

STAYING GROUNDED IN STRESSFUL WORK

This TEND Training is grounded in neuroscience and assists helpers navigate stress associated with trauma exposure, by providing strategies to prepare for the stressor, cope during the stressor, and reset following stressor.



PRESENTED BY

**Diana
Tikasz**

MSW, RSW



RESOURCE GUIDE

CHAPTER 1: INTRODUCTION



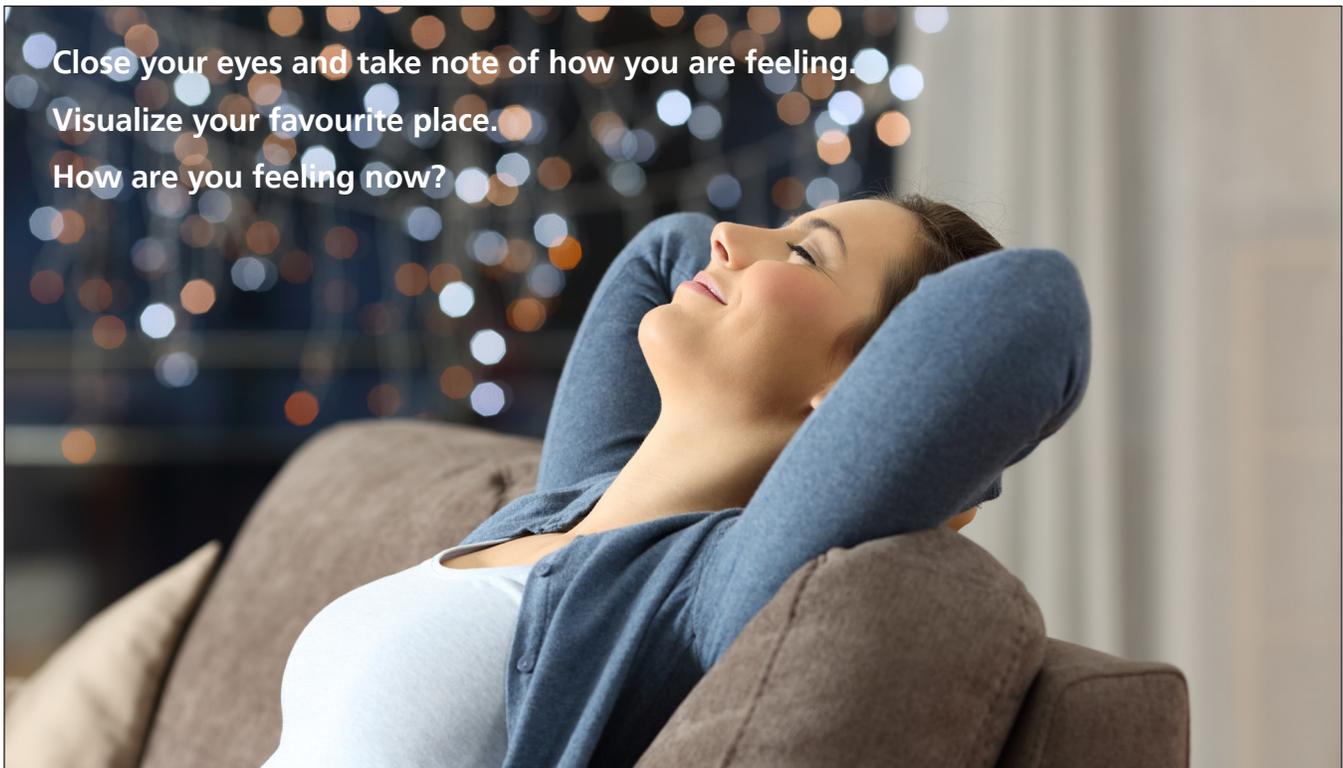
Recap

- Try the strategies that are being presented in this course.
- Using and practicing the strategies you learn is how they make the biggest impact.

Pause and Reflect:

- What have been your own personal struggles and symptoms throughout your career in doing helping work?
- What have you done to try to cope with these experiences and symptoms?
 - Was it helpful or not helpful?
 - Was it enough?

CHAPTER 2: VISUALIZATION: A SOCIAL STRESS TEST



Close your eyes and take note of how you are feeling.

Visualize your favourite place.

How are you feeling now?

Recap

- During a stressful situation, our bodies react in many ways – Heart rate increases, muscles tense, body temperature changes, breath becomes shallow, etc.
- Using your body as a barometer to assess your stress level is a powerful tool
- What part of your body tends to hold your stress? Shoulder? Jaw? Brow? Somewhere else?
- It is important to check in with your body numerous times a day to help increase awareness of your stress level. Knowing where you tend to carry your stress in your body allows you to regularly check in with that area for a quick assessment of your stress level. (This will allow for quick adjustments as well)
- There are many techniques that can help us to better manage our body's response to stress.

CHAPTER 3: THE THREAT RESPONSE

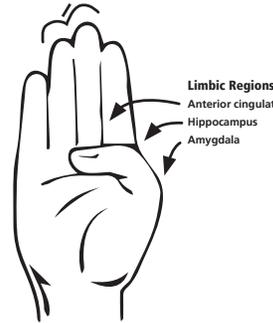
MINDFULNESS, MEDITATION AND NEUROSCIENCE

Dan Siegel

https://youtu.be/G0T_2NN0C68

FLIPPING YOUR LID

ORBITOFRONTAL CORTEX

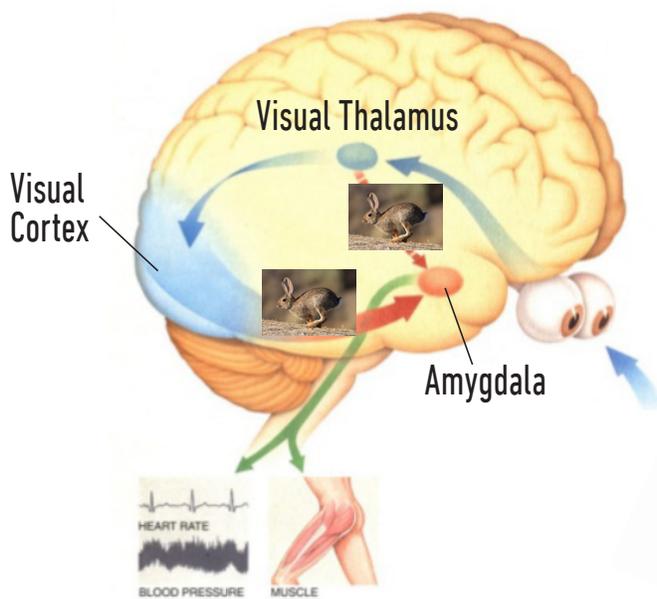


Place your thumb in the middle of your palm as in this figure.

CEREBRAL CORTEX



Now fold your fingers over your thumb as the cortex is folded over the limbic area of the brain.



Threat Response

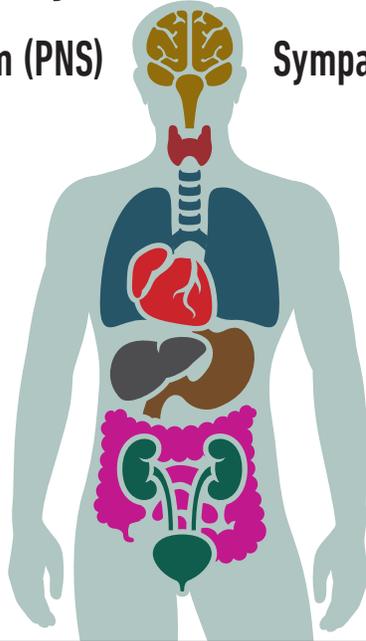
LeDoux, Scientific American, 1994.



Autonomic Nervous System

Parasympathetic Nervous System (PNS)

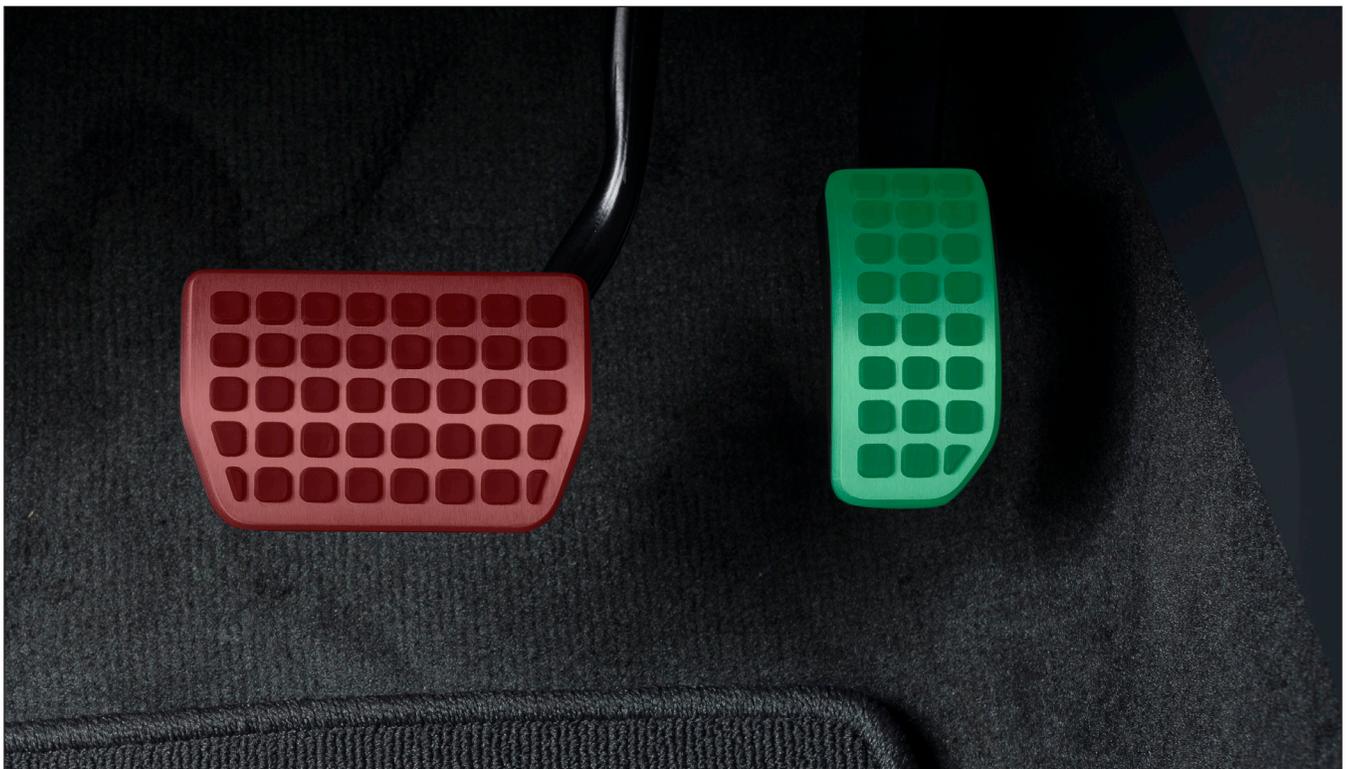
REST AND DIGEST

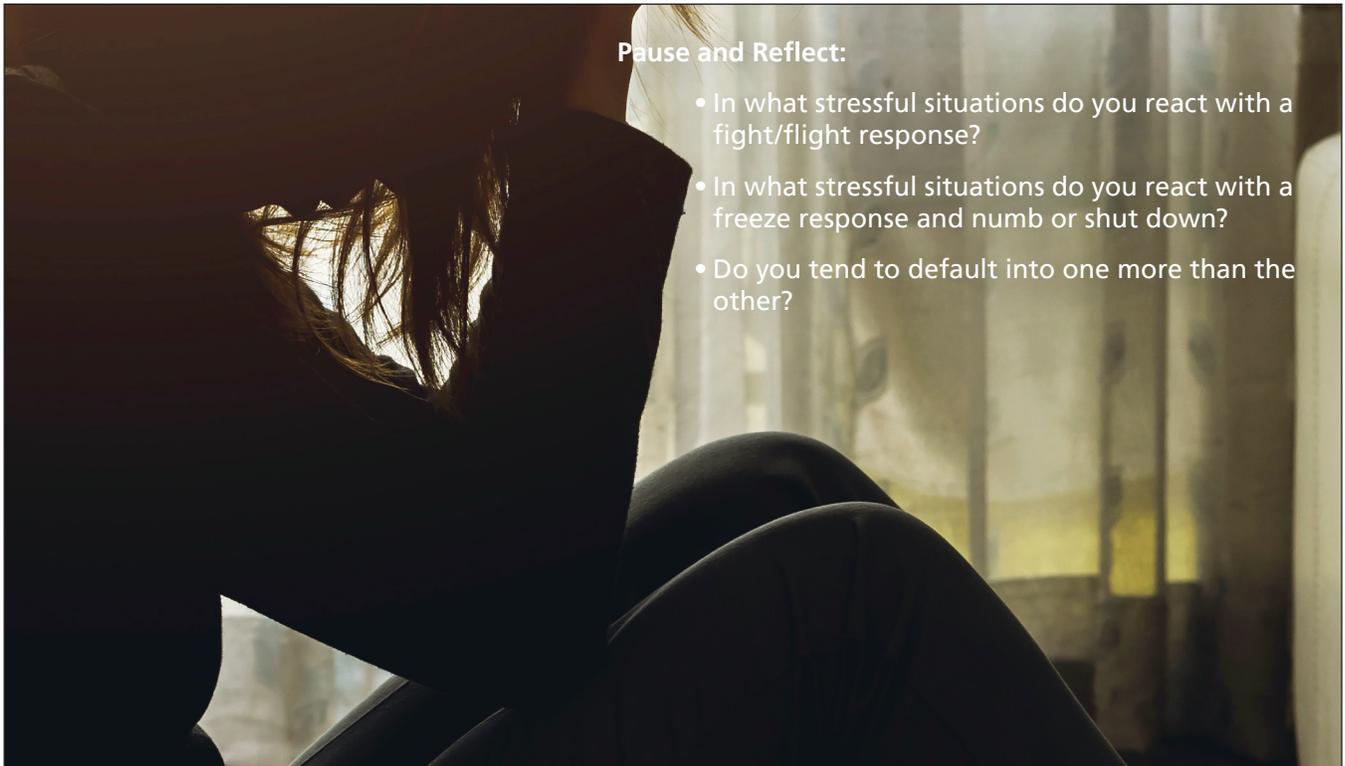


Sympathetic Nervous System (SNS)

ENERGY

Take a moment to consider if you are “stuck” in either of the two parts of the Nervous system.





Pause and Reflect:

- In what stressful situations do you react with a fight/flight response?
- In what stressful situations do you react with a freeze response and numb or shut down?
- Do you tend to default into one more than the other?

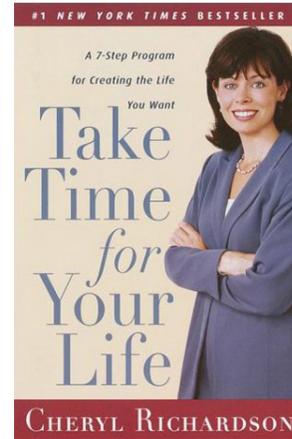
Recap

- Our threat response can ignite many times a day
- During the threat response, our bodies are flooded with hormones intended to help us fight or flee and sometimes freeze.
- In our modern environments we rarely need to fight or flee yet these hormones are still released when we perceive a threat. In most situations where our threat response is triggered we cannot expel the hormones through fighting or fleeing and therefore these hormones accumulate. Over time, this can cause damage.
- Dan Siegel has developed a “handy” model of the brain to simply explain what occurs in the brain during a threat response. This model describes two functions of the brain during a threat response and refers to them as the upstairs and downstairs parts of the brain. The upstairs brain is the conscious thinking part of the brain and in charge of problem solving and emotional regulation. The downstairs brain is unconscious and in charge of igniting the threat response to keep us safe. In times of threat, depending on the amount of stress hormones that are released the upstairs brain can have trouble functioning and even be completely hijacked by the downstairs brain putting one purely into reactive mode. This can be referred to as flipping our lids. When we have flipped our lid, this is where we may say and do things we regret later once the thinking or problem solving brain comes back on line.
- The brain has two pathways to respond to threat—the low road responds immediately, making us react before we can assess and think—the high road takes longer but allows the brain to appraise the threat and either amplify the threat response or turn it off.
- The Sympathetic Nervous System is like the Gas Pedal and the Parasympathetic Nervous System is like the Brakes.

CHAPTER 4: RUNNING ON ADRENALINE AND NUMBING OUT

TAKE TIME FOR YOUR LIFE

A 7-Step Program for Creating the Life You Want



- Do you repeatedly check your voicemail and/or email throughout the day?
- Is your schedule so full that there is no time left for you?
- Do you feel lost without your beeper, cellphone or laptop?
- Do you put things off to the last minute or use tight deadlines to get things done?
- Do you find yourself in frequent conflicts with others?
- Do you usually speed while driving?
- Does it seem like your cars fuel gage is always on, or near empty?
- Do you hate to stop and ask for or google directions?
- Do you live on the edge financially?
- Do you feel pressed for time?
- Do you put off making decisions or taking action in spite of the anxiety it causes?
- Does the thought of being bored make you nervous or uncomfortable?
- If the phone rings as you are leaving or talking to someone in person, do you answer anyway?
- Do you wake in the middle of the night with your thoughts racing, unable to sleep?
- Do you juggle several projects at once?
- Are you constantly coming up with new ideas to pursue?
- Do you often forget to follow through on commitments?

From: Take Time for your Life, by Cheryl Richardson

Are you numbing out?

The neurons that fire together,
wire together.

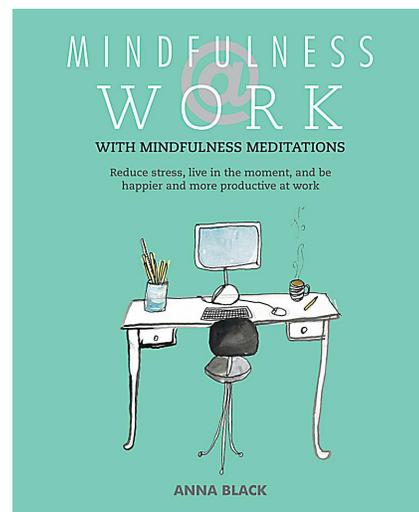
The mind takes the shape of
what it rests upon.

Our brain is like Velcro for the
negative and Teflon for the
positive.



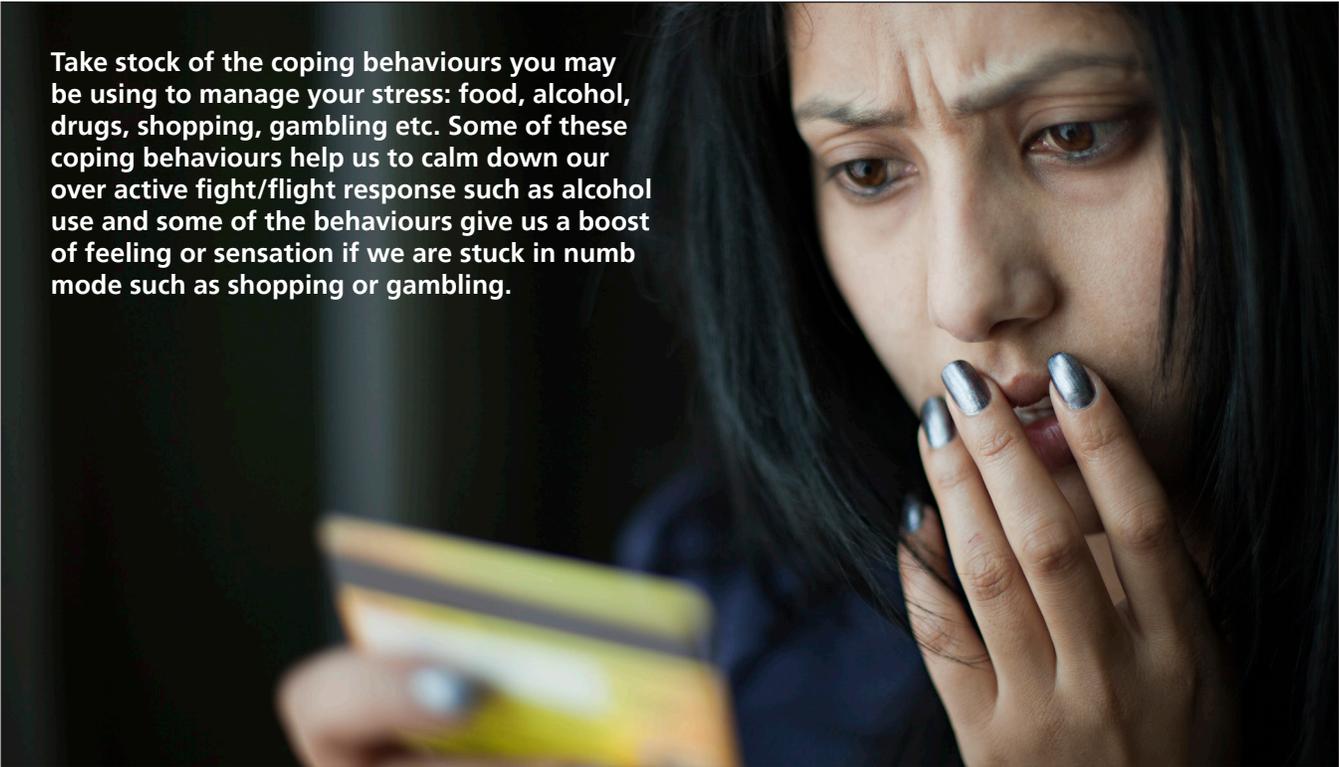
MINDFULNESS @ WORK

With Mindfulness Meditations



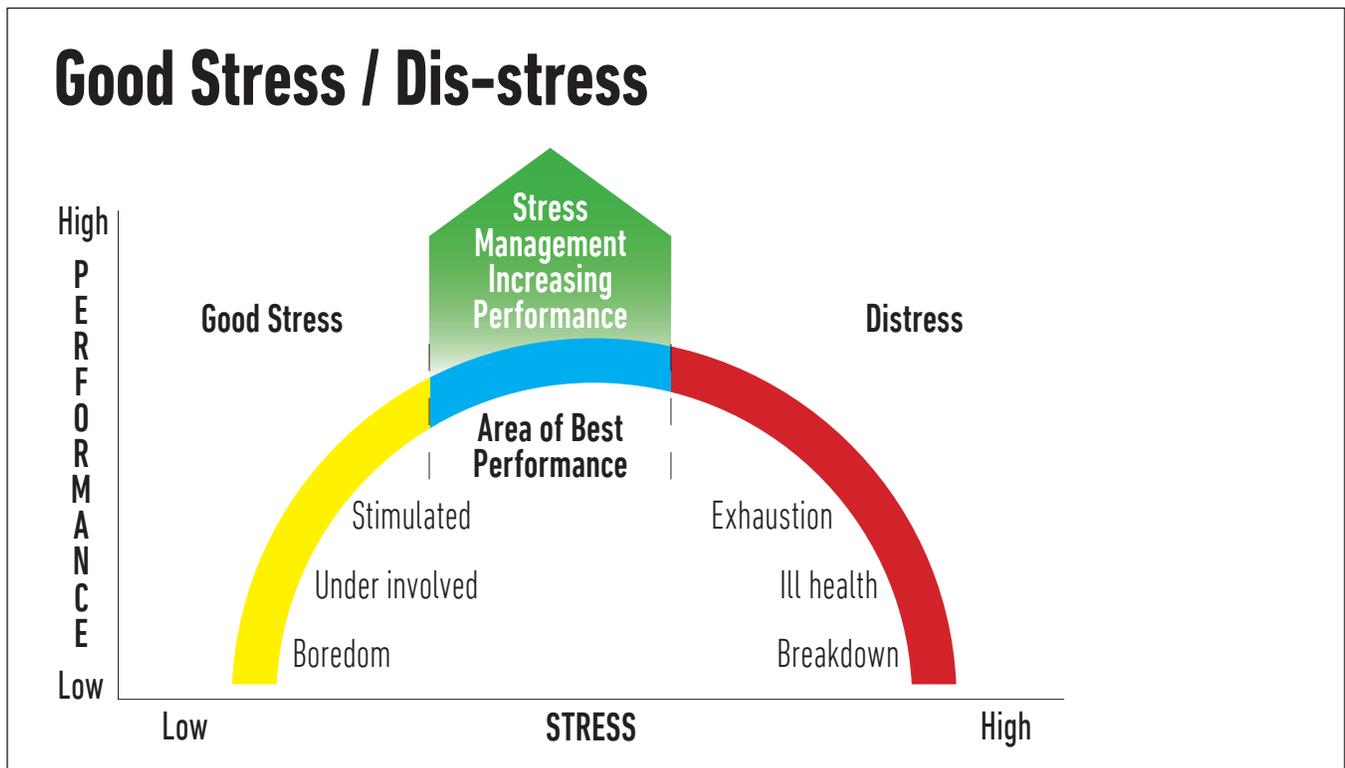
Recap

- Reflect regularly on whether or not you are running on adrenaline
- Take stock of the coping behaviours you may be using to manage your stress: food, alcohol, drugs, shopping, gambling etc. Some of these coping behaviours help us to calm down our over active fight/flight response such as alcohol use and some of the behaviours give us a boost of feeling or sensation if we are stuck in numb mode such as shopping or gambling.
- Our habitual responses to stress can create patterns that don't serve us well in regards to coping, wellness or resilience.
- Working to choose new responses will over time enable us to change those patterns and create new habits.
- Awareness and practice are critical.

A close-up photograph of a woman with dark hair and a distressed, worried expression. She is looking down at a yellow credit card held in her hand. Her right hand is raised to her mouth, with her fingers partially covering it, suggesting a state of anxiety or stress. The background is dark and out of focus.

Take stock of the coping behaviours you may be using to manage your stress: food, alcohol, drugs, shopping, gambling etc. Some of these coping behaviours help us to calm down our over active fight/flight response such as alcohol use and some of the behaviours give us a boost of feeling or sensation if we are stuck in numb mode such as shopping or gambling.

CHAPTER 5: IS ALL STRESS BAD?



Stress is a physiological and psychological response to something that we care about.

Reflect on some of the important times in your life and how did you respond?

Does the perception that stress affects health matter? The association with health and mortality.

- Research of 30,000 participants in the USA over 8 years. (Keller et al, 2012)
- Asked how much stress have you experienced in the last year?
- Also asked do you believe that stress is harmful for your health?
- Then used public death records to find out who died.

Keller, Litzelman, K, Wisk, LE, Maddox, T, Cheng, ER, Creswell, PD, & Witt, WP. Does the perception that stress affects health matter? The association with health and mortality. *Health Psychology*, 31(5), 677-84.

Results:

- Those who experienced a lot of stress AND believed that stress was harmful to their health, had a 43% increased chance of dying.
- Those who experienced a lot of stress but did NOT believe their health would be affected had the lowest risk of dying.
- Thus, it is not just stress that kills people but the combination of stress and believing it is harmful.

Another study examined whether how one viewed stress impacted their physiological response (Jamieson et al)

Control Group (NO Education about Stress)

- Their blood vessels in heart constricted

Second Group (Received information about the effects of stress can be helpful in stressful situations)

- Their blood vessels did not constrict
- Showed patterns more consistent with joy and courage

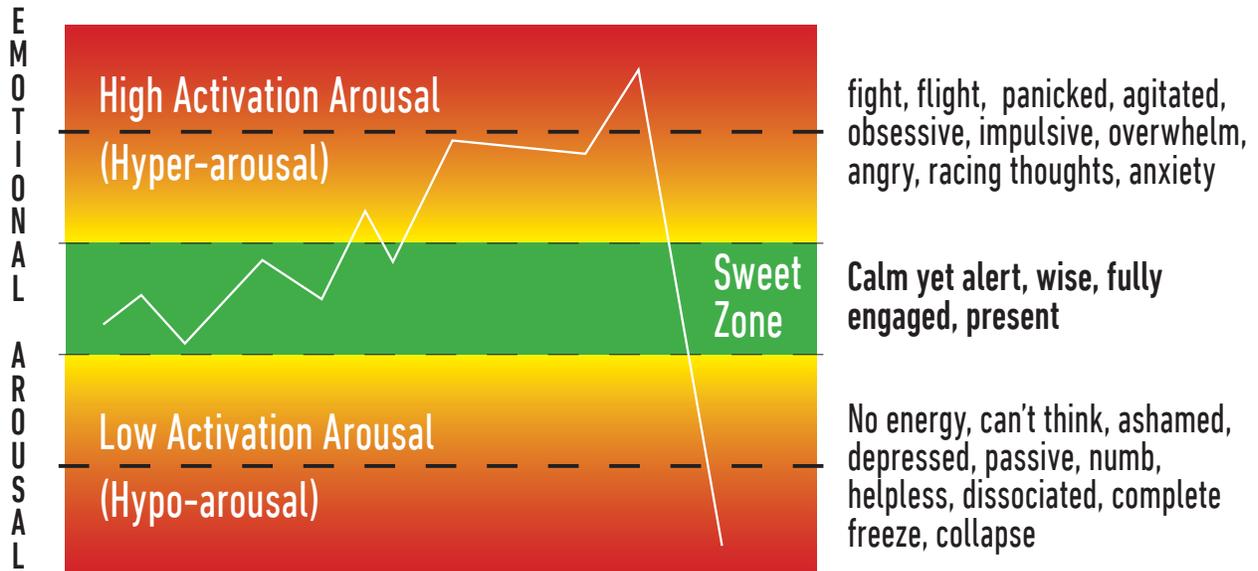
Jamieson, JP, Nock MK, & Mendes. "Mind over Matter: Reappraising Arousal Improves Cardiovascular and Cognitive Responses to Stress" *Journal of Experimental Psychology: General* 141, no.3(2012): 417-22

Recap

- A certain amount of stress helps us work at our peak performance.
- Learn to harness the energy of stress and not become overwhelmed by it. Tips and strategies in this webinar will help you so that you can find your sweet spot for getting the job done meaning you are not over or underwhelmed.
- Stress most often occurs at times and in situations that matter to us. This can lead to feeling like our work has meaning and purpose but we need to focus on how stress can help us get the job done.
- What we believe about stress can have a physical impact on our bodies.

Window of Tolerance Framework (WTF)

adapted from Siegel, Ogden and Minton



The window of tolerance represents an emotional band, it illustrates the degree of emotional experience we can tolerate without becoming completely dysregulated.

It is a useful tool to use to check in with ourselves to continuously monitor our emotional state. Checking in with our body can assist us in this as our body is a good barometer for our stress level. What am I like when I am stressed, upset, or overwhelmed? Are these hyper or hypo arousal symptoms?

What am I like when I am the best version of myself?

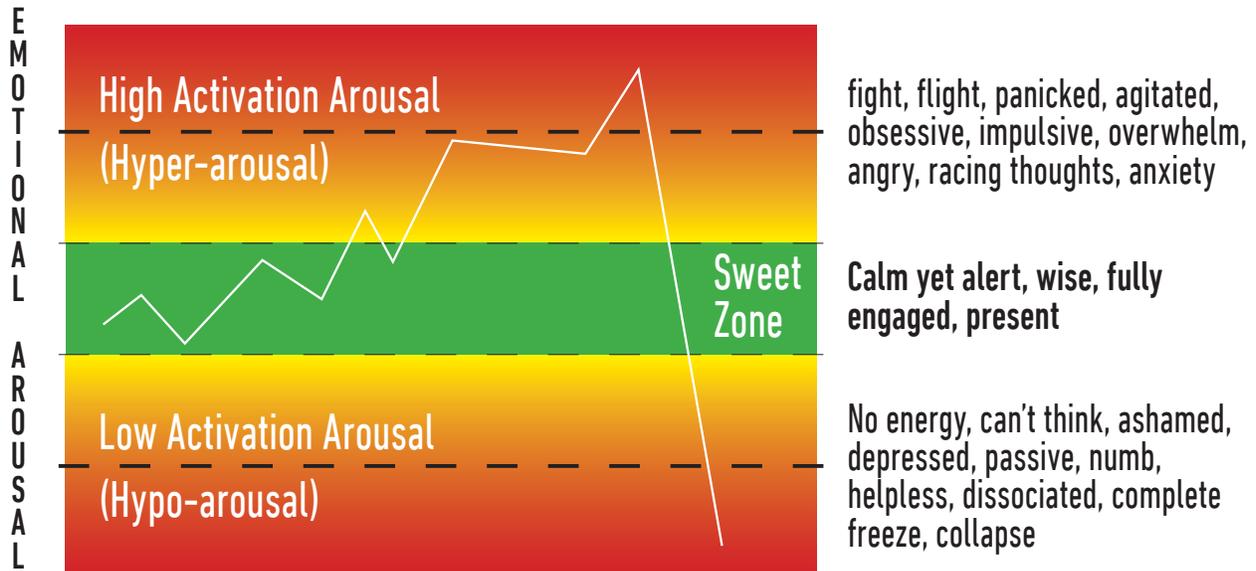


Natural ways our body will automatically reset are through shaking, crying, laughing, moving, dancing, stretching, singing, chanting and moving our body in exercise.

- An easy and readily available tool to use in the moment to reset ourselves as we notice ourselves moving towards the edges of the window is to harness our breath. If we notice we are hyper aroused (fight/flight) then breathing out with longer exhales will bring us closer into the middle of the window. If we notice we are hypo aroused (freezing or numbing) than longer inhales will bring us more into the window.
- Natural ways our body will automatically reset are through shaking, crying, laughing, moving, dancing, stretching, singing, chanting and moving our body in exercise. These are activities of the nervous system that will facilitate a reset and bring us into the middle of the window.

Window of Tolerance Framework (WTF)

adapted from Siegel, Ogden and Minton



The window of tolerance represents an emotional band, it illustrates the degree of emotional experience we can tolerate without becoming completely dis-regulated.

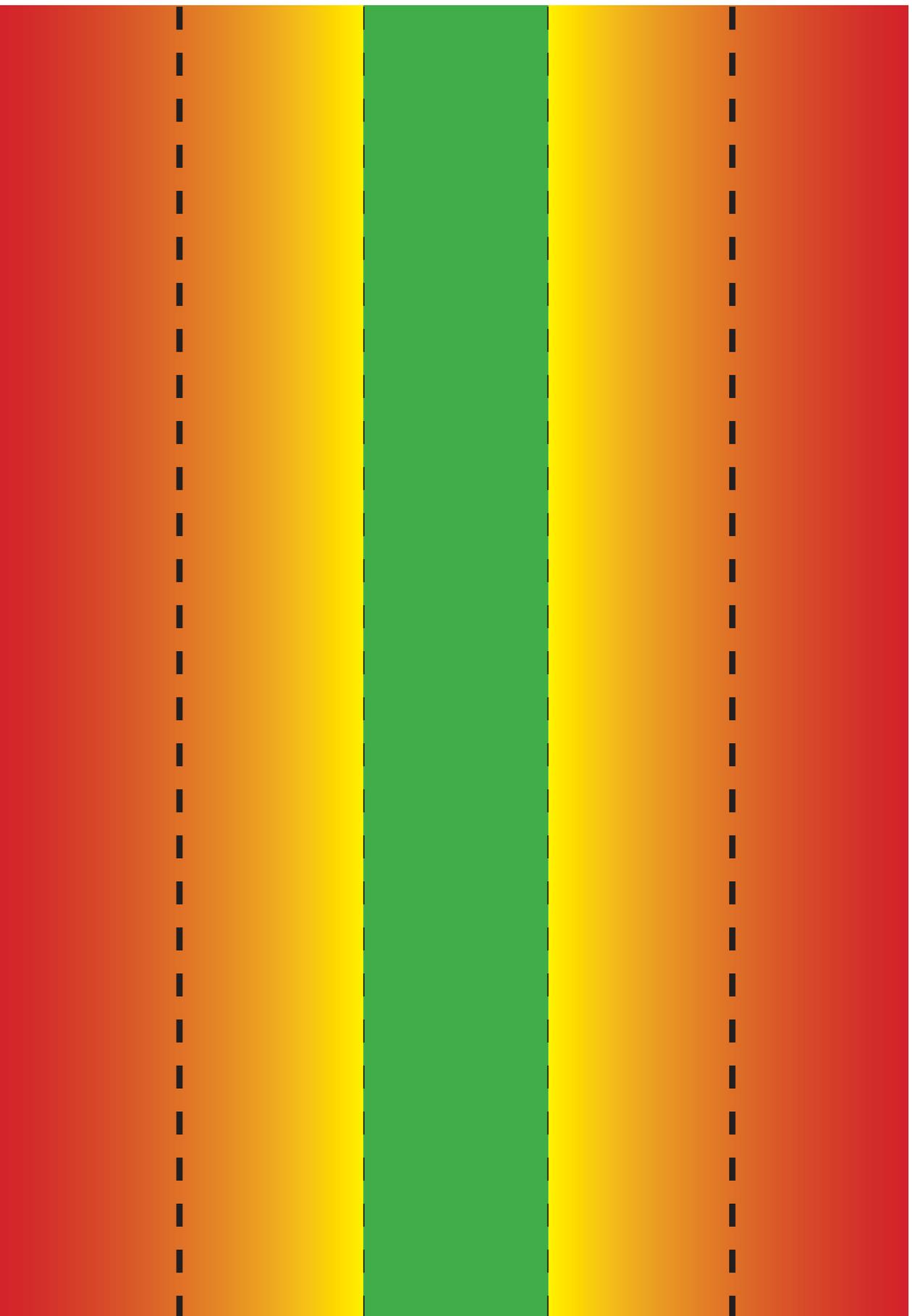
It is a useful tool to use to check in with ourselves to continuously monitor our emotional state. Checking in with our body can assist us in this as our body is a good barometer for our stress level.

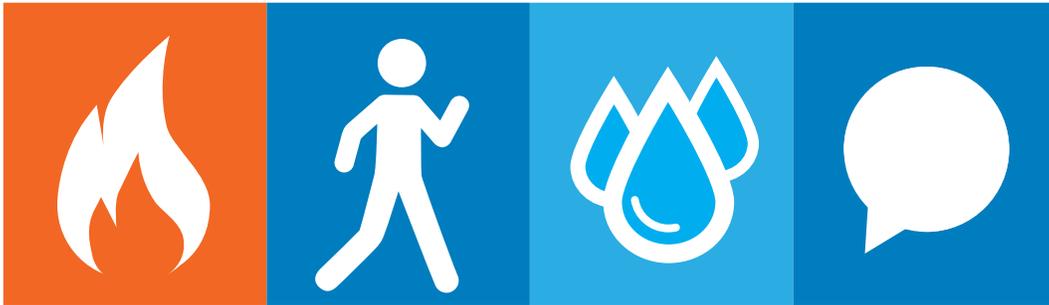
Use this template to note the signs/symptoms you experience when you are in each section of the window of tolerance. Ask yourself:

- What am I like when I am stressed, upset, or overwhelmed (Red Zone)?
- Are these hyper or hypo arousal symptoms?
- What am I like when I am the best version of myself (Green Zone)?
- Note your answers on the template.

Window of Tolerance Framework (WTF)

adapted from Siegel, Ogden and Minton





HOT WALK AND TALK

WWW.TENDACADEMY.COM



Recap

- The vagus nerve activates the parasympathetic nervous system (PNS), which manages your relaxation response.
- The vagus nerve acts as a “reset” button after your internal alarm system has been set off in response to a perceived threat.
- This nerve communicates with the rest of your body when the threat is gone so that all of your bodily functions can return to normal mode.
- Polyvagal theory provides us with a more sophisticated way to understand our threat response as it explains neuroception or our ability to subtly pick up cues of danger and safety in our environment through the interplay between the viscera experiences of our own bodies and the voices and faces of the people around us.
- This explains why a kind face or a soothing tone can dramatically alter the way we feel.
- Through mirror neurons we experience others emotions in our bodies and in this way we can quite literally “catch” other people’s emotions.
- Hot, Walk and Talk or Walk Talk and Flush is a powerful tool and debriefing strategy to help us reset after a highly stressful situation.

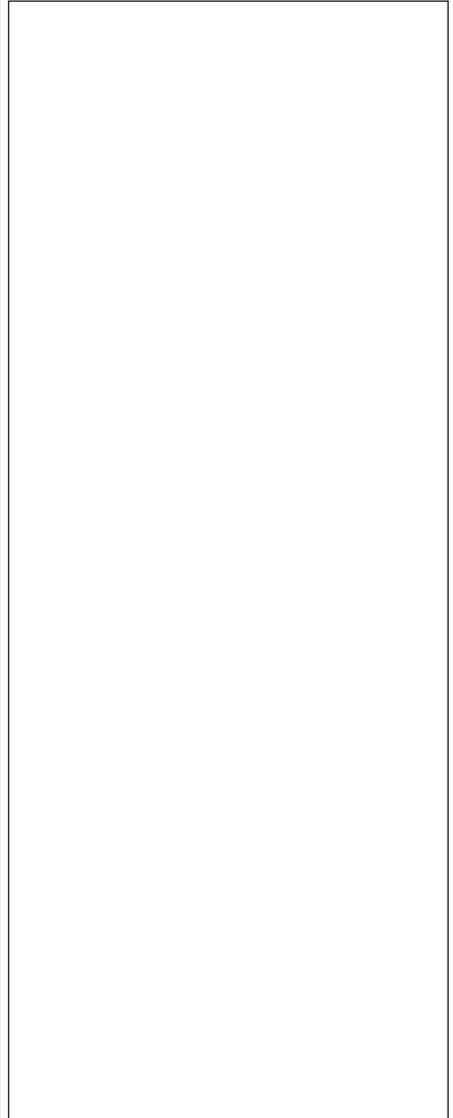
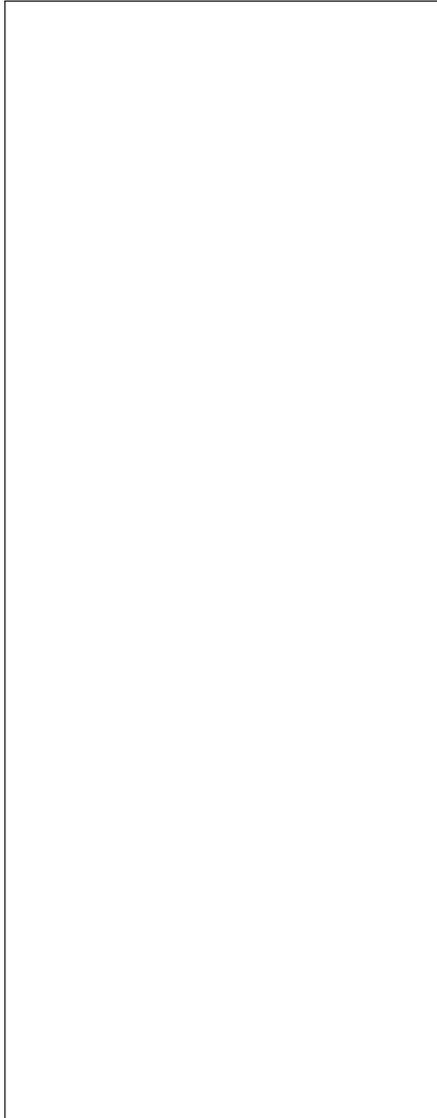
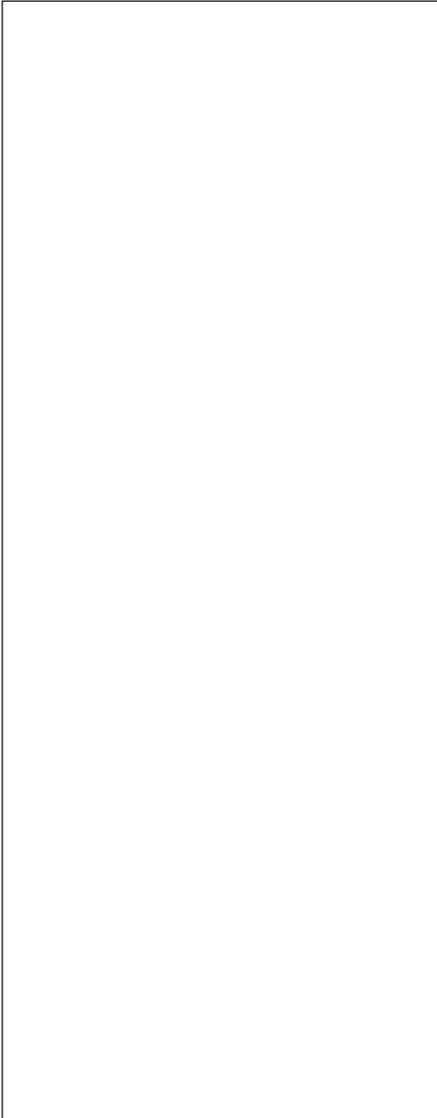
CHAPTER 8: TREE EXERCISE

Tree Exercise

What does your tree look like at the beginning of the day?

What does your tree look like at the end of the day?

What does your tree look like after a good session with a client?



Take a moment to make some notes about what you notice about the three drawings.

- Do you start your day feeling energized?
- Do you start your day feeling depleted?
- Does a positive interaction with a client/colleague change the look of your tree?



Recap

- This kind of exercise helps us to recognize what we find energizing and depleting.
- It provides information and insight from a different side of the brain, about how you are feeling.
- This kind of exercise can help us see when, during our day, we are in our “green zone” in our window of tolerance.
- Harnessing and using our emotions is a powerful tool in getting us and keeping us in the space of connection, presence, openness and receptivity — “the green zone”

CHAPTER 9: GROUNDING TECHNIQUE: “FEET ON THE FLOOR”

This may sound too simple to be effective however it can be very helpful in assisting us to be present and balanced in the moment. You can do this standing or sitting. If standing notice your feet on the floor about hip width apart and really feel all the contact points of your feet to the ground. Closing your eyes can make it easier to focus. You may also choose to sway on your feet, back and forth, side to side and then settle into your centre, remembering to breathe as you are doing this. This only takes a few seconds. Similarly you can do this while sitting by noticing all the points of contact with the chair, making small movements to find your strong center point. You can also purposely apply pressure or weight to the areas in contact with the floor or chair. The idea is to notice little micro movements and our points of contact with the ground as a way to feel more balanced and stable.

Recap

- Feet on the Floor is a simple but powerful strategy that can be used literally anytime and anywhere.
- Use this technique to anchor our presence through our feet.
- A good technique to use to anchor yourself in preparation for what can be a stressful moment.

Pause and Reflect:

- Are there grounding techniques that you already use in your work?
- What are they?
- Do you use them frequently enough?
- How could you incorporate them further into your day?
- See workbook for additional grounding or resetting strategies.



CHAPTER 10: GROUNDING TECHNIQUE: CENTERING

Centering is a technique that comes from the martial arts and sports psychology. Many athletes are taught this technique to help them manage performance stress. It is used to stay grounded and focused during high stress situations. Centering helps us to redirect our energy to the center of our body to help us connect with an inner sense of calm. It is an incredibly simple technique however for it to be most effective it needs to be practised regularly outside of a high stress situation. Centering can be practised at different routine times of the day such as upon waking in the morning, whenever you need to pause throughout the day, perhaps every time you look at or answer a text, before bed or especially if you are unable to sleep. Once the skill is learned it can be helpful to practise it at times in daily life where you are noticing you are feeling stressed.

Steps:

1. Focus your attention on your in breath. Follow you inhale slowly through your nose right down to your diaphragm located right below your rib cage. You can really notice the diaphragm moving if you place your hand over your upper belly/under the rib cage and try to breathe into your hand as you are sitting or lying down. You should notice the rise of your belly and hand as you do this. You can use the aid of your hand as you are learning the technique but once you know the feel of deep breathing and your diaphragm moving you no longer need to place your hand there unless you wish to. Always aim to have one hundred per cent of your attention on following the course of your inhale.
2. Pause and then slowly release the breath from your belly by breathing out through your mouth. You should notice the fall of your belly and hand as you do this. It can be helpful for the exhale to take longer than the inhale. As you exhale also try to purposefully loosen areas of tension in the body such as the jaw, neck and shoulders. If you are lying down let yourself soften and sink into the floor or bed. If you are sitting let your buttocks relax into the chair and if you are standing let your knees soften. You may wish to add a word or short phrase that helps you focus your attention as you do this such "relax" or "calm" or "I can do this".
3. You can also imagine or connect with the center of your body which is our physical center of gravity. Approximately five centimeters below the navel and in the center of our torso. Focusing here can lead one to feel grounded and stable. You can quickly and easily turn to or imagine your center to stabilize yourself at times of stress.
4. Repeat as needed taking a few or several breaths. Whatever is needed in the moment to help you focus on your center and feeling more stable.



Recap

- Centering is a technique used in martial arts and sport psychology
- Meant to help one stay grounded and focused during high-stress situations
- Centering helps us to redirect our energy into the centre of our body and helps us to connect with our inner strength and inner calm.
- Most helpful if practiced outside of stressful situations as preparation for use when needed.

CHAPTER 11: STRATEGY: STRESS INOCULATION

Strategy: Stress Inoculation

Stress inoculation training was first developed by David Meichenbaum as a way to help people prepare for an upcoming stressful event. Most of us charge head first into a crisis situation without pausing to plan or anticipating how to manage an upcoming stressor. Responding to a call is likely an upcoming stressor because it will evoke the stress response on some level. That is just how the body works and in some respects having some stress hormones on board can help us respond to the call effectively because it will aid in focus and getting the job done. This is true as long as we are not flooded with stress hormones and thus feeling overwhelmed. Stress inoculation through preparation can help us maintain the right amount of stress level to respond in the best possible manner.

I began my career doing crisis work in a busy emergency department. As a new worker I felt particularly stressed because I did not yet have experience to guide me through various situations. I utilized stress inoculation skills heavily at the time to help me stay calm and focused on what I needed to do. I actually carried a cheat sheet with me into every client encounter. It had pertinent information on it about procedures I needed to follow but also about particular things I did not want to forget such as resources or standard relevant questions or support statements. I knew that when I got too nervous I could easily forget even the simplest of phrases. I even put down statements of encouragement and personal reminders for how to stay grounded and calm. Writing the word PAUSE at the top of the sheet can prove to be a useful reminder. I also spent time doing stress inoculation steps with situations that I found routinely challenging for me for example a sudden death particularly if a child was involved. Having prepared beforehand helped me to stay grounded, focused on the clients and avoid overwhelm.

With the steps of stress inoculation we heavily rely on visualization skills, problem solving and self-talk as well as the grounding or calming skills that work personally for you.

Steps:

Preparing for the stressor:

1. Imagine the stressful situation and ask yourself what is it that you have to do. It can be very helpful in a stressful situation to clearly know your role and step by step what needs to be done. Review this before going to the call and imagine yourself doing this in your mind's eye.
2. Also ask yourself what you are particularly nervous about or afraid might happen. For example you may be worried that you won't know how to comfort someone or that you won't be able to stay calm if someone yells at you.
3. Imagine the feelings of not being able to cope or manage the situation. You may even want to imagine the worst case scenario and how you might feel if that were to happen. Do not stop here or you will simply feel increased stress. It is very important that you now plan for how you will cope and manage the worst possible situation. Imagine the entire stressful situation from start to finish especially including how you cope throughout. Self-talk coping statements are highly important here. Write them down and say them numerous times to yourself. Find the statements that work for you such as "I can handle this", "Staying calm will have a calming effect on others", "Anyone would feel distressed in this situation, it's okay for me to feel what I feel, I can manage it". Write down some statements that would work for you. If you are having trouble thinking of something think about what you tell your colleagues or call partner to support or encourage them.

4. Note down and remind yourself of the strengths, qualities and resources that you bring to your volunteer role. For example “I am a compassionate person who tends to stay calm under pressure”, “I may feel shaky on the inside but I know I appear steady on the outside”, “I have..(resource) with me as I go on this call”.

Facing and Dealing with the Stressful Situation or the Call:

1. During the call or stressful situation the skills of self-monitoring your stress level, positive/encouraging self-talk and breathing or calming strategies are most critical.
2. You may wish to monitor your stress level by frequently checking in with yourself on a scale of 0 to 10 with 10 being as stressed as you can be and 0 being no upset at all. Note to yourself how you would rate your stress level. Knowing beforehand your optimal level for dealing with a call can be helpful. For example we already stated that some stress hormones on board are helpful to get the job done. For you this might be at a level of 3 or 4. When you start to notice yourself climbing above a 4 this is an indication to utilize your skills such as deep breathing or longer exhale than inhale or self-talk to bring you closer to your ideal level. See coping with feelings of overwhelm below.
3. Note down the calming and coping strategies that you will utilize during the stressor.

Coping with feelings of overwhelm if they arise:

1. Remind yourself about your coping statements and say them actively in your head. Remind yourself of the tasks that you need to accomplish as a result of your role. Notice what you are feeling but use your skills so as not to get sweep away by the emotions involved. This is an important balance because denying the inevitable emotional response or numbing yourself simply causes greater problems later. If you have specific coping statement to the particular situation use them here. For example “Of course I will feel upset if someone yells at me but I can keep my head knowing they are in a moment of extreme crisis and it isn’t personal”.
2. Reminding yourself about your skills, your purpose in doing the volunteering role and the important things in your own life can also be helpful. This is where the resource object that you may have chosen to take with you can be helpful. For example I often carry a heart shaped stone with me during times of stress to remind myself that I can be strong, steady and compassionate. Remembering that this too shall pass as all emotions and thoughts eventually do can be useful for coping also.

Checking in with how you Managed:

1. After the call or stressor is over it is important to check in with yourself to fully complete the circle of learning as well as reinforce what you did well so that you can continue to utilize and build upon those skills. Below are a list of questions that can help in this process:
 - How did my plan work?
 - What went well? What do I feel good about?

- What could I do differently next time? It is important to be objective and self-compassionate here not critical. Adopting an attitude of friendly curiosity can be helpful when asking yourself this question.
2. Positive self-statements are used to reinforce what you did well. For example: “It was easier than I thought”, “I did it”, “I managed when it got a little tricky at one point—I was able to keep my head”. Generate a list of your own cheerleading statements here:

Preparing for a Stressor:

- Visualize a situation that you know is going to be stressful for you.
- Ask yourself what you need to do in this situation and walk through it step by step in your mind. Be specific about your role in the situation. Actually imagine yourself working through the situation.

Identify the Stressor(s):

- Take a moment to recognize what it is that you find most stressful about the situation.
- Take a moment to imagine the worst-case scenario and what that would feel like.

Identify How You will Cope:

- The whole stressful situation, and think about how you would manage it. Think of a coping statement like: “I can manage this.”
- Write down a few options for coping statements.
- Think of all the strengths, qualities, resources that make you good at your job. Write these down.
- Examples: I am a compassionate person, I am courageous, I am wise.

Identify Strategies:

- Write down the strategies that you think will be helpful for you in helping yourself calm down.
- What strategies could you use if you find yourself shutting down?

Identify Tools to Address Overwhelm:

- Identify your feelings in a detached way like: “anxiety is here”. Don’t say “I am anxious” as this connects you too closely to the emotion. Remind yourself of your skills, how you are good at your work, and that you find your work meaningful. Remind yourself that the situation isn’t personal.

Review the Plan:

- After the stressful situation, check in with yourself about how it went. How did the plan work? Did the visualization help? What would you do differently next time?
- Be objective and work to quiet your inner critic so that you can learn from any mistakes.



Recap

- This visualization technique utilizes the imagination to rehearse our response to stressful situations
- This technique helps us to “wire in” the response that we want to have in the stressful situation
- Anticipating responses and practising behaviours and responses can help us avoid hyper and hypo arousal

Step 1 - Preparing for a Stressor

Step 2 – Identifying the Stressor(s)

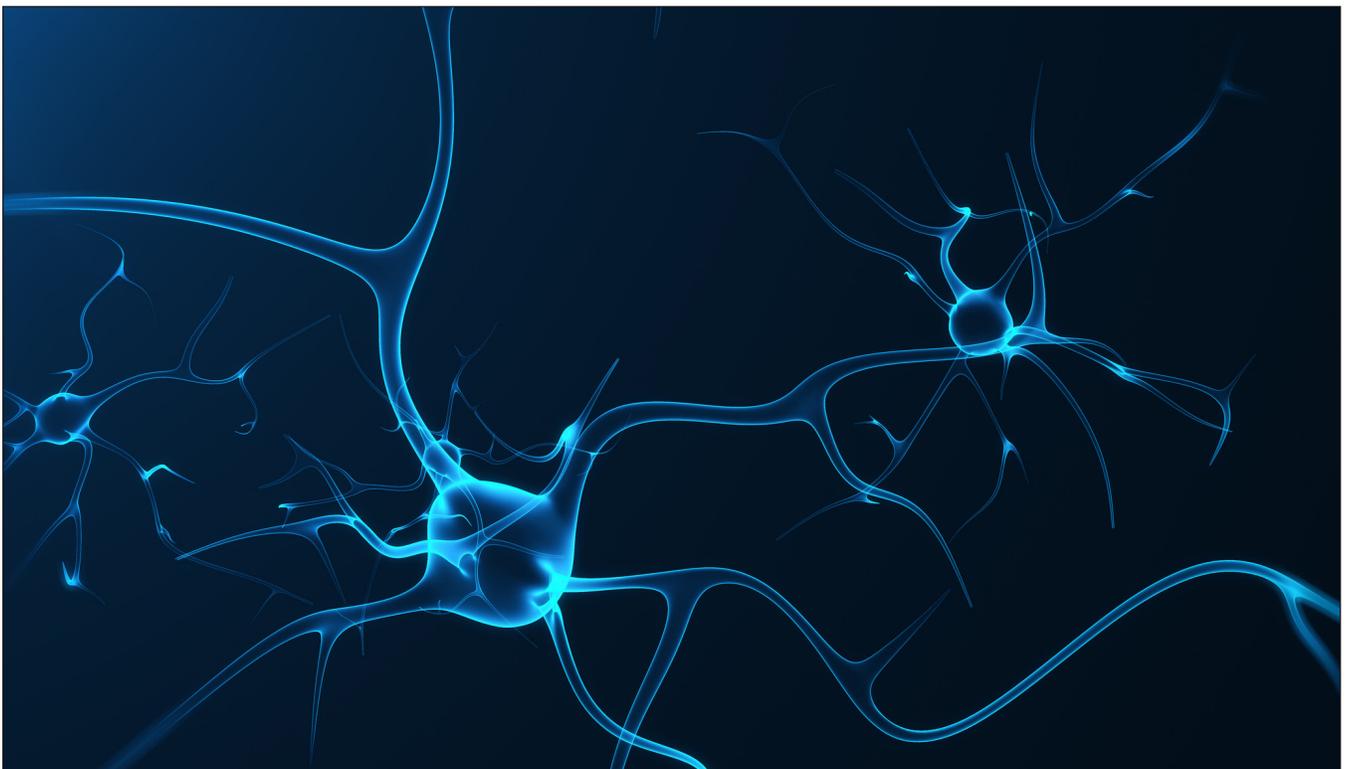
Step 3 – Identify Tools to Managing Overwhelm

Step 4 – Review the Plan

CHAPTER 12 – 3 MINDFULNESS STRATEGIES

Recap

- Mindfulness is paying attention to the present moment, “on purpose” using all our senses without judging our experience. The approach to this practise is one of kindness and curiosity. Mindfulness cultivates an open, compassionate attitude towards one’s own inner experience that creates a healthy space between oneself and one’s stressful thoughts and feelings. With this awareness one has the ability to choose how to respond.
- Mindfulness is not necessarily about having a quiet mind or about being relaxed.
- The real power of mindfulness is being able to notice that our mind is wandering, and bringing it back purposely focusing our attention. Each time we do this we are working to rewire the mind and choosing to live consciously.
- Short and frequent practice is better than longer, less frequent practice. Neuroplasticity states that the brain continues to grow and develop throughout the lifespan. This occurs most easily when we practise a new skill small and often essentially “wiring in” a new neuro network into the brain.



CHAPTER 13: STRATEGIES TO USE DURING A STRESSFUL SITUATION

Recap

- P.A.U.S.E. = Present Awareness to Use our Senses to Experience the current moment.
- Un-mirroring – a strategy to ensure you are not mirroring or exactly replicating the posture, behaviour, feelings of a client. In this way you do not feel too much of the client's emotion in your body as you would by fully mirroring their posture and facial expression.
- To Picture or not to Picture – a strategy that reminds you not to visualize in a high definition, surround sound way, the stressful or traumatic story that you are being told because again you may feel too much emotion in your body and activate your own fight/flight/freeze response. Be careful of clients or colleagues you may over identify with because of similarities you may share.
- Resourcing – the ability to connect with our own wellspring of memories, experiences, qualities and imagination in a way that helps strengthen and buoy us up during times of difficulty. We all have internal resources that we can access but we need to make them conscious and use them purposefully.
- EMDR – Eye Movement Desensitization & Reprocessing – a trauma processing strategy that can use bilateral tapping to help you connect with and solidify your own internal resources.

“Every time I think I have a problem, I decide that I don’t have one.”

Joseph Goldberg

Recap

- 5, 4, 3, 2, 1: A technique to refocus and reset after a stressful situation
 - Sit in a quiet room and say out loud:
 - 5 things you see “I see...”
 - 5 things you hear “I hear...”
 - 5 body sensations “I feel...”
 - and then repeat listing 4 things you see, 4 things you hear and 4 body sensations. Keep going until you reach 1.
- The Power of the Pause: If all else is going wrong around us we always have the ability to pause and choose where to focus.
- Don’t believe everything you think—we cannot control the thoughts that pop in our head, but we can be aware of them—with awareness comes choice.
- Pause and ask:
 - Do I need to bring so much emotion into this?
 - What is in my control?
 - What can I learn from this?
 - What is working about this?
 - Where am I feeling strong amid all of this?
 - Where can I use my strengths to help me to overcome this?
 - What is the kindest thing I can say to myself?
- WTF can also stand for What’s the Frame – meaning, you have a choice of what frame to put around any given situation. How you choose to frame a situation will affect how to feel and subsequently how you behave.
- Transition Ritual – an important strategy to use as you end your day, or between meetings/clients etc. Transition rituals are simple and often don’t require doing something extra however they must be done with awareness, intention and purposefulness. In this way we let go and do not accumulate the stressful events of the day.

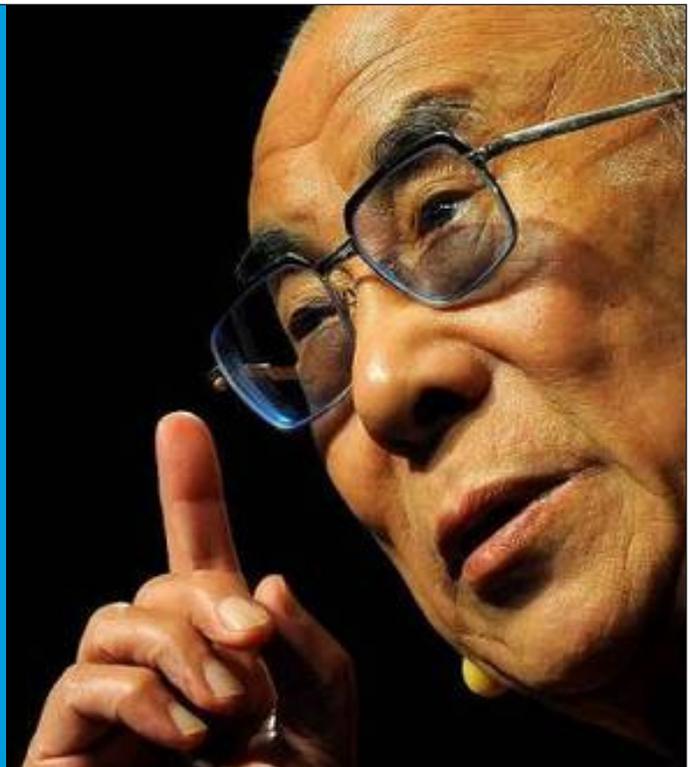
CHAPTER 15: TAKING CARE OF YOU

Recap

- How are you going to take care of YOU?
- What will you start, stop, continue doing?
- Can you find a buddy to work on this with? Daily practice to rewire your brain is very important.
- To be truly compassionate to others we must first cultivate compassion for ourselves. Caring for others requires that we care for ourselves.

For someone to develop genuine compassion towards others, first he or she must have a basis upon which to cultivate compassion, and that basis is the ability to connect to one's own feelings and to care for one's own welfare... Caring for others requires caring for oneself.

Dalai Lama



RESOURCES:

Relaxation/Meditation CDs:

Creating Inner Calm CD by Mark Berber, *Meditation for Beginners* by Jack Kornfield, *Mindfulness Meditation* by Tara Brach

Compassion Fatigue/Vicarious Trauma/Helper Self Care

Mathieu, F. (2012) *The Compassion Fatigue Workbook*, New York, NY: Routledge.

Rothschild, B. (2006) *Help for the Helper: the psychophysiology of compassion fatigue and vicarious trauma*: New York: WW Norton.

Saakvitne, K.W.; Pearlman, L. A., & the Staff of the Traumatic Stress Institute (1996): *Transforming the pain: A workbook on vicarious traumatization*. New York: W.W. Norton.

Van Dernoot Lipsky, L. & Burke C. (2009) *Trauma Stewardship*, San Francisco, CA: Berret-Koehler.

Graham, L.(2013) *Bouncing Back: Rewiring your Brain for Maximum Resilience and Well-Being*

Life/Work Balance

Take Time for Your Life: a 7 Step Program for Creating the Life you Want by Cheryl Richardson (1999)

Self Care/Stress Reduction

Self Compassion: Stop Beating Yourself up and Leave Insecurity Behind, by Kristin Neff

The Mindful Path to Self Compassion: Freeing Yourself from Destructive Thoughts and Emotions, by Christopher Germer

The Buddha's Brain: The Practical Neuroscience of Happiness, Love and Wisdom, by Rick Hanson et al

Mindfulness @ Work: Reduce Stress, live in the moment and be happier and more productive at work, by Anna Black

Do One Thing Different: 10 simple ways to change your life by Bill O'Hanlon

Little book of stress relief by David Posen

Simplifying

50 best ways to simplify your life by Patrick Fanning (2001)

The Power of Less by Leo Babauta (2009)

Simplify Your Life: 100 Ways to Slow Down and Enjoy the Things That Really Matter by Elaine St James

Websites & Apps

1. Visit the TEND Academy blog and website regularly for many more links: www.tendacademy.ca
2. Simplifying, living frugally: www.zenhabsits.net
3. Debt management: www.gailvazoxlade.com
4. Mindfulness meditation videos: Go to www.mindfulnesscds.com/links.html then scroll all the way down to "stress reduction in 6 parts" which are in fact on Youtube (you can also simply go on Youtube and enter "stress reduction in 6 parts Kabat Zinn" in the search engine.
5. Healthy Living: richardbeliveau.org, livingto100.com, morethanmedication.ca, stickK.com (goal setting)
6. Switching Focus: www.thework.com
7. Journaling: www.headington-institute.org
8. Traumatic Stress Recovery: www.traumaresourceinstitute.com--iChill app

Note: Numerous apps are available to help you reach your fullest potential--spend some time exploring such apps as Personal Zen, Pacifica, GPS for the Soul, Stop Breathe Think, Calm, Headspace, My Fitness Pal, Happify