

Event ID: Why Maintaining Your Own Wellness is an Ethical Issue

Event Started: 10/12/2016 11:16:40 AM ET

Good morning and welcome to the webinar from the University of North Texas. You probably know us as UNT WISE. With us this morning is Dr. Denise Catalano who will be presenting. I will be your monitor for today. To get us started I would like all of you to go to your go to webinar control panel and as you go down the panel you will notice that there is a questions box. Hopefully if you find the box that is where you will communicate with us throughout the webinar. In fact we have already got one message that came in but let's see if the rest of you can hear us and if you can hear me okay, state in the question box that you can hear us. Let's see if all of you that are on can go ahead and sign in. We actually use this as a check and balance in terms of all of the people who have registered and that you have signed in today so that we can line up with the portal when we put in your credits. If you could go ahead and sign and that you hear me okay and that things are working well. Okay. We have several more coming in. That is awesome. I really appreciate that.

Also in your control panel you will see the handout. If you did not receive the handout already which you should have with the confirmation of your registration you will see the PDF file sitting there that will be today's presentation. Let's go ahead and think about what we are going to be working on today and our own wellness. We are very excited to have Dr. Catalano with us today. She is an associate professor and graduate coordinator for rehabilitation counseling here at the University of North Texas. She has presented numerous times at conferences on the topics of well-being and rehabilitation counselors. We have enjoyed reading her research and she does have a lot of interest in exploring the roles of resilience and has published numerous articles on the topic. Without further ado, Dr. Catalano thank you so much for your time today and it is all yours.

Thank you so much and good morning to everybody. Thank you for joining us on this presentation. I think before we get started I'm going to practice what I'm going to be talking about because I don't know if everybody out is trying to get things done before they got started with this webinar, but how about if you are all right with this if everybody just takes maybe about three breaths and breathe in and count to six and then readout to account of six Ocean breeze of out to account of six and focus and take a few minutes for ourselves. I'm going to go ahead and count just to help you with this but let's breathe in. Breathe out. You can breathe out through your mouth and then breathe in again. Let's breathe out. Empty out your lungs and take on more breath breathing in. And again breathing out. Now we can return to breathing normally, but hopefully you feel just a little bit more relaxed. I actually do an exercise on campus when I teach classes and I have actually done it at national presentations where I walk people through a breathing exercise and on-campus we actually do biofeedback for about 15 minutes before I start the actual class and I've done this for many years at students tell me at the end of the semester that that was one of the things that looks forward to, other than me, but that is one of the things they look forward to coming to class to start doing because our classes start at 530 and may have had a rough day. Just getting here is stressful, in knowing they will have 15 or 20 minutes just to breathe and relax really meant a lot to them. It also helped, I think, us stay more focused on what we were talking about for the class. That's why I do think this is something just taking care of ourselves, taking some time to get our own focus on the present is an ethical issue for us when we are working with clients.

I often use the example of a client comes to to see you, a new know this, I used to be a counselor so I am certainly aware of many of the stresses. I won't pretend that I know what everybody goes through, but I do know that it could be very stressful when you are meeting on client after another who has high needs, in for something just needed to be listened to. When they come in and are stressed, then they meet up with me and I am sitting there looking at a list of 50 phone calls I have to return and 100 emails that just came in since yesterday and just the anticipation of everything that I had to get done. My stress level now increases that they come in and are talking and I sometimes realized I was not really hearing what they were saying. I was hearing them, but I wasn't really listening deeply to what they were saying. I do think that is our ethical responsibility because the welfare of our client is our number one priority. That means we have to be present in able to focus on what their needs are and what they are saying and listen to them so that we can respond appropriately and not just to a knee-jerk reaction like I picked up on a few words that you said, I've got it, I know what you are saying, I hear you, we are going to do this and that. That may not be at all what the client needed. Maybe it was just a little more listening and reflection with the clients. Maybe realized that this is really more where they wanted to be heard. They did not need me to provide them with a bunch of stuff. I do think that is why this is an ethical concern about our ability to take care of ourselves. We also have to model, I think we are from models, also for our clients, but I think we also have to demonstrate to them if we are asking them to take care of themselves because of health issues that they have whether they be physical or mental health issues, if we are asking them to take care of themselves then I think it helps for them to at least know that you are trying yourself to do the same thing. I don't think we should pretend we are perfect for that we are all eating the foods that we are supposed to be eating and drinking the water and exercising and getting the proper amount of sleep. I think we all struggle, I would suspect, I don't know, but of people I know, we all continue to struggle with trying to do that on a daily basis. Clients are doing the same thing, but I think it helps when we can support them by helping them see that it is our struggle too. Here is what I do to try and deal with that. I wanted to set up that this is a presentation of this is what I do and you guys should be doing this to, but just really emphasizing the importance of realizing your well-being is important and in order for you to help others, it is helpful for you to be more aware that you are meeting your needs and therefore you are more open to hearing from clients and more open to hearing what they are expressing to use -- expressing to you what their needs are and that is because of notion that is why I think it is an ethical issue. If we are not listening we are not practicing as ethically competent practitioners. I am going to go ahead and go to the next slide just to give you an idea of what it is we are going to be talking about.

What I thought we would talk about today is the idea of counselor burnout. I want to differentiate and we will do that in just a few moments, between counselor burnout and depression. Not that they are two separate things, obviously you can imagine that they are highly correlated in some way, but it is not the same thing by any means. Burnout is more of the ethical issue for counselors, and I know that is a term that probably you hear frequently from people, BBQ here it in terms of someone saying another person seems to be burnt out. I don't want to make assumptions, but I would think from my own experience everyone used the term burnout and it conveys the same message. This person seems to be a bit exhausted working with clients and they just don't seem to have the energy and enthusiasm that they used to have so I think we all -- I don't like using labels, but burnout does convey an image and I think we all have a sense of what that looks like. What is important is not only understand what burnout is, but also understanding what the impact of burnout is and then what are some of the factors that lead to burnout? You have to be able to identify these things that are going on either personally or in your

environment that may be triggers fourth leading to burnout and how do you know if you are burnt out? That is a conundrum in that if you are burnt out, can you recognize that you are burnt out? It is an idea that if you are depressed, are you able to recognize depression because that is your framework. That a sure way of looking at the world's with negative thinking and sadness and so forth. Is that a frame of the world, can you recognize when other people are depressed? Would used to have that discussion with the faculty because it was just an interesting thing to debate. Then what can you do to avoid, to minimize burnout, so basically what are the steps and strategies that you might be able to implement to take care of yourself? Am going to tell you right now that I am not going to tell you anything that you don't already know. I think the thing that is really critical to try and figure out is we know the things to do to take care of ourselves. Eating properly, sleeping, getting enough -- being involved in social activities and so forth. Sometimes the challenge is how do I get there? How do I do it? I have so much on my plate that I have to do, window I carve out time for myself? There are people who I have no doubt are listening to this presentation who are much more successful at it than others, but what I am hoping is some people can get some suggestions as we open up to questions and comments, but I also think there are people who like me just are always -- you need to make sure you are eating healthy and don't just grab a doughnut in the coffee room for breakfast. Make sure that you have something more substantial. That is what we are going to be talking about.

Burnout itself is an actual concept. It is not just this vague description of things it is recognized and defined as a syndrome of emotional -- and reduced personal notes that could occur among individuals who work with people in some capacity so there are some keywords in there. Emotional exhaustion, depersonalization, and that's really a concern as counselors, at what point are we burnt out enough where we really don't honor our clients as being the individuals that are our main concern in serving text I remember being in a hospital, I was visiting somebody and I was listening to the nurses talk outside in the common area where the files and everything our and I thought do they realize there are actually people in these beds, because it really was as if they were talking about objects and again, was that a sign of burnout or the culture of the way they talked about the patients they were working with, but that is what depersonalization is all about for you are not recognizing the person as being a person. And then also filling yourself that you're not accomplishing what you want to accomplish and that can be very stressful because you are fighting yourself to do more and sometimes we fight against ourselves very unsuccessfully.

Again, just looking at these different concepts, the emotional exhaustion what that ends up leading to his we have a more difficult time expressing empathy or feeling empathy towards our clients. That is a real concern because that is a fundamental aspect of being a counselor is trying to be able to see the world through the clients eyes, but if we are not able to do that because we are sitting there so exhausted are we really listening to what our clients is trying to understand what is happening to our clients? Depersonalization and the detachment from client and negative attitudes towards client in the work itself. I worked as a the our counselor myself and loved what I was doing and have great coworkers but there were times when things would get stressful in the office that sometimes people would say things that would really make you think, wait a minute, are you really hear to help the client or just criticize them? People found the way of relieving their stress sometimes by picking up on some of the idiosyncrasies of some of the clients. Again, I think that was more a result of just being burnt out, because at that time I had a client caseload of about 200 people, the average in office was probably hundred 50 to 160 clients. It was a very busy office because we were on a bus stop at a one-stop which

means people who were coming for services, foodstamp, VA services, etc., everything with them on building so a lot of people were steered into our office who did not necessarily need services, but we still had to go through interviewing and determining if they would be eligible. It was a busy stressful environment. Then reduce personal accomplishment. Again, beating yourself up for what you are not getting done.

It is a slow degradation of the counselor's ability to empathize with clients over time and although I know there are a number of different therapeutic approaches that I'm sure you all use working with your clients, I would suspect that underneath all of them there is probably the concept of unconditional regard for your clients, being transparent yourself, being who you are with the client and then demonstrating empathy and having the ability to demonstrate empathy. That is a critical part of the person centered approach, and of course our whole field is person centered. Burnout can really cause a problem and when you have that happening in the office or you have happening with coworkers, it is sometimes -- everybody starts thinking wait a minute, that is how I feel or that is not right or we shouldn't have to do that. It can sometimes be a little bit contagious in really that is really the time when we need to step back and we need to remind ourselves there's support our coworkers who are having difficulty. Maybe we need to talk to somebody not criticizing the client and all the demands on us by our supervisors, but maybe a support group to remind us what we are accomplishing because if you can shift that framework to, yes, we are busy but look at all the people we are serving, it just shifts the feeling about it and hopefully helps getting out of the negative thinking and negative framework.

It is different than depression. Depression is a far more complicated syndrome or disorder where you have the cognitive, emotional, you've got the somatic, just the way it makes people feel the fatigue and so forth. Not that those aren't the characteristics of burnout, but burnout is specific to the employment setting. It is specific to work and the relationships with in the work environment. People can be burned out in their work environment and then go home and just feel relieved and although I'm going to suspect that if you are stressed out and burned out from what you are doing as a job there is no doubt that it carries over into your other relationships with people. That is where we have to make sure we have the support we need so that people can help us shift our framework, shift our perspective and that hopefully helps. It affects individuals, in the individuals may not acknowledge or realize that it is due to the stress associated with their job -- we work with a high need population of individuals and that can really take its toll on people in terms of always giving to others and I'm going to set the idea right now that if you keep giving to others what you don't do anything to replenish your own energy think you are going to burnout. It is just kind of inevitable.

Stebnicki who is a faculty member over at East Carolina so he has done a lot of work on what he has termed empathy fatigue. The idea of empathy fatigue as he defines it is it is a dynamic state of psychological, emotional, social, physical, occupational, and spiritual, which I think is he is a very spiritual person. Spiritual exhaustion that occurs on a continuum resulting from the own wounds that are continually revisited by their clients lessors of stress, mental illness, physical disability, trauma, grief, and loss. If you think about it you are working with one client after another and if you are talking with them about the issues going on in their life, trying to find out where are they at, if they are dealing with stress and more than likely they are, illness, the impact a disability under functioning, the way their life has changed because of his disability, their inability to achieve their goals that they had set because of the disability or because of attitudes towards them because of their disability, you are revisiting the stories over and over all day long and it ends up really accumulating and impacting your own perception

of the world in the sense that it makes you realize that it touches your own stress, your own inability to achieve goals. It is like this vicious circle that empathy fatigue is really a need for individuals who work very closely with other individuals, especially in the counseling field.

Nurses, social workers, rehab counselors, people who work in child protective services. You are working with people that are more vulnerable and you are more vulnerable yourself for experiencing this empathy fatigue. It is natural artifact of working with patients that have these intense conditions, mental health conditions, behavioral health issues, and many times it is a very unconscious process for the professional and those around them may not recognize you are starting to have empathy fatigue. It is also sometimes referred to in other terms vicarious traumatic experience. Throughout the counseling literature it may be referred to in different ways, but all comes back to that idea that we as counselors tried to be and be aware of how the client sees the world so that we can more accurately inappropriately help the client address those issues and by revisiting those issues the client is telling you about one client after the next after the next. That really can all lead to your own empathy fatigue. If you are not taking care of yourself or the support for people who might say easy to be coming in every day, what is going on, we support our clients. It is so important that I think we all support each other as well.

Let me back up. I think I hit something too soon. This is my favorite slide because I think visually this is often what happens when we are giving we are the Energizer Bunny and if we don't replenish ourselves, this is what we end up looking like. I like visual cues and this is a great visual cue of what empathy fatigue can look like.

Now we are quick to move out so why is this important and I think from everything I've been saying I'm sure you have already picked up the theme as to why this is an important issue. First of all it is the impact on your own well-being in your own physical health and well-being. In our program, I have been here for 10 years, we have always had VR counselors who are coming to the program. We have an online program . We also have an on-campus program and I can't tell you how many students have come through there to get their masters degree so they can also go on to go on and get their CRC and for some of them it was like I can see them deteriorating throughout the semester because not only -- they're having to come to campus to get in the graduate program which is also demanding particularly on their time it is not anything that people are not capable of doing, it is just you have to have the time to read and think and reflect and do the assignments. There were some counselors where we just often talked about wellness, because I could see they were not addressing their own wellness and I could visually see it in the way their help seems to be deteriorating over time and that is a very sad thing to say, because you know they chose this field because they really wanted to help others but they did not take care of themselves so eventually some of these individuals had to leave. That cannot continue handling it the way they did. It is just unfortunate that they did not find the right support that they needed so that they could keep doing what they were doing and that was a loss to the field, a loss to the client is certainly a loss to them in being able to do what it is they wanted to do. It also affects the quality of the service provided to the client, in here is where the ethics comes into it. You may not recognize the client is trying to describe something very profound in a very dramatic experience to you and you are distracted by your own stress, your own anticipation of the many things you have to do as soon as the client leaves office, and you are not really picking up on what the client is really trying to tell you. It also may lead to where you overdiagnosed and -- because the way you are looking at yourself is perhaps more impacted by your own negative thinking so then it is easy to pick up on things that aren't

really there and that is a problem in terms of over diagnosing or seeing problems in the client's wife and clients experience that aren't really there or aren't as much of a problem as you think it is. Also just becoming increasingly less attuned, less empathetic with the client. It is almost like you've got problems -- is, you have problems but at some point there's a tipping point where your problems start affecting the way you are addressing the client's problems.

When you attended to your own issues at the expense of the client issues, that is where it becomes an ethical conflict and that is where you have to really step back or hopefully have someone working with you that you are close enough with who can say, do you need to take some time? I know that is probably ridiculous. I'm sure anyone out but as a supervisor is probably think a, if I could give all my staff the time they need to recoup, we would all be working two days a week. Maybe that is not about those a bad idea, but we have to find a way of blending our own it needs being met with meeting the needs in our work setting -- at any point on one starts affecting and really no one is being served and that is the awareness that I just hope that you walk away from this with is that where am I on this continuum?

I'm sorry. I'm going to stop using animations in my PowerPoint because they are distracting and not so much helpful. In terms of where this falls in our ethical code, there is section D of the ethical code for rehabilitation counselors by the commission on rehabilitation Counselor certification that talks about our own professional competence. There is an actual standard that says we are supposed to be monitoring our own effectiveness. Rehab counselors continually monitor their effectiveness as professionals take steps to improve when necessary. Rehabilitation counselors take reasonable steps to seek peer supervision as needed to evaluate their efficacy as rehabilitation counselors. Sometimes this is what gets lost when we just get so absorbed in our jobs and working with so many clients in trying to meet so many people's needs that we stop monitoring our own effectiveness. Hopefully you will think about after this, I hope you think about this issue after the presentation and start strategizing your own way of how do I make sure that I am being as effective as possible with my clients and not letting them - - because I am stressing out about the fact that I woke up this morning and I don't have any Internet service in my house which is exactly what happened to me today. By the time I got here I was already frustrated that so I have to call the cable company and I have to deal with this and that and luckily I had the opportunity to put that all aside because I knew of his doing this presentation and I knew I could talk about something that was really important to meet with the people who are really interested in hearing appeared it really changed my framework. I will deal with the Internet later, but right now I can focus on what I am doing which is talking to you.

[Indiscernible - multiple speakers] statement you are fine in terms of it taking a little bit of time but we had a couple of comments.

Okay. Good timing. Might just to share with everybody that this -- and continuing education credit as well as the ethics portion of what our -- in terms of meeting the criteria for vocational rehabilitation. Was a question on that. One of the comment and I think this goes back to when you were describing the personalization is is there such a thing as system burnout? It seems like the structure tends to be personalized -- depersonalized.

The bureaucratic structure, so to speak, in terms of the bureaucracy that you have to go through to get things done to be able to serve clients? Is that the idea next that is what it sounds like to me is what the system demands from you and -- Seebeck that is an interesting perspective of it. That is interesting. That I am thinking about myself, because is the very nature of how we are serving clients in terms of the

documentation that has to become, honestly I'm sure everybody would be able to see former clients if you didn't have to spend one or two hours a day documenting everything that you just did with by client that you met for maybe 40 or 50 minutes. I don't know if that is depersonalizing it. That is an interesting perspective on that. I honestly don't have an answer on that, but that is a thoughtful comment and -- comment on it that.

Is it fair to ask if others have any thoughts on that click

If they can they can certainly send those in.

I will be talking about the roles that bureaucracy has in terms of burnout so that is overall the way that our organizations or agencies are structured can lead to burnout, but the depersonalization aspect of it is really interesting. That is really interesting. Now I am going to be thinking about that.

The majority of the people who are listening today are actually rehabilitation providers that they are working with the counselor to provide the services and there are different kinds of systems structures and responsibilities and mandates that I think need to be paid attention to, but at the same time that they what you have said is that we have done our job --

I know, because we have a number of students here in our program that work with community support programs working directly with consumers of VR services, and they not only have the documentation, but then they go to the VR office and they are and they VR counselors office in the counselor is doing documentation and it does all seem to be -- it takes its toll in terms of the time necessary to do it in trying to describe things in an objective way. I actually do a webinar on case documentation, and the idea that you have to present information about your clients and as objective behavioral terms as possible in a way does depersonalized. I've got to say I cannot help but think that it certainly does depersonalized the clients, because you have to be careful not to use words that are ambiguous and they or the client seemed really down today. You can't really say that they seem down because somebody reading those notes would say what does down mean? You have to be very articulate and describe things hopefully ideally in behavioral terms so there is no misinterpretation, but does that take you away from who the client is as a person in just trying to describe them in these ideally objective behavioral terms? Maybe the system itself does lend itself to depersonalization.

Another thing, because you do -- this will give you ethics credits and the one expectation in the able to do an expectation that you get ethics credit for is that I directly tie how this topic does relate to the ethical code that we are all responsible for following. I would say the main category that it impacts is professional competence and another thing of course is the very first ethical code, ethical section, the counseling relationship with client welfare. That is the umbrella over which all the rest falls. Everything else is for the clients welfare. That is one of the ethical standards this relates to. Also the impairments, again, making sure you are alert to the signs of impairment for your own physical, mental, emotional problems, and ideally you're supposed to refrain from offering or providing professional services when such impairment is likely to harm client or others. You are to seek assistance -- and if necessary you limit, suspend, or terminate professional responsibilities until such time it is determined that they may safely resume their work. When I have given this presentation in person two different groups, that usually always gets a response from the audience, because they imagine going to their supervisor and saying, I really need to have a little help day today so I am going to cancel my appointments and maybe just do some case management work that they. Maybe supervisors, maybe people would think that is

good because that is ethically responsible of you or I would suspect more than likely it is that as the counselor you should be able to deal with that. Again, sometimes you've just got to figure out where are you at an are you in a place where with your client sitting in that room talking with them, are you at a place for you were able to focus and listen to what they are saying or do you really feel like the best thing in the clients interest which would be the ethical thing to do is to reschedule that appointment for a time where you know you could be present for them. On certain days, Fridays in particular, those were the days we were encouraged not to schedule appointments with our client and just focus on getting case management work done. That was always hanging over our heads in terms of getting those caseloads in, in terms of getting those plans put into the computer, and that was a constant stress. What our office did was try to find a happy medium where you are going to have to stay where you can really focus on that in not meet with your clients. That was actually helpful because you knew you had that time. Again, the main point of this ethical standard is being alert to your own impairments and being able to respond. And that you assist your colleagues or your supervisors. Supervisors deal with it too. They are between the administration and you they are trying to serve you, they are trying to serve the administration. We are all caught between two forces and rehabilitation counselors, hopefully we can assist our colleague and supervisors and recognizing their own professional impairment in providing consultation and assistance when warranted. It may not be so easy to do with supervisors because they may feel you take care of yourself, I will take care of myself, but thanks. On the other hand, we are all counselors and we all have strategies, we are all professionals, we all have our strategies of how to interact with others in a way to make it a constructive discussion, not one in which either party has to become defensive about things. Sometimes it is just a matter of noticing that somebody seems to be really quiet or down. Sometimes just bringing something to somebody's attention opens the door for them to realize maybe you will listen to me. This is part of our ethical code. It is really something that is important to realize.

The next slide is going to talk about the consequences of burnout. The consequences of burnout or empathy fatigue or compassion fatigue. How you differentiate between these very similar concepts, but the consequence is the same no matter what you're going to call it. Poor job performance, low productivity. It is hard to come in ready to go when you are feeling like I feel like I just left. Being an effective, increased absenteeism. That is something that was clear to me not only in the office when I was working as a counselor, but I used to work in the hotel business and I was responsible for the front office staff. When people were tired of taking call after call, guest after guest, the best way I could tell when people were really starting to suffer a bit was looking at their timecard and recognizing that there is a lot of absenteeism in this individual. Was always a clear sign. Turnover. Having turnover in your office, turnover with the individuals you are working with. I think it is interesting and this is from a literature review I have done about this topic talk all of these consequences are from what is in the literature so it is not just my perception of these, but often people because of being burnt out they seek administrative jobs. For some reason baby that is the perception -- they don't explain why that is. I think it is an interesting thing, but maybe they perceived that there would be less demands on them from all directions if they were in a job away from clients, away from the people we are serving. I don't know, but I think that is interesting. Feelings of guilt because we feel like we are supposed to be there for our clients and net I am just not. Family problems. Again, I don't think you can separate when you walk out of a job that okay, now I am with my family and all is good. Obviously a source of comfort for individuals often to be able to get out of work and go home and be with their family, but obviously sometimes we bring our family problems with us or our work problems with us and it affects our relationships in the

family. To make social and personal dysfunction, complacency, and overall just poor health and well-being. It affects every area of our life as individuals, psychologically, socially, our relationship. It really can have profound effect. Again, you think about the effect impact and the cognitive impact of these. Burnout may lead to depression. It may lead to you having anxiety because you feel you are not being effective in her job and athletic things call to the cracks and I am going to get called into the supervisors offices or somebody is going to get on my back about this. The inability to show empathy. You start feeling down yourself that you are not able to manage your life the way you think you should be able to. Negative feelings towards clients, boredom, apathy, very negative aspects of burnout on your emotions. Cognitively also it impacts you. The more stress you are feeling, the more likely you are to forget things. The more likely you are to have difficulty concentrating on things because you're so focused on what is bothering you that you are just that being affected. You're so focused on that you are just not paying attention to the other things around you and therefore they are not really entering your consciousness and therefore you are forgetting things in you're not able to see things in your environment that may be good resources for you to use when you are at your most vulnerable. People are also less likely to acknowledge or discuss the symptoms because we are supposed to be counselors and we are supposed to be able to handle these things. We try to help our clients handle them so what happens when we are feeling like we can't handle it?

Here are some factors associated with burnout. The size of the caseload. The more clients you are dealing with the more likely you are to have burnout. That just seems a little bit logical in that you have so many people that you are interacting with. The difficulty of client problems. Sometimes we have a caseload of individuals with very high needs. Every client we are dealing with has very high needs and that is something that can easily lead to burnout, because you are dealing with on high needs client after another after another. Clients with excessive demands, time spent in direct care of client suites to burnout. Working in settings can lead to burnout and that is primarily because there is a lack of resources available to you for serving those client so that can be very stressful. I used to work a caseload in Wisconsin. There was no bus service out to where my clients lived in it was always a challenge of how to I get them transportation to that job interview for hopefully if they get the job how are they going to get to the job on a daily basis? That was an ongoing struggle. Having a lack of supervisors support. Definitely if you don't have that support it can lead to your burnout because you feel kind of a loan. Lack of recognition for good work. Sometimes you can get through a lot a few know that people are aware of what you are doing and how hard you are working to try to meet everyone's needs. Just knowing that people are aware of that sometimes can make a difference. The amount of education and training perceived. They have found that people who have more education, higher education tend to have less burnout maybe it's because they have more resources to consider in terms of strategies and the way they are going to deal with things, not sure why that leads to have less education leads to turn out, because certainly I think that I -- argument could be made maybe I do have a Masters degree, but I have 20 years of experience doing that so again take some of these with just being aware that these are some of the factors considered and what that lead to burnout. Having unrealistic expectations. This is something that I know I have tried to deal with as an educator. We often trained students in our programs that the world of rehabilitation counseling and everything that it means is just the most fulfilling, you are helping people who are in need it is just the best thing since sliced bread, but then they go out and are working in the field and working in offices and they are finding out that I have one student come back and say why didn't you chain is the way things are actually done? I said we are training you the way that think are to be done with the clients interests always being in the forefront.

What is going on in your particular office is the culture of the office, but be a good role model. Try to adhere to the concepts, the principles that we have talked to you about. I do try to bring into my classes and have tried for many years about some of the challenges of working in the field. I don't want people to go out thinking this is going to be great and a cakewalk. Everyone is just going to push everything is going to work and violent place so easily. It doesn't work that way for having unrealistic expectations definitely is a factor leading to burnout. The feeling that you are not a control over your word. That is a difficult thing to have to deal with. Not being clear what your job actually is or how you are supposed to do things. I love it when our students are in offices where the supervisor really spends a lot of time going over the procedures and looking at what they are doing with their plans and work and caseload. I know sometimes students don't like it, but I love it when supervisors are really involved in making sure that the employee really understands what the expectations are and what the procedures and policies are. It definitely helps lessen the ambiguity of what the person is supposed to be doing.

Years on the job. Newer counselors tend to be more at risk of burnout than others. On the other hand it was the other extreme too. Counselors with longer years on the job may experience burnout mainly because I have not been recognized for the work they are doing. Maybe they just weren't able to have advancement opportunities so on either end of the spectrum there is a risk of burnout I think this two populations of counselors and employees we really need to pay a teacher to and try to do what we can to support them so that we tell them before they even get started or we don't lose those years of experience and knowledge because they feel nobody really recognizes what they are contributing. Certainly a lack of family support. I would also say this could go into a lack of social support.

What can you do? I love this idea of responsibility. We have the ability to respond, but often we are stressed we don't take the moment to think about what our response is going to be, but I think if we could always think for a moment there is a gap between what happened that we are responding to and our ability to respond to it. We have to have that moment to think about things. One of the things to think about is the way you handle your own stress in terms of what is your coping style? In the literature there are different strategies that people have identified as being fairly consistent or maybe people are more problem focused where they plan what they are going to do, they keep themselves from getting distracted. I know here in my department there is some faculty that is just able to stay very focused on doing research and so forth and then there are others like myself I have to be honest, where I just have so many competing interests that it is hard for me to stay focused on that because I tend to stay more focused on planning and working with students so the problem focused epistle what the problem is you are trying to focus on and how you go about addressing that. People may also have an -- or maybe they are more likely to want to go out with friends or coworkers and events. Not that one is necessarily any better a style that others, it is just a matter of recognizing what your style is and if it is not working for you think maybe can better maybe if I plans a little bit better how I'm going to handle the situation or what I could do about the situation or again venting is not such a bad thing, it does not help when everybody is venting and you are feeding each other. That is when somebody does it would be nice if somebody would step out of that for a moment and say we all agree this is a problem. What we going to do about it? I often leave -- leads meetings with this is great that we have talked about this issue. What we going to do about it now?; To talk a little bit about how the stress is impacting us physically, but one of the cash I apologize. I should of thought how this method of the PowerPoint working was going to affect the presentation itself. I am learning from this. Another style is avoidant coping. We tend to deny what is going on and disengage, go home and turn on the TV and we sit on the sofa and before we know

it has been four or five hours away don't know what we are watching we're just kind of de-stressing. Some people stop in a bar and have happy hour. It is an avoidant coping strategy. You just have to think about which strategy do you predominantly use and how is it working for you?

Like you have a little bit of a break there were actually a couple of other additions

Good.

One of those was on the expectations that are unrealistic and the comment is that unrealistic expectations from client and families also cause a high level of stress in this of people think that counselors in rehabilitation providers are now coworkers and can solve all their problems.

Absolutely. Me just make sure that I understand because I understand the concept that clients often think you are 1 million coworker. What do you mean you're not going to help me get my son that ideal job? That was something I know I dealt with as a counselor, but you are also saying family expectations because of what you do tend to be unrealistic.

Writes, and especially some of the older population to individuals that people are working with they may be living still in the family home so they will be creating this expectation for people who have done this in the past -- a consumer that is pretty stressful.

Absolutely. I think the reality is we live in a very stressful society. Actually the with the book and I will talk about this in just a moment about the sympathetic and parasympathetic nervous system. There is a book called sympathetic society which the idea is we are always in a fight or flight response and it is all around us. Our families. We have the expectation in a maker to unrealistic expectations were we expect the family environment is going to be one where we can truly be ourselves and relax and therefore to support us. I don't know about anybody else, but my family situation growing up was that was clearly not as much support as I would imagine a family would have had. Again, my unrealistic expectations I always want to believe everybody is doing the best they can and it's just a matter of sometimes recognizing that what they think, what they are doing is I have to find a way of not letting it impact the way I think about myself and what I am doing. That is hard to do when you are immersed in it all the time whether it's at work or whether it's at home. Ideally you go home and it is great, I am in this loving environment, but what happens when you go in and you don't know what time you are teenage child is coming home in Utah the to come home at a certain time and they don't come home at a certain time that you just feel like you don't have control over anything. Again, that is when I honestly think we all should have counselors on speed dial. I think we all benefit from having somebody in our support system that we can go to to listen to us. Even if I have to pay you to listen to me, I want somebody to listen to me that can give me some feedback on what pattern to the me talking about so that I can -- then everything will stay the same.

Sometimes it just had to take responsibility for ourselves and say I think I'm going to go for a walk and I think I'm going to go work out or I am going to just go outside and sit and watch the dogs run around the yard. Sometimes you just have to be selfish and say I need to do something for me. For some reason in our field we feel it is selfish if we put our needs in front of others. Maybe that is what draws us into the field. May be that is personality characteristics that we all share, because we all want to help others. Sometimes we are doing it at the expense of our own needs, our own well-being and that is something to think about, because there is nothing wrong with saying, I need time for me. Again, said that for

everybody to think about in terms of where are they at on that continuum of to myself and others -- in my on the extreme where everything is all about me? Somehow we have to find a way of getting to the middle where we balance what we are doing and being useful in of service to others, but not at the expense of harming our own ethical and mental well-being.

A lot of what we do involves stress. We are stressed in terms of the have to be somewhere at a certain time, we have to help the clients with the high needs. I get messages from client saying you have not called back. There are all sorts of things around us that are impacting our own stress level. The way our - I'm not going to get too much into the biology or anatomy of how this works but I want to put out this concept for you numerate look into it in more detailed yourselves but there is the sympathetic nervous system and the parasympathetic nervous system. It is the sympathetic nervous system that activates when our amygdala which is in our brain and that's what picks up on our fears signal. When we see something or feel something I have the impression of something around us that makes us want to protect ourselves, it activates the sympathetic nervous system. That is the fight or flight response and that puts a lot of physiological responses of our body into action because it gives us ready to fight or flight. On the other hand when we are in a relaxed state of mind, that is when the parasympathetic nervous system has been initiated. That is when we are at rest, we digest our food, it is a way of our body slowing down and ideally we have balance between when the sympathetic nervous system is I did and when the parasympathetic nervous system is active. This is stressing me out and I have to keep remembering to breathe and relax and not get frustrated with the computer for what I did which was to try to make a dynamic and active presentation.

And talking about the sympathetic and parasympathetic system, the threat does not have to be real. We can imagine things. It does not have to be a lion chasing does it could be the anticipation of getting a call that our supervisor wants to see us and immediately we start thinking about what did I do and that is enough right there to activate the sympathetic nervous system.

What ends up happening is different parts of the body reacts to whether or not the sympathetic parasympathetic system is active. When we are in this fight or flight, you can imagine that our heartbeat starts reading more, our body is getting us ready to run or to fight. Therefore a lot of these body systems are giving us in that state to be able to do that. Then when the threat is over or when we perceive that the threat is over, we are able to initiate the parasympathetic nervous system and that slows down the heartbeat. It allows us to stimulate the flow of saliva. There are all sorts of things that go on that put our body and that relaxation state just breathing just like in the beginning of this presentation I said let's take a few moments to just take some breath and relax. By doing that, just by breathing in that way, taking in some deep breaths and letting them out and doing not a few times, that activated the parasympathetic nervous system. If I said let's breathe really fast and breathe in and out as fast as you can, that would have activated your sympathetic nervous system. Just the way you are breathing which is why if you do yoga or relaxation focusing on your breath is the easiest way to be able to get yourself get this parasympathetic nervous system active which slows you down. If you can slow down enough to be more aware of what you are thinking, what you are doing or why am I reacting this way, then you are more in control and that often is really what we want. We want to be more in control of ourselves. We can't control others around us, we can't control some things that we would probably like to, but we can control our own response to things. If we can control our breathing and so ourselves down, we can be more aware of what we are thinking and feeling and be in a better place to make decisions about how we are going to respond.

The book I was talking about is called a sympathetic society because we tend to live in a society where we are constantly bombarded with signals of stress, fear, all of this. We are constantly being exposed to these signals that are activating our sympathetic nervous system. What we want to try to do is be aware of that and slow it down by activating our parasympathetic nervous system at least to balance the sympathetic nervous system. That is ideal. We just want to be able to activate our fight or flight response when we need to, but also be able to be in a relaxed state of mind when there is no threat around us. The idea being that if you are constantly mobilizing that energy to fight or flee, cockatoo never store it. It impacts your body, your muscles, intravascular system. Stress tells your body to produce cortisol which is a hormone which is what activates the sympathetic nervous system is so of other bodily functions. Too much cortisol can really start wearing away. It can where the weight you're a mammal, a tissues. Too much of a cancer impacting your body in very negative ways. Again, you can see how that is a vicious cycle, because when you are not feeling good work when you can't do things because of your body just is not in a very healthy state, but just creates I can't do the things I want to do, I'm not in control of my life, it becomes a vicious cycle. There are books I often have students read when I teach a class on disability across a lifespan in her book is all about using breathing and using the mind to help maintain better well-being, knowing that mentally or physically where he is going to set you up for this vicious cycle. Again, if you can be aware of how this worrying and this stress is impacting you physiologically and mentally and you try to find ways of counteracting it, one of the easiest ways would be breathing exercises. At least you are getting back some control over the way your body is react to the environment around you.

It is easy to say feel relaxed and be positive and be secure and confident, but by breathing and making sure that you are trying to initiate the parasympathetic nervous system we can, that definitely helps because that naturally puts you in a relaxed state of mind it when you are in the relaxed state of mind you are more likely to experience -- may very well start having insights that you would not have had if you were still and that really stressed out, what am I going to do kind of state.

It is all part of the reframing. Again, breathing and vital feedback is a behavior. If we can manage our breath and take control of our breathing pattern, we breathe unconsciously obviously, but there are times where you can be aware that I have not taken a deep breath and I need to take a moment to brief. You will pay attention to how that is making you feel because if the cognitive behavioral model truly works which there is so much support that says it does, if we can change that behavior, it is going to change our thoughts and if we could change our thoughts, it is going to change the way we are feeling and our emotions the whole thing about the CBT model is you change one of those you will change the others in the easiest thing we can to is change the way we are breathing which is a behavior and let that have an impact on changing our thoughts and then having that either simultaneously or by changing our thoughts changing the way we are feeling affected our emotions. That is one thing we could do for ourselves. By having these were positive, healthy emotions we are putting the relaxation response be at least as dominant as the sympathetic nervous system and we do have improved memory. Too much cortisol impacts tissues and that impacts the way our brain organizes memories and so forth. By having more positive emotions we are more likely to improve our memory, we are going to make the decisions. Key decisions is going to improve our performance, it is going to give us that mental flexibility because we will see a wider scope of options for us. It employment -- it approves your immune system and lowers blood pressure there's longer lifespan. I am not going to say that everything comes down to

breathing well, but just having a healthy and positive outlook on things can really take a difference in our decisions and the way that our body reacts which is going to impact our decisions.

There is a broad and and build theory in a book called positivity so framing how these positive thinking and positive emotions impacts us as individuals, as human beings. Her theory is that when we experience these positive emotions -- aware of war in our environment that maybe we recognize some resources -- the more resources we are aware of that we have, the less stressful it is. Often when I'm teaching case management I remind people you are as good as the resources you know about in your community. If you do not wish if you are not aware of the resources that were available to you, you would probably always be stressing out how my going to get the client from here to there? How will I have the clarinet -- client learn better social skills or practice interviewing techniques and so forth. If you are aware of what is in her community and your environment that really takes the stress off because you know you've got some resources to help you do that. That's the idea of the positive emotions if you can keep yourself focus on taking in a more positive way which really comes down to being a little bit more relaxed when looking at the things that you need to do that maybe you will be more aware of the resources that are actually available to you. There has been times of our life -- when I was able to be in a relaxed state of mind I remember very vividly one time all of a sudden the name of someone popped into my head as to somebody that I could talk to about this. That was a turning point and it just was a real example to me of when you start relaxing and not focusing just on the problem in stop -- again, can't say enough about making sure you are aware of the state you are in so that you can if you find you are just sitting there in a ball of stress that you take steps to and trap -- unravel the stress and relax your body. -- At the end of the day write down three things you did that went well and what you did to contribute to that. That is a powerful exercise. I have had students to that. I have done it myself and you don't realize after several days of doing that you start realizing I am getting a lot done. I have more control over what I do then I recognize I did.

Writing a gratitude letter. Nothing feels better than letting someone know how much they mean to you and feeling sincere about it. We sometimes don't want to say it directly to the person because of the way we anticipate they are going to react for this exercise is to write a letter and then read it to them or send it to them. Sometimes just honestly writing the letter in and of itself is a benefit. And mindfulness, there is a lot going on right now in therapies and research about the impact of being mindful. I know here on campus in our department we used to have a mindful day where everybody could have their lunch and we would go into the conference room and people didn't talk and everybody just paid attention to what they were eating. We really need to start that again. Everybody really enjoyed that because -- the idea of personal wellness, this idea of trying to do what you can to be present. If you are present in focusing on the things in front of you right now you are in a better place to react to them because if you are constantly thinking about the past, you can't anything about the past. -- If he can stay focused on the present and make the best decision you can give them what you know in the present then maybe the future is going to take care of itself. Sometimes we do allow ourselves to get so distracted by ruminating over things we don't have control over anymore. They are done. Part of being able to be in the state of mine is being in a healthy state yourself so exercising, walking if you can reducing whatever part of your body that you can. I realize not everybody has the same functioning as everybody else, but if you can't maximize whatever functioning that you have or with our clients whatever functioning they have, at least they are exercising that part of the body and getting oxygen moving and that is overall helping your state of wellness.

There are some recommendations. The questions came up about -- this is a summary we can lead to depersonalization? Certainly organizationally supervisors play a key role. Should hopefully be support systems for employees improving the working relationships between staff. It would be math -- it would be nice if staff meetings -- but more about what support our people finding our meeting -- are needed? I know that our staff meetings were all about the process but then we would all go out for lunch and that is when we were able to support each other. We often talked about how it would be nice to bring some of that into the staff meeting. It would be great if supervisors provide feedback on a consistent basis, not just when they think you have done something wrong. And agency policies and purchasers should be clearly defined and explained. People need to know what to expect. If you know what to expect you can be better prepared and make decisions.

If you can decrease the number of clients you are working with that would be great but that is not always in your control. I've realized that, but that is one way of -- that the bureaucracy and system could be able to help not only you, but balancing the number of demanding client among counselors so that not just one counselor has all the people that had the highest needs. I know as a new VR counselor when I started in office to help build a caseload of the counselors were helping me by referring their clients to me and who were they referring to me? They were preferring to meet the clients they had been struggling with for a long time and probably felt maybe some fresh eyes on this would help. Therefore I ended up having a caseload for a while that was really demanding and I was in you counselor. Definitely I think that was contributing to my own experience with turnouts as I was trying to learn how to be effective yet I had client that were really challenging. Hiring staff to handle the paperwork. Making sure that the administrative assistance are being assistance and not taking on their job because you just need to get things done and it is not worth the hassle to tell them I need you to do this for me. That is often a challenge and you are lucky when you have a great assistive. When you have a great assistive, make sure they know you think they are a great assistant and you appreciate it.

Helping newer counselors develop more realistic expectations. Making sure that people know the positive aspects of the work as well as the challenges of the work. Encouraging, having outside interests, exercising, doing social activities. Going to the fair or going to events. Recognizing there is so much more to work than there's there is so much more to life than just work. And also some agencies have wellness programs so check those out if that is a possibility.

I know they hear our insurance here as a state employee, we are able to join this program called real appeal and it is like a Weight Watchers thing for it is only meetings every week that you join but they give you a lot of support in a lot of information about nutritional eating and exercise this. It is really a neat program and there are probably five or six of us that have jointed. Is likely have a support group for this program but we also have support group here at work and that really is ideal. If you can create something like that for yourself where you are, that would only benefit you ultimately it benefits your clients.

Another aspect I'm interested in -- what is it about some individuals who are able to overcome what seem like insurmountable obstacles and yet they maintain this wonderful attitude and positivity about them where other individuals seem like the least interruption or distraction just sets them off about how everything is screwed up. What is it about an individual's own personal resilience that helps us with our own well-being? One of the things that I've gotten interested in -- I know that resilience is often seen as being an individual characteristic. We all build our own resilience in terms of having a sense of

humor, a sense of purpose. There are all sorts of factors. I did my dissertation on resilient -- and looked over the individual characteristics, were some of the environmental characteristics that were present among those individuals who were found to be more resilient than others and that was determined by an assessment instrument I had that assessed for level of resilient. The challenge is we cannot always change -- we cannot always change the individual, but what I'm trying to and what I have come to in my own view of resilience is there needs to be resources and our environment that we can access so that we can build our own resilience. A lot of resilience research is like Parker how can we help individuals while they are in the inpatient care to help them build their resilience so when they are back out in the community they can live well -- increase problem-solving skills, increased self-esteem in some way, but with the research shows is that this are really impact their resilient. But I am coming to think is that maybe it is because if we don't change things in the environment, in -- it doesn't matter how we try to help them with problem-solving and so forth. They have to have resources in their environment to help them. I have gotten interested in what do we need to do to provide for our clients? We are a resource to our clients and we are in the environment. We help them improve their resilience but when you think about it the other way around, what a senior environment that can help increase or is to enhance your own resilience and maybe you've got resources in your environment that you are not aware of because you are so focused on trying to get the today and get the things done you need to get done you are not even aware that your company has access to a wellness program or provides a membership to a health club. Daughters company provides them with a membership to Gold's gym because they want to keep their employees health things so they can keep their insurance rates low that they are paying for. Again, sometimes you are not aware of the resources in your environment, but you can take a step back and about that then maybe you can enhance your own resilience which I think is one way of maintaining wellness.

[Indiscernible - multiple speakers]

I'm sorry for interrupting you, but we have actually only got one minute left in the presentation [Indiscernible - multiple speakers]

I know you have a couple more slides that you have left and we can go on for a couple more minutes but I do know that some people have things that they need to do.

No worries.

I am going to go to the last slide and everyone has the PowerPoint so I think the things, like I said I'm not telling people things that I -- that they don't already know but I love visuals that I know when -- put the mask on yourself first and then take care of the person next to you even if that person is the most important person in the world to you, put your own mask on first. I'm going to say take care of yourself first and you are going to be in a better position to take care of others around you including family, including clients. I think that is just a great way to end this presentation.

Absolutely. Fantastic and what a wonderful visual and something we hear a lot and to apply it to our work situation is a really nice visual. Just a reminder for everyone you will be receiving an email with an evaluation for today's webinar and we always share our evaluation results with our speakers knowing that will happen when we receive your evaluation that is when we will go ahead and put up your credit on the individual portal so that we have this recorded for your credits. I want to think everybody and especially think Dr. Catalano. What a wonderful amount of information and thank you for all the

wonderful research that you have done in the help you are giving to us as professionals. We really do appreciate it.

Thank you for asking me and thank you to everybody who was in attendance. I wish you all well.

You all have a great day. Goodbye.