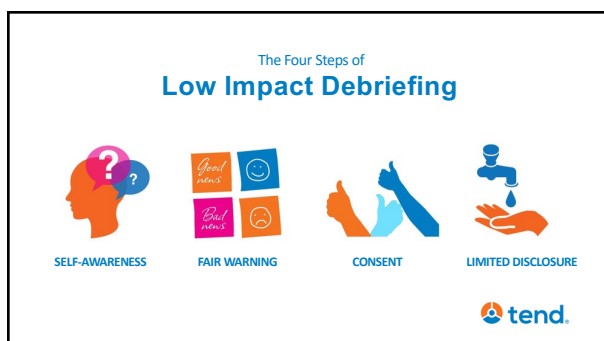
60

End of day Rituals

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End of day Rituals

62

"Leisure" time?

63

What's wrong with watching Forensic Files at night?
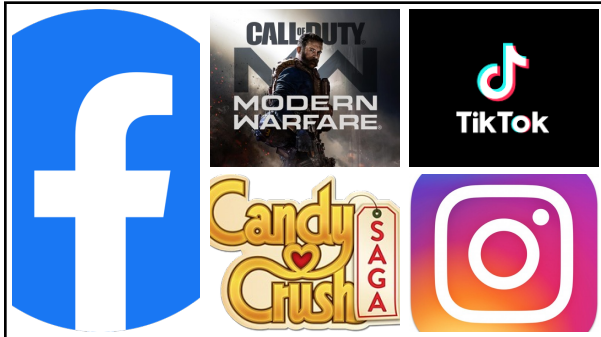
FORENSIC|FILES
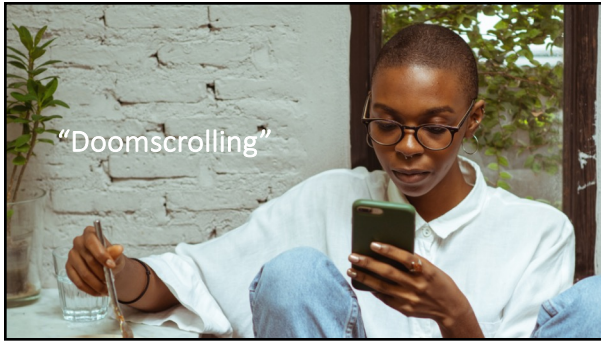
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How do you clear your head?

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"Doomscrolling"

67

Resetting
through pause

68

Rollo May:

"Between stimulus and response there is a space.
In that space is our power to choose our response."

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69

Where are your feet?

70

Compassion satisfaction

71

Take the Proqol

Professional Quality of Life Measure
(ProQOL 5.0)

https://proqol.org/proqol-measure

Burnout
Secondary Trauma
Compassion satisfaction

72

Compassion satisfaction is the rewarding feeling that we've done a good job and have helped others

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Proqol research findings

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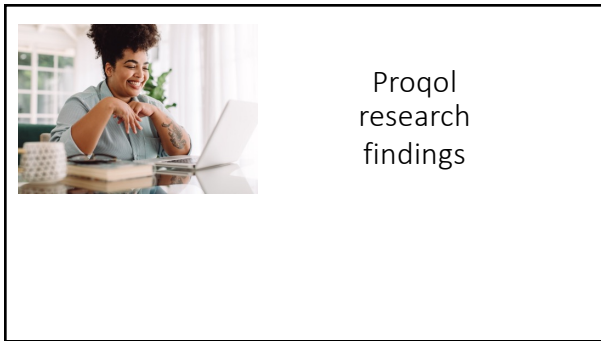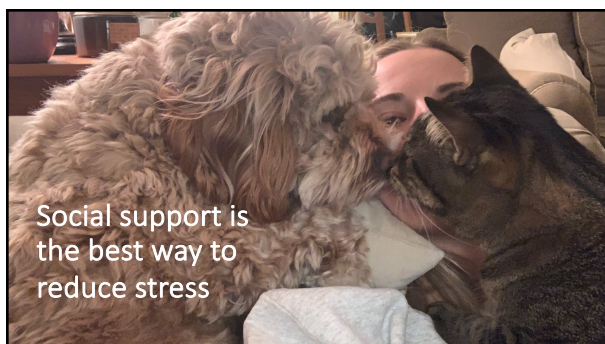**Research on Career-sustaining behaviours**

"Individual-level protective factors for increasing compassion satisfaction and mitigating symptoms of STS and burnout included having a **strong social support system outside of work** and the **frequent use of positive coping mechanisms**.

Brady et al (2017)

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Social support is the best way to reduce stress

76

YOUR BALANCE MAP
Françoise Mathieu, M. Ed, RP

PSYCHOLOGICAL
PPE

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Simplifying	Physical Health	Stress Relief
Understanding how I react to change	Social/Emotional supports	Stimulating and engaging work & hobbies
"Trauma Stewardship"	Managing occupational stress/resentment	Giving back

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Simplifying	Physical Health	Stress Relief
Understanding how I react to change	Social/Emotional supports	Stimulating and engaging work & hobbies
"Trauma Stewardship"	Managing occupational stress/resentment	Giving back

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Simplifying	Physical Health	Stress Relief
Understanding how I react to change	Social/Emotional supports	Stimulating and engaging work & hobbies
"Trauma Stewardship"	Managing occupational stress/resentment	Giving back

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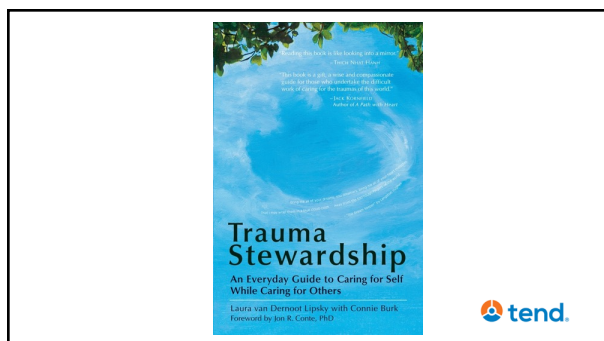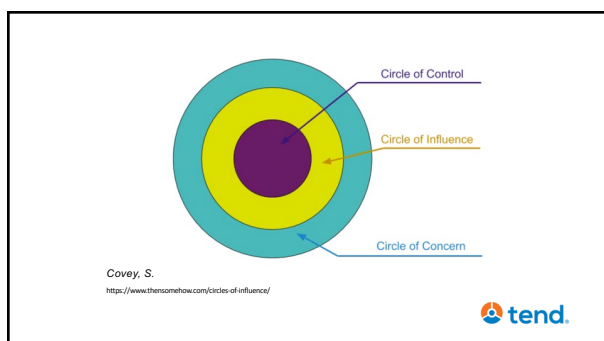| Simplifying	Physical Health	Stress Relief
Understanding how I react to change	Social/Emotional supports	Stimulating and engaging work & hobbies
"Trauma Stewardship"	Managing occupational stress/resentment	Giving back

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Circle of Control

Circle of Influence

Circle of Concern

Covey, S.
https://www.thensomehow.com/circles-of-influence/

83

❑ Take stock
❑ Decrease rumination
❑ Recalibrate with micro-strategies
❑ Learn self-compassion
❑ Send compassion to others
❑ Reach out (mutual support)
❑ Cultivate awe

REDUCING SECONDARY
TRAUMATIC STRESS
SKILLS FOR SUSTAINING
A CAREER IN THE
HELPING PROFESSIONS

BRIAN C. MILLER

Miller, B. (2021). *Reducing secondary traumatic stress:*

84

Dr. Patricia Fisher, R.Psych. (ret)
Senior Advisor

85

"What's going on here?"

"Check me out!"

86