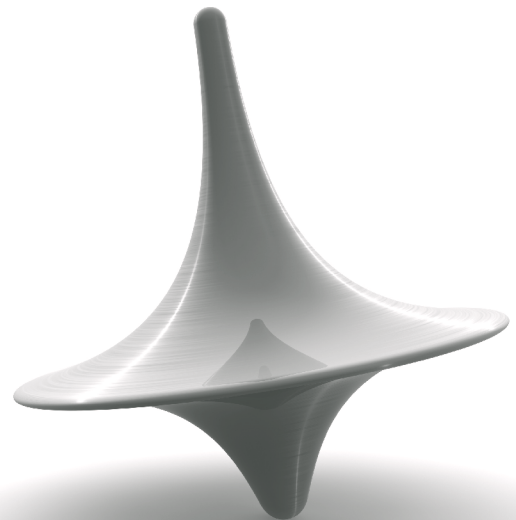


PRACTICAL & EFFECTIVE APPROACHES

RESILIENCE, BALANCE & MEANING

Supporting our lives and our work in
high stress, trauma-exposed workplaces



PATRICIA FISHER, PH.D., R.PSYCH., L.PSYCH.

PRACTICAL & EFFECTIVE APPROACHES

Resilience, Balance & Meaning

Supporting our lives and our work in high stress,
trauma-exposed workplaces

PATRICIA FISHER, PH.D., R.PSYCH., L.PSYCH.



RESILIENCE, BALANCE AND MEANING

Published by Fisher & Associates Solutions Inc.
149 St. Lawrence St., Victoria, BC, Canada, V8V 1X9

Distributed by Tend Academy Ltd.
PO Box 20, Kingston, Ontario, Canada, K7L 4V6

First published 2016

Copyright © 2016, Patricia Fisher, Ph.D.

All rights reserved. Without limiting the rights under copyright reserved above, no part of this publication may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise), without the prior written permission of both the copyright owner and the above publisher of this book.

PUBLISHER'S NOTE

This publication is designed to provide authoritative and accurate information in regard to the subject matter covered. It is sold with the understanding that the publisher is not engaged in rendering psychological, financial, legal or other professional services. If expert assistance or counselling is needed, the services of a competent professional should be sought.

For more information about this and other programs for trauma-exposed workplaces, please visit the Tend website at www.tendacademy.ca

ISBN 978-1-894612-24-1
Printed and bound in Canada

Table of Contents

FRONT COVER	
INTRODUCTION	1
SECTION 1: WHAT IS THE CHALLENGE?	3
CHAPTER 1: WHY IS STRESS IMPORTANT?	4
CHAPTER 2: INTRODUCING THE COMPLEX STRESS MODEL	15
CHAPTER 3: SYSTEMIC WORKPLACE STRESS: RISK & RESILIENCE	20
CHAPTER 4: TRAUMATIC WORKPLACE STRESS: RISK & RESILIENCE	29
CHAPTER 5: COMPLEX STRESS EFFECTS	43
SECTION 2: WHERE AM I NOW?	56
CHAPTER 6: HOW AM I EXPERIENCING POTENTIAL SOURCES OF RESILIENCY & RISK?	57
CHAPTER 7: HOW WELL AM I TAKING CARE OF MYSELF?	75
CHAPTER 8: WHAT STRESS EFFECTS MIGHT I BE EXPERIENCING?	87
CHAPTER 9: WHERE DO I GO FROM HERE?	106
SECTION 3: BUILDING MY WELLNESS PLAN	110
CHAPTER 10: DEVELOPING A PERSONAL WELLNESS PLAN	111
CHAPTER 11: DEVELOPING A WORKPLACE WELLNESS PLAN	145
CHAPTER 12: MY WELLNESS PLAN	169
REFERENCES INDEX	189
ABOUT THE AUTHOR	215
BACK COVER & REVIEWS	220

RESILIENCE, BALANCE AND MEANING

This excerpt is provided as an educational tool only.

You can learn more about accessing the full content of this workbook at
www.tendacademy.ca

Self-care in Your Workplace Questionnaire

© 2016 Dr. Patricia Fisher, R.Psych., L.Psych.

Date of completion:

Instructions:

1. Please rate each of the items, on the 0-3 scale, in terms of how often you use them in your workplace. Look at what you **actually do**, rather than what you think you **should do**.
2. Please total the scores for each of the subscales for the summary graphs at the end of the chapter.

	How Often			
	Never	Rarely	Fairly Often	Usually
	0	1	2	3
1. Physical Self-Care				
Take regular lunch and coffee breaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eat a healthy lunch and snacks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drink 4-8 cups of water during the workday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limit caffeinated beverages to 3 cups/day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make opportunities to stretch and be active during the workday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	<input type="text"/>
2. Cognitive Self-care				
Give yourself a mental map about what you are going to do that day - set goals, tick them off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow yourself to feel interested in what you are doing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engage in activities which increase your professional knowledge base & sense of competency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Share your knowledge with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiate new projects or procedures, consider ways you could improve the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	<input type="text"/>
3. Psychological/Emotional Self-Care				
Check in with your emotional state through the day and identify distressing feelings. Recognize what is causing the feelings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stop to recognize & appreciate when you have done something you could feel good about	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recall the positive reasons why you are doing this work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify projects/tasks that you find interesting and rewarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognize the emotional states of those you are interacting with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	<input type="text"/>

	How Often			
	Never	Rarely	Fairly Often	Usually
1. Behavioral Self-Care	0	1	2	3
Create quiet time to complete tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set limits with those you work with (e.g., patients/clients/inmates, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set limits with co-workers and supervisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Balance your daily tasks so that you are not overwhelmed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep your workspace comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	<input type="text"/>

2. Interpersonal Self-Care				
Take daily time to chat and be social with co-workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make use of a peer support group to debrief	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keep communications open with supervisor and team members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get specialized consultation when you need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participate in workplace social occasions (e.g., gatherings, luncheons, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	<input type="text"/>

Self-Care in Your Personal Life Questionnaire

© 2016 Dr. Patricia Fisher, R.Psych., L.Psych.

Date of completion:

Instructions:

1. Please rate each of the items, on the 0-3 scale, in terms of how often you use them in your workplace. Look at what you **actually do**, rather than what you think you **should do**.
2. Please total the scores for each of the subscales for the summary graphs at the end of the chapter.

	How Often			
	Never	Rarely	Fairly Often	Usually
	0	1	2	3
1. Physical Self-Care				
Eat regularly and healthily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get regular exercise & maintain fitness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get enough sleep (an average of 8 or more hours per day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take time for yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get regular medical & dental preventative care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	
2. Cognitive Self-care				
Take time for self-reflection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognize and value your strengths, capabilities and accomplishments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discuss and exchange thoughts and ideas with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourage yourself to be actively curious and interested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read books or material that have nothing to do with work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	
3. Psychological/Emotional Self-Care				
Listen to your internal experience (e.g., feelings, thoughts, beliefs, judgments, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow yourself to experience distressing emotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make space and opportunities for laughter and fun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Actively work to reduce your stress levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make opportunities to safely connect with others and be yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
			Score	

	How Often			
	Never	Rarely	Fairly Often	Usually
4. Behavioral Self-Care	0	1	2	3
Ask for support and assistance when you need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do things where you are not an expert or not in charge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Say no to added responsibilities & stresses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engage in hobbies or interests that are not work-related	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give yourself day-trips, mini-vacations or breaks from the routine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Score <input type="text"/>

5. Interpersonal Self-Care				
Make time for your intimate relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend quality time with children & family members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend time with friends who are important to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take risks in letting people know different aspects of you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set limits to taking on responsibilities and burdens that are not yours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Score <input type="text"/>

6. Existential Self-Care				
Be aware of what is meaningful to you and notice its place in your life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pray, meditate, or engage in other practices which give you grounding and a sense of peace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hold awareness of the non-material aspects of your life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find a spiritual connection or community that shares your beliefs & values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take part, in some way, in causes you believe in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Score <input type="text"/>

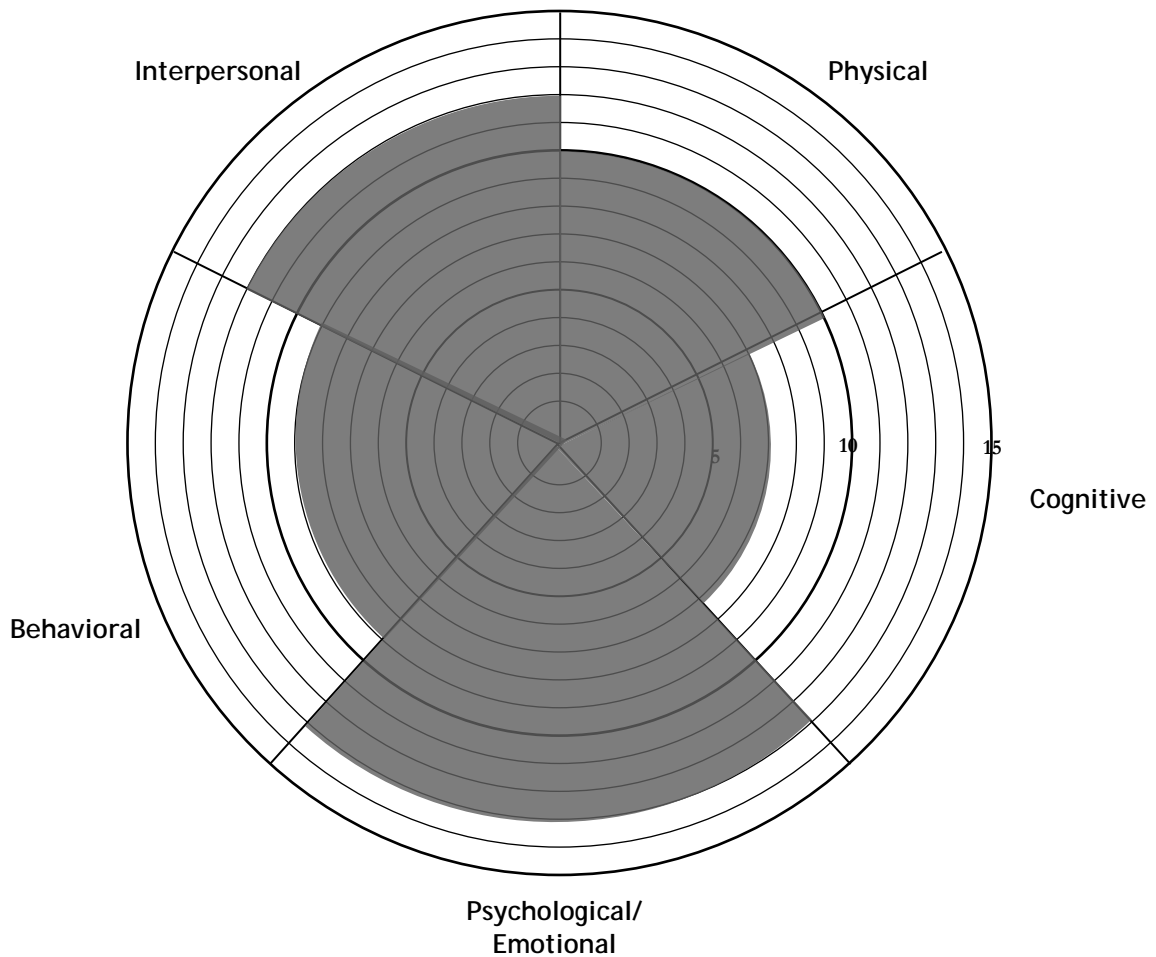
Self-Care in Your Personal Life Graphs

Instructions:

Please take this opportunity to fill in the summary wheel graphs and allow yourself to reflect on what they may be telling you. Please complete each graph as in the example below.

1. Enter your individual factor scores in the appropriate sector of graph.
2. Fill in the pie graph to the indicated score level (colored pens are helpful).

Example	Your score
Physical	10
Cognitive	7
Psychological/Emotional	13
Behavioral	9
Interpersonal	12

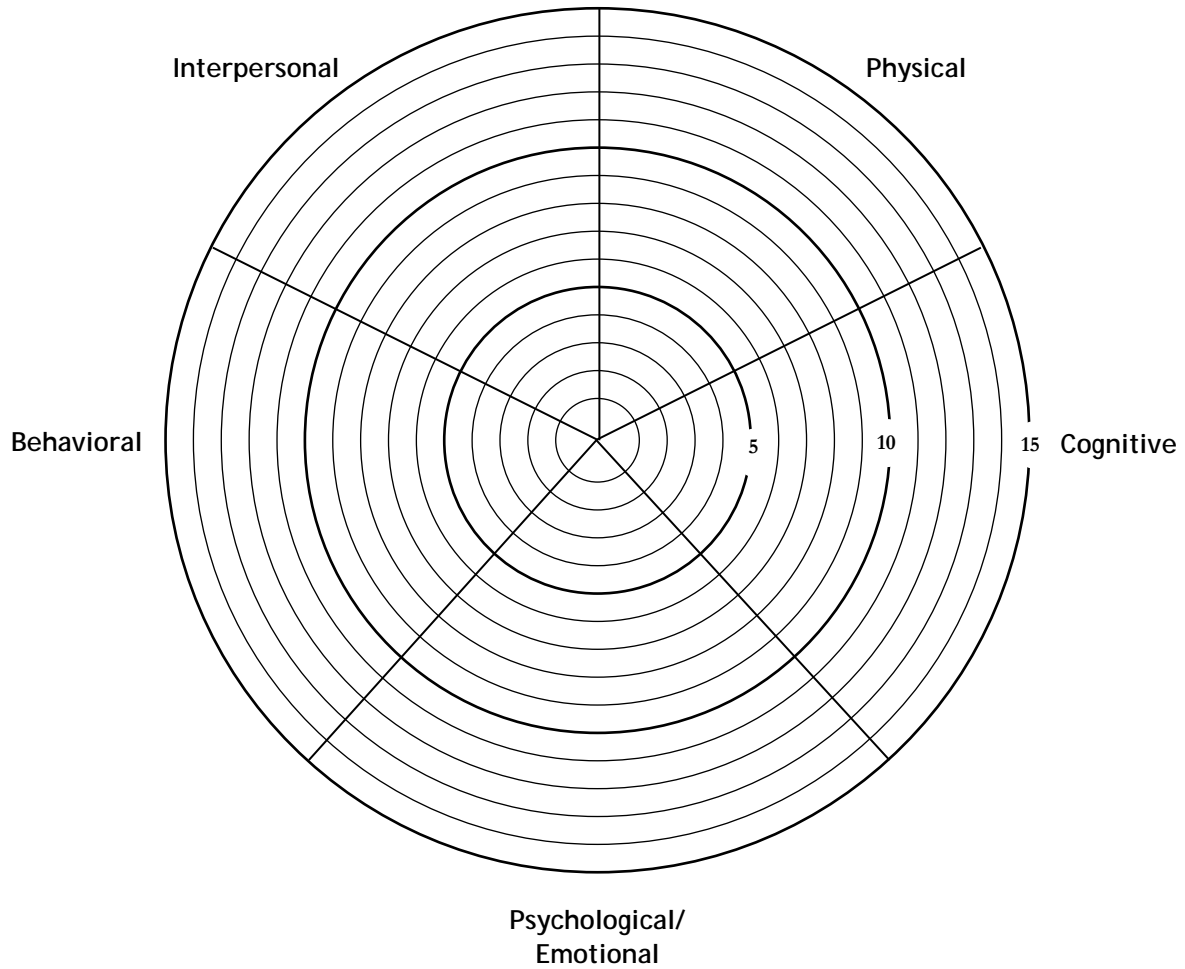


Self-Care in Your Workplace Graph

Date of completion:

	Your score
Physical	
Cognitive	
Psychological/Emotional	
Behavioral	
Interpersonal	

Please print out this page and color in the graph by hand as shown on page 81

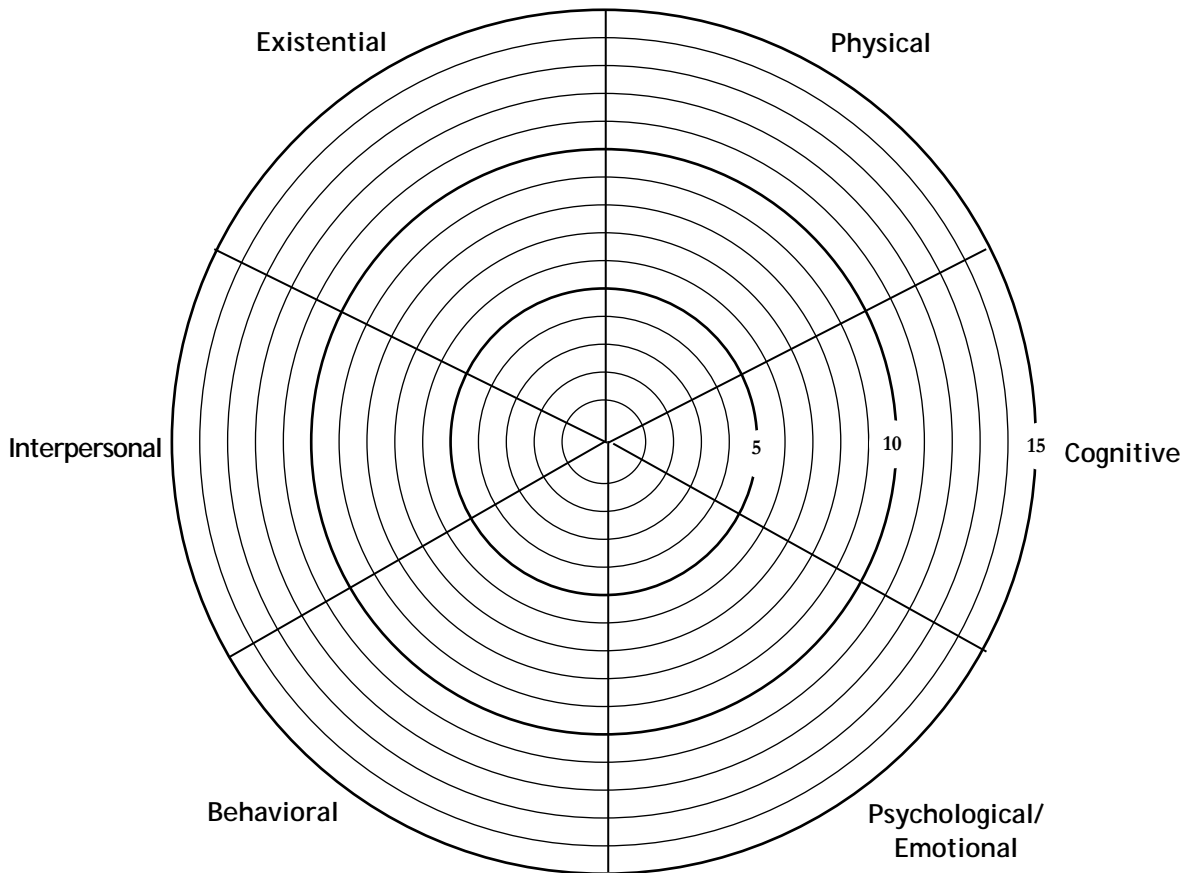


Self-Care in Your Personal Life Graph

Date of completion:

	Your score
Physical	
Cognitive	
Psychological/Emotional	
Behavioral	
Interpersonal	
Existential	

Please print out this page and color in the graph by hand as shown on page 81



RESILIENCE, BALANCE & MEANING

If you work in a high stress and trauma-exposed field, this guide is for you. It is designed as a practical, realistic and effective approach to help you build a more resilient, balanced and meaningful life.

Dr. Patricia Fisher has done it again. This comprehensive, highly accessible workbook for individuals beautifully complements her first workbook for work groups. Fisher seamlessly integrates the current research from organizational development, stress, trauma, management theory, and psychophysiology to offer clear, direct descriptions of risk and resilience factors for people engaged in trauma work. The book includes excellent questionnaires for self-reflection, encouraging readers to attend to details of the way they work and how their work affects them. The extensive reference list is a bonus for clinicians and scholars. An invaluable resource for those who are new to trauma work and for more experienced workers alike.

Laurie Anne Pearlman, Ph.D., Clinical Psychologist. Co-author, *Treating Traumatic Bereavement: A Practitioner's Guide*

Resilience, burnout, compassion fatigue—these terms are in constant use in trauma serving workplaces. But for everyone talking about it, Dr. Fisher is doing something about it. And this book will help us do something about it. More than concepts—this book offers what we have been looking for: realistic and effective approaches for those of us exposed to indirect and direct trauma.

Brian C. Miller, Ph.D., Director, Children's Program. Behavioral Health Services, Intermountain Primary Children's Hospital, Salt Lake City, UT

Dr. Patricia Fisher's work is quite simply brilliant. She continues to provide the field with research-based, practical resources that provide individuals and supervisors guidance in creating sustainable practices. This new workbook fills the gap that exists for managers and supervisors to understand the effects of workplace stress and provides assessments and reflection activities that managers and individual professionals may use to create healthier workplaces. Thank you Pat for continuing to share your wisdom and brilliance with professionals working in trauma exposed workplaces.

Karen Hangartner, MSW., Deputy Project Director, Southern Regional Children's Advocacy Center, National Children's Advocacy Center, Huntsville, AL

