



**October 16, 2021**

**A FABULOUS Way to Build Resilience to  
Mitigate the Impact of Compassion Fatigue**

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**Participant Manual**

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## Webinar Overview and Objectives

During this program, professionals will identify ways to reflect on their strengths and put them into practice to build their resilience. Working with those impacted by chronic disorganization can take a toll on professionals who struggle with secondary traumatic stress. If you help those who suffer brain – based challenges, you can experience compassion fatigue. If you help those with unhelpful beliefs about themselves and their possessions, you can experience job burnout. Moreover, if you help those with serious or chronic illnesses or those experiencing challenging life transitions, you can become vicariously traumatized.

### Learning Outcome

The purpose of this activity is to:

1. Describe the impact of job burnout and secondary traumatic stress on the professional.
2. Identify 8 personal character strengths that mitigate the impact of compassion fatigue.
3. Review ten self-care techniques to manage vicarious trauma.

## About Your Presenter



**Barbara Rubel, MA, BCETS, DAAETS**, helps audiences lessen burnout, compassion fatigue, and vicarious trauma. As a nationally recognized keynote speaker and trainer, and Newsweek Forum Member, Barbara motivates audiences to build resilience, create work-life balance, and manage workplace chronic stressors. She was featured in an Emmy award winning documentary, *Fatal Mistakes, Families Shattered by Suicide* narrated by Mariette Hartley.

Barbara offers programs on lost productivity and performance while managing grief at work. As a keynoter and trainer, she has presented to over 500 groups since 1991, including corporations, state and national associations and non-profits focusing on her FABULOUS Framework. Her speaking engagements give audiences practical strategies of wellbeing and self-care.

Barbara is a Board-Certified Expert in Traumatic Stress and Diplomate with American Academy of Experts in Traumatic Stress, and received a BS in psychology and MA degree in community health, with a concentration in thanatology.

Barbara is the author of, *But I Didn't Say Goodbye: Helping Families After a Suicide* (2020) (3ed); the 30-hr CE nursing course, *Loss, Grief, and Bereavement: Helping Individuals Cope* (2019) (4ed); and the 2-hr healthcare course, *COVID-19 Loss, Grief, and Bereavement* (2020). Barbara is a consultant with the Department of Justice, Office for Victims of Crime, and co-authored their training curriculum, *Compassion Fatigue*. She is also a contributing writer to *Thin Threads: Grief and Renewal*; *Fresh Grief*; *Coaching for Results: Expert Advice from 25 Top International Coaches*; and *Keys to a Good Life*. Her work has been featured in *Family Circle* magazine, *Health* magazine, and *Shape* magazine.

# Table of Organization

## What is covered in this workbook?

Worksheets, self-assessments, tips, insights, and key takeaways from the slide deck.

## Module 1. Program Overview

This lesson focuses on the modules, objectives, and what you can expect to learn during the program.

### Participant Worksheets:

Worksheet 1.1: Fill-in the Blank . . . page 4

## Module 2. Occupational Burnout and Compassion Fatigue

This lesson presents information about the causes of burnout.

### Participant Worksheets:

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## Module 3: Secondary Traumatic Stress (STS) and Vicarious Trauma (VT)

This lesson presents information on the symptoms and contributors to STS and VT.

### Participant Worksheets:

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## Module 4: FABULOUS Framework: 8 Pillars of Resilience

This lesson presents information about using character strengths to build personal resilience and a framework for a thriving personal and professional life.

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## Module 5: Wrap-Up and Closing

This lesson focuses on whether we met our objectives, call to action, and Q & A.

## Worksheet 1.1: Fill-in the Missing Words

I think that some subscribers feel \_\_\_\_\_ when they are burned out. What contributes to my burnout is \_\_\_\_\_. They may experience secondary traumatic stress because of \_\_\_\_\_.

\_\_\_\_\_ . What may contribute to my secondary trauma is \_\_\_\_\_.

\_\_\_\_\_ . If I am vicariously traumatized, I might experience \_\_\_\_\_. I realize that repeated exposure to \_\_\_\_\_ can contribute to compassion fatigue, secondary trauma, and vicarious trauma. When I identify with those I am supporting and understand their needs and what they are going through, I am being \_\_\_\_\_.

\_\_\_\_\_ . When I want to take action to help them, I am being \_\_\_\_\_.

I think that my sense of self comes from \_\_\_\_\_. I might realize that my sense of self has deeply changed if I feel \_\_\_\_\_ about my role, and feel \_\_\_\_\_ about my friends and family.

Now that I am more familiar with burnout, secondary trauma, compassion fatigue, and vicarious trauma, to maintain my health, I need to \_\_\_\_\_. It would be great if my leaders supported me by doing this: \_\_\_\_\_.

\_\_\_\_\_ . If I were to create a personal care plan to let go of work, one of the first things I would consider doing is \_\_\_\_\_.

## Worksheet 2.1 Burnout Self-Assessment

To assess your level of burnout, rate how strongly each statement applies to you and how you feel about your job. Review each statement below and check the appropriate box.

Statement	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly
1. I have been experiencing more staff conflicts recently.				
2. I am non-engaged in the workplace.				
3. I do not share similar workplace values with my team.				
4. I work with people who are experiencing burnout.				
5. My employer is not accessible or transparent.				
6. My organization does not offer new employee, low-performing, or high-performing mentoring programs.				
7. My job lacks family-friendly policies.				
8. I do not have the resources I need to do my job well.				
9. I am dissatisfied with my organization's goals.				
10. The fact that there are big consequences for failure (e.g., lawsuit, death) is getting to me.				
11. My supervisor does not recognize my strengths.				
12. Increased federal and state regulations for compliance and added paperwork is getting to me.				
13. My supervisor does not create a sense of teamwork.				
14. My workplace is not culturally respectful.				
15. My organization has downsized.				
16. I am not a good fit for the job.				
17. I do not have job security.				
18. I take on many new tasks while still doing old ones.				
19. I am not paid enough for all that I do.				
20. I have infrequent breaks while I work long hours.				
21. I am not maintaining healthy workplace boundaries.				
22. I do not feel as though I am accomplishing my goals.				
23. I have little or no control over my job.				
24. I experience many interruptions throughout my day.				
25. I have no input in decision making.				
26. I am physically exhausted.				
27. I am not personally accomplishing what I need to achieve.				
28. My personal priorities are being neglected.				
29. I am becoming obsessed with my workplace problems.				
30. I am experience chronic sadness.				

### Interpretation

Consider the number of statements checked in each column. The more checks placed in “agree somewhat” and “agree strongly,” the greater the likelihood that you may be experiencing some level of burnout.

### Worksheet 3.1: Secondary Traumatic Stress Self-Assessment

This self-assessment gives you a basic understanding about your level of secondary traumatic stress (STS). Consider each common symptom as it applies to you in the past six months. Check the box if the statement applies for *none or a little of the time*, *some of the time*, *a good part of the time*, or *most of or all the time*.

Symptoms	None or a little of the time	Some of the time	A good part of the time	Most of or all the time
1. Heart pounds ( <i>intrusion</i> )				
2. Relive another person's trauma ( <i>intrusion</i> )				
3. Upset by reminders ( <i>intrusion</i> )				
4. Disturbing dreams ( <i>intrusion</i> )				
5. Emotionally numb ( <i>avoidance</i> )				
6. Little interest ( <i>avoidance</i> )				
7. Less active ( <i>avoidance</i> )				
8. Avoid reminders ( <i>avoidance</i> )				
9. Avoid working with certain people ( <i>avoid</i> )				
10. Discouraged about future ( <i>avoidance</i> )				
11. Jumpy ( <i>arousal</i> )				
12. Lack concentration ( <i>arousal</i> )				
13. Easily annoyed ( <i>arousal</i> )				
14. Expect bad things to happen ( <i>arousal</i> )				
15. Tension and preoccupation with individual or cumulative trauma ( <i>arousal</i> )				
16. Trouble sleeping ( <i>arousal</i> )				

Consider the number of statements checked in each column. The more checks placed in "a good part of the time" and "most of or all of the time" columns, the higher chance of experiencing some level of STS. Think about how your strengths help you to cope with STS.

Adapted from Bride, B. E., Robinson, M. M., Yegidis, B., and Figley, C. R. (2004). Development and validation of the secondary traumatic stress scale. *Research on Social Work Practice, 14*, 27–35.  
[https://doi: 10.1177/1049731503254106](https://doi.org/10.1177/1049731503254106)

## WORKSHEET 4.1 A FABULOUS Framework to Foster Resilience

The following conceptual framework identifies eight characteristics of resilience for managing burnout, compassion fatigue and vicarious trauma:

- F**lexibility to build a resilient mind-set and be less rigid to adapt to work-life challenges.
- A**ttitude to evaluate stressors and behave positively due to being a good fit for the job.
- B**oundaries to balance, monitor, and maintain limits of acceptable workplace behavior.
- U**nderstanding of job satisfaction to gain gratification and pleasure from your work.
- L**aughter to maintain a sense of humor to and manage a stressful workplace.
- O**ptimism to think positively and realistically and to anticipate the best possible outcome.
- U**nited to cultivate personal and professional relationships that increase well-being.
- S**elf-compassion as to express loving kindness to oneself every single day.

Although the acronym spells out the word, **FABULOUS**, the characteristics are not entirely sequential. Resilience building strategies may be completed in any order or be carried out at the same time. Think about how you have developed and applied your strengths, and focus on how they mitigate the impact of vicarious trauma.

Punctual	Reflective	Open-minded	Faith	Devoted
Mature	Authentic	Perseverance	Loyal	Restrained
Spiritual	Passionate	Dependable	Gentle	Trusting
Vitality	Humorous	Determined	Proud	Energetic
Fairness	Generous	Disciplined	Zest	Agreeable
Relaxed	Outgoing	Resourceful	Daring	Practical
Patient	Leadership	Hard working	Quiet	Openness
Bravery	Kindness	Cooperative	Love	Honorable
Tactful	Empathetic	Self-regulation	Eager	Tolerant
Honest	Gratitude	Social Intelligence	Calm	Cheerful
Sociable	Prudence	Learner	Funny	Inventive
Firm	Imaginative	Intelligent	Enthusiastic	Collaborative
Playful	Courage	Perfectionist	Approachable	Persistence
Hopeful	Curious	Realistic	Wisdom	Skillful
Happy	Witty	Conscientious	Humility	Sensitive
Creative	Confident	Respectful	Humble	Efficient
Integrity	Religious	Boldness	Motivated	Helpful
Organized	Citizenship	Pleasant	Strategic	Command

Palette of Grief® Training Materials

## **WORKSHEET 4.1 cont. A FABULOUS Framework to Foster Resilience**

Instructions: Write down one strength for each of the following eight pillars. Consider how you express this strength with friends, family, coworkers, team members, and clients. Reflect on how you express this strength in the way you spend your money, your physical and mental health, and how you spend your time.

**Flexibility:** strength that helps you to be flexible:

1. Strength: \_\_\_\_\_

**Attitude:** strength that helps you maintain a positive attitude:

2. Strength: \_\_\_\_\_

**Boundaries:** strength that helps you keep your boundaries:

3. Strength: \_\_\_\_\_

**Understanding job satisfaction:** strength that helps you understand why you are satisfied with your job:

4. Strength: \_\_\_\_\_

**Laughter:** strength that helps you to keep your sense of humor:

5. Strength: \_\_\_\_\_

**Optimism:** strength that helps you be optimistic:

6. Strength: \_\_\_\_\_

**United:** strength that helps you connect with others:

7. Strength: \_\_\_\_\_

**Self-compassion:** strength that helps you be self-compassionate:

8. Strength: \_\_\_\_\_

Strengths can be perceived as weaknesses when misused and can contribute to burnout, compassion fatigue or vicarious trauma. For example, although “pleasing” is a positive strength, it may work against you if you try to please everybody. Now, review your strengths and focus on whether there are any strengths listed that might contribute to your burnout, compassion fatigue or vicarious trauma.

## Worksheet 4.2 Questions to Avoid Unhealthy Boundaries

*Imagine* that you have just finished speaking with a client or their family member. You pick up a sheet of paper which includes questions to avoid unhealthy boundaries. Think about additional questions that you would add to the statements listed above. Consider using this worksheet as a springboard to ask your own questions.

1. Did I give money or a gift to a client or their family member?
2. Did I offer my own resources?
3. Did I accept a gift from a client?
4. Did I take something from a client that I should not have taken?
5. Did I find myself engaging in the client's personal activities (e.g., basketball game)?
6. Am I attending a family function (e.g., wedding)?
7. Did I communicate in a professional manner?
8. Did I let the client tell their story?
9. Did I give the client enough time to share their story?
10. Did I text message too much?
11. Did I say too much?
12. Did I give advice that I am not supposed to give?
13. Did I tell a client or their family that they could call me anytime?
14. Did I explain the reasons why I was asking all the questions?
15. Did I listen to my gut?
16. Did I call a client after hours?
17. Did I over-identify with a client?
18. Was I personally triggered by something a client said?
19. Am I remaining objective?
20. Was I unbiased?
21. Was I in touch with what had my attention?
22. Did I treat the family member differently from the way I treat other family members?
23. Did I give a client preferred/special treatment after hours?
24. Did I offer the family member more information than was necessary?
25. Did I give too much information to the client?
26. Did I make my relationship/role clear?
27. Did I offer realistic expectations/time frames?
28. Did I set clear expectations for myself?
29. Did I pursue a romantic relationship with a client or their family member?
30. Did I follow a client on social media?
31. Did I share other cases with a family member?
32. Did I overshare with a client?
37. Am I hiding my actions from management?

## Worksheet 4.3: Core Values of Positive People

**Instructions:** Now that you have recognized your strengths, focus on your values, which are related to your beliefs and practices about how you live your life. Core values guide you, energize you, and influence your overall behavior when working with clients who are challenged by chronic disorganization. Examples of core values include work-life balance, loyalty, family, wisdom, authenticity, community, bravery, hard work, reliability, and teamwork with other service providers.

1. What do my core values mean to me?
2. What evidence do I have that I am living my core values?
3. Do my values help me know what *I need for myself* to mitigate the impact of burnout, compassion fatigue, secondary trauma, and vicarious trauma?
4. Looking at my core values, what conclusions can I draw about myself?
5. Are my core values in line with my organization?

## Worksheet 4.5: Action Plan: Reaching Your *Wellbeing* Goal

- **Goal.** In my personal life, I want to accomplish:
- **Life satisfaction.** How my goal is aligned with my life satisfaction:
- **Meaning.** What my goal means to me:
- **Reasons.** I am self-motivated to accomplish this because:
- **Resources.** I need (funding, materials):
- **Concrete Steps to Implement.** It is essential that I:
- **Timeline.** I will act during these times:
- **Obstacles.** I might not act due to:
- **Inner Critic.** I can lessen the power of my critical inner voice by doing this:
- **Risks.** Why I may want to stay in my comfort zone:
- **Revise Tactics.** Strategies for overcoming any obstacles or risks:
- **Actions.** Strategies I will take to make this happen:
- **Strengths.** I can use my strengths to prioritize the tasks by:
- **Positive View.** I can view obstacles from a positive, strengths-perspective by:
- **Inspiring People.** Those who will motivate and encourage me in pursuit of my goal are:
- **Self-compassion.** I can be extra kind to myself when I am struggling by:
- **Evaluation.** I will know that I am making progress when:

*After you review the steps, talk about your plan with someone whose opinion you trust, whose suggestions you appreciate, and who will be supportive of your accomplishing this goal. Your plan should translate into concrete steps that can be implemented. To evaluate your progress of letting go of work, and work-life balance, continually go over how you put your strengths into practice. Become more aware of your wellbeing and the positive results.*

## **BONUS MATERIAL**

# **Slide Deck Tips, Insights, Key Takeaways from Slide Deck**

## **Flexibility-Pillar 1**

### **Think About the Way You Think**

- Be alert to a critical thought and replace it with a positive thought.
- Recognize knee jerk reactions to avoid certain behaviors.
- Repeat actions that worked in the past to manage reactions.
- Let go of preconceived notions and biases.
- Adjust thinking to accept new knowledge.
- Brainstorm positive behaviors to deal with each problem.
- Do not focus on one bad thing that happened instead of all the good things.

### **Work-Life Balance**

Supervisors can incorporate strategies to reduce psychological morbidity and enhance resilience by implementing wellness strategies. Supervisors can:

- Consider upgrading work-life balance initiatives and offer organizational support and development to all staff.
- Develop supportive policies and have them written into employee handbooks. Topics can focus on self-care and wellbeing (e.g., hobbies, healthy diet, vacation time, fair compensation) that will enhance employee friendly high performance work practices.
- Demonstrate ways to show their employees that they are valued.
- Develop communication skills to create a better working environment and ensure high levels of work engagement and lower levels of work-related stress.

## FABULOUS Resilience Competency to Manage Burnout

Help your employees identify burnout symptoms, causes, and risk factors. Then assist them in identifying their character strengths to manage what they are experiencing in the workplace. Use this form as a team activity.

### Flexibility

- Burnout Symptoms: cynical, distrust others, difficulty concentrating
- Causes and Risk Factors: no input in decision making, do not brainstorm, do not reframe negative thoughts
- Resilience Competency: openness, reflective, critical thinker, creative, inventive

### Attitude

- Burnout Symptoms: angry, anxiety, feel powerless
- Causes and Risk Factors: high demand and low resources, lack skills for the job
- Resilience Competency: careful, agreeable, brave, daring, eager

### Boundaries

- Burnout Symptoms: headaches, gastro problems, backaches
- Causes and Risk Factors: does not set limits, don't say "no", high workload and overtime work
- Resilience Competency: determined, self-control, helpful, disciplined, organized

### Understanding job satisfaction

- Burnout Symptoms: no job satisfaction, feeling ineffective, no accomplishment, lack of motivation
- Causes and Risk Factors: lack of clear goals, not a fit between your needs and employer, non-engaged, not using skills
- Resilience Competency: kindness, skillful, confident, leadership, devoted, efficient, motivated, intelligent

### Laughter

- Burnout Symptoms: sadness, lack passion about work, don't enjoy life, poor performance
- Causes and Risk Factors: no work-life balance, not appreciated, no employee recognition and rewards
- Resilience Competency: witty, playful, zest for life, happy, humorous, funny, imaginative, cheerful

### Optimism

- Burnout Symptoms: detachment, shame, problematic sleep problems, chest pain, increased illness
- Causes and Risk Factors: not making an impact, no sense of purpose, lack of control
- Resilience Competency: realistic, prudence, trusting, hopeful, religious

### United

- Burnout Symptoms: fear of being alone, easily irritated, more aggressive, mistrust, relationship issues
- Causes and Risk Factors: no coworker relationships, colleagues undermine you, supervisor has unclear expectations
- Resilience Competency: collaborative, cooperative, respectful, citizenship, sociable, outgoing, loyal, approachable

### Self-compassion

- Burnout Symptoms: insomnia, overwhelming exhaustion, drained, forgetful, high blood pressure
- Causes and Risk Factors: critical of yourself, feel alone when you fail, exaggerate when things go wrong
- Resilience Competency: patient with myself, self-kindness, humility, tolerant, sensitive, self-regulation, faith, gentle

## Attitude-Pillar 2

### Ask Yourself Appreciative Questions

- What is working well?
- What has been helpful? (e.g., faith, coworkers, friends)
- How am I overcoming challenges? (e.g., positive coping strategies)
- What is the most rewarding part of my life? (e.g., supportive family, community)
- How do I manage moral distress when I do things that I fundamentally disagree with and go against my values? (e.g., put strengths into practice)

Insert More Questions Here

## Boundaries-Pillar 3

### 8 Work-life Balance Tips

Eight simple ways to manage the stress of work-life balance:

1. Start the day with a healthy breakfast and take a scheduled lunch, as diet management is important for your overall health.
2. Begin work on time and end on time, *if at all possible*.
3. Exchange services with friends, such as gardening or babysitting.
4. Create a to-do list with three tasks that you complete at the start of the day.
5. Schedule time with a friend or family member without interruptions (e.g., put phone away).
6. Consider recreational activities, swimming, bowling, or tennis.
7. Consider leisure activities, such as strength training, making art, dancing, play video games.
8. Get 7 hours sleep, avoid using sleeping pills, and reduce exposure to light before bedtime.

Insert More Questions Here

## Understanding Job Satisfaction-Pillar 4

### 8 Essential Steps to Achieving Job Satisfaction

1. I am in the appropriate workplace.
2. My organizational culture aligns with my experience.
3. I am in the right industry.
4. I am accomplishing my goals.
5. My supervisor shows appreciation.
6. I have/I am a trusted leader.
7. I have the strengths for the job.
8. My role makes a difference.

### Helpful Tips and Insight on Making Meaning

1. Coping: "I'm dealing with it"
2. Lifestyle Changes: "I drink less"
3. Valuing Life: "I don't take life for granted"
4. Family Bonds: "My family means more to me now"
5. Valuing Relationships: "I appreciate social support"
6. Live to the Fullest: "I take advantage of time"
7. Greater Perspective: "I'm not upset by the small stuff"
8. Personal Growth: "I have greater strength and changed priorities"
9. Impermanence: "Life is short and there are no guarantees in life"

Gillies, et. al., 2014

**One Way I Make Meaning is:**

## Understanding Job Satisfaction-Pillar 4

### Workplace Spirituality

- To decrease negative workplace outcomes associated with burnout, organizations can focus on workplace spirituality, which is the *positive energy and connection employees feel toward their job*.
- When there is workplace spirituality, employees experience *wellbeing, and productivity*
- Workplace spirituality begins with the leaders and supervisors who recognize their employees' spiritual needs. *This has nothing to do with religion*. Supervisors can maintain organizational integrity and demonstrate regard for employees' work



Management competencies must be addressed in relation to workplace spirituality, which include the organizational foundation that mirrors an employee's values, the integrity of their leader, a positive workplace culture, a sense of gratitude, and:

- job satisfaction
- ongoing learning opportunities
- personal growth
- finding meaning in one's job

When we talk about workplace spirituality, we are looking through the lens of emotions around work as a healthcare professional and feeling as though one's job is connected to something bigger than them. There is purpose in the work and the connection to their job outcome, which can start from the very first day on the job.

### ***How important is spirituality in your workplace?***

- very important
- important
- so-so
- less important
- not important

## Optimism-Pillar 6

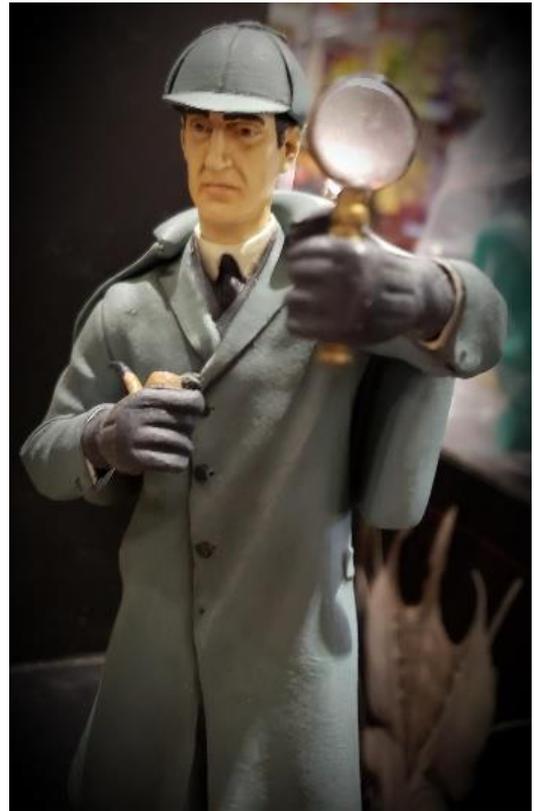
### Ten Key Takeaways from Realistic Optimists

1. Stay hopeful as you focus on your goal.
  2. Realize that setbacks do not define you.
  3. Failure is a temporary experience.
  4. Take little steps to solve a big problem.
  5. Recognize the challenge and accept it.
  6. Grow from your experiences in life.
  7. Know that we are all connected on a universal scale.
  8. Discover purpose and pursue meaning in your role.
  9. Find strong social networks for self-disclosure.
  10. Take care of yourself to take better care of the group.
- *If you are a realistic optimist, how would you describe that to another subscriber?*

## Self-Compassion-Pillar 8

### Goal Setting

1. **F**lexibility: a realistic and attainable goal can trigger your brain's reward system, which can bring about resilience. Brainstorm ways to reframe your thinking to achieve your goal to lessen burnout and build personal resilience.
2. **A**ttitude: explore a mindset of looking past your bias, fears, and self-sabotaging habits while maintaining a positive attitude enhances your ability to achieve your learning goal.
3. **B**oundaries: keep healthy boundaries to achieve your learning goal.
4. **U**nited: come up with ideas that incorporate other people's suggestions, views, and values to mitigate burnout. Organizational leadership's values must match management practices. Communicate well and involve other employees.
5. **L**aughter: incorporate a sense of humor into your ongoing practices from learning goal setting to accountability.
6. **O**ptimism: remain hopeful and have confidence in your ability to achieve your goal.
7. **U**nderstanding job satisfaction: recognize how your goals help you to be fulfilled at work.
8. **S**elf-compassion: if you get frustrated with task complexity, obstacles, and mistakes, be kind to yourself. You are not the only employee who struggles with achieving a goal.



*“My name is Sherlock Holmes. It is my business to know what other people do not know.”*  
— Arthur Conan Doyle, [The Adventure of the Blue Carbuncle - a Sherlock Holmes Short Story](#)

*What I know for sure . . .*

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## Personal Decision Making

Let's focus on your conduct as a competent and compassionate healthcare professional who considers it an ethical duty to self-care during times of increased exposure to traumatic loss in the workplace.

I will:

- Work through my own issues/trauma/loss history before helping others who are experiencing similar issues/trauma/loss.
- Attain competency through education and training to be psychologically more resilient.
- Find healthy ways to cope with my feelings when experiencing tension and anxiety due to working with clients, their families, and peers during a pandemic.
- Establish a set of rules that guide me as I face dilemmas that push my personal boundaries.
- Not discriminate clients based on age, gender, disability, race, ethnicity, religion, marital status, political values, physical or mental disability, condition, or diagnosis, HIV status, COVID-19 status, or sexual orientation, and recognize which clients seem harder for me to provide support.
- Value justice and treat everyone fairly, *including* myself.
- Become an advocate in my workplace to create a healthy work environment for improved and safer working conditions that are just and fair to myself and my team.
- Support and rely on my colleagues to build my personal resilience through peer consultation, peer support groups, or supervision.
- Realize the importance of sleep as I am exposed to frequent negative incidents in the workplace.
- Remain fully present with a person's suffering, yet never be too fatigued to practice self-care.
- Focus on those characteristics that help me overcome compassion fatigue, such as hope, competence, and self-healing.
- Work on identifying how workplace related loss has impacted my personal belief system, and resulted in emotional distress and unhelpful behaviors.
- Assess my professional quality of life through the ProQOL 5 Life Scale  
[http://proqol.org/uploads/ProQOL\\_5\\_English\\_Self-Score\\_3-2012.pdf](http://proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf)
- Test my level of self-compassion, as I try to not self-judge, isolate, or over-identify with others  
<https://self-compassion.org/test-how-self-compassionate-you-are/>
- Make self-care of and protection of myself a priority issue.
- Realize that as I control my emotions while remaining empathetic, I will make it a duty to alleviate *my* own suffering.
- Not provide support while impaired by medication, alcohol, or drugs and if I am self-medicating, I will get help.
- If I am thinking about suicide or need emotional support, I will call 1-800-273-8255.

## Three Key Takeaways About My Personal Strengths





**A Personal Note to Leaders and Supervisors**  
Core to my strategy is to foster workplaces that infuse greater resilience, wellbeing, and work-life balance. Through keynotes, trainings, and virtual

programs, I help your staff manage the impact of a stressful workplace. Attendees of my interactive programs can expect the latest research, and with actionable next steps and a few laughs, they build their resilience. I help create a future where health systems recognize the impact of burnout, secondary trauma, vicarious trauma, and compassion fatigue on employees. What makes my brand a bit different is that I am a leading thanatologist who focuses on professional grief, and skills to build resilience in trauma informed professionals. I help you retain burned out employees by identifying ways to create a workplace culture of resilience and compassion satisfaction.

*“When we share our wounds and our resilience,  
we can build resilience in those who are also wounded”*  
*- Barbara Rubel*



Are you still looking to improve your teams' wellbeing? Contact Barbara to present a keynote, full day training, or virtual program

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