



Who takes care of the caretaker?

Burnout prevention for the helping
professionals

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Burnout and stress at work - difficulty and challenge

- No person is immune against stress
- No person is immune against burnout
- Stress and burnout are normative situations for the modern working people





Burnout and stress at work - difficulty and challenge

■ Our task is:

1. **Identify**
2. **Take responsibility**
3. **Take action**

The ratio of burnout among the therapeutic profession, is one of the highest on the scale, 6th position out of 140 professions.

What is stress?

- Situation **perceived** as a threat (Selie, 1961)
- Situation in which a gap between **perceived** self-expectation and **perceived** environment expectation occurs (Ziv, 1999)



What is stress?

- Situation in which a gap between **perceived** demands and existing resources occurs (Folkman & Lazarus, 1984)
- Situation in which negative energy is invested at presence(**now**) in regard of **perceived** thoughts about the **future** (Ziv, 2004)



What is stress?

- **Perception** is the key word in regard to stress.
- “stressful situation” doesn’t exist
- What is perceived as stress to one will not be perceived as stress to another
- Stress is not good or bad , what counts is the level of stress





Negative ways to cope with stress

- Drugs
- Alcohol
- Sleep
- Avoidance
- Procrastination
- Eating
- Anger



Positive ways to cope with stress

- Sport
- Good Nutrition
- Meditation, Relaxation, Yoga,
- Sharing and encountering with friends
- Good time management
- Assertiveness
- Positive thinking

What is Burnout?

- Burnout is an accumulated process of physical and mental fatigue as a result of accumulated situations of frustrations that have not been resolved (Maslach, 1998)





Physical symptoms of Burnout

- Somatic complains about fatigue, dizziness, headaches, tension
- Decline of the Immune system functioning
- High exposure to heart and cancer diseases.

Cognitive symptoms of Burnout

- Damage to the STM.
- Forgetting the keys in car
- Can't find the keys in the morning
- Inability to invest energy in anything
- Cynicism and cynical humor
- Sarcasm



Cognitive symptoms of Burnout

- Setting appointments to different people on the same time
- Forgetting where you put your calendar of appointments
- Loss of creativity –”working by the book”



Social symptoms of Burnout

- Isolation and alienation
- “the whole world is against me”
- Deliberate damaging the work
- Low frustration tolerance to other people’s behavior
- Negative attitude towards other people
- Putting down, ridicule other people



Emotional symptoms of Burnout

Depression

Anger

Depersonalization

Imperviousness



Coping and preventing Burnout

- Always learn something new
- Learn something which is not connected to your profession
- Create opportunities to share your feelings and thoughts with others
- Enrich your work, don't do the same thing for too long time



Coping and preventing Burnout

- Balance between work and private life
- Make physical exercise as a regular habit
- Make time for relaxation and music
- Love what you do and do what you love
- “if you are not there, quit!!!”



Burnout among therapists

- The Therapeutic contract is difficult
- The client is allowed to project on his/her therapist (**transference**), but the therapist is not allowed to project on his/her client (**countertransference**), it is considered non professional behavior





The therapeutic contract

- Every therapist serves as a projected object
- Skills like empathy, active listening, unconditional acceptance are not natural and they require energy investment.
- The “savior symptom” – “I will succeed where everybody else failed”

The therapeutic relationship

- We do it because we care
- We have to keep boundaries and to distinguish between identification and empathy
- If you realize that you “take it in”, notice that there is an “unfinished business” – share it with your therapist



The energy bank

- We do function in our life out of an energy bank that operates like a regular bank.
- We have energy deposits and we have energy withdrawals
- The only difference between the energy bank and the regular bank that we can't get loans!!!



The energy bank

- Burnout is defined as a continuous overdraft
- It is very important to check regularly our balance
- To maintain good balance in our energy bank, we need to make sure that there are enough energy deposits in the account and we are in control of our energy withdrawals



The energy bank

- What is an energy deposit?
- Energy deposit is any action we do to “charge batteries” for fun and pleasure: dancing, going to concerts playing cards, hanging out etc.
- Notice that every energy deposit is a time invested act, we need to implement it into our weekly schedule



The energy bank

- What is an energy withdrawal?
- An energy withdrawal is an invested energy in one of the following acts: Anger, Disappointment, Worry, Stress, Fear, Anxiety, Hurt, Tension, Guilt, Shame, etc.
- Some withdrawals are unavoidable
- Some withdrawals can be “saved”



The energy bank

- Make a list of energy deposits and withdrawals on a weekly basis at home and at work
- Notice which withdrawals are unavoidable and which can be saved.
- Share with your partner



The energy bank

- Notice how many deposits you put in your account –if any!!!
- If you are the last on the list- what does it say about yourself?
- If your withdrawals are much more than your deposits- what does it mean for you?
- Are you the captain of your energy ship?



The energy bank

- What energy withdrawals can be “saved”?
- All the energy withdrawals that relate to Anger, Frustration, Hurt, and Disappointment
- These invested energy have one thing in common :
EXPECTATION



Let us talk about expectations

- Nobody can make us angry!
- Nobody can disappoint us!
- Nobody can hurt us!
- Nobody can frustrate us!
- We make ourselves angry
- We disappoint ourselves
- We make ourselves hurt
- We make ourselves frustrated



Let us talk about expectations

- How do we do it?
- We make ourselves angry or hurt or disappointment not because people did something or didn't do something.
- Our emotions is ours therefore we are responsible for their existance





Let us talk about expectations

- we get angry, hurt, disappointed because people do or don't do something that doesn't go along with our expectations.
- They **should** have done this or they **should not** have done that
- I **can't stand** that he/she does it that way



Let us talk about expectations

- Common words about expectations: High/low, justified, minimal, obvious, all these words are relatively phrases and therefore lead to nowhere!
- What is obvious for me is not obvious for you
- We need not to “lower” our expectations rather “adjust” them

Two kinds of expectations

- We have two kinds of expectations: legitimate and realistic.
- A legitimate expectation doesn't relate to a certain individual or to a certain time, legitimate expectation is manifested out of values, ethics, attitudes, norms and culture
- A realistic expectation relates to people and time.



Two kinds of expectations

- There are three options: expectations could be non legitimate and non realistic
- Expectations could be legitimate and realistic
- Expectations could be legitimate but not realistic
- I doesn't matter if the expectations are legitimate if they are not realistic it's a waste of energy. WOE- Waste Of Energy



Two kinds of expectations

- How do we know if an expectation is realistic or not? Can it be fulfilled in the existing reality?
- Rational Vs Irrational thoughts
- ABC module –(Albert Ellis, Ph.D)
- Rational –Emotive Behavioral therapy, REBT.





Common Irrational thoughts among therapists

- I **should** have known how to help this client, I **should** have done better.
- If I don't succeed to help this client that means **I am a lousy therapist**
- If my client is not satisfied with my therapy it **must** be my fault.



Common Irrational thoughts among therapists

- If I set boundaries to my client I am a **“bad” therapist**. Good therapist **should** be always to the service of their clients
- If I disagree with my client I **am not** real empathetic, caring, professional therapist

Common Irrational thoughts among therapists

- I **can't** take vacations , time off, it is on the account of my clients' needs.
- My clients needs **should** be more important than my own needs because they are “week” and I am “strong”.
- If my client is not satisfied that shows **what a lousy university I went to**



The 40 minutes formula

- Balance between work and private life.
- 40 minutes are $\frac{2}{3}$ of an hour.
- If we take 4 times 10 minutes of time-out, it will change our day.
- If we make it part of our regular energy deposit, our energy bank will look different.

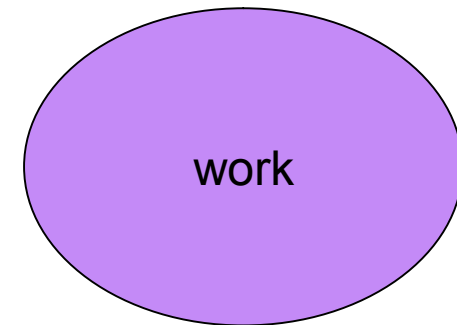
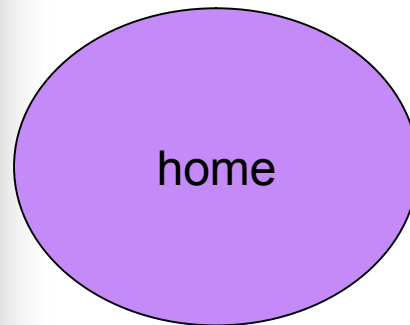
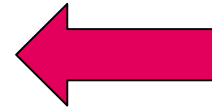


The 40 minutes formula

- 1st time-out: the morning time out
- 2nd time-out: before wearing the uniform
- 3rd time-out: close the gate behind you
- 4th time-out:” my home is my fortress “



The 40 minutes formula



The magic of life

- “Life is the longest loan that death gave us”- Socrates
- Enjoy life and celebrate, Everyday that passes does not return.



The magic of life

- Life is the show for itself
- There are no rehearsals
- Thank you for attending
yaron

