BUILDING RESILIENCE WITH YOUR SOCIAL WORK COMMUNITY

# PREVENTING ISOLATION, BURNOUT, & CAREER FATIGUE THROUGH PEER SUPPORT

EDITH CABALLERO, LCSW
## MYRIAM AYALA, LCSW

Self-Care is also Community Care

As individuals working in support roles, it can be easy to become so absorbed in the needs of our clients that we neglect our own well-being. This can lead to burnout, compassion fatigue, and a diminished ability to effectively support others. Just like the safety instructions on an airplane advise you to secure your own oxygen mask before assisting others, taking care of yourself is crucial in order to be an effective and compassionate professional.
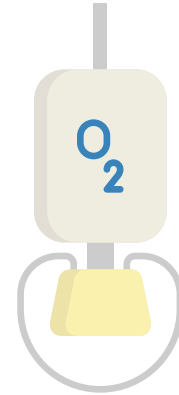
Building resilience requires a commitment to self-care and self-reflection. It means recognizing your own worth as a human being and acknowledging the importance of your well-being. This may involve setting boundaries, seeking support from colleagues or mentors, engaging in activities that bring you joy and relaxation, and practicing self-compassion.

By prioritizing yourself and cultivating your resilience, you can become a mirror to those you serve. When you are in a better state of well-being, you are better equipped to provide support, empathy, and guidance to your clients. Taking care of yourself not only benefits you but also enables you to be more present, compassionate, and effective in your professional role.
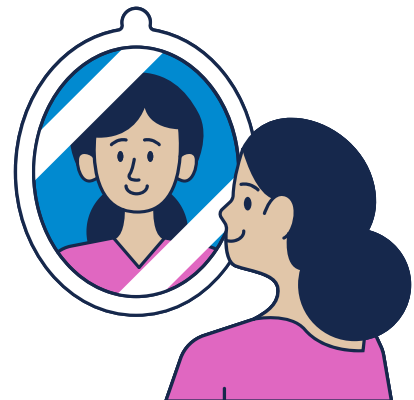
BURNOUT

WHAT DO WE KNOW ABOUT IT?

In 2019, the World Health Organization (WHO) recognized "burnout" with a code in its International Classification of Diseases, defining it as "chronic workplace stress that has not been successfully managed."

70% Social workers experienced high levels of emotional exhaustion

48.5% Experienced Depersonalization

20% Reported all symptoms of burnout

Source: Martínez-López JÁ, Lázaro-Pérez C, Gómez-Galán J. Predictors of Burnout in Social Workers

3 Effects of Emotional Burnout [Maslachs's Model]

Emotional Exhaustion

Depersonalization

Reduced Personal Accomplishment

Source: Dr. Christina Maslach, Professor Emeritus at the University of California

RIP

KAROSHI (過労死) MEANS "DEATH FROM OVERWORK.

BURNOUT

WHAT'S DRIVING BURNOUT IN THE WORKPLACE?

6 **KEY CONTRIBUTORS**

NOT FAIR
Decision-making that is not transparent or does not engage employees at all levels
Inequitable procedures

LITTLE TO NO REWARD
Insufficient or inconsistent recognition

LACK OF COMMUNITY
Lack of support and trust among coworkers and leaders
Unresolved workplace conflict

MISALIGNED VALUES
Conflict when personal values and goals aren't aligned with those of the organization

WORKLOAD
Chronic excessive workload preventing employees from having the opportunity to rest and recover
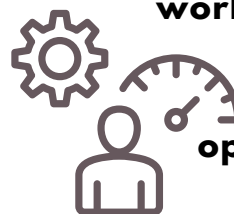
LACK OF CONTROL
Capacity to influence work environment
Professional autonomy
Access to resources that support their work
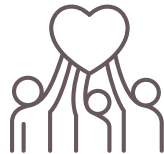Working overtime, excessive hours, time pressures

Source: Dr. Christina Maslach, Professor Emeritus at the University of California

3 KEYS TO BUILDING RESILIENCE

- **Adopting a resilience mindset**

- **Engaging in self-care practices**

- **Building Community**

Complete the burnout self-test or purchase the Maslach Burnout Inventory-Human Services Survey (MBI-HSS)

MBI-HSS

Free Burnout Self Test

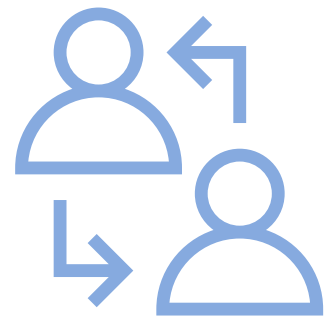Source: Philbin, Janet & Turner, Victoria - Surviving Social Work Burnout: Prevention Strategies & Advice

FROM THE 3 RESILIENCE BUILDING AREAS, FOCUS ON ONE AREA WHERE YOU CAN BUILD YOUR RESILIENCE STARTING TODAY!
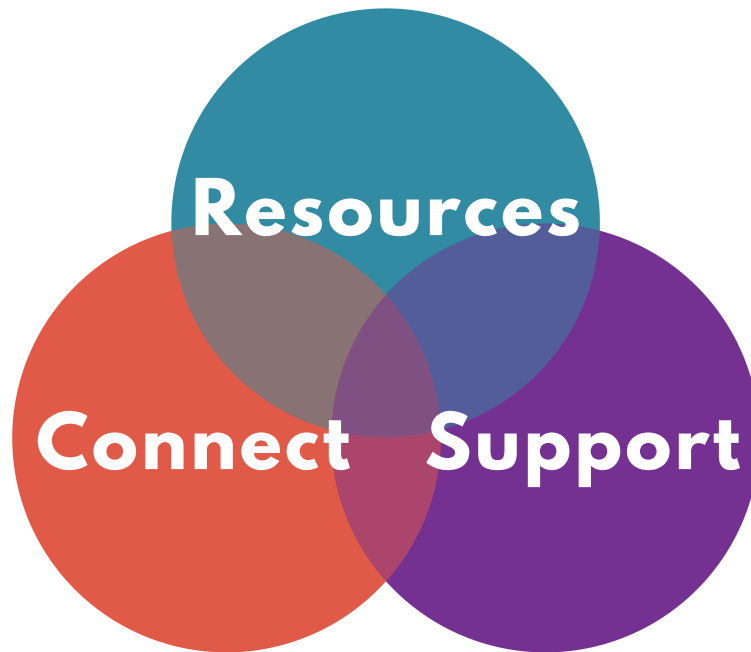
PRO TIP: EXCHANGE NUMBERS WITH A PEER BEFORE THE END OF THE SESSION!

THE NEMESIS OF BURNOUT: ENGAGEMENT

From a Resilience-Focused Peer Support Group Model

Resources

Connect **Support**

Benefits of a Support Group

1. Build relationships based on trust rather than expertise.
2. Reduced isolation, feelings of loneliness, and/or judgment.
3. Improved engagement and satisfaction within the profession.
4. Provide education, resources, and networking opportunities.
5. Get practical support from peers.
6. Learn stress management/self-care techniques

The DNA of a Support Group

Structure

1. Find a Facilitator (supporter, harmonizer, tension releaser, interpreter)
2. Define The Purpose of The Group
3. Identify and Market to the Target Audience
4. Establish Group Agreements
5. Determine Venue and Frequency of Meetings
6. Plan Meeting Structure and Identify Topics of Interest
7. Create A Brave and Non-Judgmental Space
8. Evaluate the Effectiveness of The Group

Why Do People Come Back?

Engaging our peers, promoting relationship building, giving and receiving support in a nonjudgmental and brave space.

Principles

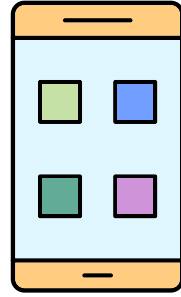Confidentiality
Nonjudgement
Empathy
Respect
Trust

What Keeps it Alive

Shared Experience

RESOURCES

APPS

Calm: Helps reduce anxiety, build self-esteem and experience the other benefits of meditation.

Headspace: Provides meditations to help with concentration, mood, stress and anxiety.

Insight Timer: Provides guided meditation without a subscription fee.

Happify: Helps address stress, anxiety and negative thinking with daily activities

ADDITIONAL RESOURCES

Health Care Professionals: https://www.nami.org/Your-Journey/Frontline-Professionals/Health-Care-Professionals

Self-Care Starter Kit ℠: https://socialwork.buffalo.edu/resources/self-care-starter-kit.html

Caring for your mental health: https://www.nimh.nih.gov/health/topics/caring-for-your-mental-health

Mindfulness: 10 Lessons in Self-Care for Social Workers: https://www.socialworker.com/feature-articles/practice/mindfulness-10-lessons-in-self-care-for-social-workers/

Provider Self Care Toolkit: https://www.ptsd.va.gov/professional/treat/care/toolkits/provider

Burn out Self-Test: https://www.mindtools.com/auhx7b3/burnout-self-test Maslach Burnout Inventory-Human Services Survey (MBI-HSS)

MBI: Human Services Survey https://www.mindgarden.com/314-mbi-human-services-survey