Working Wounded:

Preventing and Managing Professional Burnout and Impairment

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DISCLAIMER

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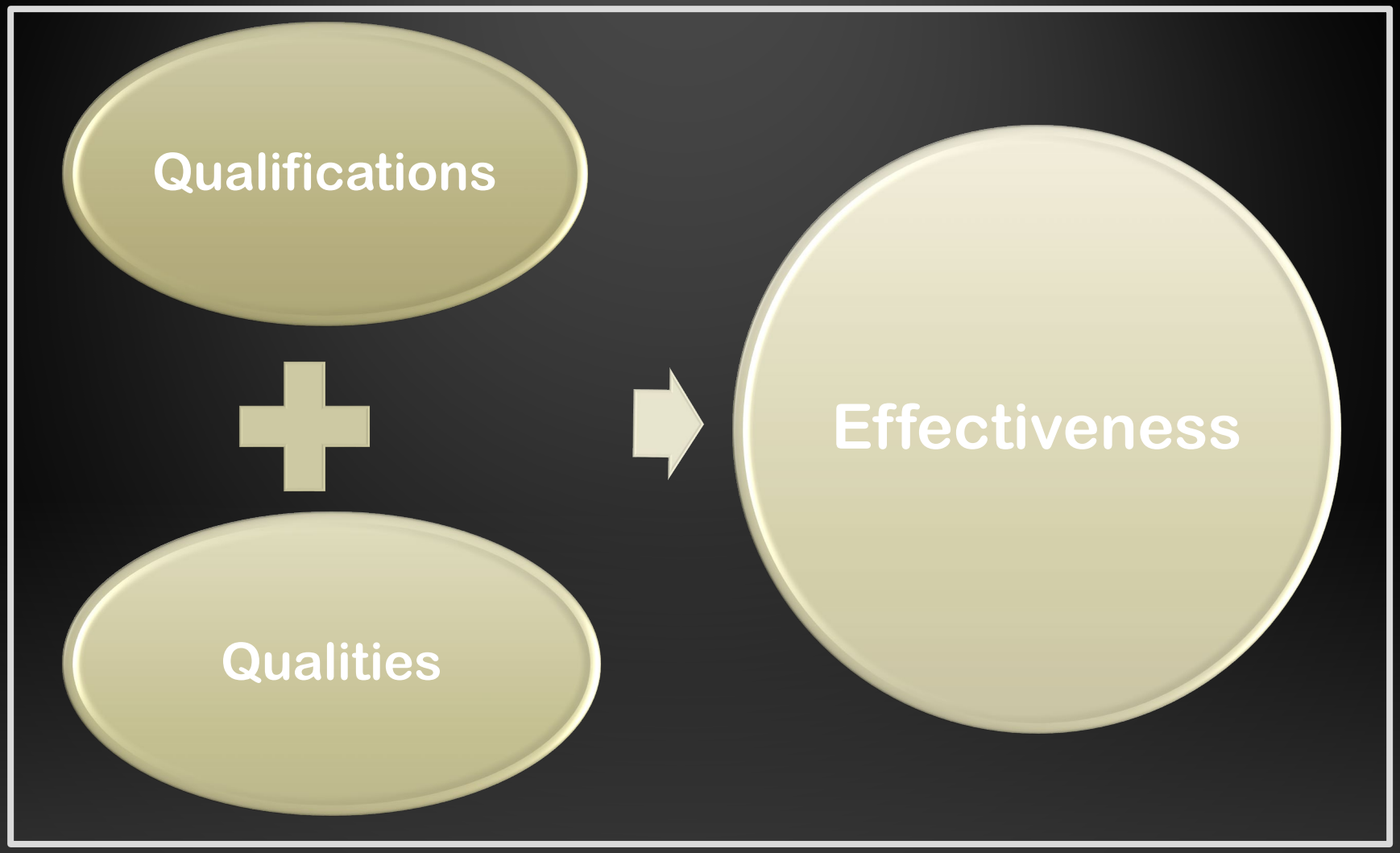
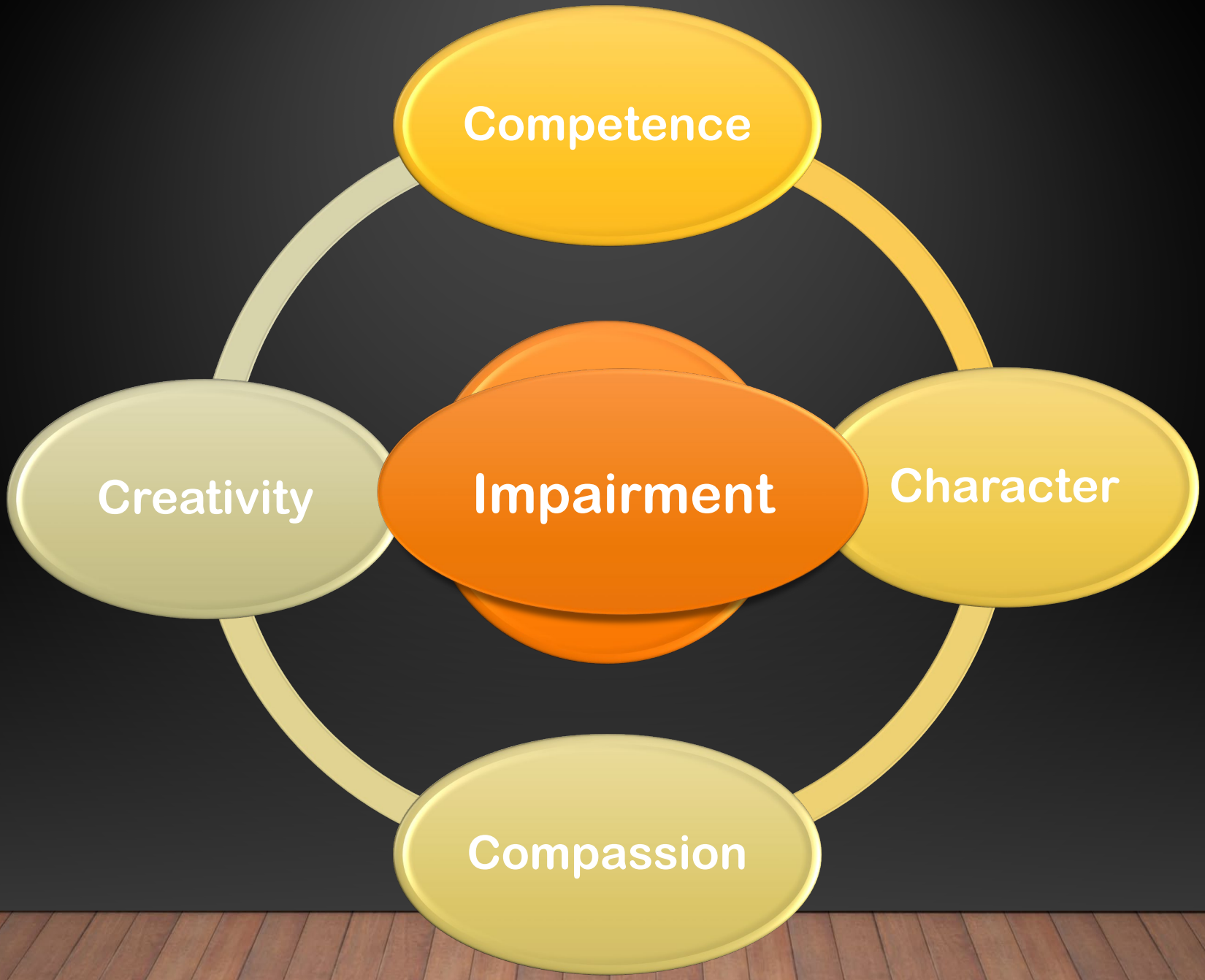
  Points of views or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice.

HERE'S WHAT'S COMING

1. Job Effectiveness & Satisfaction
2. Impairment
3. The Disorders
4. The Warning Signs
5. The Train Wreck
6. Wellness


Qualifications
Qualities
Effectiveness


Competence
Creativity
Impairment
Character
Compassion

TWO ESSENTIAL PERFORMANCE SKILLS

Compartmentalize

When It Doesn't Work

Integrate

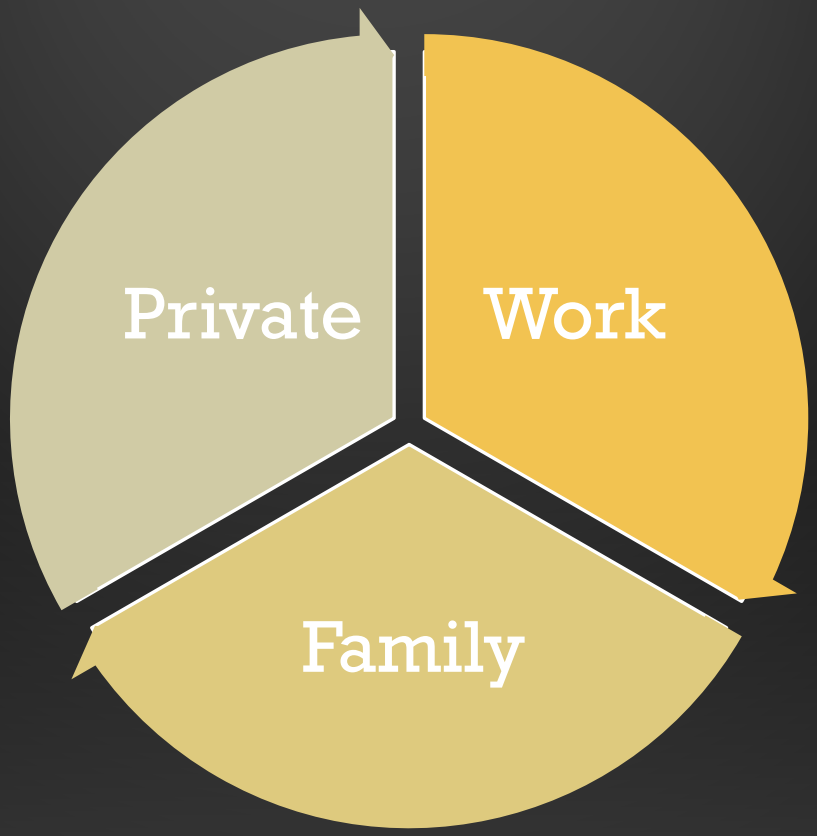
Burnout is a state of emotional, mental, physical exhaustion caused by excessive and prolonged stress.

Stress and Burnout

Too Much or Not Enough

An impaired professional is one who has an illness or problem that prevents him or her from adequately performing required occupational duties.

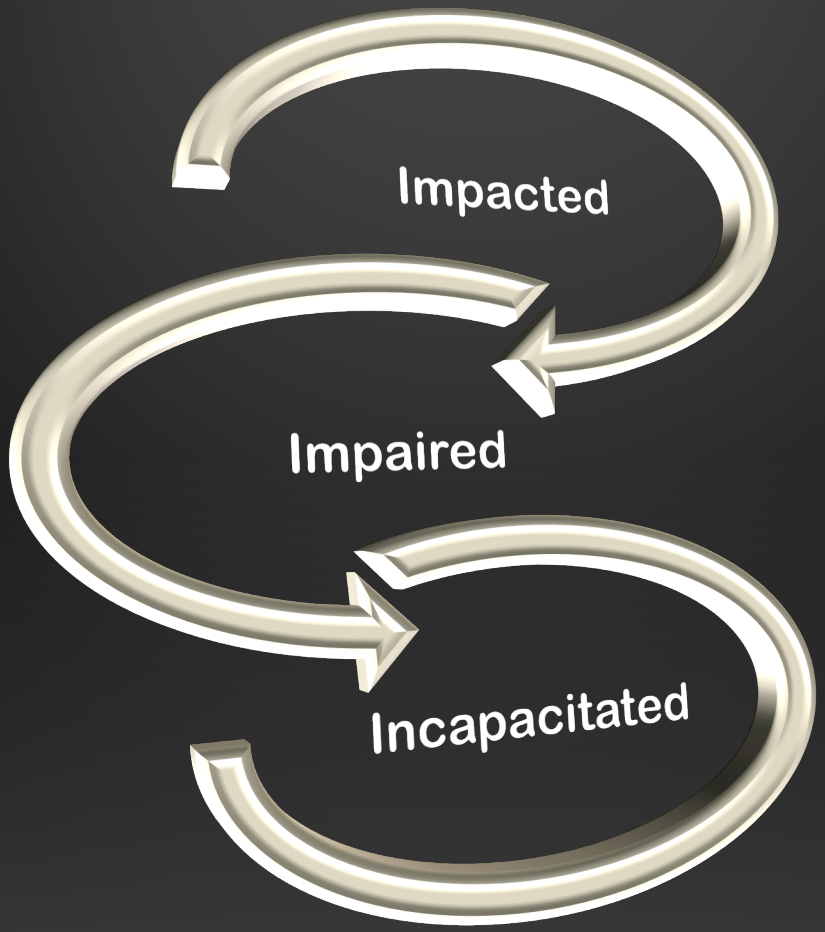
IMPAIRMENT ARENAS



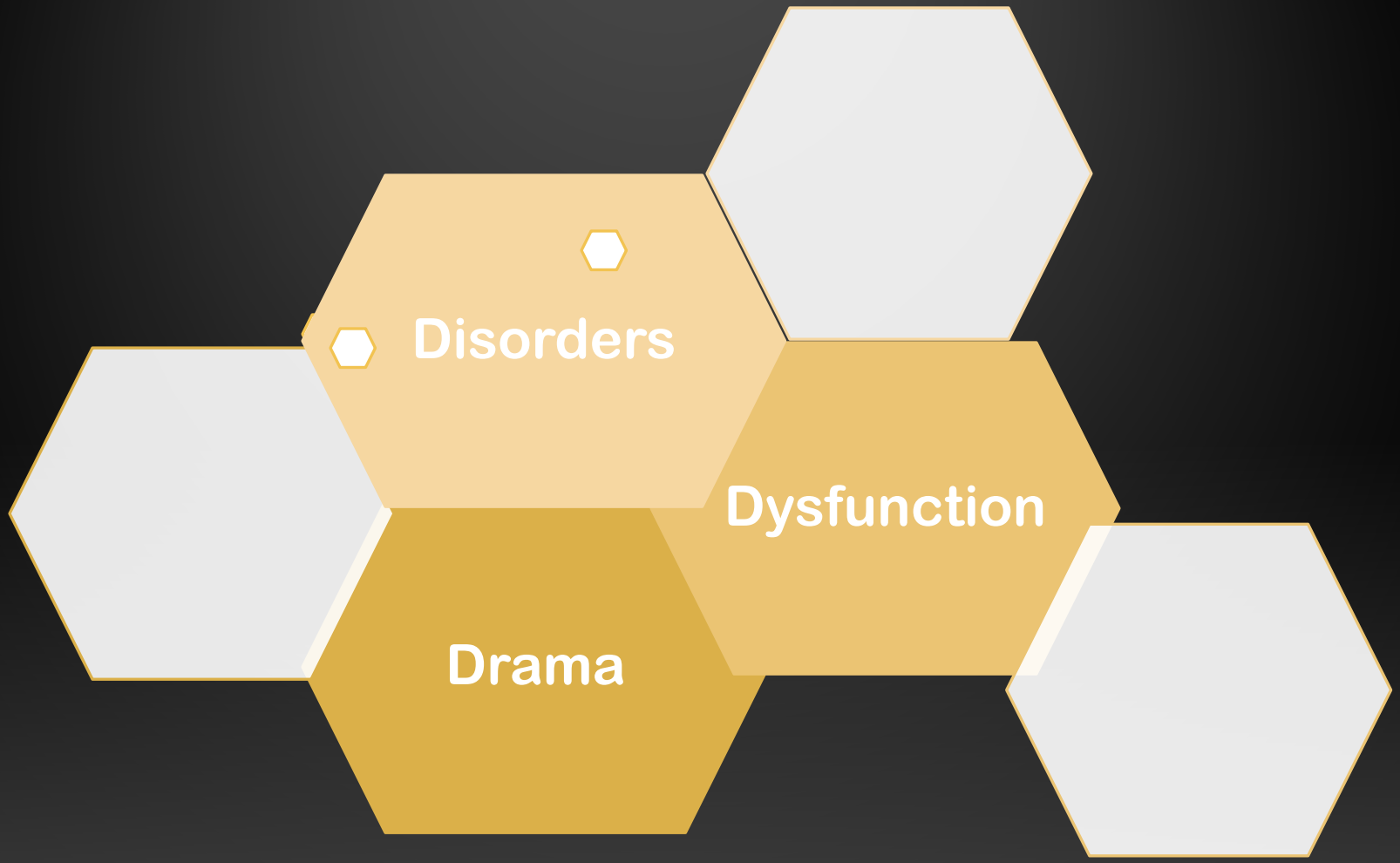
PROFESSIONAL IMPACT

- Not as good as I used to be
- Not as good as I could be
- Not as good as I need to be

IMPAIRMENT LEVELS



SOURCES OF IMPAIRMENT



Disorders

- Depression
- Drinking

Dysfunction

- Delinquency
- Divorce

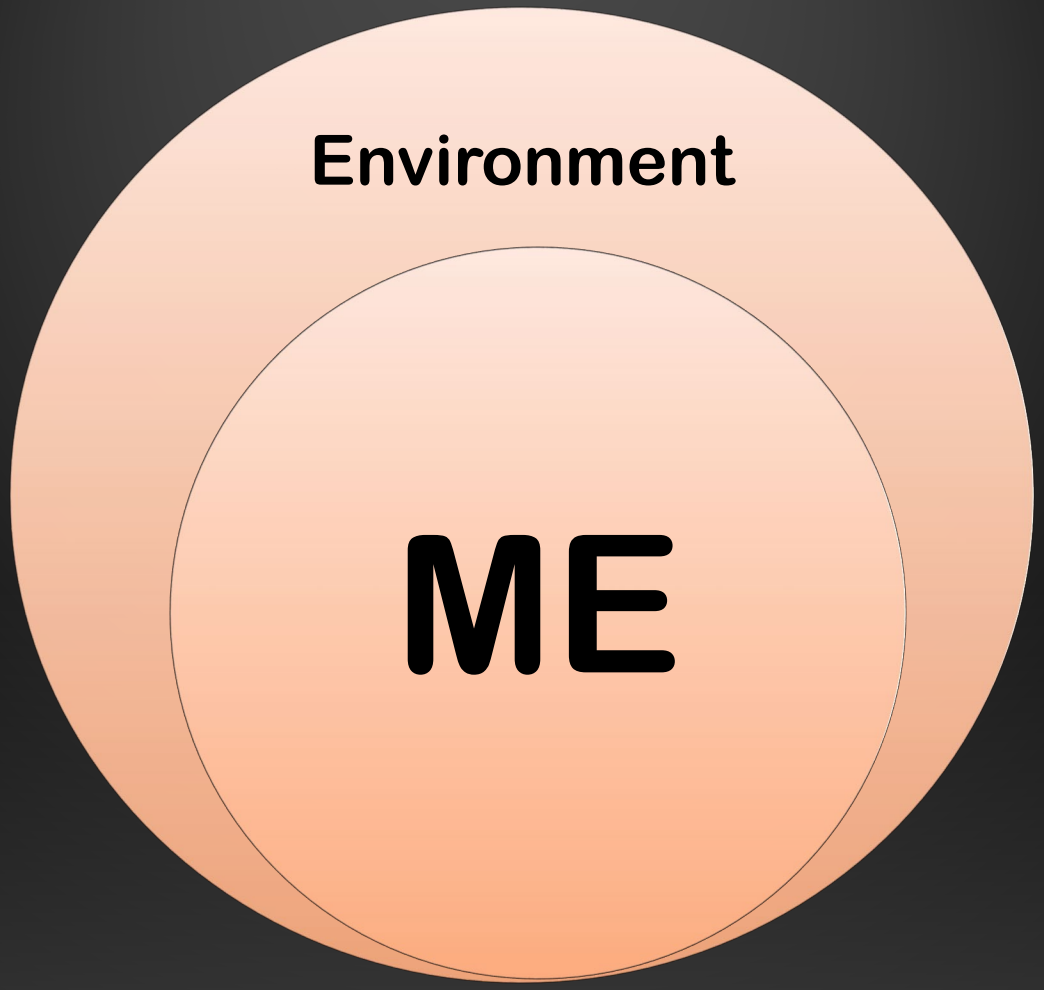
Drama

- Disputes
- Disarray

7 WORK-RELATED CONTRIBUTORS

1. Excessive, un-realistic demands
2. Monotony
3. Compassion fatigue
4. Bullied or rejected
5. Workplace conflict
6. Lack of mechanisms for resolution or venting
7. Triggering events (counter transference)

AND ONE MORE…


Environment
ME

Schizophrenia Spectrum
Bipolar
Personality & Substance Use & Other
Mental Disorders
Depression
Neuro Developmental & Disruptive
Anxiety Trauma OCD

10 WARNING SIGNS

1. Increased incidence of professional errors; missed deadlines; procrastination

2. Shows decreased concern for customers, colleagues, or company

3. Increased complaints about the work product; quality of service or manner, style, and tone of communications

10 WARNING SIGNS

4. Increasingly negative
5. Increased absence from work or work social functions
6. Frequently disappears for extended periods during the day
7. Deterioration of personal hygiene and/or appearance

10 WARNING SIGNS

8. Appears exhausted, sleep deprived or distracted
9. Crying spells or uncharacteristic outburst
10. Appears under the influence at work

FIVE WAYS TO WRECK YOUR CAREER

1. **Deny**
2. **Deflect**
3. **Deceive**
4. **Detach**
5. **Detonate**

AND ONE MORE…

Wellness

Act responsibly in defense of your own health and wellness.

FIVE WAYS TO PRESERVE YOUR CAREER

1. Decompress
2. Deliberate
3. Depend
4. Delegate
5. Deposit

GET SUPPORT

- Employee Assistance Program
- Human Resources
- Professional Treatment
- Faith Community
- Support Groups
- Trustworthy Colleague
- Colleagues

Am I My Brother's Keeper?

REACHING OUT

- *Established, positive working relationship*:
  - Raise the issue
  - Encourage them to get help
  - Discuss with trusted colleague or expert
  - Don’t gossip
  - Honor your professional obligations

HEALTHY COMPANIES…

1. Encourage personal wellness and work-life balance
2. Create safe environments for staff to acknowledge impairment
3. Don’t punish disclosure
4. Provide support
5. Expect the impaired to take responsibility for restoration

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