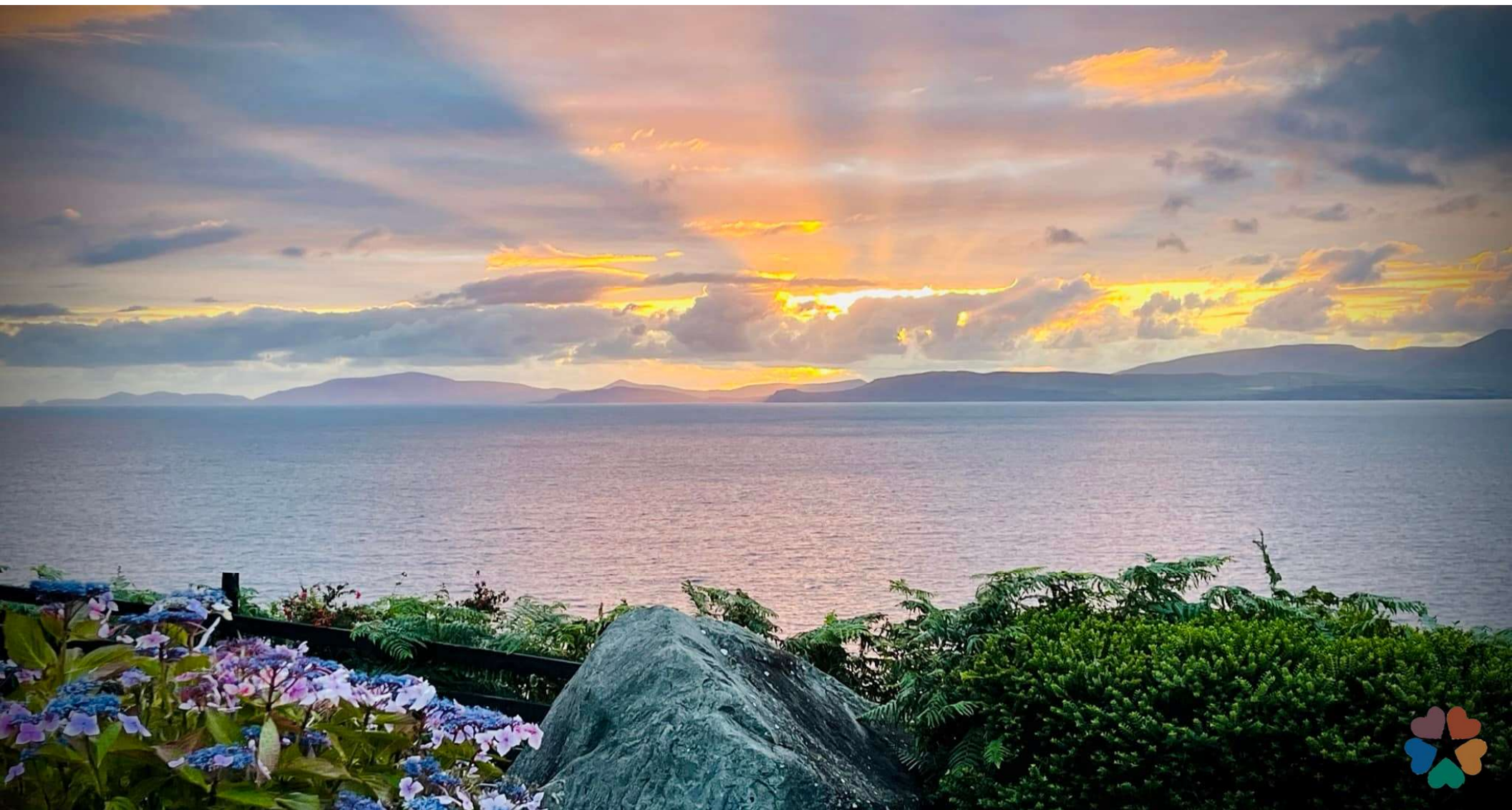






Managing Workplace Stress

Presented by Members of the FCSN Compassion Crew

March 26, 2025



Compassion Crew



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We want to hear from you

VOC's Afternoon Keynote Presenter

Dr. Myisha Rodrigues

Please share one of the
thoughts, ideas, keywords, or suggestions
that lingers with you.



Agenda

- 1) Opening Grounding Exercises
- 2) Group Norms
- 3) Defining Key Terms
- 4) Ways to Avoid and Address Workplace Stress
- 5) Wheel of Life
- 6) Discussion & Evaluation
- 7) Next Steps for Compassion Crew
- 8) Closing Grounding Exercise

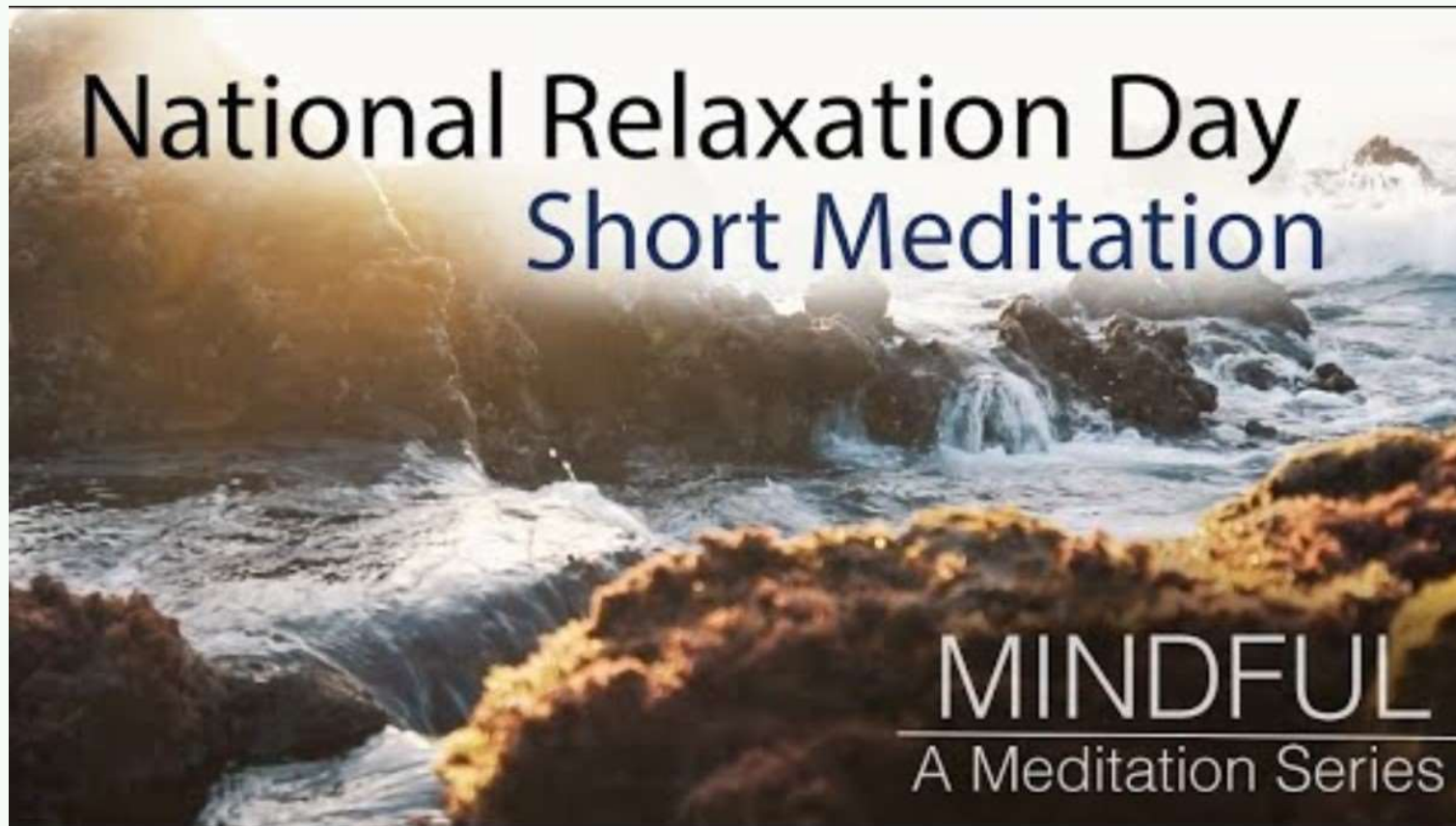


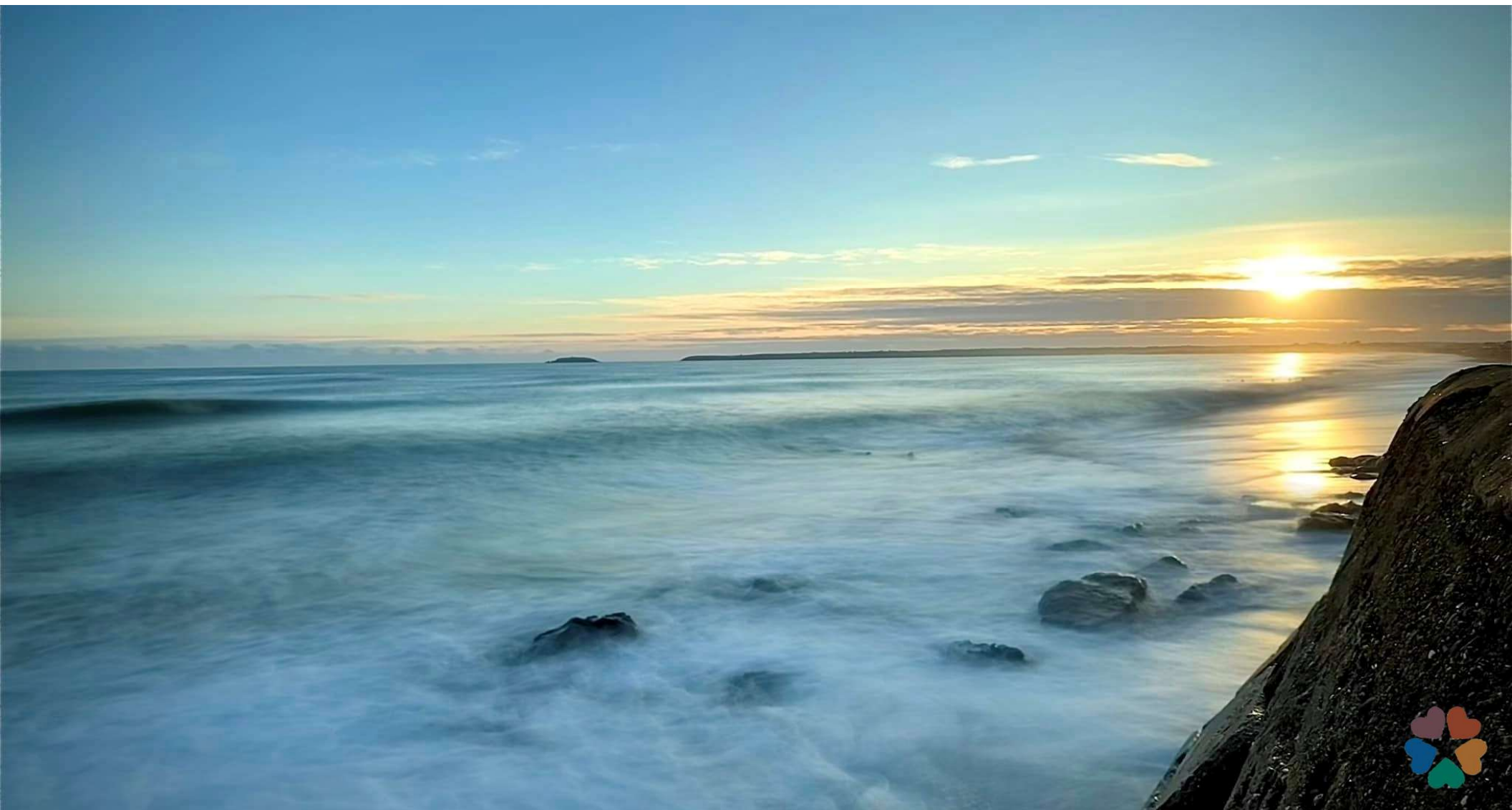
Group Norms

- Progressive stacking
- No trauma dumping
- Build on ideas, do not tear them down
- Assume good intent, but name harm
- Stories stay, lessons leave
- Know yourself and own it
- What else? Please add to the chat.



Grounding Exercise





What is Burnout?

Description

A state of physical, emotional, and mental exhaustion caused by prolonged stress that is unaddressed.

Sources:

- More work than you have resources: time, money, people, etc.
- Lack of control or autonomy
- Poor work-life balance
- Conflict with colleagues/supervisors
- Feeling unsupported

Symptoms

- **Physical:** headaches, sleep disturbances, and chronic fatigue
- **Mental:** cynicism, depression, anxiety, and lack of motivation
- **Emotional:** feelings of helplessness, irritability, anger, or frustration
- **Work:** less engaged, work is less meaningful, and lower quality work



Compassion Fatigue

Description

An emotional exhaustion/weariness that results in reduced capacity for empathy towards those you serve.

Sources:

- Repeated exposure to others' suffering
- High emotional demands as caregiver
- Lack of resources to address the symptoms and exposures

Symptoms

- **Emotional:** feelings of guilt, sadness, or helplessness
- **Mental:** anxiety, depression, and irritability
- **Physical:** sick or late more often and fatigue
- **Work:** less patience and lower quality work





Trauma vs trauma

Big "T"

Major, life-altering traumatic events that often have long-term psychological effects.

- Natural disasters
- Serious accidents
- Assault
- Abuse or neglect
- Combat or war experiences
- Loss of a loved one
- Loss of a job

Little "t"

An event or ongoing situation that causes distress, fear, and a sense of helplessness might qualify.

- Breakup
- Conflicts in relationships
- Infidelity
- Financial worries
- Constantly criticized
- Being a caretaker of a person with chronic conditions



Secondary Traumatic Stress

Description

When it feels like one person's trauma becomes your trauma. Happens suddenly.

Sources:

- Exposure to others' stories of trauma
- Not addressing personal response of distress to another person's story

Symptoms

- **Mental:** intrusive thoughts, avoiding things that remind you of the traumatic event, difficulty concentrating
- **Emotional:** feelings of distress when recalling the event, anxiety or depression, startles easily, and feeling hopeless
- **Physical:** exhaustion, headaches or GI issues
- **Work:** distracted, less patient, avoiding work, feel less capable of doing work



Vicarious Trauma

Description

Cumulative, transformative effect on a person who wasn't able to protect against compassion fatigue or burnout.

Sources:

- Repeated exposure to combinations of Trauma and trauma
- Lack of resources to address the symptoms and exposures

Symptoms

- **Mental:** Results in a deep change in their worldview.
- **Emotional:** feelings of distress when recalling the event, anxiety or depression, startles easily, and feeling hopeless
- **Physical:** exhaustion, headaches or GI issues
- **Work:** distracted, less patient, avoiding work, feel less capable of doing work



Post-Traumatic Stress Disorder (PTSD)

Description

A mental health condition resulting from first-hand exposure to a traumatic event/s that have impacted the person's mental health and nervous system.

Impact at Work

Some of our colleagues have PTSD, so there may be some topics that they will not want to engage because it can worsen their symptoms.

Symptoms

- Not listing here, because we are not diagnosing.
- If you have concerns that you may have PTSD, there are professional therapists who can diagnose this condition and provide treatment.
- If you have PTSD and need accommodations at work, you would speak to HR.





"The expectation that we can be immersed in suffering [and anxiety of others] daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet."

~ Rachel Naomi Remen, 2006



Ways to Address Workplace Stress

Resources shared by:

Dr. Myisha Rodrigues

National Alliance on Mental Illness (NAMI)

National Council for Mental Wellbeing

Substance Abuse and Mental Health Services
Administration (SAMHSA)

and more



Stress Prevention and Management

Personal Growth

- Learn new skills
- Renew or start a hobby

Relationships

- Reconnect or create connections
- Spend meaningful time together

Environment

- Garden/Compost
- Add beauty to home/office

Health

- Grounding
- Exercise
- Sleep
- Coping skills
- Healthy food



Stress Prevention and Management

Spiritual

- Read texts, listen to music
- Attend service / community

Money

- Create or stick to a budget
- Save for something special

Recreation

- Commit to time for you
- Read, sing, visit, explore

Career

- Prioritize work/life balance
- Highlight your strengths



Self-Care Action Plan

Self-Care Action Plan

Personalize each category with types of self-care that are meaningful to you. These sample categories are from the FCSN Compassion Crew's presentation on March 26, 2025.

Personal Growth	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Relationships	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Environment	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Health	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Spiritual	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Money	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Recreation	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers

Career	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers



Sample Section of Self-Care Action Plan

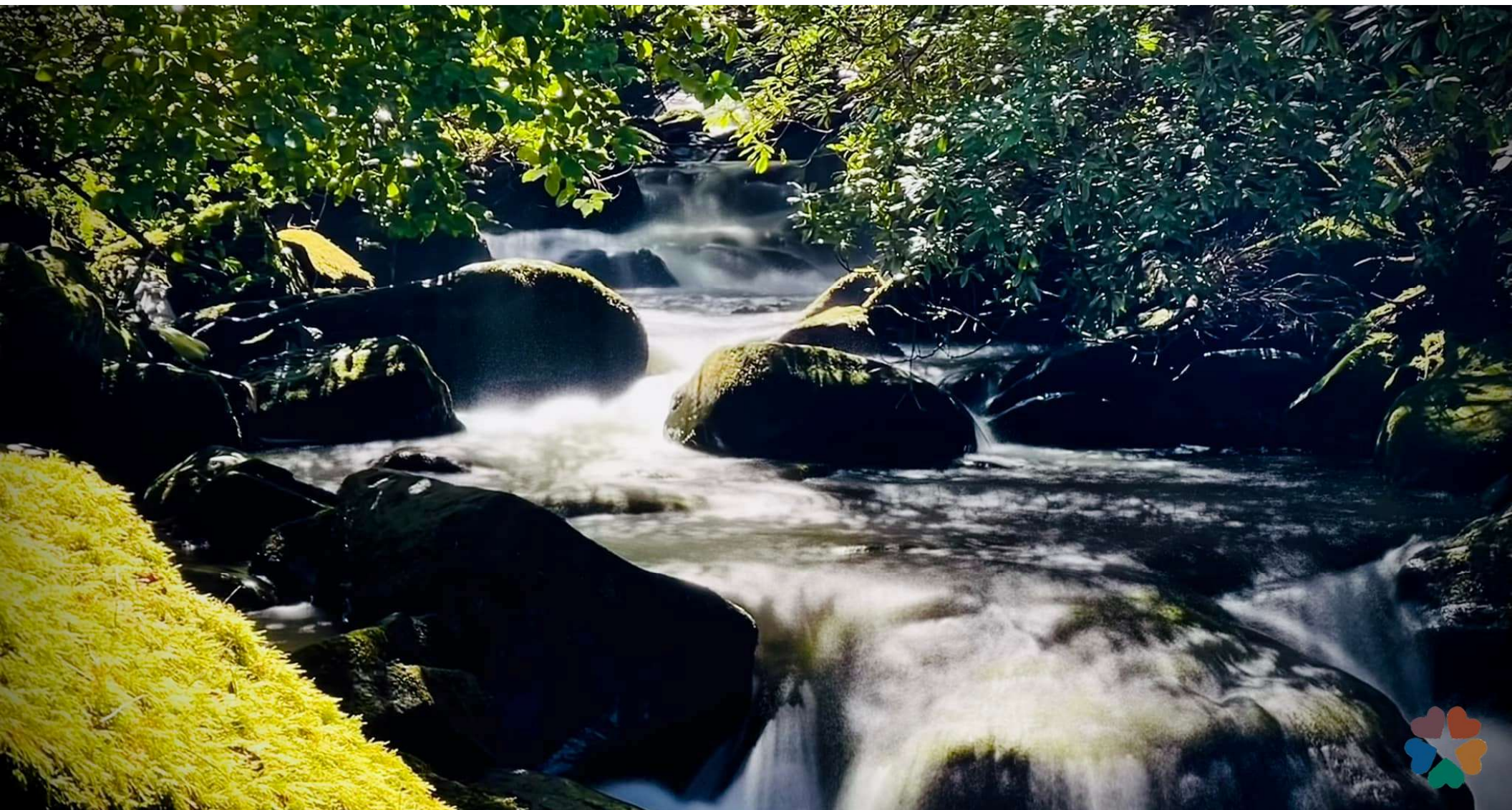
Environment	Self-Care I Do	Self-Care I'm Adding	How I'll Address Barriers
	Eat vegan	continue	
	Reduce, reuse, recycle	Continue	
		Add new pix of kids to my desk	Schedule task in my calendar
		Admire nature daily	<i>Tie new habit to an existing one: do while tea water boils & tea steeping</i>



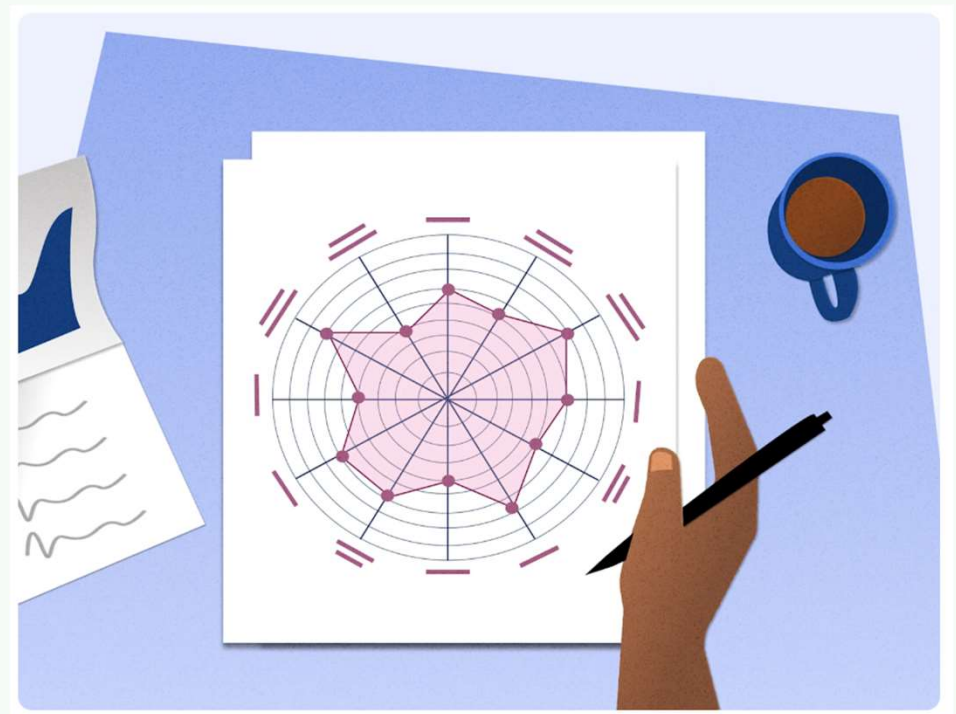
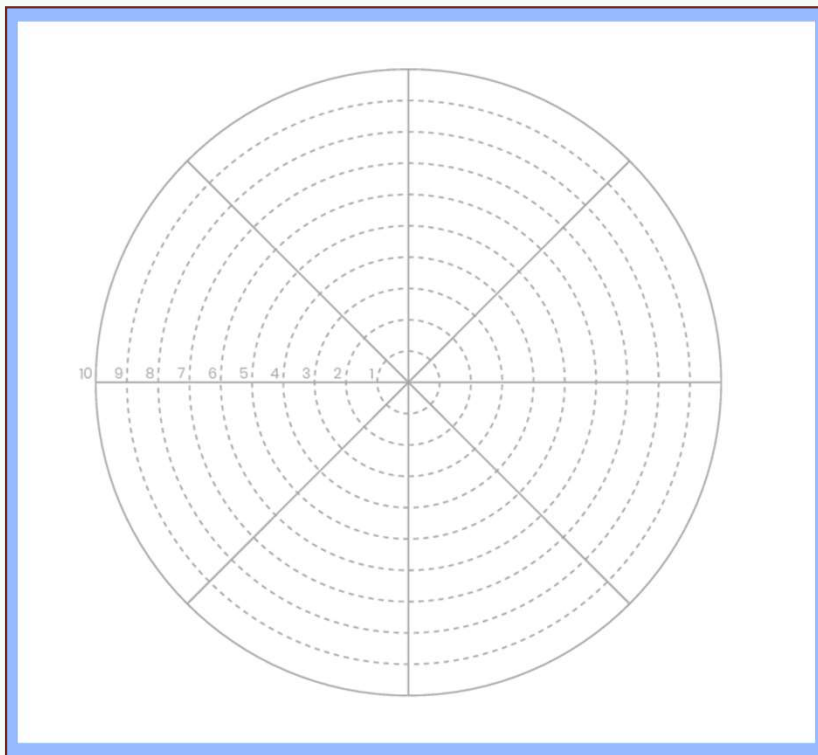
Mental Health Resources

- [Employee Assistance Program](#) - ask if they have one
- [Behavioral Health Help Line](#) 833-773-2445 Call or Text
- [988 LifeLine](#) (English or Spanish)
- [Mobile Crisis Intervention](#) (MCI) 877-382-1609
- Find Providers and Programs Online:
 - [Find a Therapist](#)
 - [FindTreatment.gov](#)
 - [Massachusetts Behavioral Health Access \(MABHA\)](#)





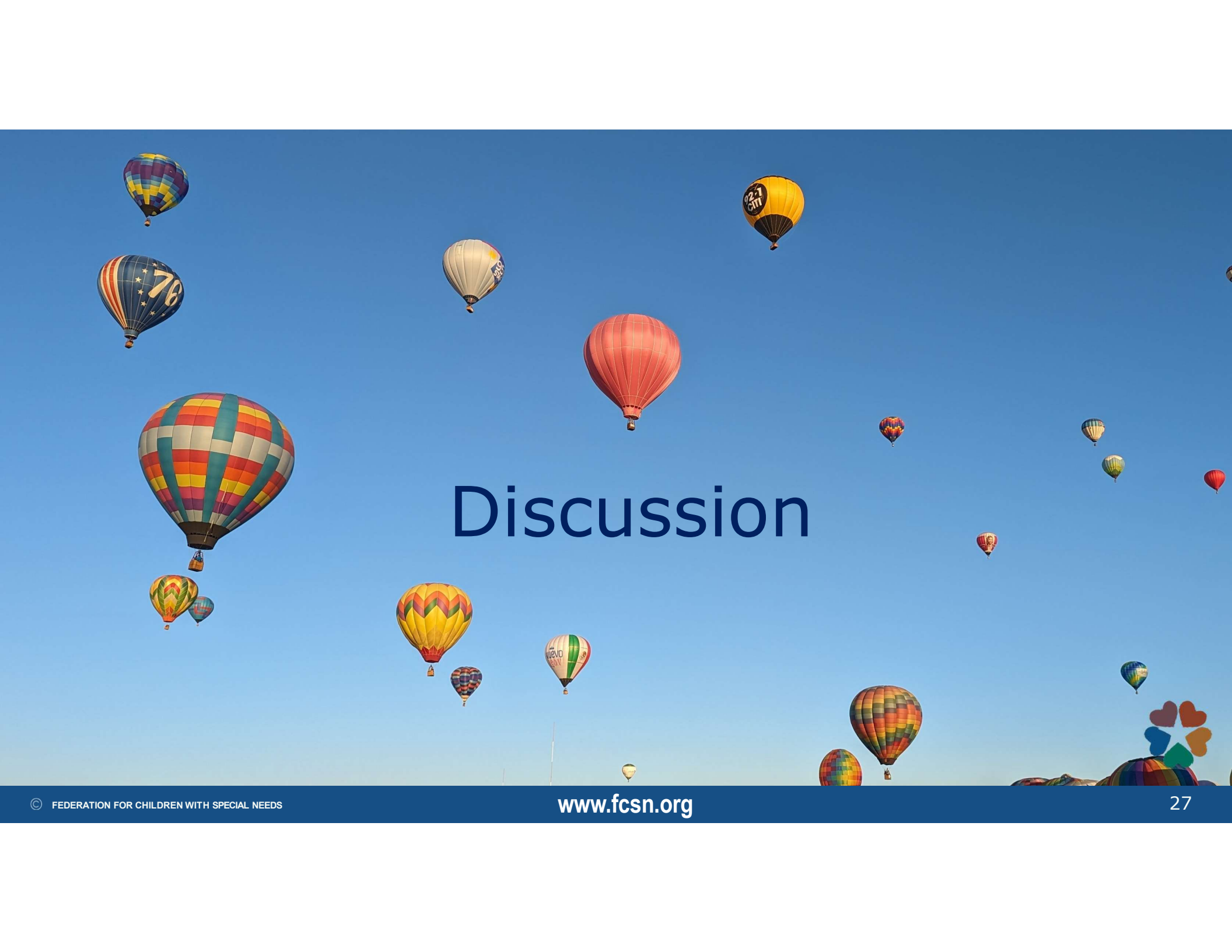
Assess Your Balance: Wheel of Life



How to Use the Wheel of Life

1. Label the wheel with categories important to your life
2. Rate how satisfied you are with each area
0=not at all satisfied 10= fully satisfied
3. Connect the dots or Trace the outline
4. Compare the results to your ideal levels
Hint: ideal is not the same as perfect
5. Take action: plan and implement





Discussion



Next Steps for Compassion Crew...

- Please open the evaluation form for this meeting
- Emailing link to the ProQOL tool and self-care plan
- Upcoming Lunch & Learn Trainings
 - April 16th: *Healthy Staff-to-Staff Communication Boundaries & Compassion Crew Toolkit: How to find what you need*
 - Date TBD: *Managing Crisis Calls*
 - Date TBD: *One Federation Team version of Compassion Crew*
- Building a Compassion Crew Toolkit for Staff
 - Will be linked in Staff Portal



Grounding Exercise 2



Thank you!
from the Compassion Crew

**You can help
by completing our
evaluation form**









