

More than Survival: Thriving Through Challenges with Resilience, Emotional Intelligence, & Post-Traumatic Growth

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1

Overview

How do we not only survive but actually thrive through challenging times? The circumstances of our lives and work can already be stressful, but current events offer even more potentially traumatic events that could invite compassion fatigue, moral distress, and secondary/vicarious trauma.

In this presentation, we will discuss what the fields of resilience, emotional intelligence, and post-traumatic growth have to teach us about what we CAN do to support ourselves and others, regardless of what is happening in the world around us. The great news is it's easier than we think.

2

Objectives

Review the impact of grief, loss, and trauma on health and well-being

Analyze practical solutions and strategies from the fields of resilience, emotional intelligence, and post-traumatic growth

Develop a personalized plan of care to tend to your needs as well as the needs of your team and those you serve

3



An invitation to slow down
and BE...

Be intentional—Who do we want
to be on the other side of this?

The time to practice that is now!

4

Our Reality (*pre-pandemic*)

Burnout:

- work overload
- lack of control*
- lack of community
- lack of fairness
- lack of reward
- value conflict

(Maslach, Schaufeli, & Leiter, 2001)

Compassion Fatigue:

More care going out than coming in;
can be acute or chronic

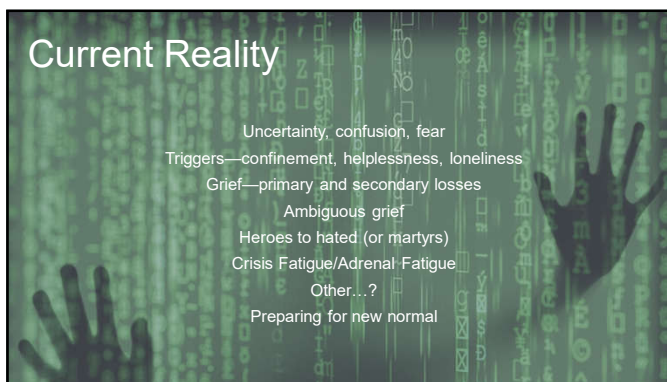
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6



7



8

Definitions




Moral Distress: I know what to do but am constrained from doing it

Moral Injury: I witnessed or engaged in behavior against moral norms

Trauma: "An event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being"

SAMHSA <https://www.integration.samhsa.gov/clinical-practice/trauma>

Vicarious/secondary trauma: Others' trauma may impact us

9

Symptoms

Anger / Blame

Anhedonia / Apathy

Chronic lateness

Cynicism

Depression

Diminished sense of accomplishment

Displaced anger (snark)

Exhaustion

Existential struggles

Gastrointestinal complaints

Headaches

High expectations

Hopelessness

Inefficacy

Intrusive thoughts

Irritability & frustration

Low self-esteem

Nightmares

Rumination

Sleep disturbance

Workaholism

10

Impact of Distress

Psychological — helpless, angry, fearful, guilty, confused

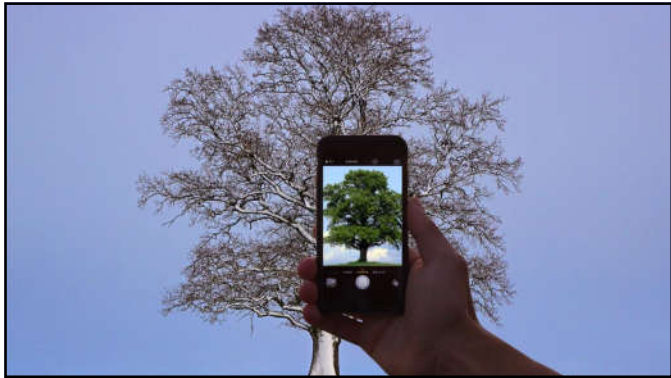
Physiological — fight, flight, freeze/dissociate, fawn

Behavioral — quieter/chattier, slower/busier, more present/less so, more compassionate/less patient, eating more/eating less, sleeping more/sleeping less, working harder/less so, obsessive/unfocused and scattered

11



12



13



14

Risks

Individual characteristics —

trauma hx, boundaries, coping strategies, self-expectations, community, etc.

Organizational characteristics —

work environment, organizational structure, policies, etc.

Work overload; lack of control*, reward, community, fairness; value conflict

(Maslach, Schaufeli, & Leiter, 2001)

15

Resilience

Resilience occurs when a person is able to evolve beyond adversity to an increased level of practice wisdom, while experiencing a continual or expanding capacity for compassion
(Kapoulitsas & Corcoran, 2015)

How People Learn to Become Resilient

Maria Konnikova

The New Yorker, February 11, 2016

<http://www.newyorker.com/science/maria-konnikova/the-secret-formula-for-resilience>

16

“Frame adversity as a challenge, and you become more flexible and able to deal with it, move on, learn from it, and grow. Focus on it, frame it as a threat, and a potentially traumatic event becomes an enduring problem; you become more inflexible, and more likely to be negatively affected.”

(Bonanno, 2016 in The New Yorker)

17

*And once the storm is over, you won't remember
how you made it through, how you managed to survive.
You won't even be sure whether the storm is really over.*

But one thing is certain.

*When you come out of the storm,
you won't be the same person who walked in.*

That's what the storm's all about.

~ Haruki Murakami

18

Protective Factors

Resilience

Perceptions & Meaning-Making — Learned Optimism/Helplessness
Internalized Locus of Control — What CAN we do
Connection & Community — Social contact theory
Adaptability, Flexibility, Coping — Requires creativity and safety
Self-Care (including boundaries) — Greatest clinical competence
Gratitude & Hope — Practices not feelings (not, "Thank you for all you do!")

19

What story are we telling?

Learned Helplessness

“No matter how hard you work, there will be no choice, no control, no reward, no protection, no support, no consistency. Concerns will be dismissed as whining. Boundaries and self-care will be punished. Colleagues will disappear with no warning or explanation. Scarcity and fear will be our culture. You will always be left guessing and wonder if you’re next...”

20

What story are we telling?

Learned Optimism

“Things will change, and we won’t be able to stop it, but we will work together to determine how we will respond and give you as much buy-in, control, and support as possible. Communication will be open. All voices will be welcome. We will never allow anyone to throw you under the bus. We have your backs. Whatever happens, we’ll move through it together...”

21



22



Get past seduction of the
“Blame Game”

“Everyone is responsible,
and no one is to blame”
~Will Schutz

“What’s my part?”
Change what we can

*Be hard on systems and
gentle with people*

23

Emotional Intelligence

Self awareness (most important, AKA mindfulness)

Managing disruptive emotions

Empathy—for self and others, perspective-taking

Handling relationships

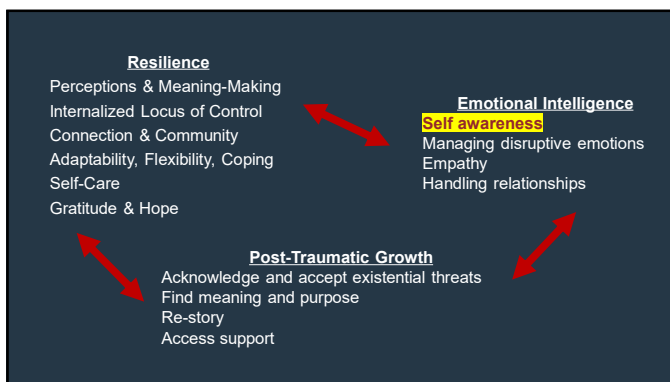
Mindfulness — “Moment to moment non-judgmental awareness...paying attention on purpose in the present moment.” ~Jon Kabat Zinn

24

Post-Traumatic Growth

- Acknowledge and accept existential and moral threats
"Hard work should pay off" "I should be productive and provide"
- Find meaning and purpose (for ourselves)
- Re-story (reclaiming nightmares)
- Access support (intra, inter, transcendent)

25



26

Which area of Resilience/EI needs support?

(Mindful self-awareness is a given need area for EVERYONE!!)

- ☐ Perceptions / Meaning-making
- ☐ Internalized Locus of Control
- ☐ Community and Connection
- ☐ Adaptability, Flexibility, Creative Coping
- ☐ Self-Care and Boundaries
- ☐ Gratitude and Hope
- ☐ Managing disruptive emotions
- ☐ Empathy for ourselves and others
- ☐ Handling relationships

27



28

JAMA

Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic
by Tait Shanafelt, Jonathan Ripp, & Mickey Trockel
JAMA Published online April 7, 2020

<https://jamanetwork.com/journals/jama/fullarticle/2764380>

29

Request	Principal desire	Concerns	Key components of response
Hear me	Listen to and act on health care professionals' expert perspective and timeline, experience and understand and address their concerns to the extent that organizations and leaders are able	Uncertainty whether leaders recognize the most pressing concerns of frontline health care professionals and whether local physician expertise regarding infection control, critical care, emergency medicine, and mental health is being appropriately harnessed to develop organization-specific responses	Create an array of input and feedback channels (listening groups, email suggestion box, town halls, leaders visiting hospital units) and make certain that the voice of health care professionals is part of the decision-making process
Protect me	Reduce the risk of health care professionals acquiring the infection and/or being a portal of transmission to family members	Concern about access to appropriate personal protective equipment, taking home infection to family members, and not having rapid access to testing through occupational health if needed	Provide adequate personal protective equipment, rapid access to occupational health with efficient evaluation and testing if symptomatic, information and resources to avoid taking the infection home to family members, and accommodation to health care professionals at high risk because of age or health conditions
Prepare me	Provide the training and support that allows provision of high-quality care to patients	Concern about not being able to provide competent nursing/medical care if deployed to new area (ie, all nurses will have to be intensive care unit nurses) and about rapidly changing information/communication challenges	Provide rapid training to support a basic, critical knowledge base and appropriate backup and access to experts
Support me	Provide support that acknowledges human limitations in a time of extreme work hours, uncertainty, and intense exposure to critically ill patients	Need for support for personal and family needs as work hours and demands increase and schools and daycare closures occur	Clear and unambiguous communication must acknowledge that everyone is experiencing novel challenges and decisions; everyone needs to rely on each other in this time; individuals should ask for help when they need it, no one needs to make difficult decisions alone, and we are all in this together Provide support for physical needs, including access to healthy meals and hydration while working, looking for individuals on rapid-cycle shifts who do not live in close proximity to the hospital, transportation assistance for sleep-deprived workers, and assistance with other tasks, and provide support for children's needs Provide support for emotional and psychologic needs for all, including psychologic first aid deployed via webinars and delivered directly to each unit (tasks may include dealing with anxiety and insomnia, practicing self-care, supporting each other, and support for moral distress), and provide individual support for those with greater distress
Care for me	Provide holistic support for the individual and their family should they need to be quarantined	Uncertainty that the organization will support/cover care of personal or family needs if the health care professional develops infection	Provide ongoing support for individuals (ideally apart from their families, support for tangible needs (eg, food, childcare), check-ins and emotional support, and paid time off if quarantine is necessary

30

Healthcare professionals are often self-reliant and many do not ask for help. This trait may not serve them well in a time of burgeoning workload, redeployment outside of a clinician's area of clinical expertise, and dealing with a disease they have not previously encountered.

Leaders must encourage team members to ask for help when they need it and emphasize that health care professionals and leaders need to rely on each other. Leaders should ensure that no one feels they must make difficult decisions alone. Healthcare professionals should also feel empowered to defer less important and time-sensitive activities.

The **importance of simple and genuine expressions of gratitude** for the commitment of health care professionals and their willingness to put themselves in harm's way for patients and colleagues cannot be overstated.

Shanafelt, Ripp, & Trockel JAMA, 2020

31

A final overarching request of healthcare workers—even if only implicitly recognized—is "honor me." The genuine expression of gratitude is powerful. It honors and thereby could serve to reinforce the compassion of healthcare workers who risk their lives to help patients infected with this deadly disease.

Reinforcing health care professional compassion helps them overcome empathetic distress and fear to provide care under extraordinarily difficult clinical circumstances every day.

Organizations need not and should not outsource gratitude entirely to the public. This process starts with leadership. Yet, gratitude from leaders rings hollow if not coupled with efforts to hear, protect, prepare, support, and care for health care professionals in this challenging time.

Shanafelt, Ripp, & Trockel JAMA, 2020

32

Empowerment Practices

Thoughts — Befriend and witness crazy inner roommate

Self-energy — *calm, curious, clear, compassionate, confident, courageous, creative, connected* (8 C's, IFS—Richard Schwartz)

Words — Don Miguel Ruiz, The Four Agreements

Breath — Polyvagal Theory 4-7-8

Mindful practices — Badge ritual, hand washing ritual, waterfall doorway, ABCs, mindful eating & walking



33

Changing What We Can

Make space for "sacred moments" (Pargament, 2014)

Reconnect with "Compassion Satisfaction"

Help them find their "first love"

Alternative Centering:
1) Why did you first get into this field?
2) Why do you stay?



<https://terranceosborne.com/product/front-line/>

34

Selfishness

I will do for me at the expense of you

Self-care

I will take care of me
so I can bring my best self to you


35



Okay, so I was wrong about you getting a hobby.
We need to find you a new boyfriend.

36

Knowing Our Worth



ABCs of Gratitude Moments of Silence

Nepo, Brown, Chodron, Remen, Beattie, Lamott, Angelou, Oriah Mountain Dreamer

Kristen Neff's Self-Compassion
<https://self-compassion.org/>

"The challenge of our time is relearning how to concentrate. The past decade has seen an unparalleled assault on our capacity to fix our minds steadily on anything. To sit still and think, without succumbing to an anxious reach for a machine, has become almost impossible."
- Thibaut

37

Our Best Hope...

1) Mindful Awareness

2) Action

3) Support



38

Call to action

"You can have many great ideas in your head, but what makes the difference is the action. Without action upon an idea, there will be no manifestation, no results, and no reward"
(Ruiz, 1997)

39

Plan of Care

Assessment

Mind

Body

Spirit

Behavior



40

Plan of Care

Interventions

Mind

Body

Spirit

Behavior



41

What Can You Change?

Please type into chat!

What can you change in your:

stories?

words?

actions?

mindful awareness?

What steps will you take in 24 hours?

...7 days?

...by next month?

42

The Wholehearted Parenting Manifesto

by Brene Brown

Above all else, I want you to know that you are loved and lovable. You will learn this from my words and actions—the lessons on love are in how I treat you and how I treat myself.

I want you to engage with the world from a place of worthiness. You will learn that you are worthy of love, belonging, and joy every time you see me practice self-compassion and embrace my own imperfections.

43

We will practice courage in our family by showing up, letting ourselves be seen, and honoring vulnerability. We will share our stories of struggle and strength. There will always be room in our home for both.

We will teach you compassion by practicing compassion with ourselves first; then with each other. We will set and respect boundaries; we will honor hard work, hope, and perseverance. Rest and play will be family values, as well as family practices.

44

You will learn accountability and respect by watching me make mistakes and make amends, and by watching how I ask for what I need and talk about how I feel.

I want you to know joy, so together we will practice gratitude. I want you to feel joy, so together we will learn how to be vulnerable.

When uncertainty and scarcity visit, you will be able to draw from the spirit that is a part of our everyday life.

45

Together we will cry and face fear and grief. I will want to take away your pain, but instead I will sit with you and teach you how to feel it.

We will laugh and sing and dance and create. We will always have permission to be ourselves with each other. No matter what, you will always belong here.

As you begin your Wholehearted journey, the greatest gift that I can give to you is to live and love with my whole heart and to dare greatly.

46

I will not teach or love or show you anything perfectly, but I will let you see me, and I will always hold sacred the gift of seeing you.

Truly, deeply, seeing you.

<http://brenebrown.com/downloads-badges/>

47



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Emotional Intelligence for Professionals

Thank you for your presence

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48

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