

Fisher & Associates Solutions

Organizational Health & Employee Wellness Specialists
Successfully Addressing Workplace Stress, Burnout & Trauma

Email: info@fisherandassociates.org
Website: www.fisherandassociates.org

Build Capacity

Promote Resiliency

Increase Coping Skills

WHEN WORKING HURTS: Stress, Burnout & Trauma in the Workplace

A 2-DAY SPECIALIZED PROGRAM PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

Developed by: Dr. Patricia Fisher, R.Psych, L.Psych. © Fisher & Associates (Revd.) 2006.

BACKGROUND

The Workplace Wellness Program has been specifically designed to address the very real issue of stress and trauma in specific occupational sectors.

This workshop is based upon the program reference books appropriate to the given occupational sector - either *When Working Hurts: Stress, Burnout & Trauma in Human, Emergency & Health Services*, or *The Road Back to Wellness: Stress, Burnout & Trauma in Corrections*, or *The Road Back to Wellness: Stress, Burnout & Trauma in Law Enforcement*. All 3 volumes are authored by Dr. Patricia Fisher.

The program workbooks feature 3 sections:

- Background information and theory.
- A comprehensive battery of self-assessment tools.
- Developing and implementing individualized long-term wellness plans.

This 2-day workshop acts as a program jump-start – it takes participants through Sections 1 & 2 in the program workbook, and orients them to Section 3.

Although firmly grounded in research and theory, this program is unique and new – we are blazing new trails. We are committed to the continued evolution of the program - in response to new research and participant feedback. This program is also part of an ongoing research protocol, and organizations may choose to participate in the research component of the program (with the understanding that individual choice to participate in the research is voluntary). The research continues to provide invaluable information that helps us understand the underlying mechanisms and effects of stress in different workplaces, and assists us in developing more helpful management strategies and workplace initiatives.

GOALS

The goals of this 2-day workshop are:

1. To provide participants with a common level of understanding about the mechanisms and effects of workplace stress in their work environment.
2. To assist participants through the workbook Section 2 self-assessments. These will help participants to determine:
 - Their current risk for workplace stress, burnout & trauma.
 - Their current levels of self-care (strengths and vulnerabilities).
 - Their current level of symptoms or effects due to workplace stress, burnout and trauma.
3. To assist participants in beginning to develop their own personal wellness plans, and to support their commitment to proceeding with them, by using Section 3 of the workbook and other strategies developed in day 2 of the workshop.
4. To promote team-building and assist in the development of specific unit strategies that will promote staff wellness and help deal with the effects of workplace stress.

LEARNING OBJECTIVES

PSYCHOEDUCATIONAL COMPONENT

- Participants will become familiar with the mechanisms and outcomes of systemic and traumatic stresses both at the individual and organizational levels.
- Participants will be able to differentiate between systemic and traumatic risk/resilience factors.

Please see over

CANADA

Fisher & Associates Solutions, Inc.
149 St. Lawrence St., Victoria, BC, V8V 1X9
Ph. 250 595-1425, Fax. 250 595-1435

USA

Fisher & Associates Solutions, LLC.
6 South Van Dyke Ave., Suffern, NY 10901
Ph. 845 504-0979, Fax. 250-595-1435

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- Participants will be able to apply the information directly to their own work environments.
- Participants will be able to generalize this knowledge to their co-workers and others.

SELF-ASSESSMENT

- Participants begin to move out of isolation, silence, and shame around their own responses.
- Using the self-assessment instruments, participants begin to grasp the cause and effect relationships between the relative risk for systemic and traumatic stress, self-care strategies and clinical outcomes.
- Participants gain insight into the specifics of their own particular profile:
 - Their areas of increased risk and their sources of resilience.
 - Their levels of self-care (strengths and vulnerabilities)..
 - Their symptom and effects profile (areas of concern and areas of strength)..
- Participants will gain perspective on the personal changes they have experienced during their time in the field (areas of concern and areas of growth).

INDIVIDUAL PLANNING

- Participants begin to take their own situations/lives more seriously.
- Participants start looking at their own lives and recognizing how limited (usually) their self-care is.
- Participants begin to consider the need for more attention to this and generate concrete and effective strategies for self-care.

- Participants begin to understand that their experience will only improve if they make changes.
- Participants gain insight into their own resistance to change and develop strategies to move past it.
- Participants have an opportunity to clarify and summarize the learning and insights they have developed during the course.
- Participants develop a personalized time capsule/reminder that will assist them in maintaining their motivation.

TEAM PLANNING

- Participants develop workplace strategies that will increase resilience.
- Participants experience an increased sense of peer support and team cohesion having taken this course together.
- The foundations for workplace wellness staff committees are established and/or enhanced.

CULTURE CHANGE

- Participants are able to normalize their stress responses and see the personal relevance of the material.
- Participants are able to focus on what they have found, and do find, rewarding about the work – thus supporting a renewed motivation to carry on with the work.
- Participants understand the importance of an ongoing commitment to their own wellness and to the health of their workplace.

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