

Workplace Wellness E-Course

When Working Hurts™ : Effectively Addressing Stress in Trauma-Informed Workplaces

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A 15 HR SPECIALIZED E-COURSE

This unique program provides a critical resource for those working in trauma-informed occupations (e.g. Health Care, Social and Human Services, Enforcement, Corrections, Emergency Response, Armed Services, Education, Legal & Judicial Services, etc.).

Designed for staff and managers, this intensive research-based program effectively addresses the risk for stress, burnout and exposure to direct and vicarious trauma

Over the past few years there has been a tremendous amount of new research into all the elements surrounding the mechanisms of workplace stress and trauma. We now understand and can predict risks for the wide-ranging physical, psychological and interpersonal impacts. We also know how to effectively manage these specialized stresses and how to recover from their harmful effects.

We specialize in workplace wellness and organizational health in trauma-informed workplaces. Over the past decade, our textbook-based 2-day workplace wellness program was successfully delivered to over 12,000 individuals. This new e-course builds upon that experience and incorporates the latest research along with best that the online learning environment has to offer.

Please watch the brief descriptive video to gain a better sense of the course content and design.

Ordering Information

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Addressing the Needs of Trauma-Informed Workplaces



Program Content

Using an accessible and highly interactive PDF-based format, this 3-part program provides you with:

Section 1: Introduction to Complex Stress

- A sophisticated understanding about the mechanisms and effects of workplace stress and trauma in your environment
- An opportunity to identify the sources of resilience and risk in your workplace and in your life

Section 2: Self-Assessment Tools

Comprehensive self-assessment tools profile:

- Your current risk for workplace systemic and traumatic stress
- Your current levels of self-care in your personal and work life
- Your current levels of stress symptoms and effects

Section 3: Building an Effective Wellness Plan

- Tools to develop an effective and practical wellness plan for your *personal life*
- Tools to develop an effective and practical wellness plan for your *work life*
- Self-facilitation templates to guide the development of strategies and protocols which will increase the resilience of your workplace and improve organizational health.

This course is designed as a sequence of 12 units – each builds on the work you have done in the previous units

Table of Contents

Introduction	i
SECTION 1: Introduction to Complex Stress	
Unit 1 Why is Stress Important?.....	1
Unit 2 Introducing The Complex Stress Model	15
Unit 3 Systemic Workplace Stress: Risk & Resilience	24
Unit 4 Traumatic Workplace Stress: Risk & Resilience	36
Unit 5 Complex Stress Effects	58
SECTION 2: Self-Assessment Tools	
Unit 6 What Does My Risk Profile Look Like?	78
Unit 7 How Well Am I Taking Care Of Myself?	100
Unit 8 What is My Stress Symptom Profile?	114
Unit 9 Where Do I Go From Here?	144
SECTION 3: Building Your Wellness Plan	
Unit 10 Developing A Personal Wellness Plan	152
Unit 11 Developing A Workplace Wellness Plan	201
Unit 12 My Wellness Plan	234
References	258
Resources	289

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*How to stay well
while you are doing
valuable work*

*A 15 Hour Intensive E-Course provided by Fisher & Associates Solutions
www.fisherandassociates.org*

Advantages of E-Format

Moving into this E-learning individual format provides particular advantages:

- You can look more deeply at your own experiences and beliefs in a completely confidential and safe environment
- You can flexibly schedule your own time to take the program
- You can print and save the results of your self-assessments responses
- You can save and print and your responses to the exercises
- You develop a detailed and highly individualized Wellness Plan for your personal and work life
- This program is designed for repeated use – you can print out and compare your profiles as they change over time
- You can hold yourself accountable to the plans and commitments you made to yourself in the program

COMPLEX STRESS EFFECTS
Unit 5

It is clear that there are many sources of stress and of resilience in your workplace. Now it is time to see what effects they can have on your life.

The negative effects of complex stress can reach into all areas of our lives. Regardless of whether you generally believe in the value of resilience and its benefits, most of us are in the control of such factors as people, others. The things from that control would be possible, and in many cases of the world, we have generally taken in a number of control work. While such a control of risk is not always the best, it is not always the best. One work, and exposure to the risk of injury, trauma, violence, abuse, poverty, systemic failure, etc., provides a sense of "bad" or "different" from that perceived by people others.

The older population does not share much of the knowledge associated with the topic. You have probably recognized that those working outside the field do not really understand most of the dimensions of your work. Their knowledge comes from the media, and the address of the industry, however it often, based on actual incidents with professional control work, might, reduce or change. The professional of "emergency" work and "top" down control work.

This work is not always based on: Research shows that work with divided attention or other demands divided by system. Mark the "done" for the emergency, attention, people often report urgent change, and this work, this choice to work with a divided or "divided" group of "divided" attention on the job, to the public or "service" - often this is just an accident and out of work with the control of the work.

At a professional level, these few challenges represent:

- Stress
- Safety Challenge
- Inclusion
- Organization

Does this describe your experience? Yes No

Does this describe your experience? Yes No

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Doing the Work Challenges the Individual's Previous Belief Systems. Research shows that work with divided attention or other demands divided by system. Mark the "done" for the emergency, attention, people often report urgent change, and this work, this choice to work with a divided or "divided" group of "divided" attention on the job, to the public or "service" - often this is just an accident and out of work with the control of the work.

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Life circumstances. Research shows that work with divided attention or other demands divided by system. Mark the "done" for the emergency, attention, people often report urgent change, and this work, this choice to work with a divided or "divided" group of "divided" attention on the job, to the public or "service" - often this is just an accident and out of work with the control of the work.

During the Traumatic Experience (Peritrauma): Severity of trauma. While the severity of the trauma varies in obvious risk, we need to recognize that how often a person and how long the person has to be exposed to the experience. People can also become over-reliant by frequent experience of the same stress, but some previous trauma.

Frequency and duration of trauma. While the severity of the trauma varies in obvious risk, we need to recognize that how often a person and how long the person has to be exposed to the experience. People can also become over-reliant by frequent experience of the same stress, but some previous trauma.

RISK FOR JOB STRESS & BURNOUT QUESTIONNAIRE

Instructions: Please rate each of the items, on the 1-5 scale, in terms of how strongly you feel these in your workplace now.

Workplace Risk Factors	Low	Moderate	High
1. WORKLOAD			
Feel overwhelmed by too many demands on the time available			
Not enough time to do what is most important or desirable			
Too much paperwork, difficulty meeting deadline			
2. LEVELS OF CONTROL			
High levels of responsibility and little control			
Difficulty obtaining timely schedule and sequence of tasks			
Lack of participation in policy-making and operational decisions			
3. ROLE AMBIGUITY			
Unclear definitions of job description and expectations			
Inconsistent job expectations and assignment of new & unfamiliar duties			
Conflict with supervisor			

Risk for Job Stress & Burnout

Workplace Risk Factors	Low	Moderate	High
Workload			
Levels of Control			
Role Ambiguity			
Role Conflict			
Fairness & Values			
Job Demands & Resources			
Social Support			
People & Time off			
Conditions of work			
Compensation & Career			
INDIVIDUAL RISK FACTORS			
Physical health status			
Belief that the work is valuable			
Work family conflict			

Interactive Format

This E-Course was designed to be involving and highly interactive. Features include:

- Embedded response sets (check boxes, buttons, multiple choice, etc.)
- Extended answers and reflections
- Colour-coded Self-Assessments
- Summary graphs and charts
- Detailed planning tools

The program also contains supplementary audio files that introduce topic areas and provide additional commentary.

PHYSICAL HEALTH

Stress & Disease <ul style="list-style-type: none"> • Elevated blood pressure • Elevated heart rate • Sleep disorders • Depression • Diabetes 		Immune & Endocrine Systems <ul style="list-style-type: none"> • Asthma • Allergies • Immunity • Rheumatoid arthritis • Congestive heart failure
Cardiovascular <ul style="list-style-type: none"> • High blood pressure • Heart attack • Stroke • Coronary artery disease • Heart failure 		Brain <ul style="list-style-type: none"> • Memory • Attention • Learning • Decision making • Problem solving • Creativity
Gastrointestinal Problems <ul style="list-style-type: none"> • Irritable bowel syndrome • Ulcers • Peptic ulcers 		Fat & Sugar Metabolism <ul style="list-style-type: none"> • Weight gain & obesity • Type 2 diabetes • Metabolic syndrome

A look at value and engagement in your work experience. Looking at the distribution, you can see the distribution of work which is experienced as valuable and engaging - and work experienced as disengaged and not valuable. What is your experience with your work? What would you like to do in the future? Please use the scales in the chart below.

Value & Engagement in Work Experience

How valuable and engaging do you find your work right now?

How would you like it to be?

This E-course is provided as a fully enabled downloadable pdf file – all you need is a current installation of Acrobat Reader (a free download).

Goals and Objectives

The goals and learning objectives of this E-course include 5 major elements.

PSYCHODUCATIONAL COMPONENT

- Understand the critical role of stress in trauma-informed workplaces.
- Become familiar with the mechanisms and outcomes of systemic and traumatic stresses both at the individual and organizational levels.
- Differentiate between systemic and traumatic risk/resilience factors.
- Apply the information directly to your own workplace.
- Generalize this knowledge to co-workers and others.
- Learn about the consequences of long-term stress in terms of physical and mental health, relationships and overall functional capacity.
- Understand that you are able to effectively address the specific challenges in your environment, and that you can thrive and grow personally and professionally.

SELF-ASSESSMENT

- Using the self-assessment instruments, you understand the cause and effect relationships between the relative risk for systemic and traumatic stress, self-care strategies and clinical outcomes.
- Gain insight into the specifics of your own particular profile:
 - Areas of increased risk and their sources of resilience.
 - Levels of self-care (strengths and vulnerabilities).
 - Symptom and effects profile (areas of concern and areas of strength).
- Gain perspective on the personal changes you have experienced during your time in the field (areas of concern and areas of growth).
- If you have already been impacted by long-term stress, you will move beyond isolation, silence, and shame around your responses, and will mobilize to address the challenges.
- Develop proactive practices to avoid, mitigate and effectively manage stress and support your personal and professional development.

INDIVIDUAL PLANNING

- Take your own situations/life more seriously and recognize how limited (usually) your self-care is.
- Consider the need for more attention to this and generate concrete and effective strategies for self-care.
- Understand that your experience will only improve if you make changes.
- Gain insight into your resistance to change and develop strategies to move past it.
- Clarify and summarize the learning and insights you have developed during the course.
- Develop a detailed and specific wellness plan for your personal life and your work life.
- Develop strategies that will help you maintain your motivation.

TEAM PLANNING

- Develop workplace strategies to increase resilience.
- Experience an increased sense of peer support and team cohesion when taking this course together.
- Establish and strengthen the foundations for workplace wellness staff committees.

CULTURE CHANGE

- Normalize stress responses and understand the personal relevance of the material.
- Focus on what is rewarding about the work – and support a renewed motivation to continue the work.
- Understand the importance of an ongoing commitment to your own wellness and to the health of your workplace.

This E-course is designed for scalable implementation:

- *For Individuals*
- *For Workplaces*
- *For Organizations*

Please contact us for more information about wide-scale adoption and implementation strategies.