

Provider Resilience: Assessing Compassion Fatigue and Cultivating Well-Being in Challenging Times (COVID-19)

Program Description

Resilience is the ability to recover from or adjust easily to misfortune, adversity, or change. In this interactive workshop, we will explore the concept of burnout within human service careers and the ethical implications for our professional and personal lives. We will center our discussion around the current COVID-19 crisis and the increased stress felt by human service professionals in managing both personal and professional demands within a changing landscape. We will examine recent research on the topic of resilience for human service professionals, including new strategies and tools for improving our capacity to monitor and address our own symptoms of compassion fatigue.

We will “get real” about self-care and wellness by exploring individual and systemic successes and setbacks in balancing demanding professional roles with the stress of life outside of work. To make the session beneficial to participants, we will complete an evidence-based comprehensive assessment to identify indicators of compassion fatigue and burnout, and each participant will create a concrete, personalized plan for incorporating self-care strategies both within and outside of the workday. We will explore how the current public health crisis impacts our ability to support our own well-being and will identify ways to support our wellness amid our current reality. We will also examine how elements of identity may impact our experience of burnout, and we will discuss the value of community and social networks in supporting those facing daily marginalization and oppression. Through reflection, video clips, and mindfulness activities, participants will engage in learning about prioritizing self-care in the real world.

Learning Objectives

Upon completion of this program, participants should be able to:

1. Describe indicators of compassion satisfaction and fatigue and identify the ethical and practice issues that result from compassion fatigue in the workplace;
2. Discuss the common barriers to wellness in our current times, both on individual and systemic levels, that contribute to compassion fatigue for human service professionals;
3. Outline strategies and tools that can be used in individual, group, and organizational levels to reduce burnout and increase provider resilience amid challenging times;
4. Complete an in-depth analysis of participants’ own compassion satisfaction and fatigue, and define how indicators of compassion fatigue are present in their professional and personal lives;
5. Create a personalized self-care plan that identifies strategies to improve physical, psychological, emotional, spiritual, and professional well-being.

Target Audience

This workshop will benefit mental health practitioners, educators, human service professionals, and community advocates interested in this topic.

Contact Hours

3.0 Contact Hours

Program Agenda

Part 1: Understanding Provider Resilience in Practice

9:00-9:15 AM	Opening mindfulness activity and introductions
9:15-9:30 AM	Centering our discussion around current realities amidst COVID-19 crisis
9:30-10:00 AM	Reviewing research: What we know about compassion fatigue and burnout among human service professionals
10:00-10:30 AM	Ethics and Burnout: Exploring the importance of self-awareness and action to improve provider resilience
10:30-10:45 AM	BREAK

Part 2: Action Steps to Promote Well-Being

10:45-11:15 AM	How does burnout impact you in our current times? —video clip and reflection on impact of burnout for human services professionals
11:15-11:30 AM	Interactive Exercise--completing the Professional Quality of Life Scale (ProQOL)
11:30-11:45 AM	Identifying strategies to cultivate wellbeing—building your toolbox
11:45-12:05 PM	Interactive Exercise—creating a personalized plan to promote resilience and address burnout
12:05-12:15 PM	Concluding thoughts and closing mindfulness activity

Faculty

Amy Levine, MSW, LCSW, is a Clinical Assistant Professor at the UNC-Chapel Hill School of Social Work, where she teaches courses in child welfare and mental health and serves as a faculty member in the field education program. Amy has a practice background in both public and private child welfare services as well as mental health and worked for 12 years as a child, adolescent, and family therapist. Amy is also a North Carolina Certified Clinical Supervisor, providing supervision and consultation to LCSW-A's in North Carolina. Amy's practice and research interests include trauma-informed models of care, child and adolescent mental health, and the intersection of child welfare and behavioral health services. Amy enjoys providing training on a variety of practice topics and appreciates learning from and further supporting the important work carried out by our human service professionals.