



RECHARGE!

BUILDING RESILIENCE IN OURSELVES AND OUR ORGANIZATIONS

Presented by:

Melissa Zimmerman,
VP of Clinical Services
JFCS of Southern Arizona



Sherae Harding-Griffin,
Financial Services and DEI Champion
JFS of Greater Dallas



**Jewish Family Service
of Greater Dallas**



What Does This Work Cost You?

- Take a moment to reflect on 2 or 3 negative side effects you experience as a result of doing this work
- Share a few of these “costs” with others at your table

Vicarious Trauma

- Negative effects caused by interacting with traumatized people
- Gradual and cumulative



- Symptoms nearly identical to PTSD
 - Intrusive
 - Avoidant
 - Arousal

“The expectation that we can be immersed in suffering and loss daily and not be touched by it, is as unrealistic as expecting to walk through water without getting wet” – Dr. Rachel Remen




Cartoon by Danny Shanahan, The New Yorker, 1989

Burnout

- Work-related
- Perceived demands vs perceived resources
- Toxic work environments



Warning Signs and Symptoms

- 
- Exhaustion or energy depletion
 - Depersonalization and cynicism
 - Reduced professional efficacy
 - *Burnout* defined as having all 3 categories at the same time

Burnout in Action

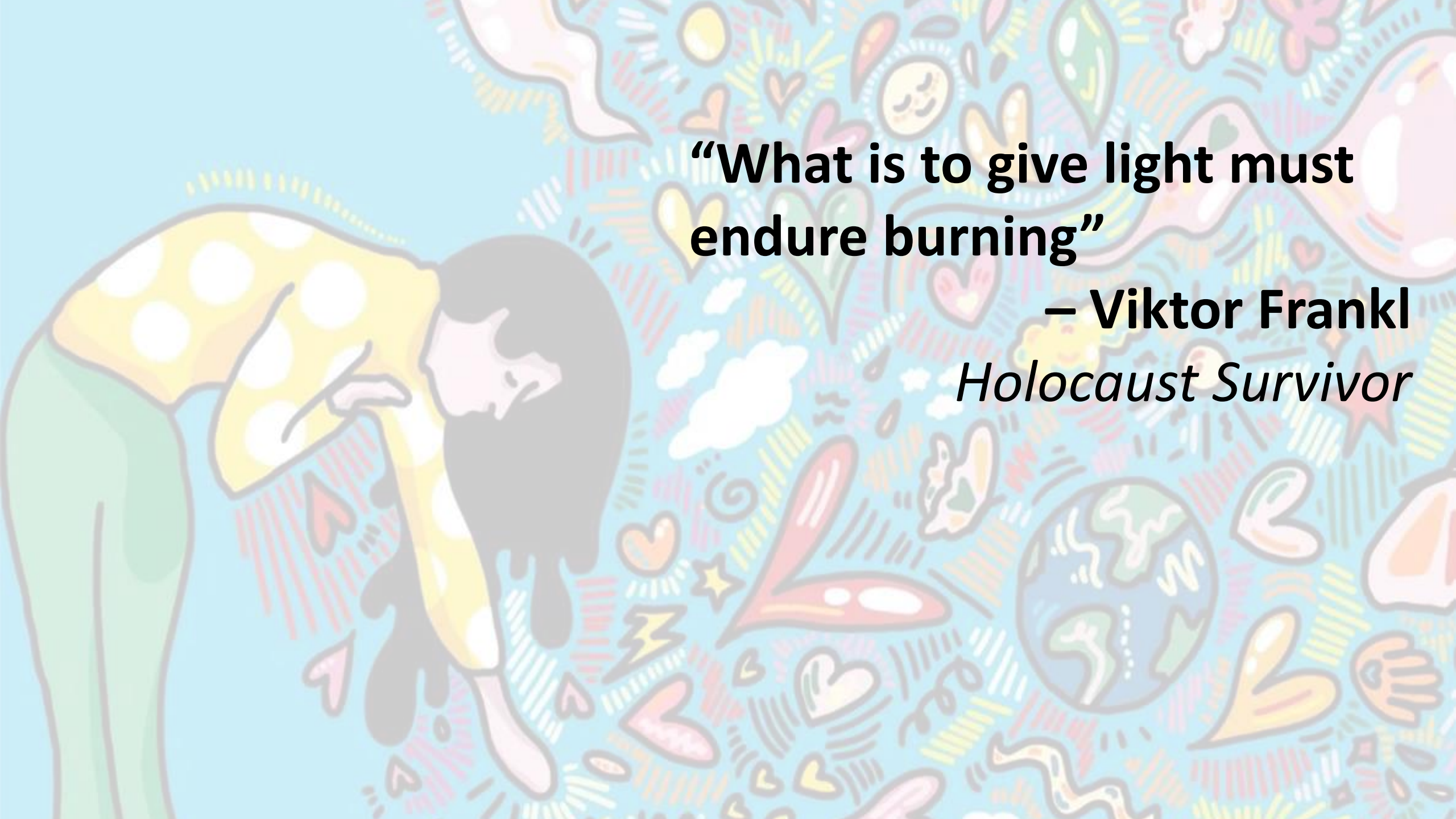


Compassion Fatigue

Vicarious Trauma
+
Burnout
=
Compassion Fatigue

The physical, emotional, and
psychological toll of caring for others





**“What is to give light must
endure burning”**

– Viktor Frankl
Holocaust Survivor

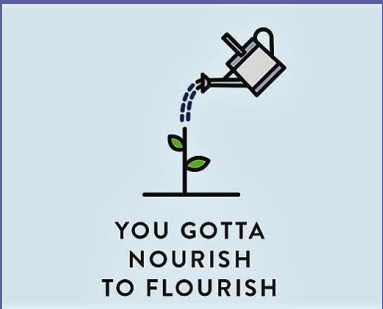
Resiliency



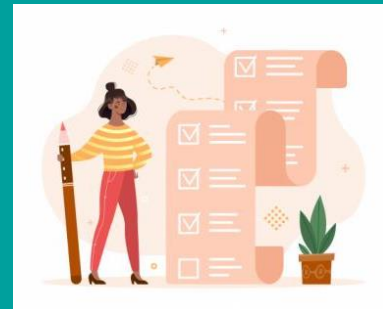
Self-Regulation



Social Connection



Self-Care



Intentionality

Self-Care

Physical Well-Being

- Regular aerobic activity
- Healthy diet
- Good sleep hygiene



Emotional Well-Being

- Regular social activities
- Creative activities/hobbies
- Spiritual practices
- Professional enrichment



Connection

- Imperative to build a support network of people you can trust
- Empower your network to confront you
- Tell on yourself
- Accountability

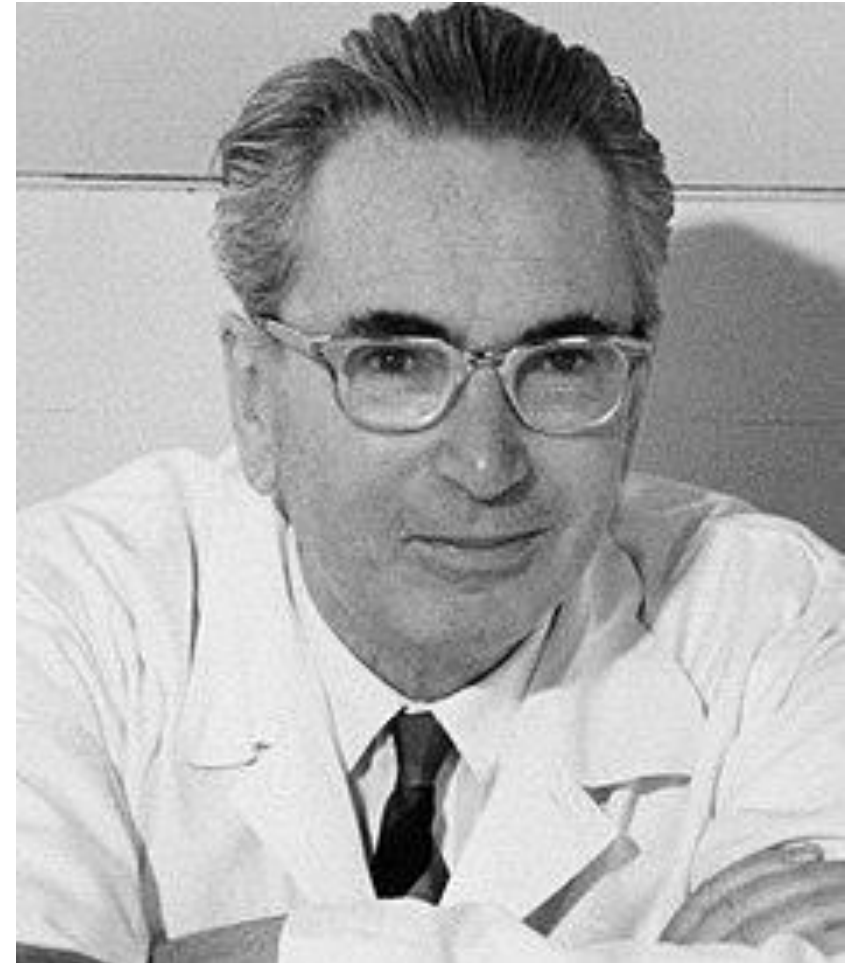
Intentionality

Definition

- The ability to go where we aim ourselves
- Staying true to your own code of honor
- Shifting from reactive behaviors to chosen behaviors

Viktor Frankl Holocaust Survivor/Physician

- People are driven to find meaning in their lives which allows them to overcome painful experiences
- Suffering without Meaning = Despair



Prof. Dr. Franz Vesely, CC BY-SA 3.0 DE
<<https://creativecommons.org/licenses/by-sa/3.0/de/deed.en>>,
via Wikimedia Commons

intentional (adj.)

an action performed with awareness; done deliberately, consciously, on purpose

Intentionality Exercise

- To be intentional, you need to identify your values and your mission
- Mission statement exercise

LET'S POWER UP and TAKE ACTION!

A Nonprofit Leader's
Guide to Protecting Our
Greatest Assets



The Post-Pandemic Reality of Nonprofits



Client-facing workers battle:

- Increased demands for emergency housing, utility, and cash assistance
- More clients coping with financial, physical and behavioral health crisis
- Charitable donations and grants outpaced by community outreach needs
- Inflation impacting business operational costs
- Socio-economic gaps

Leaders, Has This Ever Been You?

9am

"It's going to
be a great
day!"



5:45pm

"I just want my
mommy!"



Risks to Ignoring or Neglecting the Issues



Outside of the Agency:

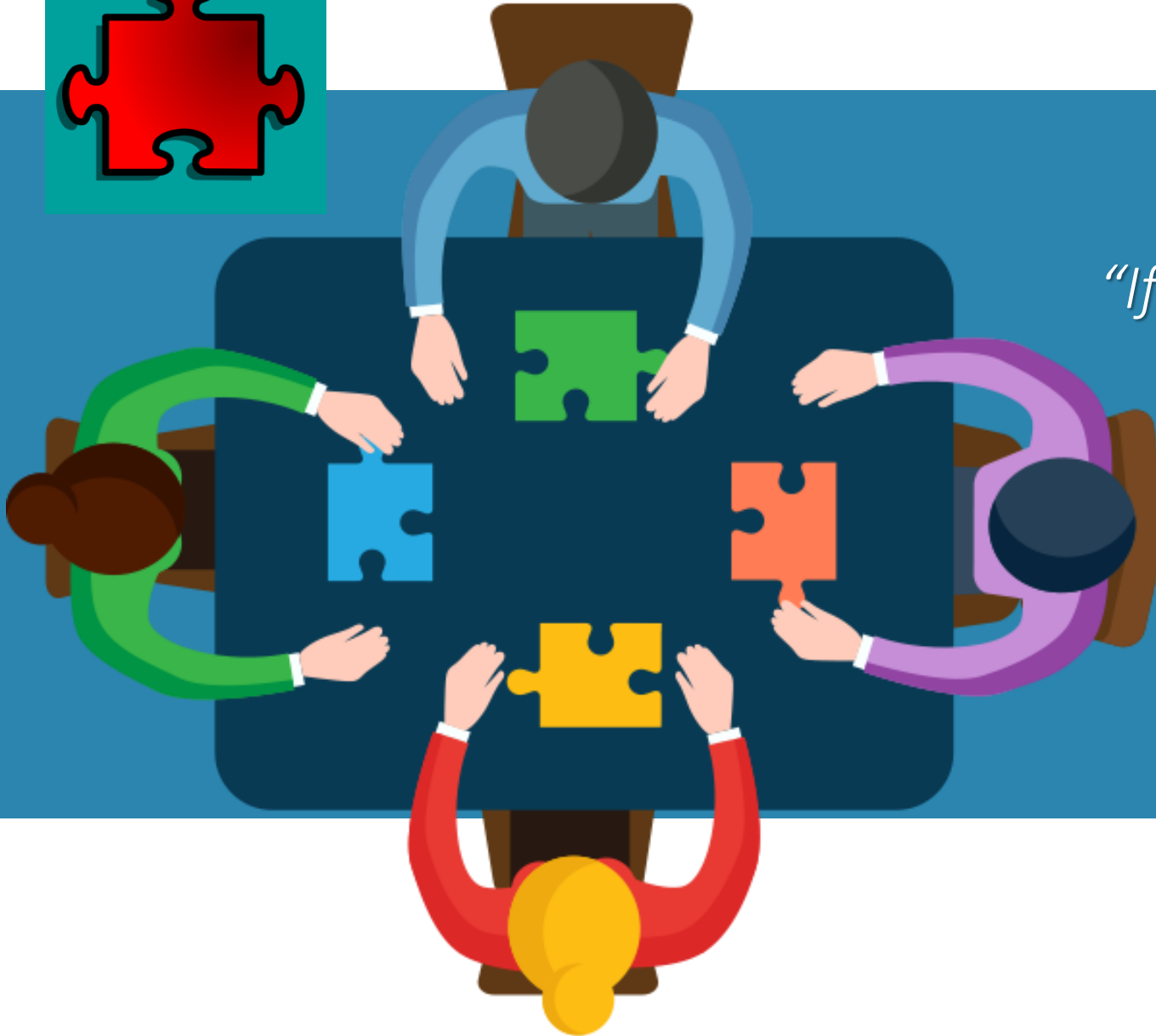
- Client dissatisfaction and complaints
- Lower donor support
- Reputational damage within community
- People in need are being neglected

Within the Business/Team:

- Board and Stakeholder pressures
- Lower employee and/or volunteer performance
- High absenteeism and attrition
- Potential for workplace hostility



Shift the Culture Through Servant Leadership and Employee Engagement



"If serving is beneath you, leadership is beyond you."

~ Bishop Dale Bronner

Tools to Recharge Your Team Today

Employee
**Self
Motivation**

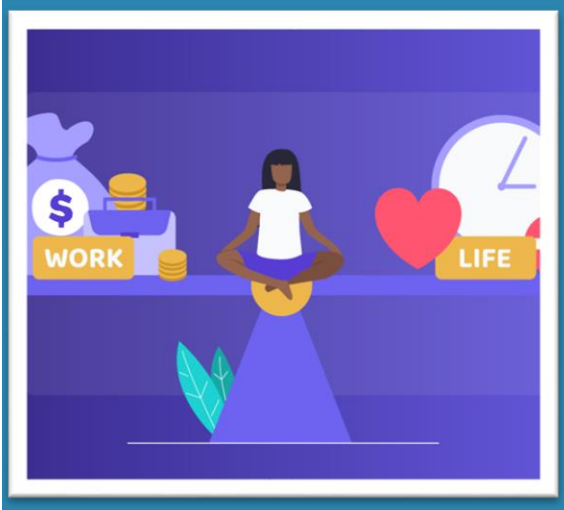


- Remember your “why”
- Empower and engage
- Share business rationale openly
- Be intentional about DEI efforts
- Promote career growth/advancement pathways
- Inspire trust and teamwork
- Embrace flexible work options
- Leverage EAP outlets
- Be visible
- Celebrate the wins

Disney's:
“Happiness is a
PURPLE Balloon”



Create a Winning Culture



Work Life Balance **HARMONY**

- Allow yourself and others to prioritize who and what is important
- Respect the needs, goals, and boundaries of all
- Be authentic and engaging



Take Time to **REFILL**

- Remember the workplace, the community, the world benefits from our overflow
- Be deliberate in supporting mental health days, flexible work schedules, and days “just for fun”



Peer Charity/Outreach **COLLABORATIONS**

- Join or create regular think-tanks or cohorts with other agency and community partners to learn best practices, share resources, and join forces
- Be an agent of change



The Puzzle Needs **ALL THE PIECES**

- You can't go it alone – welcome innovation
- Get comfortable being uncomfortable in change
- Remember to reach back as you climb up



*Thank
you!*

OPEN DISCUSSION

References

Gentry, E. J. (2017). *Professional resilience and optimization* [PowerPoint slides].

Plata, T. (2022). [Untitled illustration of woman bent over desk holding low battery sign above head]. The Brink. <https://www.bu.edu/articles/2022/work-burnout-signs-symptoms/>

Shanahan, D. (1989). Lassie get help [Cartoon]. Lambiek Comicipedia. https://www.lambiek.net/artists/s/shanahan_danny.htm

[Untitled illustration of man with secondary trauma monster on back]. Routledge Taylor & Francis Group. <https://www.routledge.com/blog/article/understanding-secondary-trauma-for-mental-health-professionals>

[Untitled illustration of people surrounding puzzle piece heart]. DSU. <https://www.dawsonstudentunion.com/services/advocacy/>

[Untitled illustration of person sitting with warning signs of mental illness]. NAMI Citrus. <https://namicitrus.org/understanding-the-early-warning-signs-of-mental-illness/>

[Untitled illustration of person walking on bridge being held up by three people]. P.M. Kato Consulting, LLC. <https://pamkato.com/2013/03/14/how-do-you-measure-self-efficacy-the-answer-may-surprise-you/>

References

[Untitled online image of intentionality definition]. DreamersAndGiants.com. <https://dreamersandgiants.com/tag/intentionality/>

[Untitled online image of woman holding umbrella for another woman in phone]. University of Cambridge. <https://www.studentsupport.cam.ac.uk/crisis-support-and-information>

[Untitled online image of woman standing next to giant pencil and checklist]. The Village Family Service Center. <https://www.thevillagefamily.org/blog/new-year-new-goals>

Vesley, F. {Untitled photograph of Viktor Frankl}. Wikipedia Commons. https://commons.wikimedia.org/wiki/File:Viktor_Frankl2.jpg

Vipergod2000. (2013, February 27). *Office Space printer scene – censored and dubbed – safe for work version* [Video]. YouTube. <https://youtu.be/ejQycd4frgM>

You gotta nourish to flourish. [Online image]. Star Center. <https://star-center.org/self-care-you-gotta-nourish-to-flourish/>

Yu, S. It's ok if you can't save the world on your own [Illustration]. Study Breaks. <https://studybreaks.com/thoughts/compassion-fatigue-is-real/>