



# Today's Presenter

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- National Council for Mental Well-Being

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A photograph of a traditional Japanese garden. In the foreground, there are several meticulously pruned, rounded pine trees with vibrant green needles. Below them are low, rounded hedges of a similar green color. A small, weathered stone lantern with a tiered, domed top sits on the ground in the lower center. The background is filled with a dense forest of taller trees, including some with bright yellow and orange autumn foliage. The overall scene is peaceful and well-maintained.

Let's take a minute....

NSI Strategies





## Work Force Concerns

**Compassion Fatigue** – profound emotional and physical wearing down that happens when helpers are unable to rest and refuel

**Secondary Traumatic Stress** – mirrors the symptoms of post-traumatic stress disorder

**Vicarious trauma** – profound shift in world view

**Burnout** – physical and emotional exhaustion experienced when a worker has low job satisfaction and feels powerless and overwhelmed at work

**Moral injury** – occurs when people face obstacles in living out personal and ethical standards



# We are striving to achieve

## Compassion Resilience

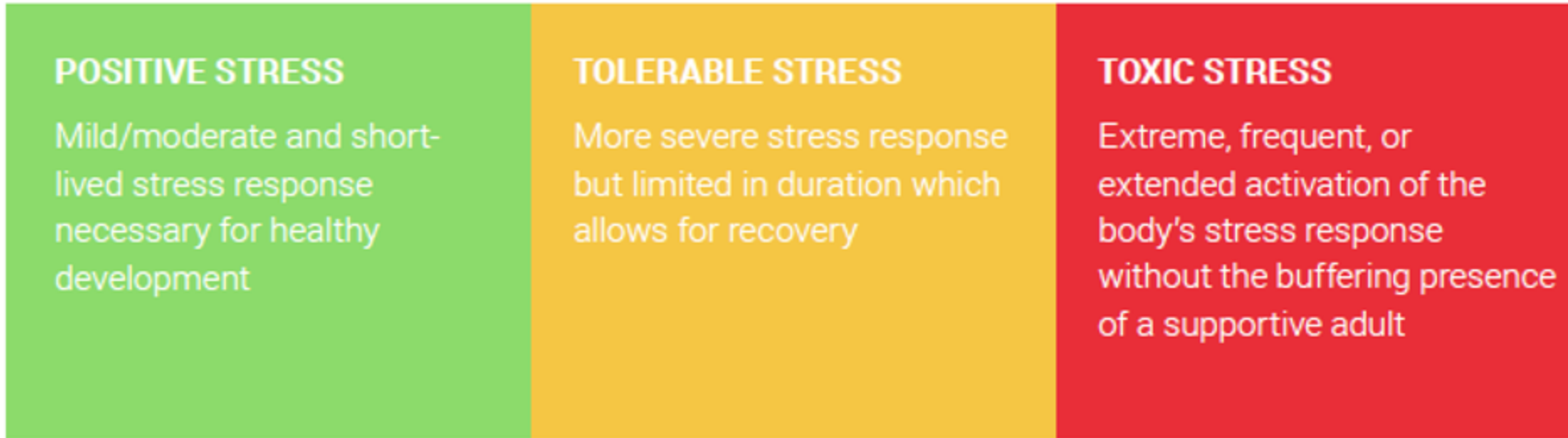
The ability to maintain our physical, emotional and mental well-being while responding compassionately to people who are suffering

## Compassion Satisfaction

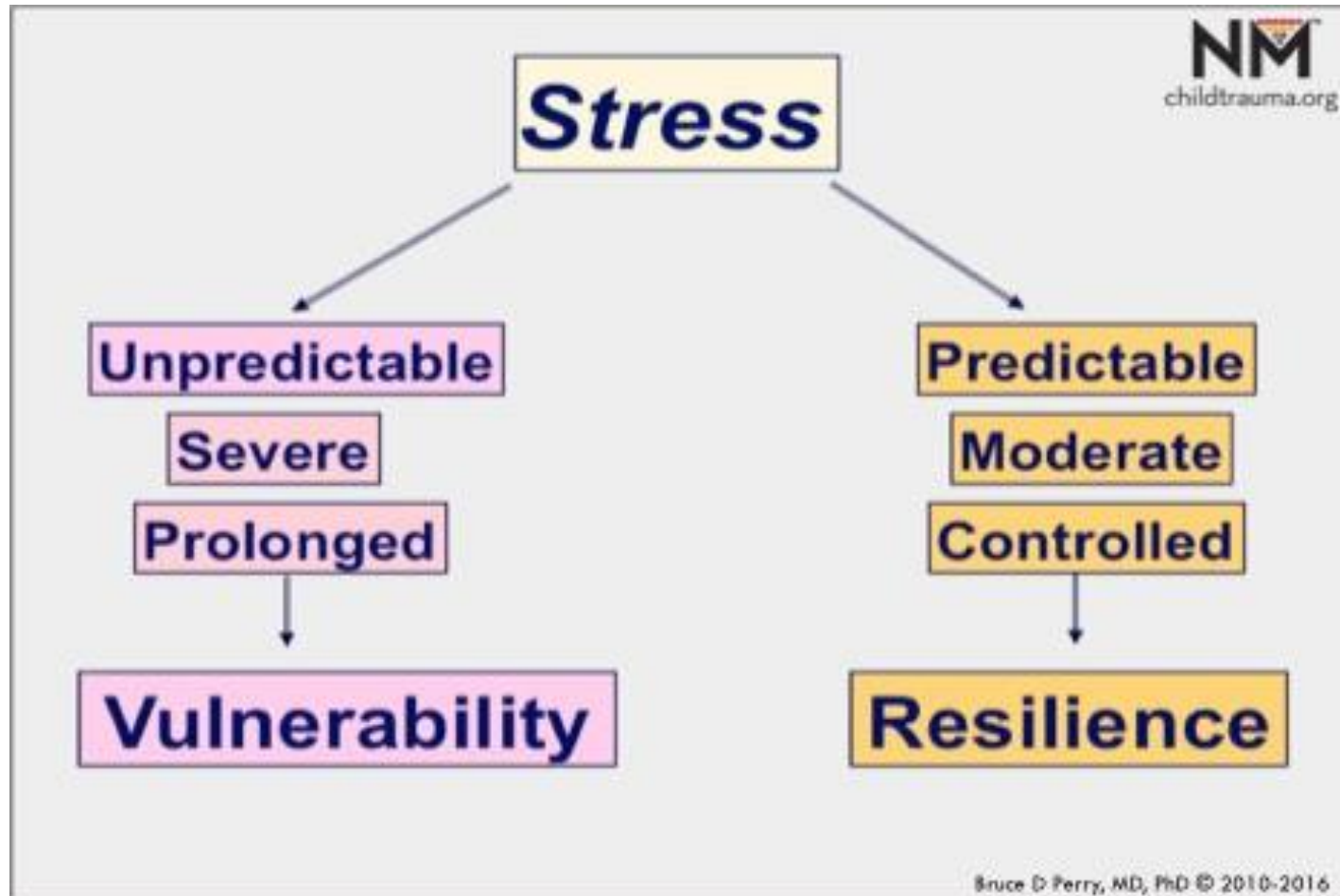
The ability to experience pleasure from doing the work



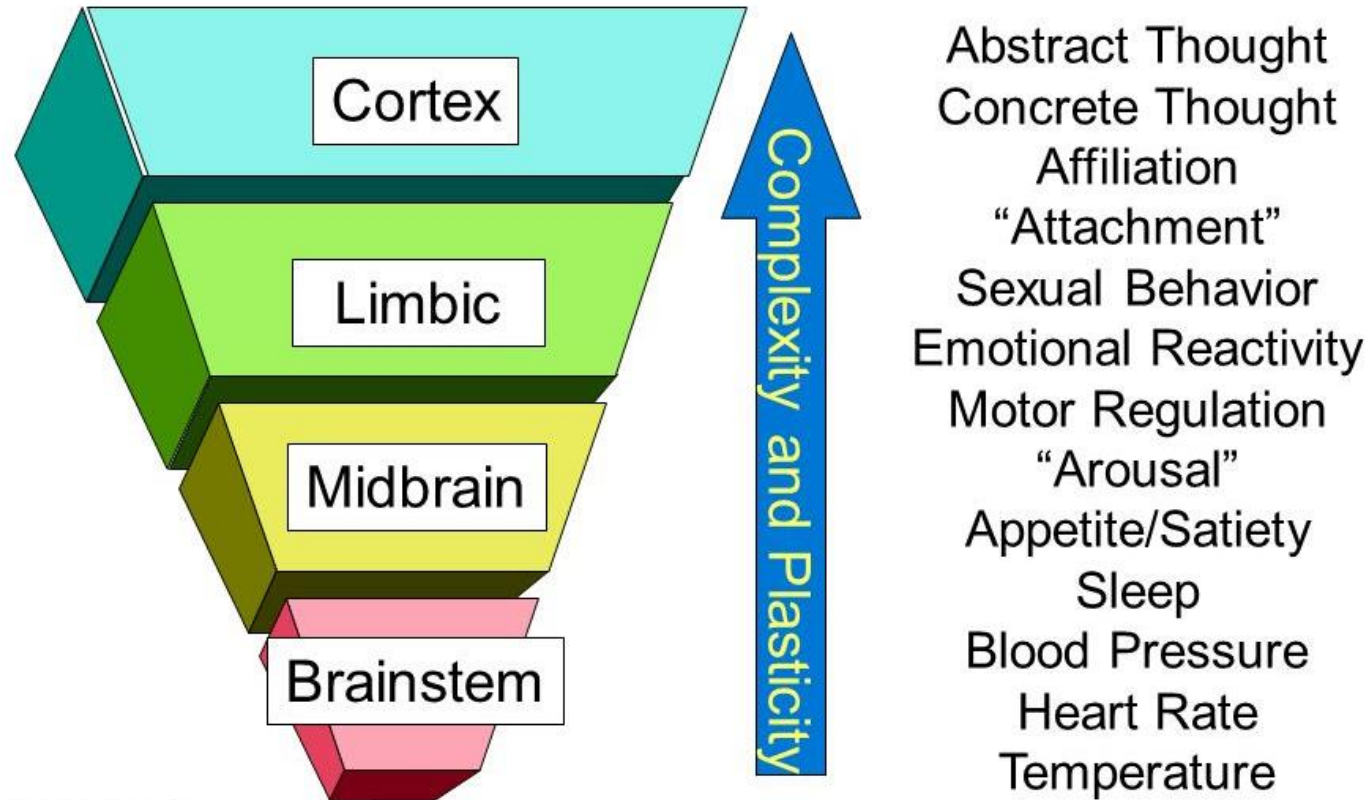
# Continuum of Stress



# We don't need to be afraid of stress



# Hierarchy of Brain Development

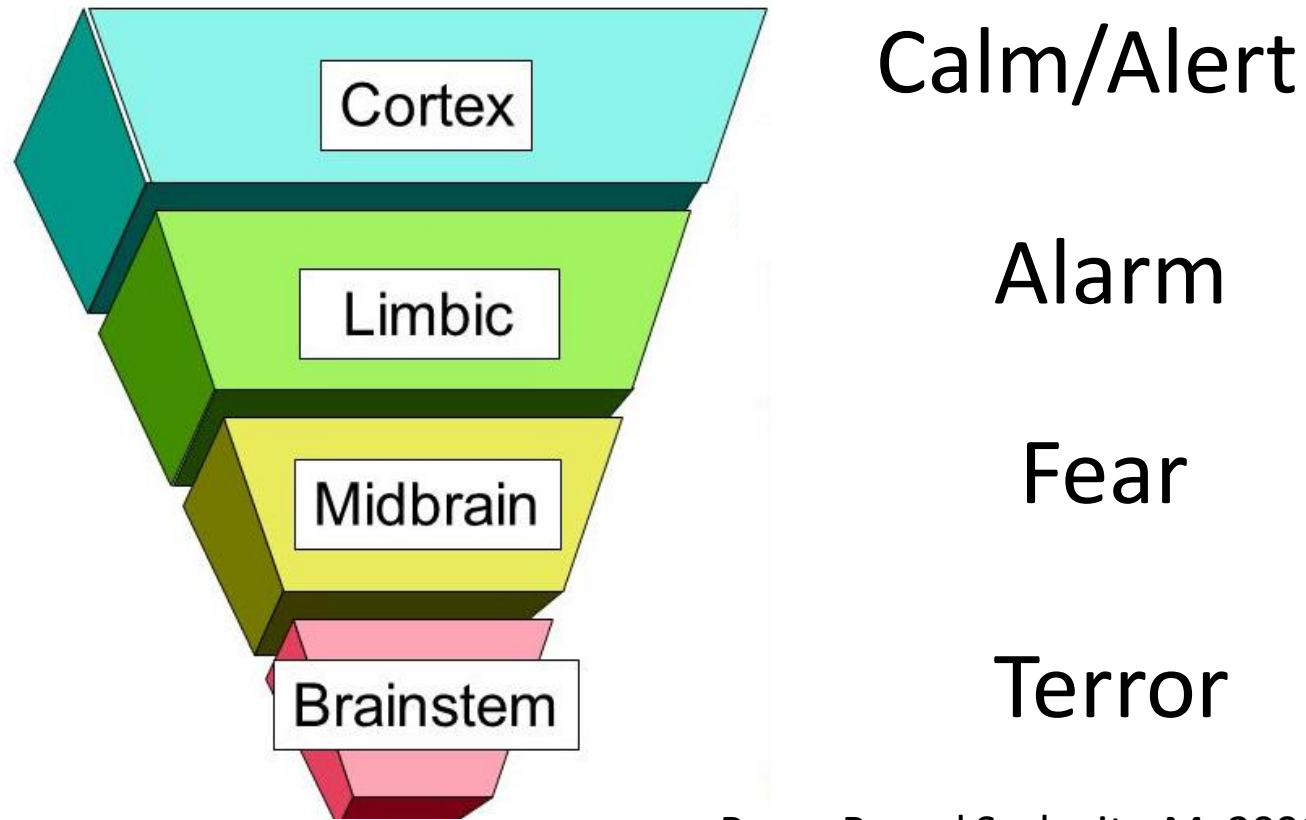


Bruce Perry, 2002

Perry, B. and Szalavitz, M. (2006, 2017)



# Activation of the Stress Response System

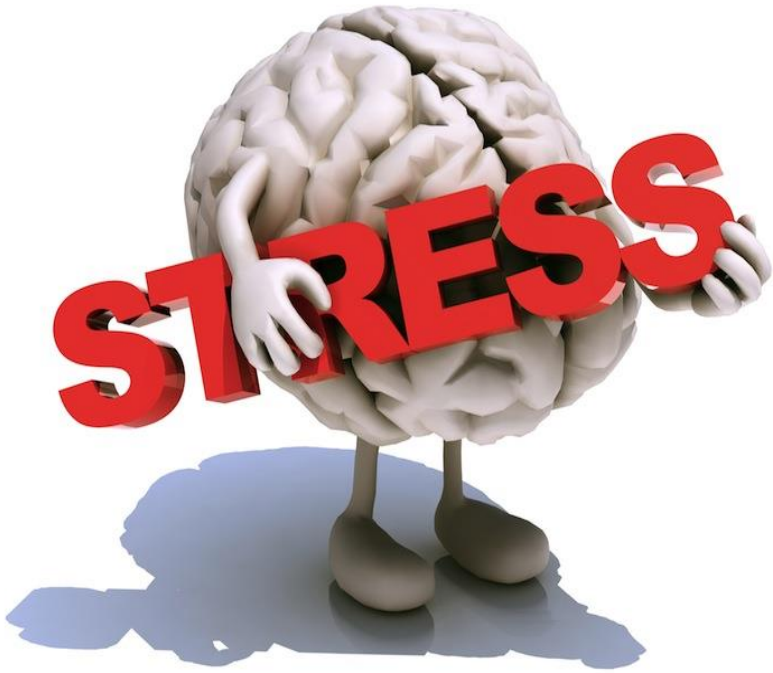


Perry, B. and Szalavitz, M. 2006, 2017





# Survival Mode Response



=

Inability to

- Respond
- Learn
- Process



# Warning Signs

Thinking the worst in every situation  
Reacting disproportionately  
Never taking a vacation  
Forgetting why you do your job  
Decreased performance at work  
Constantly not getting enough sleep  
Increased arguments with your family  
Decreased social life



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# Moral Injury

In traumatic or unusually stressful circumstances, people may perpetrate, fail to prevent, or witness events that contradict deeply held moral beliefs and expectations. A moral injury can occur in response to acting or witnessing behaviors that go against an individual's values and moral beliefs

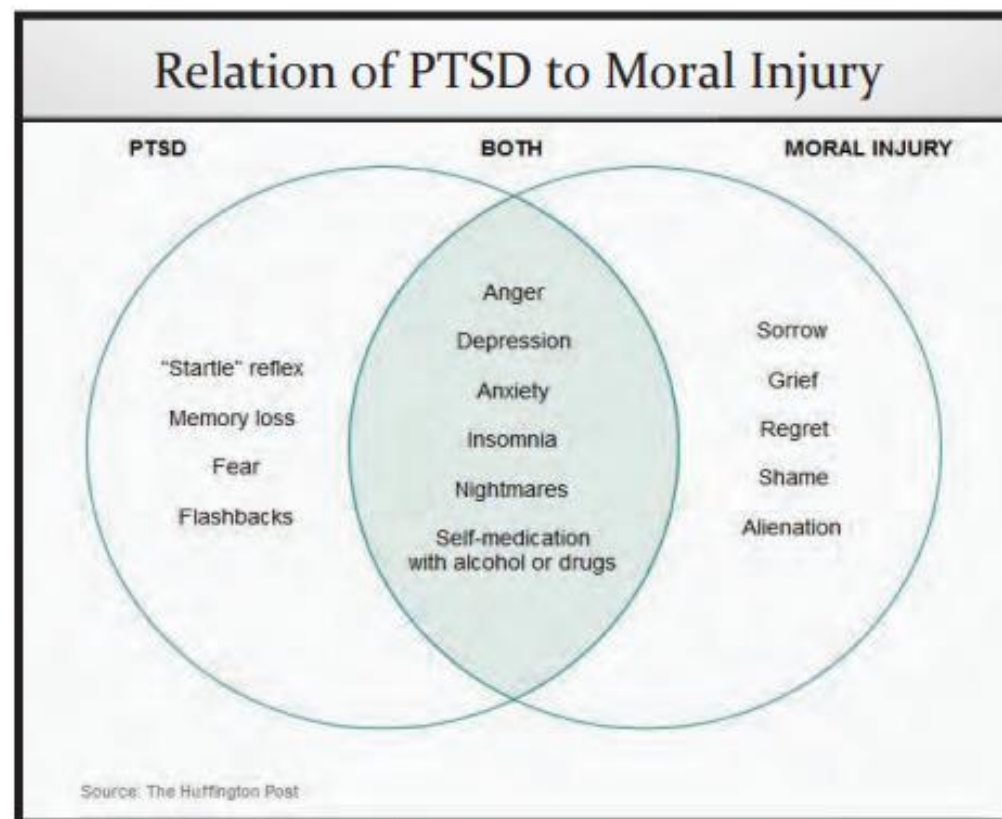
- Act of commission
- Act of omission
- May include feeling betrayal from leadership, others in positions of power or peers
- Includes distressing psychological, behavioral, social, and sometimes spiritual aftermath of exposure to such events





## Some Moral Emotions

- Guilt
- Shame
- Embarrassment
- Alienation
- Sorrow
- Remorse
- Outrage/Anger
- Disgust
- Contempt
- Revenge



*The above diagram created by William Nash, M.D., USN ret., Greater Los Angeles VA*

[https://www.voa.org/moral-injury-center/pdf\\_files/moral-injury-identity-and-meaning](https://www.voa.org/moral-injury-center/pdf_files/moral-injury-identity-and-meaning)



# Compassion Fatigue's Path



# Stress vs. Burnout

Stress	Burnout
<p>Characterized by over-engagement</p> <p>Emotions are overactive</p> <p>Produces urgency and hyperactivity</p> <p>Loss of energy</p> <p>Leads to anxiety disorders</p> <p>Primary damage is physical</p>	<p>Characterized by disengagement</p> <p>Emotions are blunted</p> <p>Produces helplessness and hopelessness</p> <p>Loss of motivation</p> <p>Leads to depression</p> <p>Primary damage is emotional</p>

**VS**





# Regulation

**The basic strategy for quieting our lower brain**

***“Regulation** gives us the ability to put time and thought between a feeling and an action.” Bruce D. Perry*



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# Impacting the Lower Brain



**Rhythmic**

**Respectful**

**Repetitive**

**Rewarding**

**Relational**

**Relevant**



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# Self-Regulation Strategies

Breathing

Movement

- Walk & talk

Trigger identification

Take a break/safe spot

Mindfulness

Yoga techniques

Music

Sensory breaks

Grounding techniques

Progressive muscle relaxation





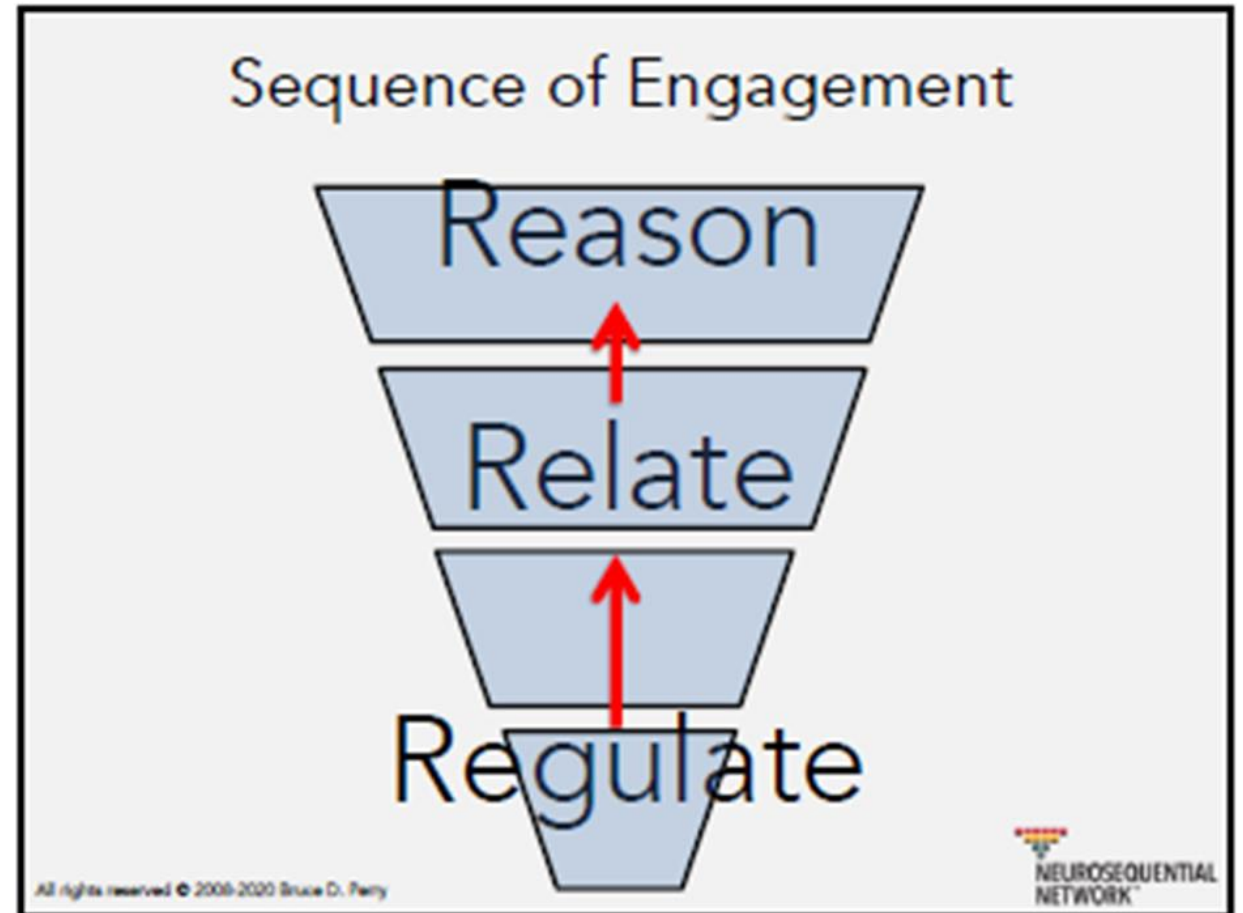
# Roadmap for Regulation

**Regulate** – physical calming strategies needed for the brainstem and midbrain

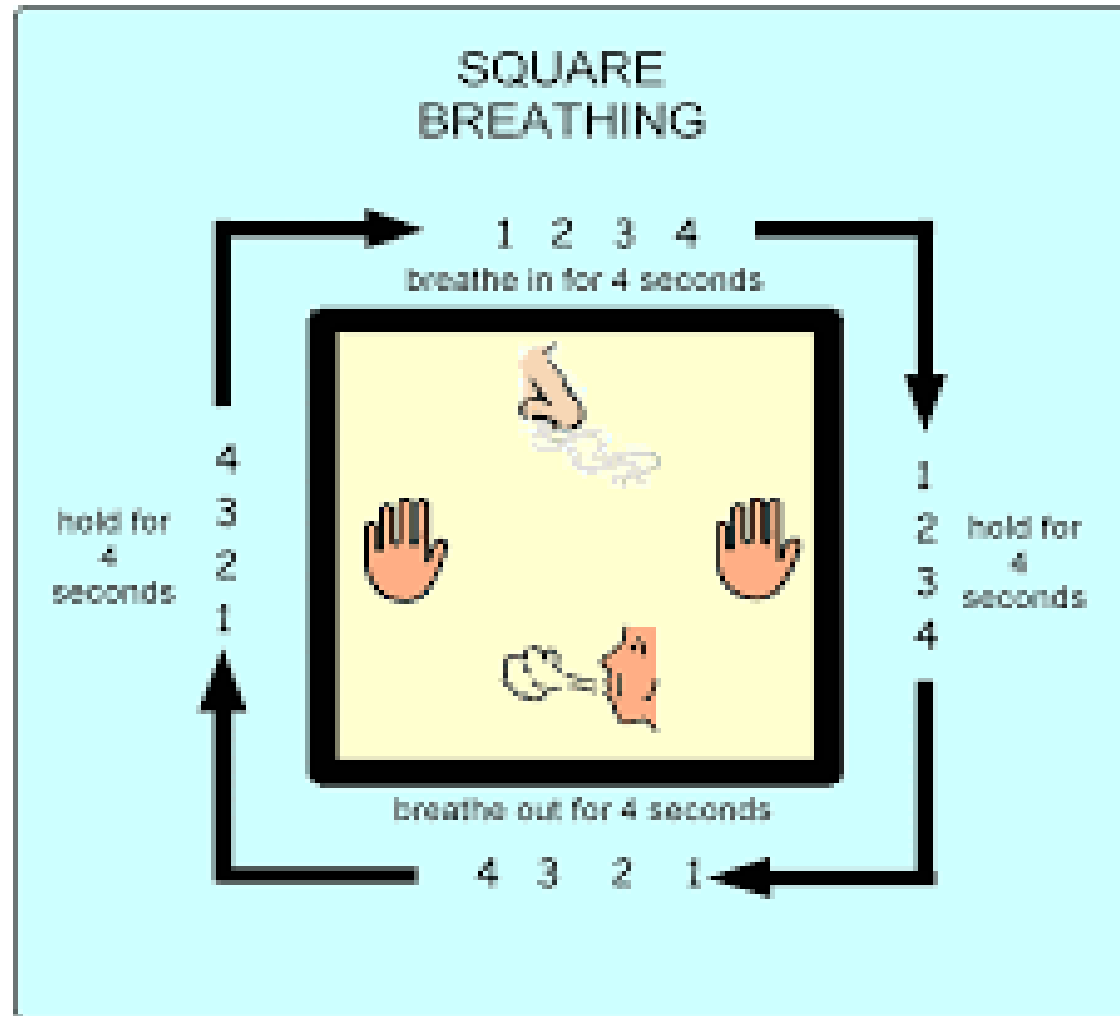
**Relate** – focused on the relationship

**Reason** – focused on reasoning and solving problems

Van Horn, K. (2018). Realizing brain potential: a trauma-informed curriculum adapted with permission from the work of Bruce D. Perry and the Child Trauma Academy. North Wales, PA: Lakeside



# Breathing



# Grounding Exercises



Hold a pillow, stuffed animal or a ball



Place a cool cloth on your face, or hold something cool such as a can of soda



Listen to soothing music



Put your feet firmly on the ground



FOCUS on someone's voice or a neutral conversation



5-4-3-2-1 Game





# Talking about systemic racism

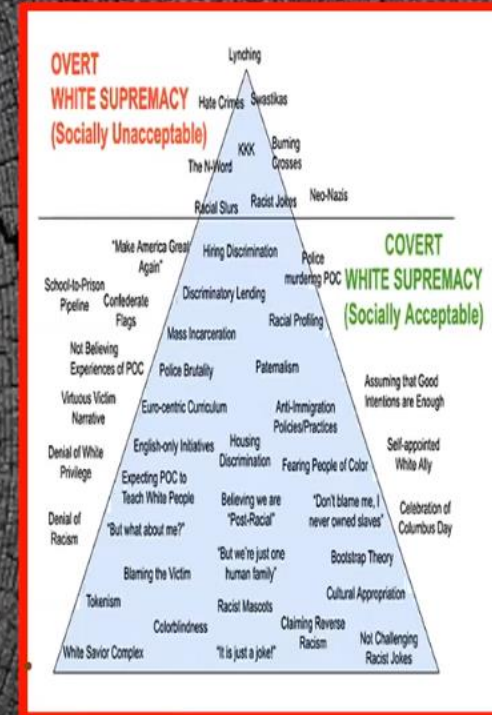
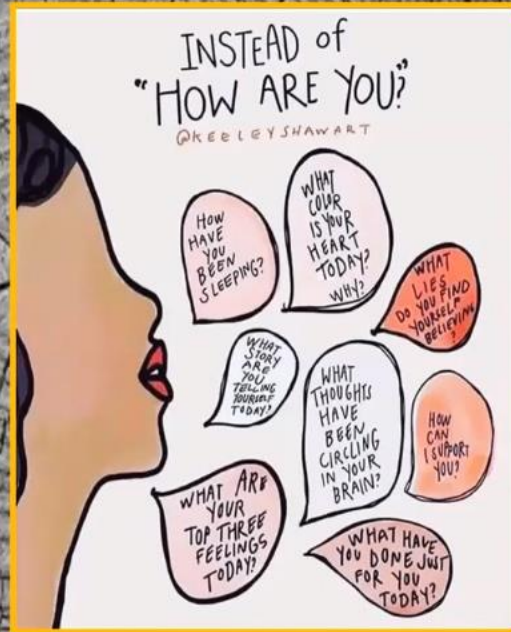
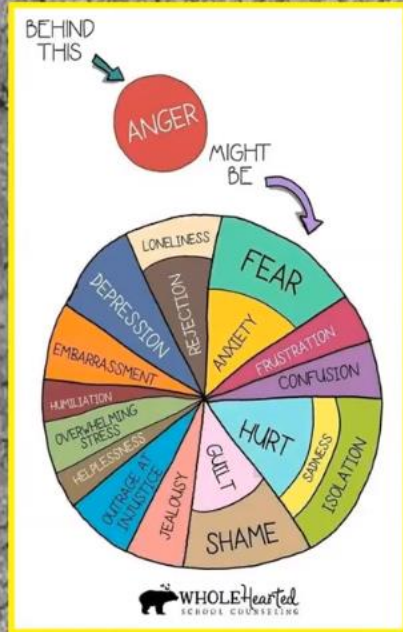
Regulate

Relate  
To self & Others

Reason •

Your  
ENERGY  
introduces  
you  
BEFORE  
you  
SPEAK.

centerforvictory.com



NN COVID-19 Stress, Distress & Trauma Series (2020, June 15)

Transgenerational Trauma & Racism with Lea Denny & Stephen Bradley



www.TheNationalCouncil.org

<https://vimeo.com/429647117>

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# Embrace Empathy

The ability to understand and share the feelings of another

*I feel with you, I am with you*

## Sympathy

*I feel for you. I see you over there and that sucks, so I am glad I'm over here.*

**Empathy** is...

seeing with the eyes of another,  
listening with the ears of another,  
and feeling with the heart of another.



Brown, B. (2018).

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# Shame

I am bad  
I am  
unworthy of  
love and  
connection  
I am a  
mistake



# Guilt

I did  
something  
bad  
I made a  
mistake



Brown, B. (2018).

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# Four Steps to Shame Resilience

- Recognizing shame and understanding its triggers
- Practicing critical awareness
- Reaching out
- Speaking shame

Brown, B. (2018).

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# Self-Compassion – Kristin Neff

## Dr. Kristen Neff: 3 Elements of Self-Compassion

### Self-Kindness:

Understanding,  
not punishment

### Sense of Common Humanity:

Everybody  
goes through  
this

### Mindfulness:

Neither  
ignoring nor  
exaggerating  
feelings of  
failure



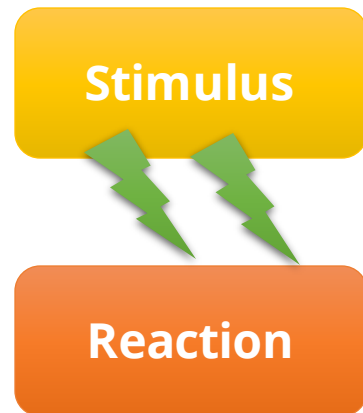
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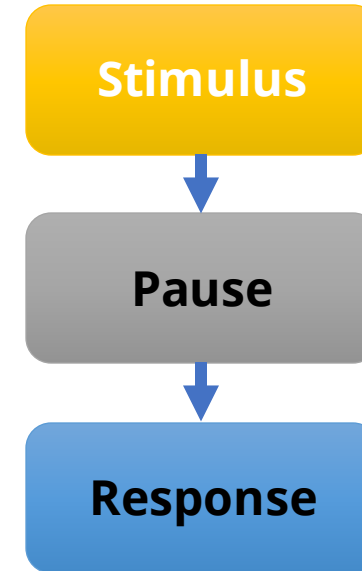
# Mindful Behavior

Being Mindful creates space to pause...  
Replacing impulsive reactions with thoughtful responses.

## Autopilot/Reactive Behavior



## Mindful Behavior



# Consider WAIT



## Why am I talking?

Coach yourself to calm down and keep focusing on the end in mind.

- What are the outcomes?
- What do I want to have happen?

Increase the space between a stimulus and a response

Strive to respond rather than react

Hanson, R. Being Well Podcast: Friendly and Fearless in Relationships. Retrieved from <https://www.rickhanson.net/being-well-podcast-friendly-and-fearless-in-relationships/>

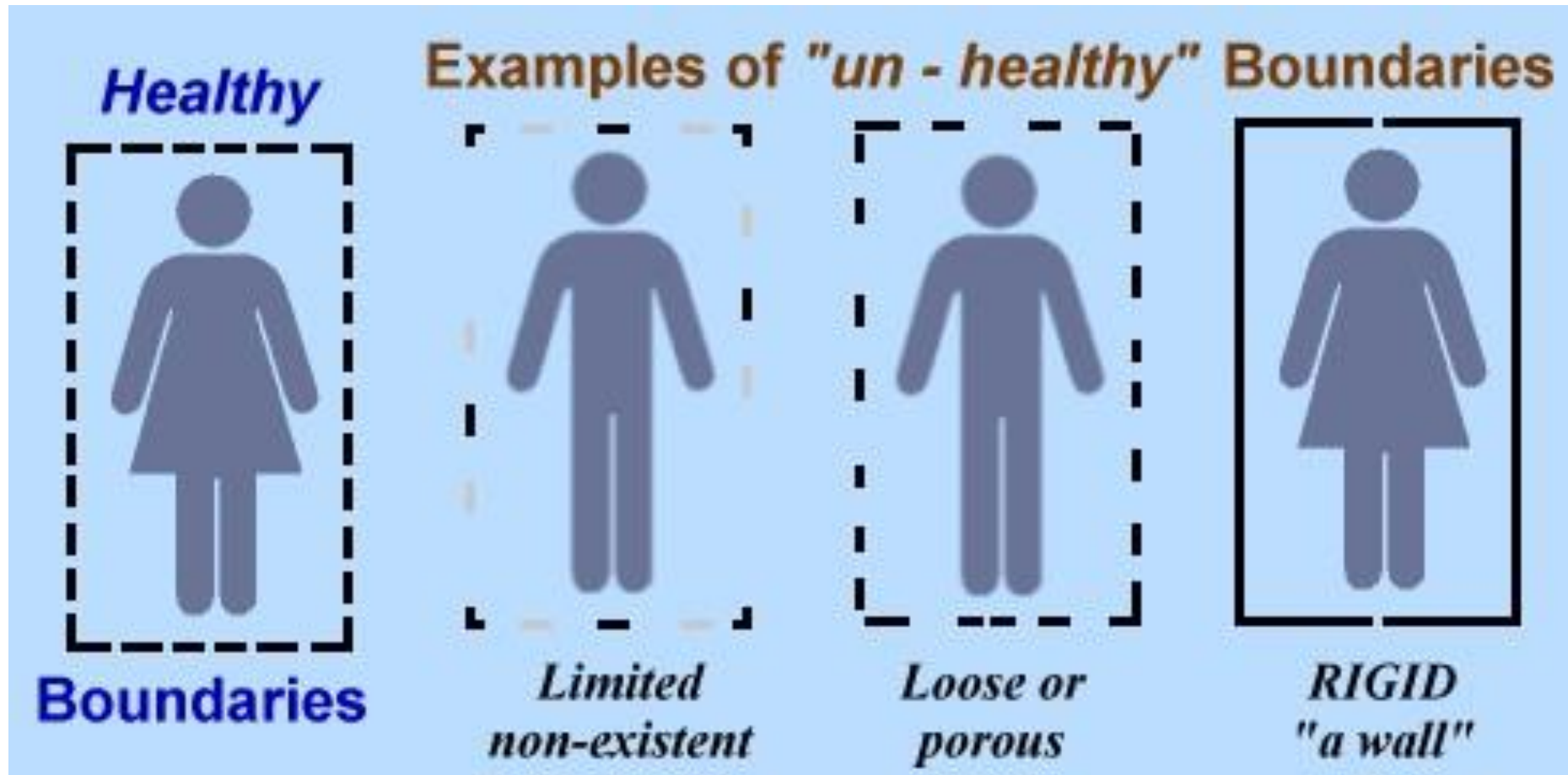


# Asking for Help





# Embrace Boundaries: What's OK and What's Not OK



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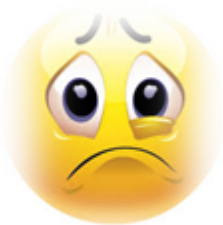
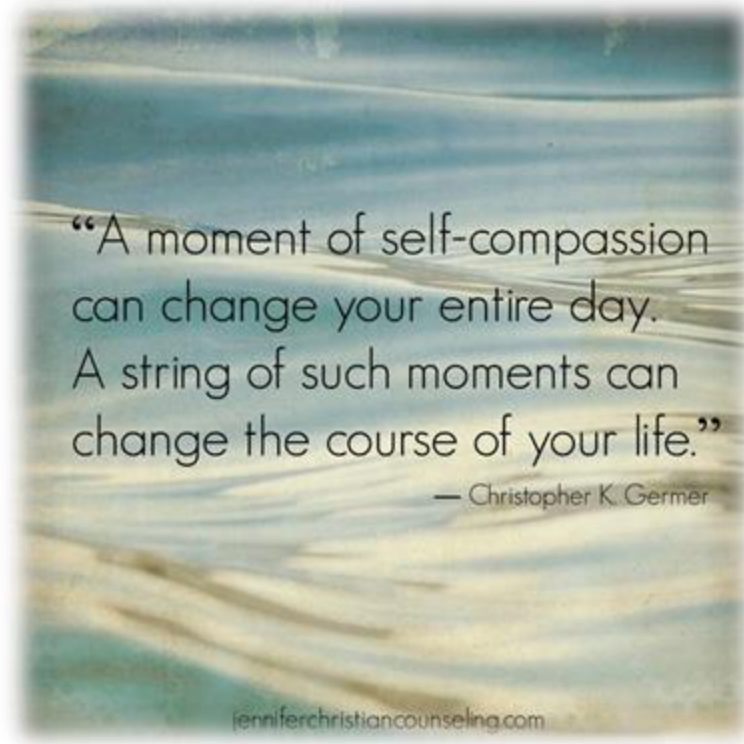
# Tips for Setting Compassionate Boundaries



1. Know what you want to say “Yes” to in your life (values and priorities).
2. Be proactive. Have “meetings” to discuss boundaries. Structure offers safety for both sides.
3. Just say it! Don’t make them guess. Use simple and direct language.
4. Reinforce by pointing out the violations IN THE MOMENT.
5. Give explanations that are specific, relevant to the other person, and offer shared solutions.
6. Back up your boundary with action. If you give in, you invite people to ignore your needs.



# Self Expectations— *must...need...should*



**Unrealistic hurtful self-  
expectations**

**Positive Self-Affirmations**



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# Define Expectations

Unclear, hidden or unrealistic expectations drive compassion fatigue



WISE, Rogers, and InHealth. (n.d.). Advancing Adult Compassion Resilience: A Toolkit for Health and Human Services. Retrieved from <https://compassionresiliencetoolkit.org/healthcare/>.



# Compass Model of Wellness

## Heart

Relationships  
Emotions



## Spirit

Core Values  
Rest and play



## Mind

School/work  
Organization



## Strength

Stress resilience  
Care for the body



# Recognize our Humanity



We're all just trying to survive

We frequently observe misplaced Coping Strategies

We are all part of the problem therefore we can all be part of the Solution



## Provider Resilience App





## Body Stress Alarm

### Wellness and Resilience Strategies: Strength



#### Activity: Listening and Responding to Your Body's Stress Alarm

The human body is amazing and often recognizes that it is undergoing stress before you do mentally and it will give you signs. For example, you may have a hard time concentrating or making decisions, feel angry, irritable or out of control, or experience headaches, muscle tension or low energy. Everybody responds to stress differently, and becoming aware of the signs your body gives is one of the steps in becoming stress resilient. Take time to reflect on what your body is signaling to you in times of stress.

**1. How does your body let you know that you are getting out of balance, heading into stress?**

Often we adjust our habits related to caring for our body in response to stress. What patterns do you notice in the following three areas of your health habits?

**2. What do you notice about your eating habits when you are stressed?**

**3. What do you notice about your physical exercise habits when you are stressed?**

**4. How about your sleep pattern?**

As you review your answers, identify:





## Self-Compassion Scale

### Wellness and Resilience Strategies: Heart



#### Activity: Self-Compassion Scale

*Used in this toolkit with permission from Dr. Kristin Neff*

Please read each statement carefully before answering. To the left of each item, indicate how often you behave in the stated manner. You can also [take this self-scale online](#) with automatic scoring.

Almost never

Almost always

1	2	3	4	5
---	---	---	---	---

1. I'm disapproving and judgmental about my own flaws and inadequacies. \_\_\_\_\_
2. When I'm feeling down I tend to obsess and fixate on everything that's wrong. \_\_\_\_\_
3. When things are going badly for me, I see the difficulties as part of life that everyone goes through. \_\_\_\_\_
4. When I think about my inadequacies, it tends to make me feel more separate and cut off from the rest of the world. \_\_\_\_\_
5. I try to be loving towards myself when I'm feeling emotional pain. \_\_\_\_\_
6. When I fail at something important to me I become consumed by feelings of inadequacy. \_\_\_\_\_
7. When I'm down and out, I remind myself that there are lots of other people in the world feeling like I am. \_\_\_\_\_
8. When times are really difficult, I tend to be tough on myself. \_\_\_\_\_
9. When something upsets me I try to keep my emotions in balance. \_\_\_\_\_
10. When I feel inadequate in some way, I try to remind myself that feelings of inadequacy are shared by most people. \_\_\_\_\_
11. I'm intolerant and impatient towards those aspects of my personality I don't like. \_\_\_\_\_
12. When I'm going through a very hard time, I give myself the caring and tenderness I need. \_\_\_\_\_
13. When I'm feeling down, I tend to feel like most other people are probably happier than I am. \_\_\_\_\_
14. When something painful happens I try to take a balanced view of the situation. \_\_\_\_\_
15. I try to see my failings as part of the human condition. \_\_\_\_\_
16. When I see aspects of myself that I don't like, I get down on myself. \_\_\_\_\_
17. When I fail at something important to me I try to keep things in perspective. \_\_\_\_\_
18. When I'm really struggling, I tend to feel like other people must be having an easier time of it. \_\_\_\_\_
19. I'm kind to myself when I'm experiencing suffering. \_\_\_\_\_



### How is My Self-Care?

HOW IS MY SELF-CARE?	HEART 	SPIRIT 	MIND 	STRENGTH 
relationships: (do) 1 2 3 4 5 (no)	core values: (do) 1 2 3 4 5 (no)	school/work: (do) 1 2 3 4 5 (no)	care for body: (do) 1 2 3 4 5 (no)	
emotions: (do) 1 2 3 4 5 (no)	rest & play: (do) 1 2 3 4 5 (no)	organization: (do) 1 2 3 4 5 (no)	stress resilience: (do) 1 2 3 4 5 (no)	

REFLECTIONS:

<b>HEART</b> 	relationships:  emotions:  
<b>SPIRIT</b> 	core values:  rest & play:  
<b>MIND</b> 	school/work:  organization:  
<b>STRENGTH</b> 	care for body:  stress resilience:  
notes:	

# Compassion Resilience Reflection



# Emotional Regulation Plan

## Wellness and Resilience Strategies: Heart

Section 11

### Activity: Developing an Emotional Regulation Plan

We all experience times when we feel overwhelmed and allow our feelings to control our actions. But to successfully cope with stressful events, we must learn to inhibit some responses while employing other, more positive ones. The ability to identify and name emotions, assess internal strategies and external supports, and act to make our environment safer are key to regulating negative, reactive emotions.

**Answer the following questions to lay out what your own emotional regulation plan would look like:**

1. When stressful events occur, what emotion(s) do I show that may be of concern or that I wish I had more control over? (e.g., fear, anger, jealousy, sadness, shame, etc.)
2. What do you see as your primary triggers and warning signs of stress? (e.g., not having a say or not being listened to, feeling lonely, feeling pressured, etc.)
3. What might other people notice me doing if I begin to lose control or my emotions? (e.g., pacing, becoming very quiet, being rude, isolating, etc.)
4. What strategies can you (or do you) use to increase your ability to calm down and regulate your emotions? (e.g., time to myself, humor, listening to music, talking to others, breathing, etc.)
5. What external social supports are available to you that may help?
6. What things do NOT help you keep calm or regulate your emotions? (e.g., being alone, being around people, not being listened to, etc.)

#### **Additional Strategies for Emotional Regulation:**

One way of regulating our emotions is to manage our self-talk. By asking ourselves new questions we can come up with options when upset. Here's what a balanced conversation may sound like...

- What am I reacting to? What is it that's really pushing my buttons here?
- Am I jumping to conclusions?
- Is there another way of dealing with this?
- Is it fact or opinion?
- Is there a different point of view to see the situation through? Think bigger picture.
- What meaning am I giving this situation?



When feeling particularly overwhelmed or when dealing with intense emotions, try the STOPP technique to help you regulate your emotions and stay calm:

- **Stop.** Don't act immediately—pause for a moment.
- **Take a deep breath.** Notice your breathing as you breathe in and out.
- **Observe.** What am I thinking right now? What is your focus of attention? What are you reacting to? What sensations do you notice in your body?
- **Pull back.** Zoom out. Put in some perspective and ask yourself what is the bigger picture? Is this thought a fact or opinion? What is another way of looking at this situation and/or a more reasonable explanation? How important



*Questions*



A decorative graphic featuring a bokeh background of soft, out-of-focus light circles in shades of blue, yellow, and white. The words "thank you" are written in a black cursive script, with a horizontal line extending from the left and a flourish extending from the right. The text has a subtle gradient, transitioning from dark brown/black to a warm yellow-orange in the center.

thank  
you