ROBERT L. KAROL, PH.D., L.P., ABPP-RP, CBIST

KAROL NEUROPSYCHOLOGICAL **SERVICES & CONSULTING**

ADDRESSING PROFESSIONAL BURNOUT/COMPASSION **FATIGUE WHILE WORKING** WITH PERSONS WITH BRAIN **INJURY**

ORAL PRESENTATION AND ALL SLIDES (C) KAROL 2018

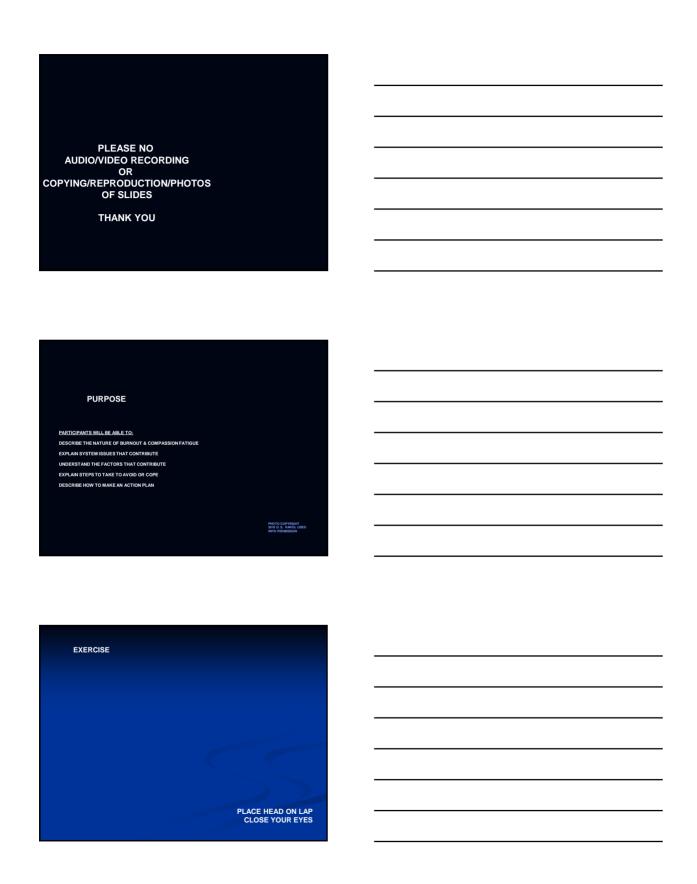
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Disclosures

<u>Financial</u> Book Author – Oxford University Press

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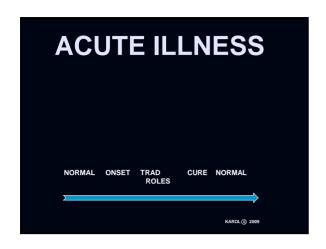
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Board of Directors – United States Brain Injury Alliance



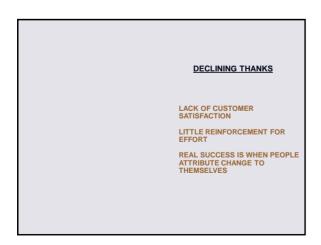




COMPASSION FATIGUE GIVING OWN TRAUMA PERFECTIONISTIC POOR COPING SKILLS POOR SOCIAL SUPPORT **COMPASSION FATIGUE RELATES SPECIFICALLY TO EXPOSURE EXPERIENCE TAXING** SITUATIONS WITHOUT **RESOLUTION OR** RECIPROCITY **ALSO CALLED SECONDARY** TRAUMATIC STRESS VARIABLES THAT MAKE **ESCAPING STRESS HARDER FAMILY ISSUES CARE/SYSTEM ISSUES MEDIA**





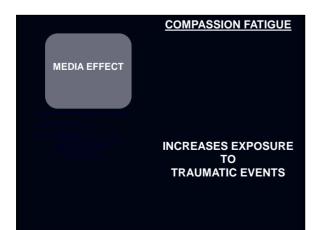


CARE MODELS	
DR. KILDARE	
MARCUS WELBY,M.D.	
HAWKEYE PIERCE	
DR. Mc DREAMY	
INSTEAD	
	1
OR THIS	
!!!	

THE CONTEXT OF HEALTHCARE
HARDER TO MEET PEOPLE'S NEEDS

WHEN YOU ARE NECK HIGH IN
ALLIGATORS IT IS HARD TO
REMEMBER YOU WERE SENT
TO DRAIN THE SWAMP

PHOTOCOPPRISHT
2008 I. LAROL



PROFESSIONALS DIAGNOSE DEPRESSION, ANGER, ANXIETY	
IN OTHERS	
CAN'T/DON'T/WON'T ASSESS OUR OWN EMOTIONAL STATE	
	-
TOP TEN REASONS THAT CONTRIBUTE	
WHAT TO WATCH FOR WHAT TO DO	
	-
MONEY	
FEELINGS OF DIS-	
SATISFACTION CAN BE	
MADE WORSE BY LOW PAY	
PEOPLE WRONGLY	
BELIEVE THAT MONEY WILL BE PREVENTATIVE	

SUGGESTIONS... MANTRA NOWADAYS IS MONEY WON'T MAKE EMPLOYEES HAPPY IT IS OK TO WANT MONEY SURVEY FIELD IF MONEY IS NOT GOING TO INCREASE, THEN HOW IMPORTANT IS IT TO YOU: ACT OR ACCEPT PHYSICAL NEEDS **LACK OF RESOURCES CAUSES FRUSTRATION** PHYSICAL PLANT DESIGN **EQUIPMENT SUPPLIES** KNOW RESOURCES AND BUDGETS **HOW TRANSLATES INTO REVENUE** THINK LONG TERM

MEANINGFUL WORK WORK NOT CREATE PRIDE NOT SEEKING TO HAVE A PURPOSE DOESN'T MATTER HOW HIGH-LEVEL THE JOB

SUGGESTIONS...

INTERNAL DRIVE STATE IS IMPORTANT PRIDE COMES FROM HOW YOU VIEW YOURSELF BUT...

SUGGESTIONS...

SEE THE LINKS BETWEEN YOUR TASK AND WORTHWHILE WORK

SUGGESTIONS...

SEE THE LINK BETWEEN YOUR TASK AND WORTHWHILE WORK

> See book by Blanchard & Bowles Gung Ho! ISBN 0-688-15428-X

LISTENED TO BY OTHERS

DECISIONS NOT GOING YOUR
WAY TAKEN TO IMPLY NOT
BEING HEARD
MECHANISMS FOR
COMMUNICATION AND
ACTION ARE UNCLEAR

SUGGESTIONS...

HOW DOES YOUR
ORGANIZATION
COMMUNICATE
WHO GETS HEARD
AND WHY
HAVE YOU BEEN
HEARD AND
DISAGREED WITH?
WHY?
PREPARE FOR NEXT

TIME.

SUGGESTIONS	
DEVISE <i>HOW</i> TO ACHIEVE YOUR W AND BE HEARI	ORK
See book by Blanchard & Gung Ho! ISBN 0-688-15428-X	Bowles:

SUGGESTIONS... KNOW HOW PEOPLE SUCCEED AT CHANGE AWARENESS OF NEED TO CHANGE DESIRE TO PARTICIPATE IN CHANGE [CONSEQUENCES] KNOWLEDGE ABOUT HOW TO CHANGE [SKILLS] ABILITY TO CHANGE [BARRIERS TO ACTION] REINFORCED TO KEEP THE CHANGE See books: Hiatt & Creasey: Change Management 1-930885-18-0 and Hiatt: ADKAR 978-1930885509

ENCOURAGMENT NOT GETTING ACKNOWLEDGEMENT HUMANS CRAVE ACKNOWLEDGEMENT WORK TOO OFTEN FOCUSES ON PROBLEMS NOT SUCCESSES

ENCOURAGMENT

The number one reason people leave their jobs is that they don't feel appreciated

65% of Americans received no recognition in the workplace in a year

See book by Rath & Clifton: How Full Is Your Bucket? ISBN 1-59562-003-6

SUGGESTIONS...

START OWN RECOGNITION PROGRAM

INCLUDE WHAT MOTIVATES YOU MONEY, PRIDE, PHYSICAL AWARD, RECOGNITION, ETC.

See book by Bob Nelson: "1001 ways to reward employees" ISBN 1-56305-339-x

BE A SOURCE YOURSELF OF POSITIVE EMOTIONS

FOCUS ON WHAT IS RIGHT

REWARD YOUR TEAM: CHEER THEM ON A GREAT DISCHARGE, AN ACCOMPLISHMENT OF A TEAM MEMBER, ETC.

DO IT ORALLY AND IN WRITING.

TELL THEIR BOSS

BROADER CONTEXT

WORKING WITHOUT A BROADER PERSPECTIVE

CONTEXT MATTERS

LACKING PROFESSIONAL ACTIVITIES TO ACHIEVE, GET SUPPORT, FEEL PART OF SOMETHING, LOOK FORWARD TO

SUGGESTIONS... DO PROF ACTIVITIES (USE DOWN TIME AT WORK) **ADVOCACY ACTIVITIES** READ, WRITE, OR RESEARCH PRESENT WORKSHOPS JOIN WORK COMMITTEES SUGGESTIONS... LEARN DIFFERENCE BETWEEN TOP AND MIDDLE PERFORMERS COPY TOP PERFORMERS AVOID LOW PERFORMERS See book by Studer: Hardwiring Excellence ISBN 0-9749986-0-5 **WORK GOALS ACTING LIKE IT'S A JOB, BUT WANTING A CAREER DAILY GRIND WITHOUT PERSONAL GOALS**

	SET GOALS AT WORK	
SUGGESTIONS	SET GOALS AT WORK	
555 <u>5</u> 25115115111	DECIDE WHY YOU ARE	
	IN THE FIELD OF THE HEALTH CARE	
	WHAT PATH ARE YOU ON?	
	CANNOT HAVE A CAREER	
	AND TREAT IT LIKE A JOB	
	GET MORE EDUCATION	
DECT (OF LIFE	
KESI (JF LIFE	
	WORK AS ONLY	
	IRCE OF SUCCESS	
	ISING HOBBIES,	-
BAL	SONAL LIFE, ETC. FOR ANCE	
	ISTRIBUTING	
	NFORCEMENT WHICH	
	PS IF ONE PART IS SATISFYING	
3113	ATION TIME	
SUGGESTIONS		
		-
BEING HAPPY ELSEWHERE PUTS LESS	DEMANDS ON WORK TO MEET NEEDS	
SOLVE HOME PROBLEMS SO WORK	IS NOT THE ONLY SATISFACTION	

EMPLOYEE ACCIONANCE PROCESAM	
EMPLOYEE ASSISTANCE PROGRAM	
GET HELP ELSEWHERE	
LEARN RELAXATION TECHNIQUES	
EXERCISE, EAT HEALTHY, SLEEP	
LEARN HOW MUCH YOU CAN GIVE/ SET BOUNDARIES	
WORK DELATIONS	
WORK RELATIONS	
NOT CULTIVATING	
RELATIONS	
NOT BASE RELATIONS ON	
POSITIVE LIKES,	
SUCCESSES, ETC, BUT	
ON NEGATIVE OR SHARED COMPLAINTS	
SHARED COMPLAINTS	
SUGGESTIONS	

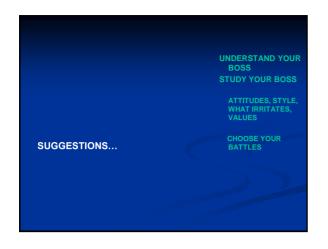
AVOID DOWNER PEOPLE

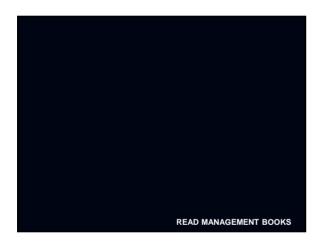
I CALL THESE PEOPLE:

"ENERGY VAMPIRES"

AT WORK







THE ULTIMATE QUESTION – REICHHELD – 1-59139-783-9

EGO VS EQ — SHIRKANI – 978-1-937134-76-1

HIRE WITH YOUR HEAD – ADLER – 0-471-22-329-8

CRUCIAL CONVERSATIONS– PATTERSON/GRENNY/
MCMILLAN/ SWITZLER – 0-07-140194-6

WHO MOVED MY CHEESE– JOHNSON– 0-399-14446-3

CONNECTING THE DOTS – BENKO/MCFARLAN– 1-57851-877-6

COMPANY OF HEROES – SIMS/MANZ –0-471-05528-X

A FAILURE OF NERVE – FRIEDMAN – 978-1-59627-042-8

EXECUTION– BOSSIDY/CHARAN – 0-609-61057-0

STRAIGHT A LEADERSHIP – STUDER – 978-0-9840794-1-4

THE FLORENCE PRESCRIPTION – TYE – 1-88751-135-0

CHANGE MANAGEMENT – HIATT/CREASEY – 1-930885-18-0

ADKAR – HIATT – 978-1930885509

CREATE AN ACTION PLAN TAKE AN INVENTORY OF BELIEFS ON EACH VARIABLE WRITE THEM DOWN BE HONEST CREATE AN ACTION PLAN FOR A WHILE, KEEP THE LIST AT WORK—SOMEWHERE SAFE LOOK AT LIST AND ADD NEW THOUGHTS **CREATE AN ACTION PLAN** DECIDE FOR EACH VARIABLE WHAT YOU CAN CHANGE NOT WHAT YOU WANT SOMEONE ELSE TO DO

CREATE AN ACTION PLAN

ACT !!!

IT'S A <u>BEHAVIOR</u> PLAN

