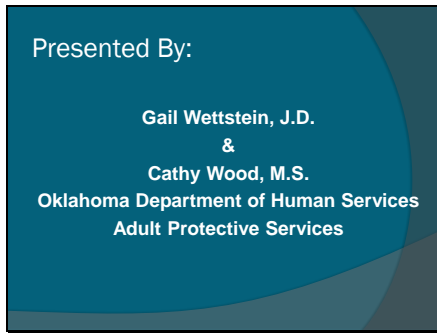


Slide 1



Slide 2



Slide 3



Slide 4

Objectives

- Define Secondary Traumatic Stress.
- Identify three personal, interpersonal, and organizational warning signs of Secondary Traumatic Stress.
- Develop an action plan for personal and professional safety.

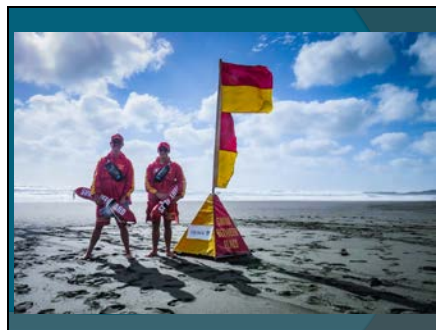
Slide 5

Activity:



CORE VALUES

Slide 6



Slide 7

Secondary Traumatic Stress (STS)

The emotional duress that results when an individual hears about the firsthand trauma experiences of another. Its symptoms mimic those of post-traumatic stress disorder (PTSD).

National Child Trauma Stress Network,
<http://www.nctsn.org/resources/topics/secondary-traumatic-stress>

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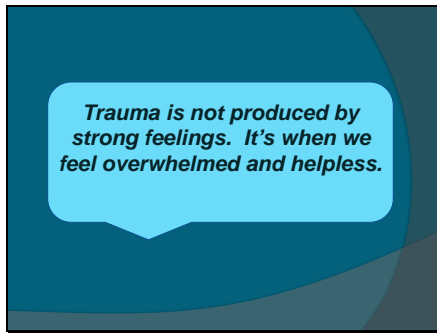
Slide 9

What client trauma has had an impact on you?

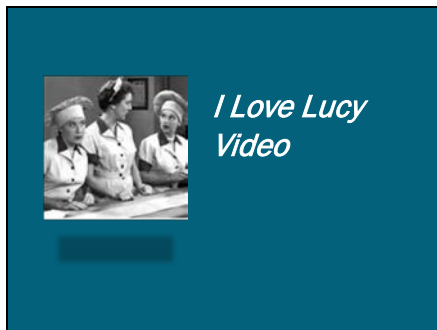
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Slide 11



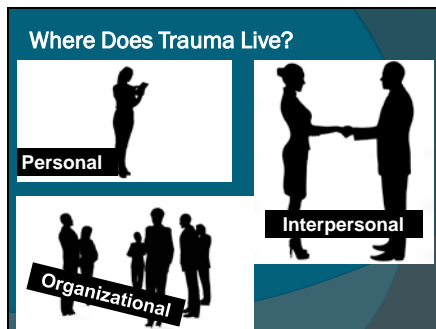
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Slide 14



Slide 15



Slide 16

Personal: Warning Signs

- ⦿ Inability to listen
- ⦿ Anger & cynicism
- ⦿ Inability to embrace complexity
- ⦿ Missed deadlines
- ⦿ Avoid clients
- ⦿ Hopelessness
- ⦿ Sleeplessness
- ⦿ Fear
- ⦿ Minimizing
- ⦿ Guilt
- ⦿ Hypervigilance

Slide 17



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Interpersonal: Warning Signs

- ⦿ Increased conflict
- ⦿ Negative feelings when others reach out to you
- ⦿ Withdrawing & not seeking connection with others
- ⦿ Inability to manage relationships & work
- ⦿ Losing interest in family rituals, routines, & social activities
- ⦿ Avoiding calls or invitations from friends
- ⦿ Feeling disconnected, detached, or trapped

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Organizational: Warning Signs

- ⦿ Poor communication between individuals and/or departments
- ⦿ Increased interpersonal conflict
- ⦿ Negative atmosphere - low morale
- ⦿ Missed deadlines
- ⦿ Incomplete and/or poor quality work
- ⦿ Increased customer complaints
- ⦿ Less motivation and/or energy
- ⦿ High rates of turnover, absences, or tardiness
- ⦿ Lack of psychological safety

Slide 20

5 Protective Skills

- 1 Engaging with Emotion
- 2 Silencing the Voice in Your Head
- 3 Sharing Our Experience
- 4 Reframing the Difficult Case
- 5 Regaining Composure

Slide 21

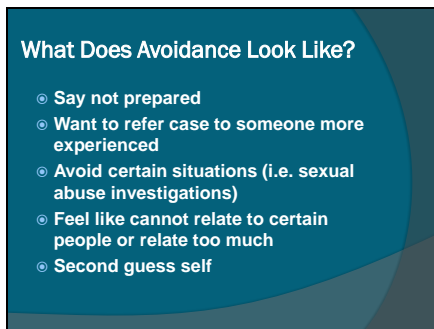
Skill 1: Engaging with Emotion

- ⦿ Be curious not controlled
- ⦿ Name it
- ⦿ Accept it
- ⦿ Let it go

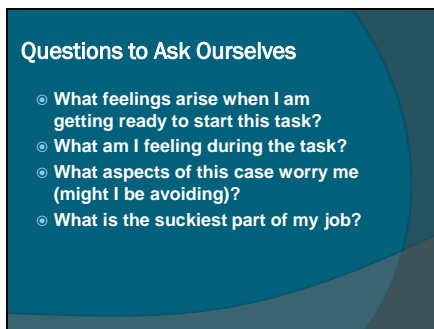
Slide 22



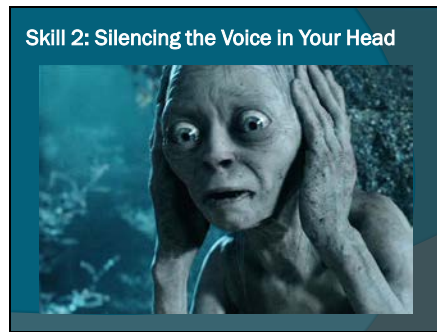
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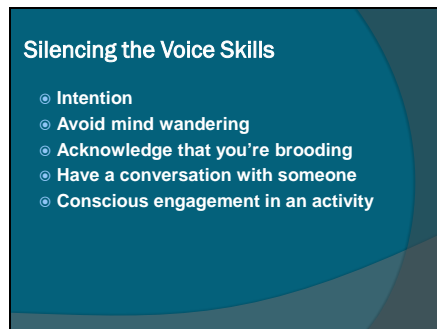
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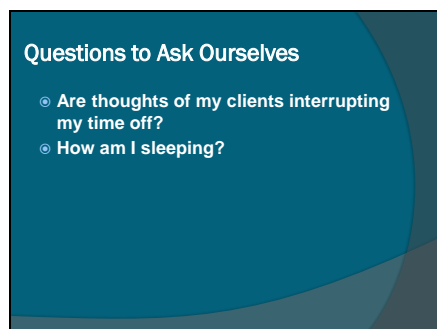
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Slide 26



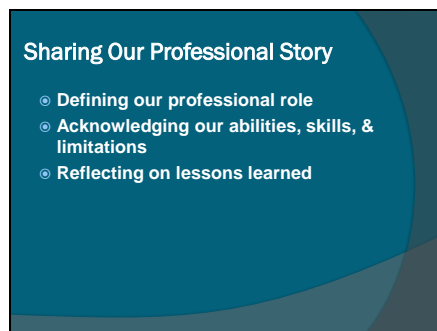
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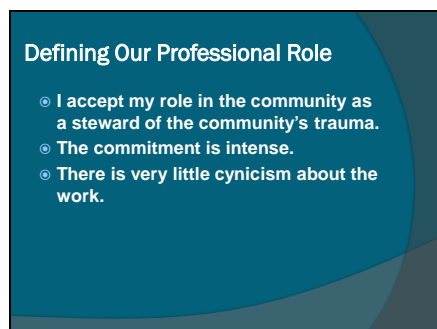
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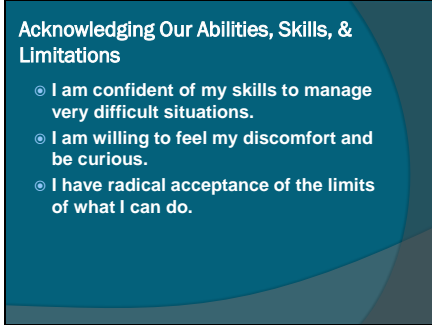
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Slide 30



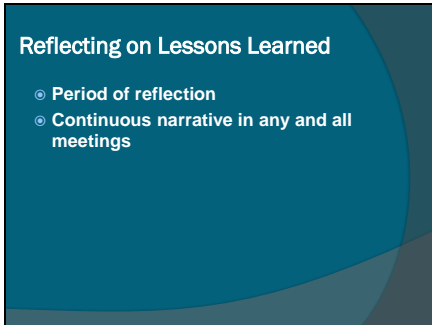
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Acknowledging Our Abilities, Skills, & Limitations

- ◉ I am confident of my skills to manage very difficult situations.
- ◉ I am willing to feel my discomfort and be curious.
- ◉ I have radical acceptance of the limits of what I can do.

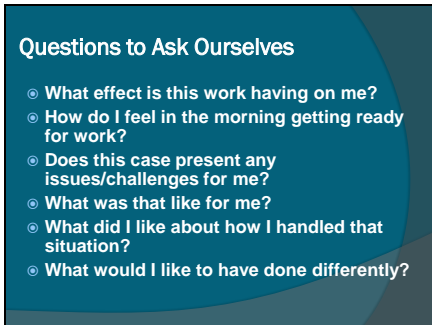
Slide 32



Reflecting on Lessons Learned

- ◉ Period of reflection
- ◉ Continuous narrative in any and all meetings

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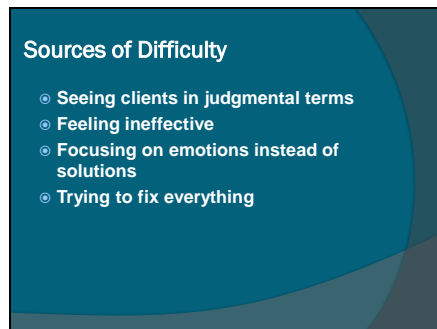
Questions to Ask Ourselves

- ◉ What effect is this work having on me?
- ◉ How do I feel in the morning getting ready for work?
- ◉ Does this case present any issues/challenges for me?
- ◉ What was that like for me?
- ◉ What did I like about how I handled that situation?
- ◉ What would I like to have done differently?

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Slide 35



Slide 36




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Questions to Ask Ourselves

- ◉ In what way do I think this client is trapped?
- ◉ What makes this client especially hard for me?
- ◉ What do I think this client is afraid of?
- ◉ How is my energy level when I come in contact with this client?
- ◉ What skills do I feel I have mastered?
- ◉ What type of client is most difficult for me?

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Skill 5: Regaining Composure



Slide 39

Skills for Regaining Composure


- ◉ Conscious awareness of your levels of stress
- ◉ Having some go-tos for returning to normal
- ◉ Self-compassion
- ◉ Dropping anchor during times of distress
- ◉ Everyday practice

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Protective Factors for Minimizing STS

- ◉ Supportive work environment
- ◉ Knowledge
- ◉ Expertise from experience
- ◉ Evidence-based practices
- ◉ Policy & practice


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Provider Resilience APP:
<http://t2health.dcoe.mil/apps/provider-resilience>

Slide 42

Activity: Self-Care Inventory & Personal Safety Plan




Slide 43

Resources

- ⑥ Secondary Traumatic Stress: A Fact Sheet for Child-Serving Professionals; National Child Traumatic Stress Network, www.nctsn.org
- ⑥ Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others, L. van Dernoot Lipsky with C. Burk
- ⑥ What About You?: A Workbook for Those Who Work with Others, K. Volk, K. Guarino, M. Grandin, R. Clervil, The National Center on Family Homelessness
- ⑥ Your Wheel of Life, Institute for Leadership Fitness, www.instituteforleadership.com
- ⑥ All My Life's A Circle: Using the Tools, Circle, MAPS & PATHS, M. Falvey, M. Forest, J. Pearpoint, & R. Rosenberg, Inclusion Press
- ⑥ Caregiver's Bill of Rights, Compassion Fatigue Awareness Project, www.compassionfatigue.org
- ⑥ Professional Quality of Life Scale (ProQOL), B. Hudnall Stramm, www.proqol.org
- ⑥ Provider Resilience App, National Center for Telehealth & Technology, <http://t2health.dcoe.mil/apps/provider-resilience>

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Questions

A 3D white figure is shown from the side, holding a large, thick red question mark. The figure is standing on a white surface against a white background. The entire scene is framed within a blue rectangular area on a slide.