

From Fatigue to Fortitude

The Role of Resilience in Public Service



Today's Presenter

Erika Grant is a healthcare leader with more than 20 years of experience supporting vulnerable populations across acute, post-acute, and end-of-life care. Her work centers on the belief that mindset, communication, and emotional intelligence are critical to both individual performance and high-functioning teams.

She holds a degree in Communication from Washington State University and is a 2027 MBA candidate in Organizational Management. Erika is a certified Emotional Intelligence Practitioner, Lean Six Sigma graduate, and Compassion Fatigue trainer. She currently serves as a Donor Relations Account Manager at LifeNet Health.

Course Objectives

At the end of this program, you will be able to:

- Describe the risk factors, causes, symptoms, and impacts of compassion fatigue and burnout.
- Explain how to foster a workplace culture that promotes mental and emotional well-being.
- Apply strategies that enhance resilience and support healthy personal and professional change.



Disclaimer

Today's content is for educational purposes only and is not intended to diagnose, treat, or provide clinical or mental health care recommendations. Discussions about compassion fatigue and burnout are general in nature and are not meant to address any specific mental health condition.

The views and opinions expressed are those of the presenter and do not represent the official position of LifeNet Health. The presenter has no financial interests or conflicts of interest to disclose and is not receiving compensation for this presentation.

1 in 10

Suffer from symptoms of post traumatic stress disorder (PTSD)



30% Suffer from clinically significant levels of anxiety

2X - 3X

More likely to experience addiction

122%

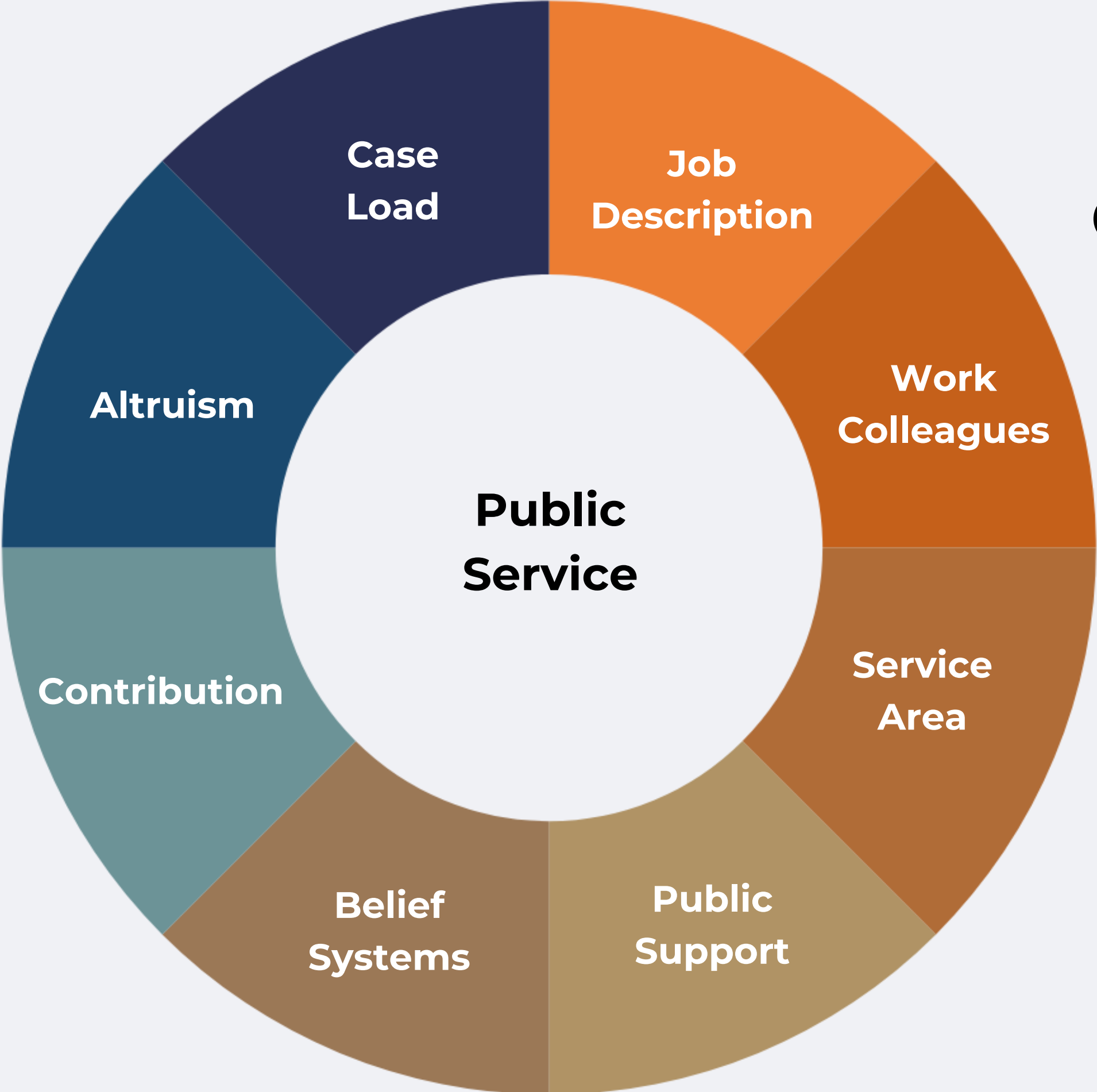
Higher rates of reported burnout and compassion fatigue compared to other high-risk professions

Compassion

Sympathetic consciousness of others' distress together with a desire to alleviate it.

Compassion Satisfaction

The **positive**
aspects of
working as a
public servant



Compassion Fatigue

The **negative**
aspects of
working as a
public servant



Chronic Distress

- Impairs cognitive function
- Disrupts sleep
- Drains energy
- Negatively impacts physical health

Eustress

- Enhances performance
- Builds mental resilience
- Supports a healthy immune response
- Activates the body's natural "fight-or-flight" protection



Stress

- Creates a sense of over-engagement
- Heightens emotional reactivity
- Triggers urgency and hyperactivity
- Results in diminished energy
- Increases risk for anxiety-related disorders
- Primarily affects physical health

Burnout

- Leads to disengagement
- Causes muted or blunted emotions
- Creates feelings of helplessness and hopelessness
- Reduces motivation
- Increases risk for depressive disorders
- Primarily impacts emotional well-being

What's the difference?

BURNOUT

Exhaustion of the mind, body, and emotions from prolonged stress.

COMPASSION FATIGUE

Deep physical and emotional fatigue from serving others without time to recharge

SECONDARY TRAUMA

When the trauma of others becomes our own

Risk Factors

Exposure to Trauma

- Duration
- Severity
- Familiarity

Environmental Considerations

- Support System
- Organizational Culture

Personal Attributes

- Coping Mechanisms
- Belief Systems
- Primary Trauma
- Gender
- Fixed v. Growth Mindset
- Low Emotional Intelligence

Manifestations



Physical

- Exhaustion
- Difficulties concentrating
- Prone to accidents
- Recurring nightmares



Psychological

- Sadness
- Apathy
- Loss of purpose
- Lowered self-esteem



Social

- Isolation from others
- Withdrawal from activities
- Loss of interest in intimacy
- “Chandeliering”



Spiritual

- Questioning beliefs, “Why me?”
- Human condition
- “How could this happen?”



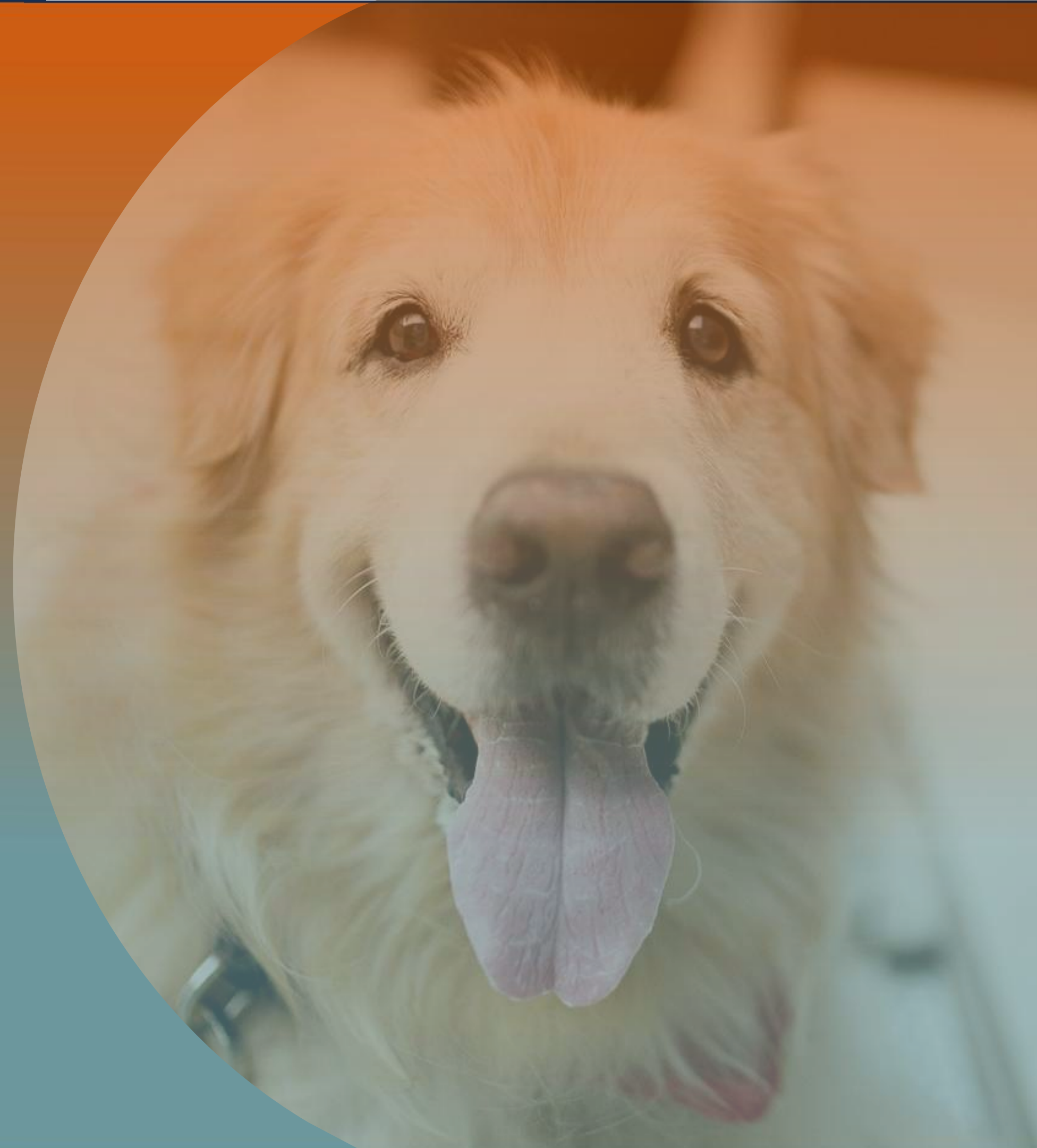
Professional

- Excessive complaints
- Low morale
- Projecting blame or anger
- Dreading work each morning

Good News

“Employees who perceive that their organizations actively address stress and trauma tend to experience less secondary traumatic stress and burnout, while reporting greater compassion satisfaction.”

— Adapted from research published in
the Journal of Forensic Sciences





Own Your Culture



The power of emotional contagion #leadership
#leadershipdevelopment
@drnicolelipkin

<https://www.youtube.com/shorts/o0Akzs5KsMk>

Emotional Contagion

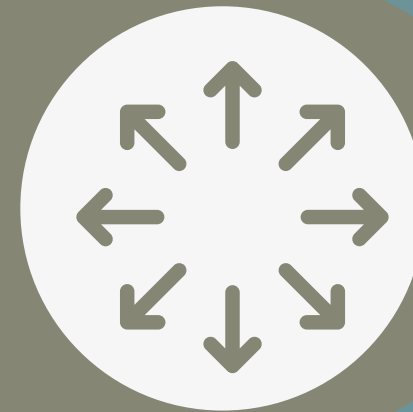
Automatic Mimicry



Feedback Loop



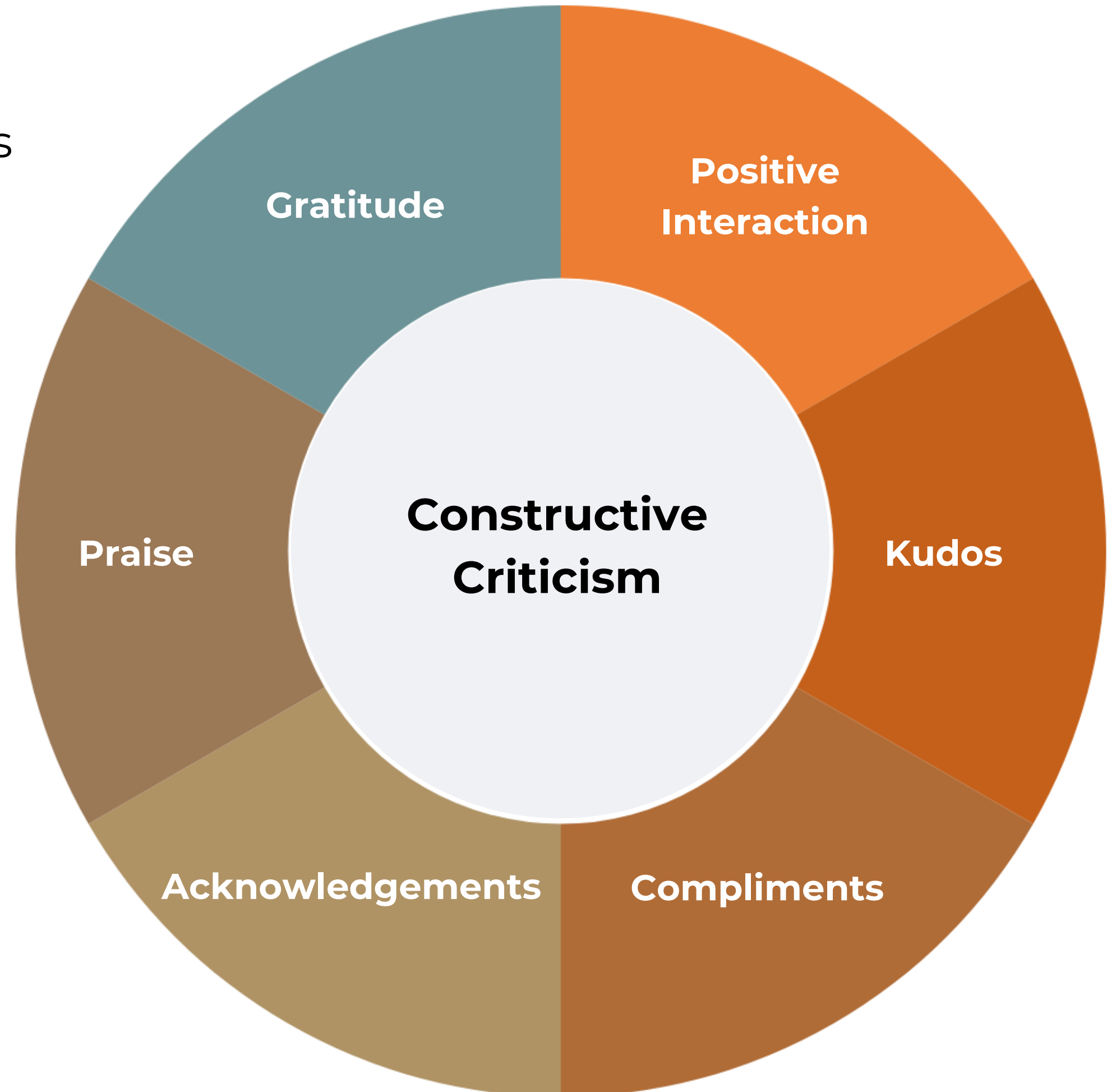
Spread of Emotions



The Gottman Ratio

5.6:1 Positive to Negative Interactions

“The most important factor that differentiated the most and least successful teams was the ratio of positive comments to negative comments the participants made to one another.”



The 4 Ps of Positive Leadership

Psychological Safety



Purpose



Path



Personalization/Progress





Psychological Safety

The freedom and safety to be authentic

- Ask for help
- Admit shortcomings
- Openly share mistakes
- Challenge the status quo
- Suggest new ideas
- Focus on improvement instead of preservation

Leadership - 5 Dysfunctions of a Team

Introduction to Lencioni's five dysfunctions of a team



Source: www.strategypunk.com



Purpose

The “why” behind our work

- Why did we choose our profession?
- What makes us choose to come to work?
- What about our work fulfills us?
- How do we impact those around us?
- Why do we serve?

Path

Our ability to control how we achieve success

- Clarifying expectations
- Empowering autonomy
- Providing necessary resources



Personalization/ Progress

Connection as a conduit for success

- Noticing
- Affirming
- Expressing Impact

*When people feel replaceable,
they'll act replaceable, but
when people feel irreplaceable,
they'll act irreplaceable.*

– Zach Mercurio

Resilience

An ability to recover from or adjust easily to misfortune or change





The obstacle is the way.

- Marcus Aurelius

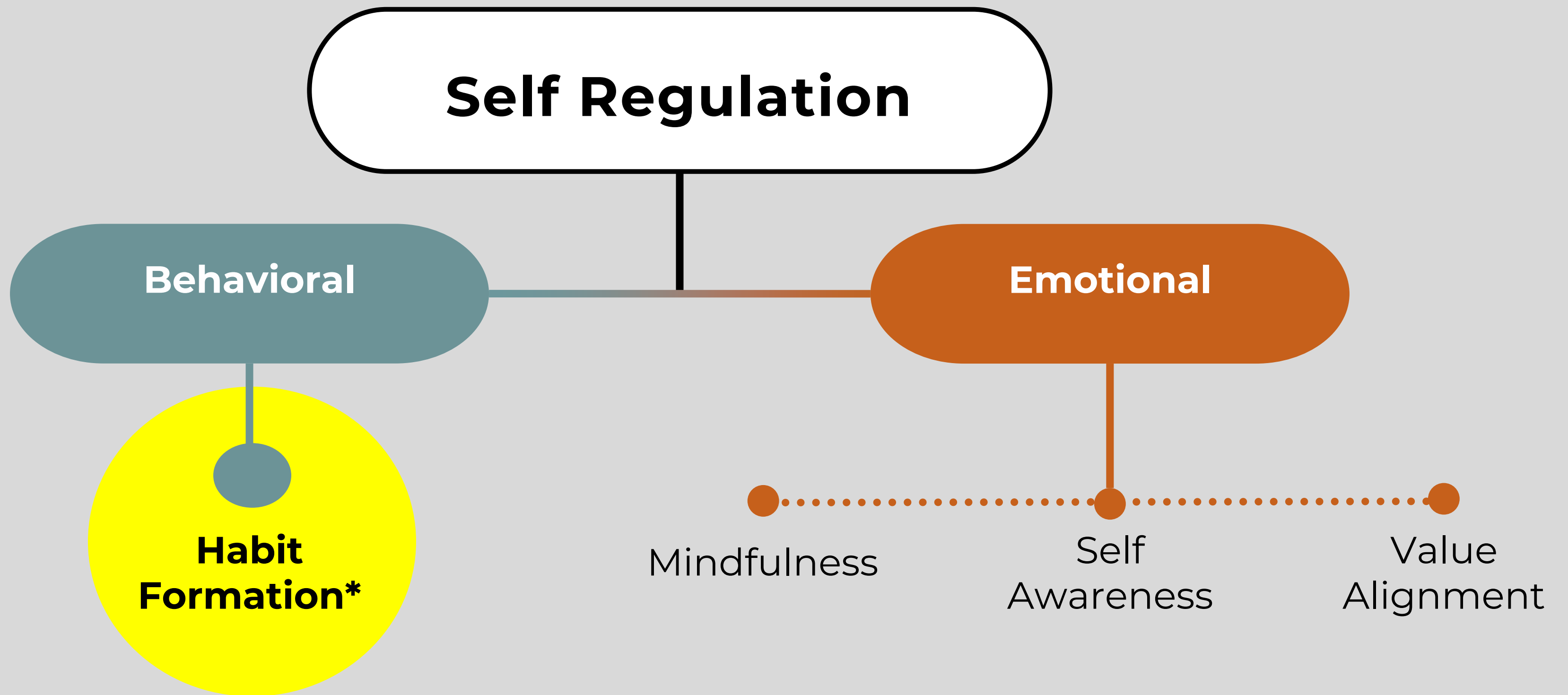
Strategies

Self Regulation



Offer Gratitude





**Source: Atomic Habits by James Clear*

Make it Obvious

- 1.1 Fill out the Habits Scorecard. Write down your current habits to become aware of them.
- 1.2 Use implementation intentions: “I will [BEHAVIOR] at [TIME] in [LOCATION].”
- 1.3 Use habit stacking: “After [CURRENT HABIT], I will [NEW HABIT].”
- 1.4 Design your environment. Make the cues of good habits obvious and visible.

Make it Attractive

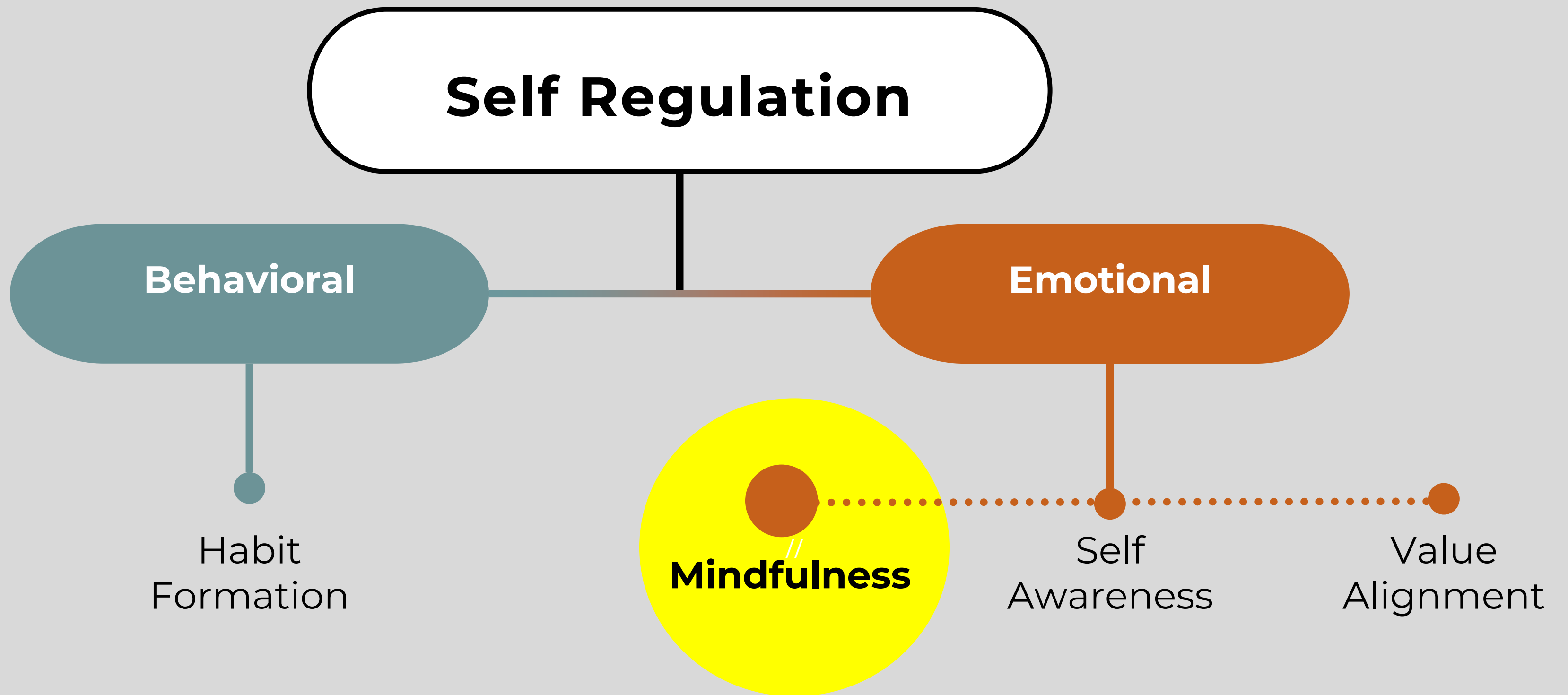
- 2.1 Use temptation bundling. Pair an action you want to do with an action you need to do.
- 2.2 Join a culture where your desired behavior is normal behavior.
- 2.3 Create a motivation ritual. Do something you enjoy immediately before a difficult habit

Make it Easy

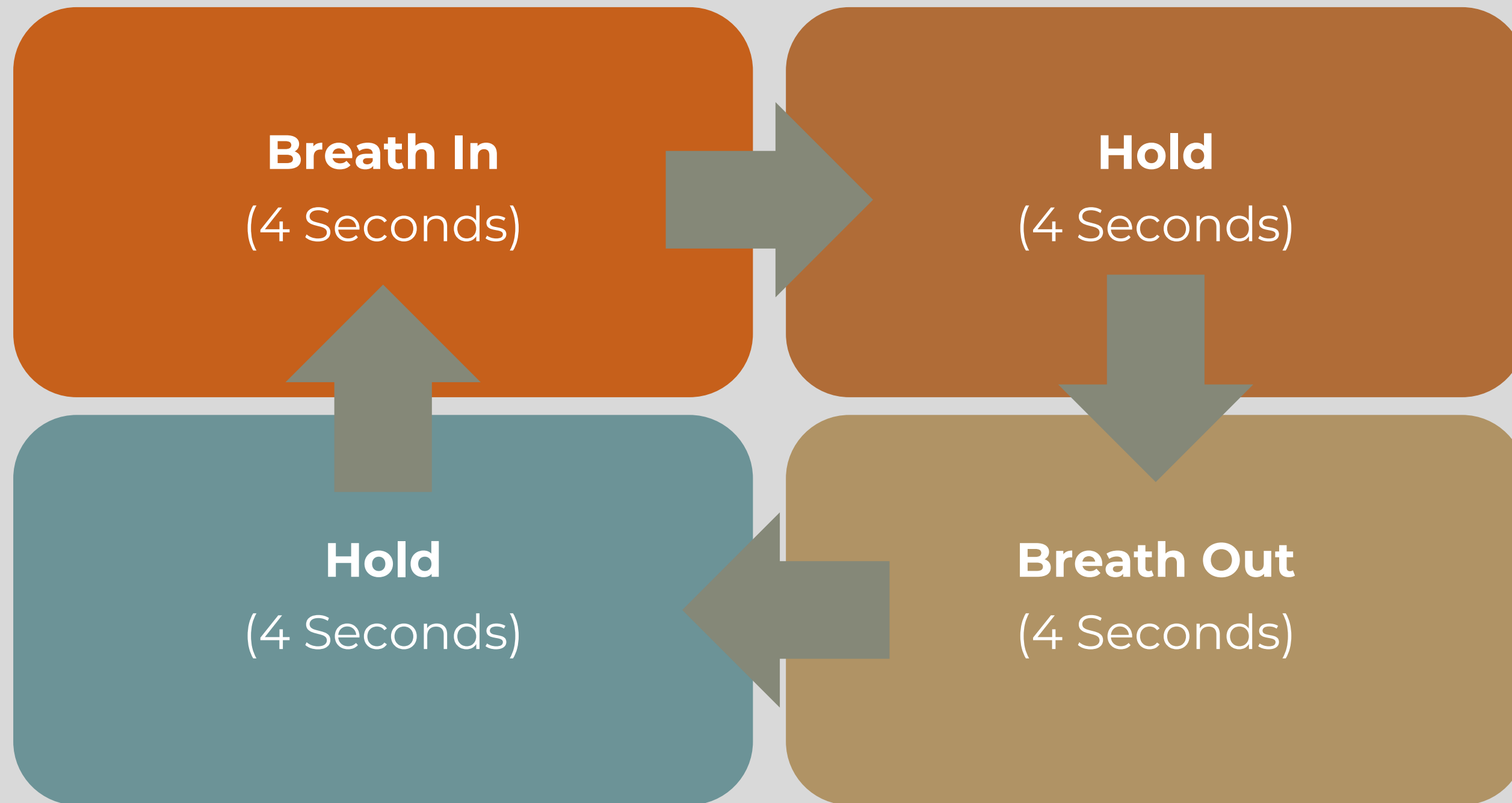
- 3.1 Reduce friction. Decrease the number of steps between you and your good habits.
- 3.2 Prime the environment. Prepare your environment to make future actions easier.
- 3.3 Master the decisive moment. Optimize the small choices that deliver outsized impact.
- 3.4 Use the Two-Minute Rule. Downscale your habits until they can be done in two minutes or less.
- 3.5 Automate your habits. Invest in technology and onetime purchases that lock in future behavior.

Make it Satisfying

- 4.1 Use reinforcement. Give yourself an immediate reward when you complete your habit.
- 4.2 Make “doing nothing” enjoyable. When avoiding a bad habit, design a way to see the benefits.
- 4.3 Use a habit tracker. Keep track of your habit streak and “don’t break the chain.”
- 4.4 Never miss twice. When you forget to do a habit, make sure you get back on track immediately.



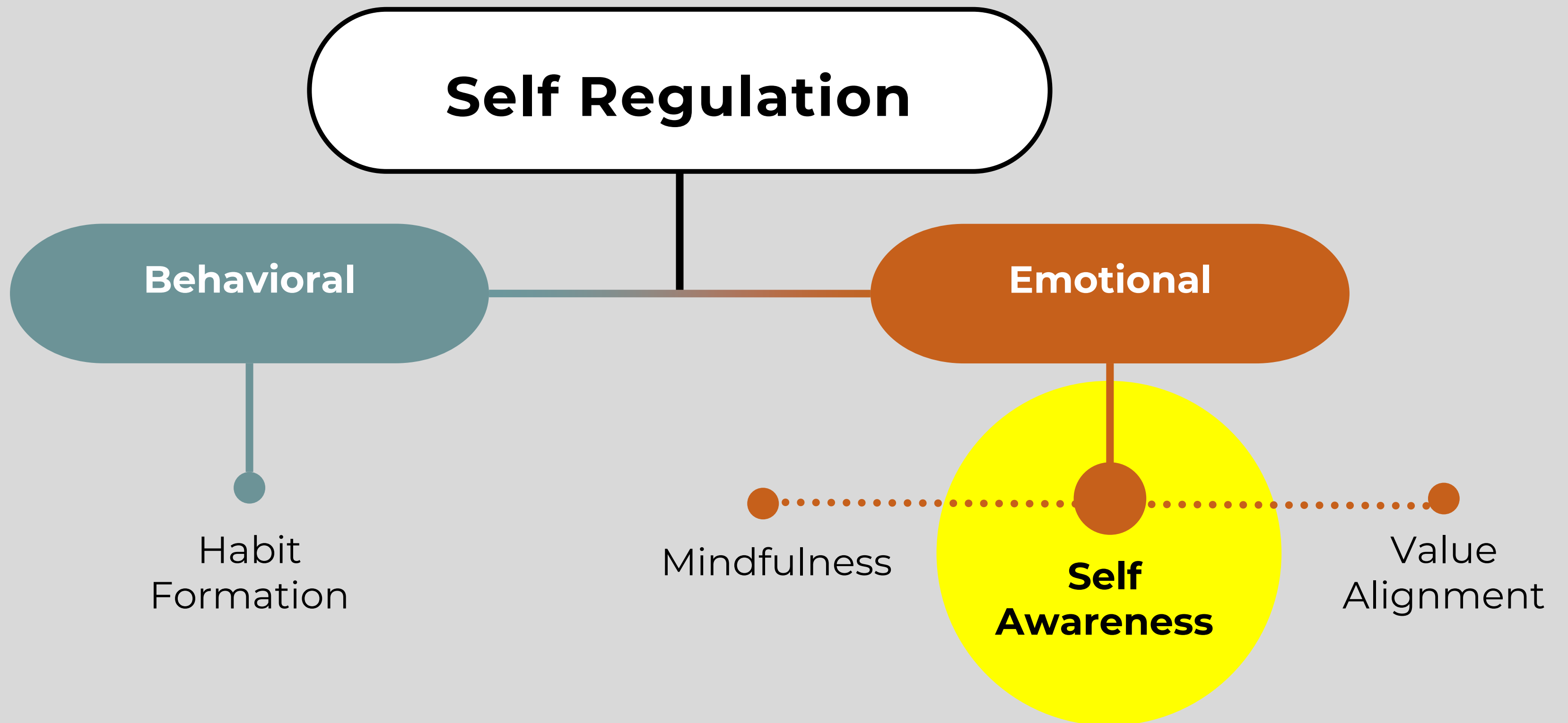
Box Breathing Exercise



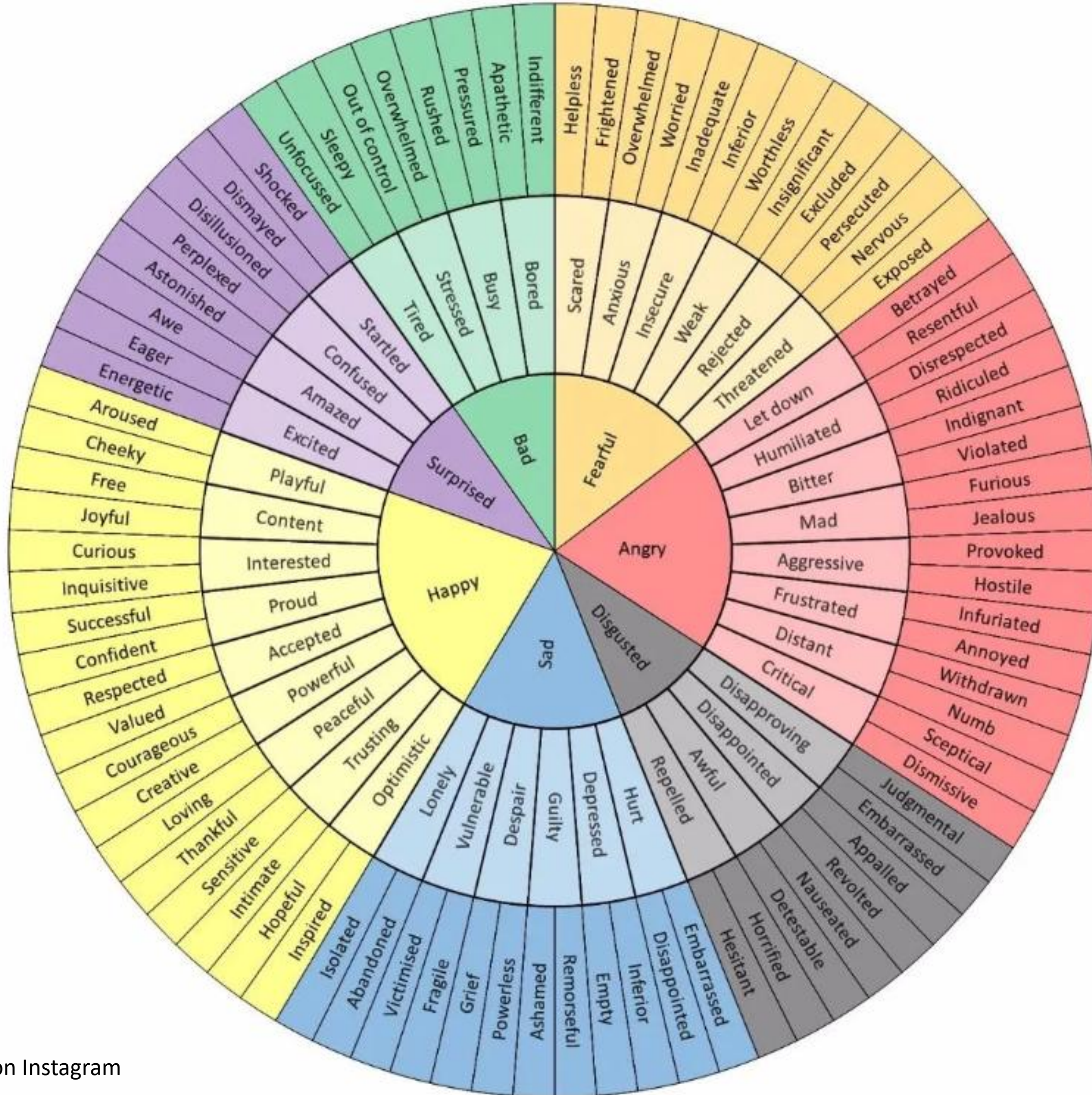
BOX BREATHING

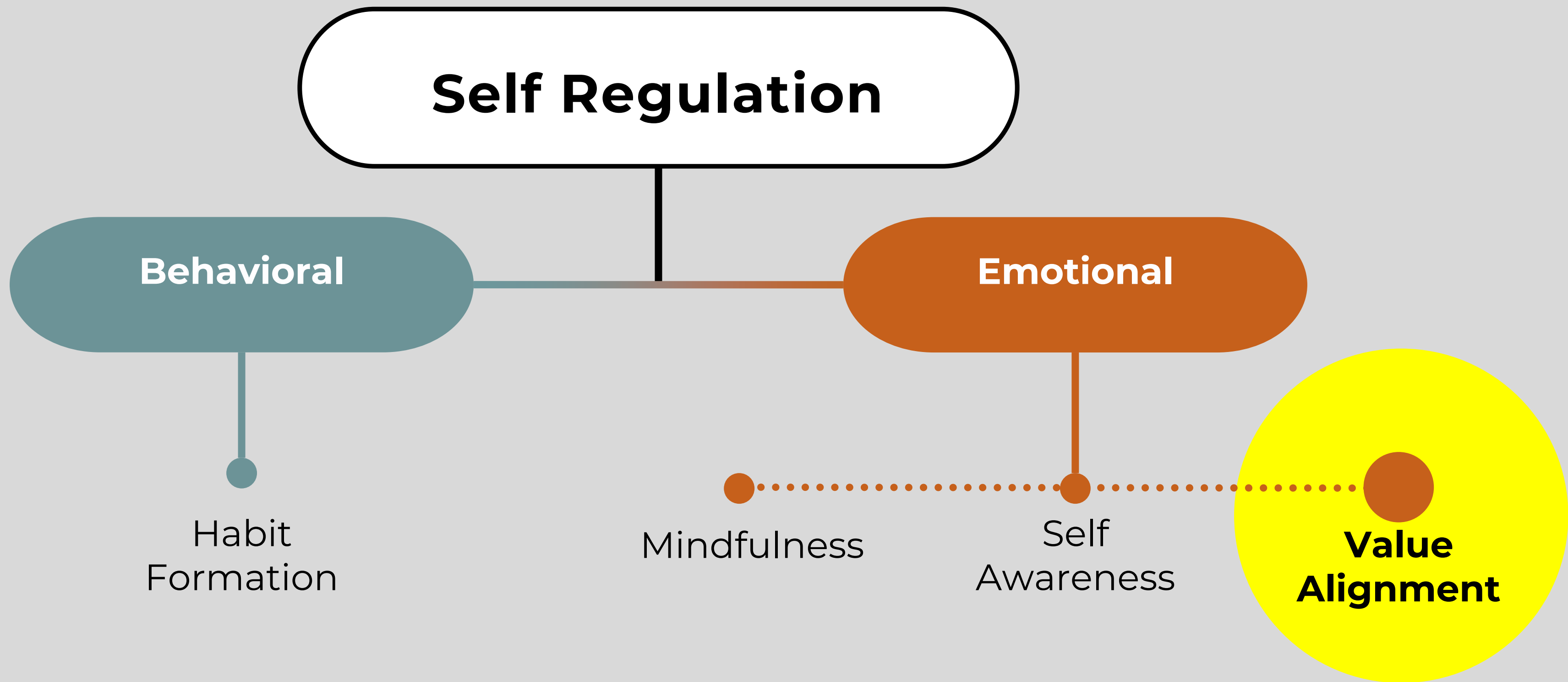
Follow the visual

Inhale 4 • Hold 4 • Exhale 4 • Hold 4









Values List

Achievement	Curiosity	Knowledge	Respect
Adventure	Determination	Leadership	Responsibility
Authenticity	Fairness	Learning	Security
Authority	Faith	Love	Self-Respect
Autonomy	Fame	Loyalty	Service
Balance	Friendships	Meaningful Work	Spirituality
Beauty	Fun	Openness	Stability
Boldness	Growth	Optimism	Status
Challenge	Happiness	Peace	Success
Citizenship	Honesty	Pleasure	Trustworthiness
Community	Humor	Poise	Wealth
Compassion	Influence	Popularity	Wisdom
Competency	Inner Harmony	Recognition	
Contribution	Justice	Religion	
Creativity	Kindness	Reputation	



Gratitude

Neurotransmitters

- Dopamine & Serotonin

Gratitude Journals & Thank You Notes

- Encoding
 - Hippocampus
 - Memory & Retention

Confirmation Bias

- Neuroplasticity

Text Requirements

Recipient: Professional Colleague

Content

1. Expression of Gratitude
2. Specific Event
3. How you were Impacted

*Bonus points for labeling emotional impact!

Examples:

- Proud
- Relieved
- Supported
- Overjoyed
- Valued
- Calmed
- Giddy
- Peaceful
- Confident
- Assured



Thank You

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