A BIT OF OREGON TRIVIA

__________ was the first city to have one-way streets.
Pilot Butte, a cinder cone volcano, exists within the city limits of ________.
Dorris Ranch in __________ became the first commercial filbert orchard in OR.
Oregon’s second highest waterfall is _____ _____ _____ in the Cascade Mts.
There are ___ lighthouses standing along the OR coastline.
_____ _____ State Park is Oregon’s largest state park w/ 10 waterfalls.
• Oregon’s largest cheese factory can be found in the city of ____________.
• The _________ River forms most of the Northern border between OR and WA.
• The _________ River forms most of the Eastern border between OR and ID.
• The world’s largest barbershop pole stands in the city of _______ _______.

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Step up to the line...
TACTICAL COMPASSION & PROFESSIONAL EMPATHY

Presented by Nicholas Kessler
QUICK AGENDA

• “Stressed?! You don’t even know...”
• DIY Mental Health Repair
• Harness the Power: Conversational Judo
• Expert Connections
WHAT IS THE DIFFERENCE?

- **Compassion fatigue:** refers to the deep emotional and physical wearing down that takes place when helping professionals are unable to refuel and renew.

- **Burnout:** has to do with feeling overworked and can include stress and frustration about the workplace.

- **Vicarious trauma:** when the stories we hear about other people’s traumatic experiences cause us to have Acute Stress Disorder or Post Traumatic Stress Disorder symptoms.
STRESS vs BURNOUT

STRESS:
- Overengagement
- Reactive or over reactive emotions
- Sense of urgency and hyperactivity
- Lost or diminished energy
- Leads to anxiety
- Physically tolling

BURNOUT:
- Disengagement
- Blunted or distant emotions
- Sense of helplessness
- Motivation is lost or diminished
- Leads to feeling depressed
- Emotionally tolling
SYMPTOMS OF ANXIETY

Physical:
• Muscle tension.
• Shortness of breath.
• Increased heart rate.
• Restlessness.
• Gastrointestinal problems.
• Sleep problems.

Mental:
• Trouble concentrating.
• Imagining worst-case scenarios.
• Replaying certain memories/thoughts.

Behavioral:
• Avoiding things that trigger anxiety.
• “Doomscrolling.”

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ANXIETY AT WORK

- Irritation
- Impatience
- Fast/rushed communication
- Forgetfulness
- Imposter Syndrome
- Higher sensitivity
- Overly cautious/careful
- Defensive, particularly with feedback
- Rigidity, unwilling to be flexible

- Poorer working relationships with coworkers and clients
- Decrease in performance or productivity
- Absenteeism or tardiness
- Complaint of ongoing physical issues (headaches, stomach pain, muscle soreness)
- Avoidance of certain necessary work tasks (public speaking, giving presentations, attending meetings, setting deadlines)
DEPRESSIVE DISORDERS: SIGNS & SYMPTOMS

Physical
- Fatigue
- Lack of energy
- Sleeping too much or too little
- Sensitivity to light or sound
- Overeating or loss of appetite
- Weight loss or gain
- Headaches
- Irregular menstrual cycle
- Unexplained aches and pains such as headaches

Behavioral
- Crying spells
- Anger outbursts
- Withdrawal from others
- Neglect of responsibilities
- Loss of interest in personal appearance
- Loss of interest or pleasure in most or all normal activities, such as sex, hobbies or sports
- Loss of motivation
- Slow movement
- Use of drugs and alcohol

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DEPRESSION AT WORK: SIGNS & SYMPTOMS

• Disengaged from work- disinterested, detached or indifferent.
• Unexplainable crying, highly emotional.
• Loss of motivation or energy for typically standard job duties.
• Feeling excessively tired.
• Feelings of boredom, complacency or loss of meaning at work.
• Difficulty concentrating and retaining new information.
• Withdrawing from colleagues- not engaging in meetings, discussions, events etc.
• Abruptly poor hygiene or change in appearance.
INDIVIDUAL SIGNS & SYMPTOMS OF COMPASSION FATIGUE

- Feeling burdened by the suffering of others.
- Apathy.
- Blaming others for their suffering.
- Social isolation.
- Bottling up emotions.
- Feelings of hopelessness or powerlessness.
- Cynicism.
- Difficulty concentrating.
- Using unhealthy coping skills.
When someone is compassion fatigued, they are often only able to access Cognitive Empathy (comprehension) vs. Compassionate Empathy (concern).

This sometimes leads to feelings of guilt and shame on top of everything else because they can still recognize the suffering of others but struggle to “care” anymore.

They sometimes subconsciously cover that guilt and shame with resentment, which is what leads to blaming others for their mental and emotional states.
COPING WITH COMPASSION FATIGUE

- What are my warning signs – on a scale from 1-10. What is a 4 for me? A 9?
- Check in with yourself regularly.
- What things do I have control over? What things do I not have control over?
- What stress relief strategies do I enjoy? (i.e., adding positive activities).
- What stress reduction strategies work for me? (i.e., eliminating stressors).
- What stress resiliency strategies can I use? (i.e., ongoing self-care strategies).
REDUCING COMPASSION FATIGUE

- Professional development:
  - What is it about you that led you towards helping others? *(rediscover your core motivation)*

- Personal & professional ethics:
  - What are the values that you will never compromise in your work? *(define your core values)*

- Commitments:
  - What are you committed to offer employees? What are you committed to offer yourself?

- Strengths (employees & your own):
  - What do you believe about their strengths? Your own? *(“accentuate the positive”)*

- Your ideal:
  - If you were to become the ideal manager, what would that look like?

- Roadblocks:
  - What impediments keep you from this ideal? *(“eliminate the negative”)*
75% of people who develop substance use disorders do so by age 27.

Alcohol use disorders are almost 3x as common as drug use disorders.

19.7 million American adults (aged 12 and older) are struggling with a substance use disorder.

Almost 74% of adults suffering from a substance use disorder struggle with an alcohol use disorder.
SUBSTANCE USE DISORDERS: WARNING SIGNS

- Feeling that you must use the substance regularly/having intense urges for the substance.

- Over time, needing more of the substance to get the same effect.

- Making certain that you maintain a supply of the substance.

- Spending money on the substance, even though you can't afford it.

- Not meeting obligations and work responsibilities due to the substance

- Unable to stop using the substance.

- Experiencing withdrawal symptoms.

- Others?
LET’S GET INTO IT...
VULNERABILITY
SELF-COMPASSION

- Remember that you are dealing with your own stress while simultaneously supporting others.
- No one is perfect, focus on remaining open-minded and empathetic towards others and yourself.
- Self-care is necessary in order to help others.
- Seek support if needed.
STRESS MANAGEMENT

• Three step relaxation:
  • Close your eyes, relax your jaw, and drop your shoulders.
• Square breathing.
• Guided imagery:
  • https://www.youtube.com/watch?v=1vx8iUvfyCY
• Tapping:
  • https://www.thetappingsolution.com/
• Spatial distress tolerance:
  • Stand up, power pose, walk around, etc.
• Slow down.
• Responding vs. reacting.
LEARNING TO MANAGE CHANGE

Fixed Mindset
• “Failure is the limit of my abilities.”
• “I’m either good at something or I’m not.”
• “I don’t like to be challenged.”
• “My potential is pre-determined.”
• “When I’m frustrated, I give up.”
• “Feedback and criticism are personal.”

Growth Mindset
• “Failure is an opportunity to grow.”
• “I can learn to do anything I want.”
• “My effort and attitude determine my abilities.”
• “Feedback is constructive.”
• “I like to try new things.”
• “I’m inspired by the success of others.”
DISTRESS TOLERANCE

1. What is my body trying to tell me?
2. On a scale from 1 to 10, how _____ do I feel?
3. What would happen if I didn’t give in to these feelings and chose to sit down for 5 minutes and accept the discomfort?
4. Can I close my eyes and practice slow, deep-breathing until I feel calmer and in control?
5. Is there another way to look at this situation to gain a more realistic perspective?
6. If I react now, will I be using my rational mind or my impulsive, irrational mind?
7. Is my behavior aligned with my values?
8. Does this situation have to be resolved now, or is it possible to wait 24 hours to make a decision?
9. Am I procrastinating because I don’t want to deal with this problem?
10. Are these choices responsible, or will I regret them down the line?
COMPONENTS OF RESILIENCE

Mental Agility
The ability to look at situations from multiple perspectives and to think creatively and flexibly.

Optimism
The ability to notice and expect the positive, to focus on what you can control, and to take purposeful action.

Self-Awareness
The ability to pay attention to your thoughts, emotions, behaviors and physiological reactions.

Strength of Character
The ability to use one’s top strengths to engage authentically, overcome challenges, and create a life aligned with one’s values.

Self-Regulation
The ability to change one's thoughts, emotions, behaviors, and physiology in the service of a desired outcome.

Connection
The ability to build and maintain strong, trusting relationships.
SELF-ADVOCACY

• Remember that resilience does not mean handling everything alone

• Statements vs. solutions (Complaints vs. Requests)

• Practice how to effectively communicate your needs:
  • “Here is one thing that would help me feel less stressed at work.”
  • “How would you like me to prioritize my tasks?”
  • “If I need more training on a certain task, who should I talk to?”

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BOUNDARIES
AS A MANAGER

Having consistent, respectful boundaries is one of the most fundamental components of any healthy relationship and can greatly reduce the likelihood of compassion fatigue.

- **Common boundary challenges:**
  - Telling employees that they can contact you “anytime.”
  - Taking personally the successes and failures of an employee.
  - Trying to “fix” or “rescue” an employee.
  - Having different boundaries for different employees.
BOUNDARIES

• Boundary types:
  • Physical.
  • Social.
  • Emotional.
  • Mental.

• Boundary myths:
  • Boundaries imply that you don’t care.
  • Boundaries push people away.
  • Boundaries require too much time and work.
  • Boundaries are selfish.
  • Boundaries are mean.

“You can be a good person with a kind heart and still say no.”
Lori Deschene
SUPPORTING EMPLOYEES DURING EMOTIONAL CONVERSATIONS

• Remain present and normalize the person’s experience (advice vs. support).

• Be aware of your own emotional triggers and coping skills.

• Recognize primary & secondary emotions.

• Empathy and boundaries are equally important and not mutually exclusive.
CALM AND CARING WHILE SUPPORTIVE

• “Calm” can mean non-reactionary. Build in a pause if you can. Then you have choices about a response.

  • Establish a boundary about “storming in” to your office.
    • “Knock first.” “If my door is closed, it is because I may be on a client call.”

• Non-verbal empathy
  • Disgusted, Shock and “Awww” – try to share in their emotion.
  • Looking for a sign of comprehension and tracking, every seven seconds.
  • Empathy is a deposit in the relationship bank account; you want to front-load compassion and empathy, so that you have enough deposits to cover your losses, when the big withdrawals hit. In this case, withdrawal means consequences, compromises and compliance.
CALM AND CARING CONTINUED

• Address the elephant in front of you.
  • Keanu to Joey, “Whoa” to “How You Doin?”
  • Empathy Bridge – “You Think, You Feel, You Want…”

• Ensure that they feel heard
  • Reflective statements – Seems like, Sounds like, Gotta be...
  • Summary statements – Analog digits
  • Ask for confirmation, “Did I get that right? Is there something else…”

• Physical language – open vs. closed, stillness vs. movement
• Situational Orientation – barriers, distance, facing.
CONTINUING SUPPORT FOR CITY MANAGERS

Spend two days observing another Manager’s day-to-day stressors and solutions.

Then switch cities, and switch roles, so each Manager has a chance to observe the other’s.

Follow-up the next week, with informed feedback from an experienced and reliable colleague, who knows exactly what it’s like to have that job and knows what you face from your city. A different perspective from someone who “gets” what you’re going through.
CANOPY SERVICE SUMMARY

Free and confidential
Counseling
Up to five (5) sessions per incident, per year

Crisis counseling 24/7/365

Resources for life
Childcare, eldercare, resource retrieval, identity theft services

Financial coaching

Home ownership program and housing support

Legal
Consultations/mediation, will questionnaire, online legal tools

Tools
Life coaching
Fertility health support
Gym membership discounts
Pet insurance discounts

Whole Life Directions

Member Site
Register with Company Name:

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IN SUMMARY

• Practice self-awareness.

• Model what you seek.

• Maintain personal and professional boundaries.

• Know what EAP resources are available and encourage staff to use it when needed.
Have any questions?

If you have any questions or if you would like additional information, please contact Canopy.

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