

Campus Safety[®]

ONLINE SUMMIT

How Teachers, Officers & the Helping Professions Can Respond to Their Own Trauma-Related Stress

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About Me

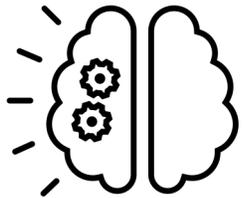
I am a Board-Certified Telemental Health Provider, Licensed Professional Counselor and Nationally Certified Counselor based in Texas. I have extensive experience working with at-risk youth, concentrating on assisting them in developing healthy perspectives and building high emotional intelligence. I have worked for the Texas Juvenile Justice Department where I assisted male juvenile offenders, specifically those who committed violent crimes, in the process of building empathy and reducing recidivism.

I am trained and certified in Dialectical Behavioral Therapy, Motivational Interviewing, Trauma Focused therapies and Moral Reconciliation Therapy and currently assist adolescents and adults address a variety of mental health issues. I love to employ a collaborative approach with my clients to empower them along their therapeutic journey and produce the most effective outcome. As Clinical Director, I am responsible for providing support and training to other therapeutic staff in my private practice agency to enhance the overall client experience. I also enjoy providing CEU trainings on various platforms for other mental health professionals and those in other helping fields. Last, I have the great privilege of assisting the next generation in my service as an Adjunct Faculty member for the Collin College educational system.

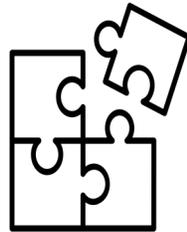


About this Session

Session Takeaways



Understand the risk factors for burnout and stress responses



Identify common themes/patterns to manage these reactions



Utilize techniques to promote insight and resilience

What Motivates us to Serve?

The Appeal of Service Professions

- The American Psychological Association defines the helping profession as occupations that provide health and education services to individuals and groups
- Oftentimes, we are drawn to these professions based on various factors, which can include:
 - Past experiences, the need for fulfillment or altruism, social obligation, or even the very hard-wiring of our brain
 - They also serve as a way to bring us out of ourselves and give to something bigger than us and create a sense of belonging

What Must We Know About Ourselves?

Factors to Consider

- Strengths vs. Weaknesses
 - Things that you do well vs. qualities that disadvantage you
- Emotional Condition vs. Emotional Capacity
 - Emotional Condition: the sum total of the experiences that have led to your CURRENT emotional state
 - Understanding what your current emotions are; being self-aware/in tune with those emotions
 - Emotional Capacity: your emotional bandwidth in a given area
 - How do you know your limits? What are your triggers?

Let's Discuss BURNOUT

What Does it Look Like and How Does it Show Up?

- Burnout is a psychological syndrome emerging as a prolonged response to chronic interpersonal stressors on the job (Maslach, 2003).
- This is usually the result of lengthy exposure to stress and frustration, which leads to exhaustion of physical strength, emotional strength, and/or motivation (Maslach, 2003).
- Personal and workplace values can also contribute to burnout
- What are the signs/symptoms of burnout?

Burnout

How to Recognize it

- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you find it hard to concentrate?
- Do you lack satisfaction from your achievements?



Case Example

Paul has worked as a Special Education teacher for 15 years. He has always excelled at his work and whenever his superiors needed extra tasks done, he was always the first to volunteer. Over the course of his career, Paul worked many late nights and would often take work home. On numerous occasions, he asked for a smaller class size, but his Administration was unsympathetic to his needs; even going as far to say that his years of service should make the work easy and more manageable. In addition, the district has suffered severe cutbacks in staff and resources. As a result, he has not had any professional development opportunities for the past three years. Within this current school year, colleagues have noticed changes in Paul. He seems quieter, doesn't want to socialize at lunch with his co-workers, is always tired and is behind in his paperwork. He is often late for work, which is very unusual behavior from previous years. Paul finds it hard to get up in the morning and when he thinks about work, he feels angry and resentful. When he is at work, he watches the clock and can barely wait to get home. Paul is experiencing BURNOUT.

Other Stress Related Responses

Vicarious Trauma

- Vicarious trauma refers to harmful changes that occur in a professional's view of themselves, others, and the world as a result of exposure to graphic and/or traumatic material (Baird & Kracen, 2006)
- Baird & Kracen also state that vicarious trauma is a permanent change in a person, resulting from empathetic engagement with an individual's traumatic background
- Those most susceptible are professionals who work in areas or locations that assist others who have been victimized or experienced violence
- Signs to look for: Emotional, Behavioral, Physiological, Cognitive, Spiritual

Case Example

Sherri is a case manager at a women's shelter. She has been there for six years and has heard hundreds of horrific stories and witnessed the impact of violence on young children. Sherri's colleagues find she has been very different over the past six months. She is disconnected, moody, and has become quite disorganized. When Sherri gets home, she usually goes right to her room and watches TV for hours on end. She snaps at her children and husband to the point that they have started to avoid her. Sherri has even lost 15 pounds and has severe headaches that come and go throughout the day.

Other Stress Related Responses cont.

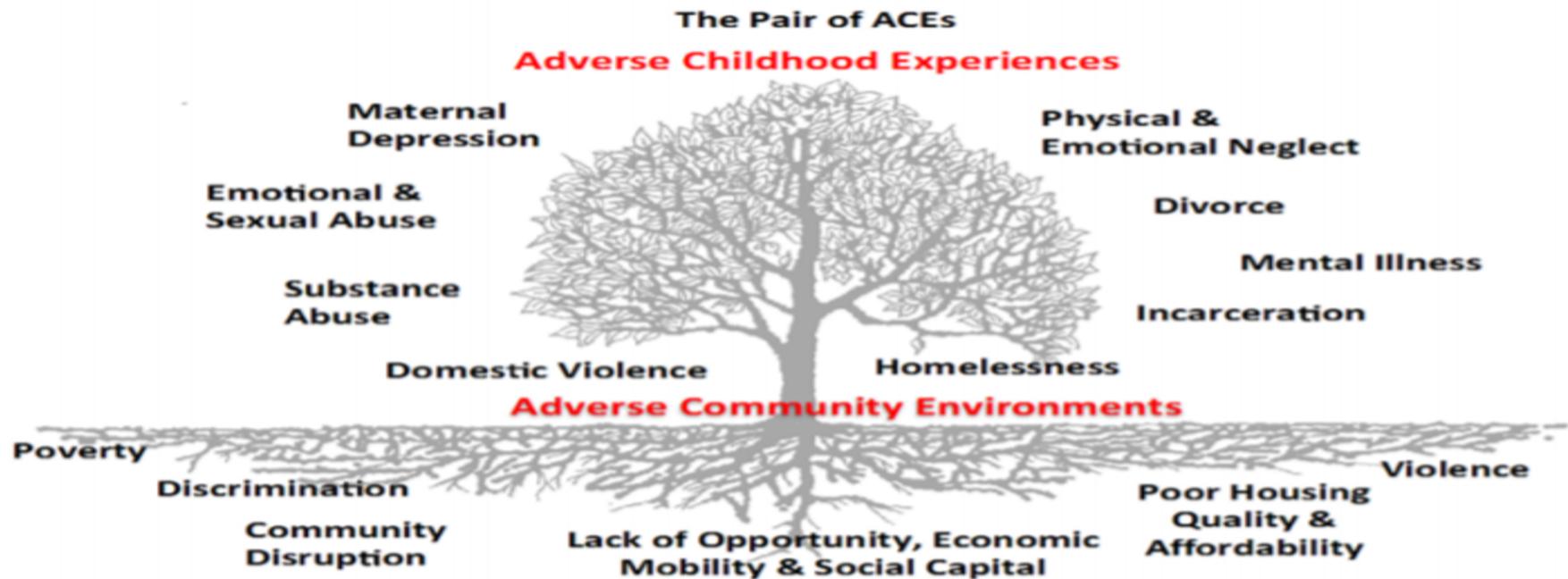
Secondary Traumatic Stress

- Secondary traumatic stress (STS) refers to a syndrome among professional helpers that mimics post-traumatic stress disorder and occurs as a result of exposure to the traumatic experiences of others (Baird & Kracen, 2006).
- Often deemed as “compassion fatigue”, STS occurs for numerous reasons including when helpers neglect their own needs over the needs of others, one’s own personal experience with trauma, and a continued lack of balance within the work environment

Case Example

Jenna has been working in the maternity ward of a hospital for 12 years. She has always loved her work and has received constant praise from colleagues. Mya was admitted to the hospital with pregnancy complications. Jenna often spent time with Mya, talking about the baby and life in general. She helped Mya feel calmer about being in the hospital and more positive about her pregnancy. One day, when Jenna came to work, she saw Mya was no longer there. She was told the baby went into distress and an emergency C-section had to be performed...but the baby did not survive. Feeling horrible, Jenna found Mya's room and upon entering, saw that Mya was inconsolable. That night, Jenna had terrible nightmares about Mya and the baby. She felt guilty, empty, and sick to her stomach while anything that reminded her of a baby caused her to break down into a crying fit. TV commercials, seeing babies at the store, the sound of them crying, all became triggers for her...

Understanding Your Risk Factors



Ellis, W., Dietz, W. (2017) A New Framework for Addressing Adverse Childhood and Community Experiences: The Building Community Resilience (BCR) Model. *Academic Pediatrics*. 17 (2017) pp. S86-S93. DOI information: 10.1016/j.acap.2016.12.011

Risk Factors for Helping Professionals

- Measuring self-worth by how much you help others
- Perfectionism & critical self-view
- Being unable to give or receive support at work
- Difficulty engaging with those being served
- History of stressful life events not therapeutically addressed & worked through
- Inability to say “no.”
- Letting work bleed into your personal time
- Bureaucracy
- The public’s or administration’s expectations

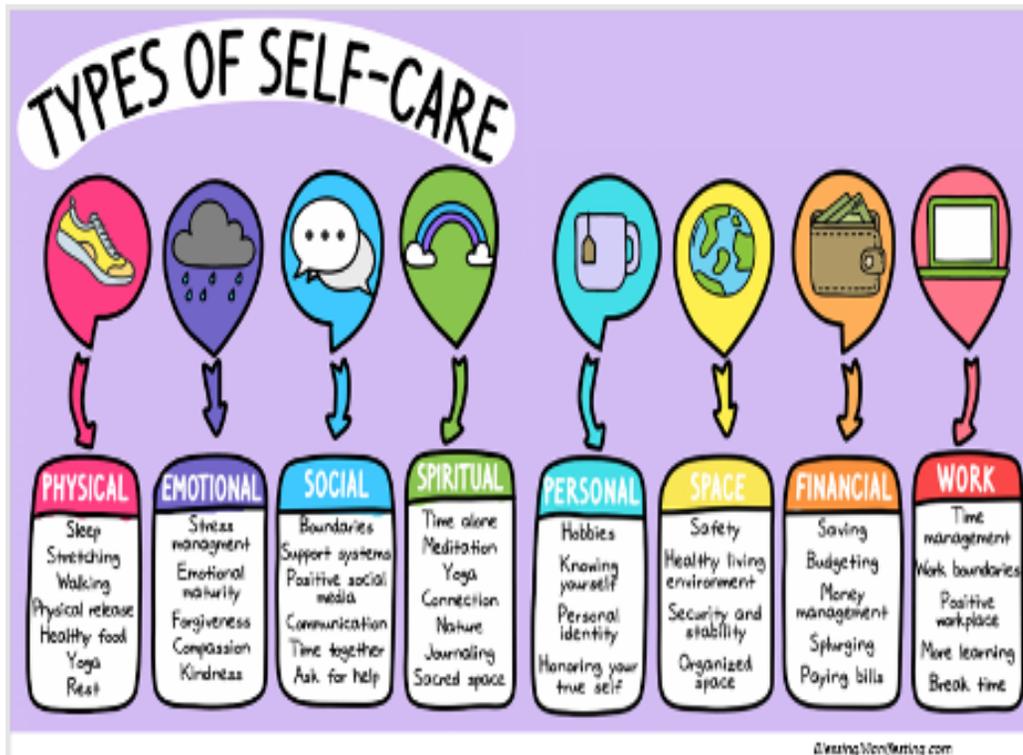


What's the Secret to Managing your Stress Response?

Concepts of Vicarious Resilience and Self-Care

- Vicarious resilience is deemed as the positive effects on helping professionals who are privy to the healing, recovery, and resilience of others who have been impacted by several traumas and survived
- Vicarious resilience focuses on one's strengths and the need for counterbalance of the stressful environment
- Self-care is any intentional action taken with the goal of meeting the person's emotional, mental, physical, and spiritual needs.
- NOTE: Self-care is meant to help manage these needs NOT mask them

Examples of Self-Care



- According to Good Therapy, some examples include:
 - Avoid criticism and replace it with an affirming mantra such as “This too shall pass” or “I’m giving my best and that’s what matters”
 - Listen to an album or song from when you were younger and bask in the fond memories that it brings
 - Try journaling to unleash your thoughts and unclutter your mind via a positive outlet
 - Use a planner to schedule “me time” where you do something meaningful for yourself
 - Say “NO” to things that rob you of your joy/peace

Professional Helpers Pledge

- Giving to others gives me a sense of satisfaction, but I must be sure to give to myself as well
- When I take care of myself, I am a better caregiver to/for others
- It is MY responsibility to those I serve to take time to rejuvenate myself
- Setting healthy, realistic limits for myself and others ensures a more relaxed and mutually supportive environment
- I will not give in to the guilt or shame often associated with putting myself first, because I deserve as much support and good treatment as I give
- Taking care of myself is a priority and necessity....not a luxury.

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10. Special Thanks to Etoya White, LPC

Reminders

- Q & A for this presentation immediately following Reminder portion
- Resources for download are located on the left side of webinar screen.
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