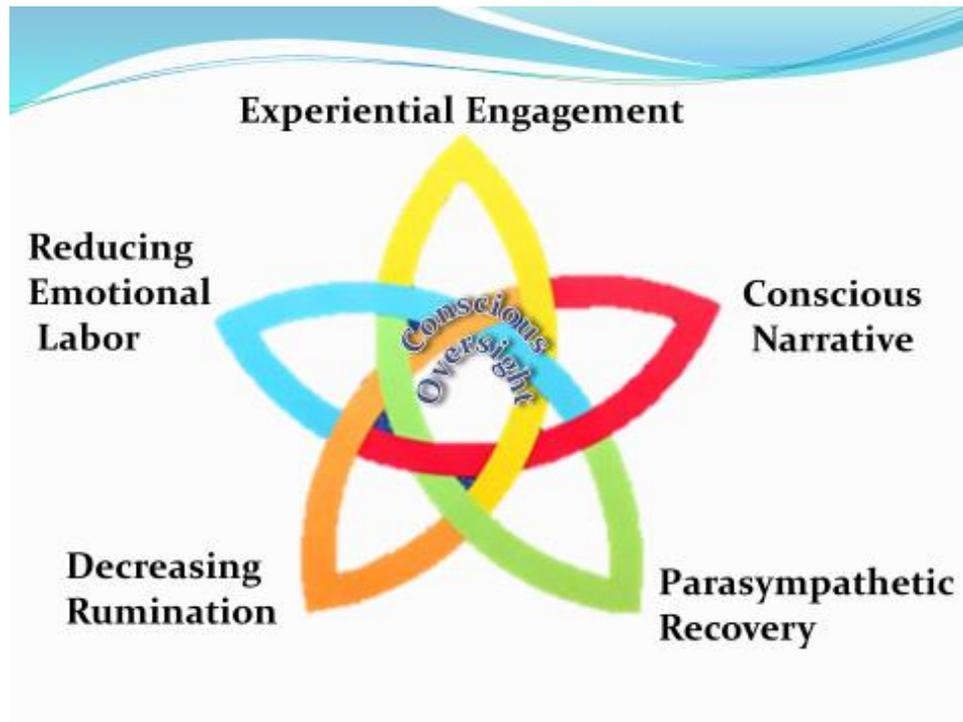


The CE-CERT Model

Components for Enhancing Clinician Experience
And Reducing Trauma

Developed by Brian Miller PhD

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Handout Concept Susan Schmidt PhD



Every Response Contributes Enhanced Protection

- ✚ These are acquirable skills
- ✚ The skills are not "self-care" strategies (but transcend it) rather they are strategies for changing the experience (distress of) doing our work in "real time"
- ✚ Overall concept of "Conscious Oversight" (paying focused attention to these areas in ourselves and making continuous adjustments)

Skill Domain #1: Experiential Engagement

Establish, balance, and maintain *a connection* to a client and the client's experience and *acknowledge and experience* the feelings that arise as a result of this engagement.

Goal is to open up to the full emotional experience of distressful (trauma) work

- *Emotions can be experienced without damage*
- *Emotions are not traumatizing*
- *Trauma comes from feelings overwhelmed and helpless*

What are you going to do with the emotional pain that comes from your work?

(Harry Spence as quoted in van Dernoot Lipsky 2009)

Emotional Engagement is essential to reducing indirect trauma
-feeling helpless and feeling overwhelmed

Deliberately increasing emotional engagement can be accomplished through deliberate efforts to:

-Increase **willingness**: "I am willing to feel whatever comes up from this work"

-Increase **skillfulness**: by

- + **Intentionality of Awareness** - What am I feeling?
- + **Noticing & Allowing** – Paying attention to the feeling as it arises, intensifies & fades
- + **Non-Reactivity** – Allowing the natural course of an emotion to take place without fighting it.

"Everything can be taken from [a person] but one thing: the last of human freedoms, to choose one's attitude in any given set of circumstances"

V. Frankl

Skill #1 Experiential Engagement [Action Step]

Commit to developing one practice / habit that will increase your awareness and acceptance of your emotional experience during your helping work _____

Skill Domain #2: Decreasing Rumination

Rumination: the mental process of reimagining past events and projecting future concerns and behaviors –often in the form of worry or dread

**Emotions are quickly metabolized...
Thoughts however can regenerate indefinitely**

Have you ever tried to “leave work at work?”

...is your work of such little value that you want to forget about it?

- ✚ *Intention* - Give yourself permission to let go (leave experiences in the moment)
- ✚ *Acknowledge* that you are ruminating –notice it and label it!
- ✚ *Task Positive Network* - beware mind-wandering
- ✚ *Short Circuit* the cognitive/emotional link
- ✚ *Conversation* – Engage Socially

We do not honor those we serve by intentionally suffering
Laura van Dernoot Lipsky

- Develop a plan concerning the source of the rumination
- Plan includes an activity; the more absorbing the better
- Play your **ACES**: plan is **A**ctive, **C**oncrete, **E**xperiential, and **S**pecific

Beware the Default Mode Network!

Skill #2 Decreasing Rumination [Action Step]

What are 3 task positive activities you can do to combat rumination?

1)

2)

3)

Skill Domain #3: Conscious Narrative

When we have developed a narrative (story) that explains ourselves in relationship to our work- and the intense experiences that we have, the autonomic arousal calms, we can return to our window of tolerance

What do you say when people ask you, “what is it you do?”

Our narratives include what we tell ourselves:

- + Before an experience (antecedent narrative)
- + During the experience (the concurrent narrative)
- + After an intense experience (the consolidation narrative)

Do you believe that your work is enjoyable and meaningful or that it is aversive and unsustainable?*Either way you are right!*

- Develop a career sustaining antecedent narrative
- Have confidence in your clinical skills
- Be willing to experience discomfort
- Radically accept your professional limits
- Allow for periods of supervisory reflection
- Develop a continuous narrative about why you are doing this work and the effect that it is having on you

“I ACCEPT MY ROLE IN THE COMMUNITY
AS A STEWARD OF THE COMMUNITY’S TRAUMA”

The main question is not how can we hide our wounds...but how can we put our woundedness in the service of others?
Henri Nouwen

Conscious Narrative [Action Step]

What career sustaining narrative can or do you tell yourself...

- ...On your morning commute to prepare you for your important work in helping?
- ...to accept the intensity and the distress that, at times, accompanies the work that you do?
- ...about why you serve highly stress impacted children and families?

Skill Domain #4: Reducing Emotional Labor

Emotional labor: The process of regulating experienced and displayed emotions to present a professional desired image during interpersonal transactions at work or –the effort that is required to be empathic and supportive when our actual or genuine feelings may be frustration, annoyance, anger, defensiveness or some other “unacceptable” feeling

What are sources of emotional labor?

- ❖ Seeing clients in judgmental terms
- ❖ Feeling ineffective
- ❖ Emotion-focused coping
- ❖ Trying to fix everything

Compassion as *Skill*

- + Intention—“Radical Compassion”
- + What am I feeling?
- + Curiosity and ‘model of mind’ (making sense of our and their behavior)
- + Use of behavioral strategies when empathic reactions are weak. (Calm)
- + Discuss your genuine feelings in a skillful, constructive manner

Wholeheartedness

- + Not wasting energy on “Should I or shouldn’t I?”
- + Not doing anything you aren’t already doing– just committing to doing it wholeheartedly.

Intentional Learning

- + Reframing difficult tasks into skills challenges.
 - *What do you need to learn?*
- + Personal accomplishment mediates burnout.

Reducing Emotional Labor [Action Step]

- How do you bring compassion and wholeheartedness into your work?
- What is one example of how you can practice continued intentional learning?

Skill Domain #5: Parasympathetic Recovery

Paying attention to our well-being and work strain on a continuous basis and responding in the moment by *intentionally* re-setting our system as needed

The Skills: **Practicing within your practice**

- + **Conscious** oversight of your level of distress.
- + Having “go-to things” for returning to homeostasis.

Drop anchor! Ideas for Mindfulness Moments:

- ✓ Notice signals to be mindful and present (post where you’ll see it)
- ✓ Quick check-in with self before beginning documentation
- ✓ Two feet/one breath BREATHE!
- ✓ Hand on heart “I got this!”
- ✓ Check the 5 senses (plus your gut)
- ✓ 5 minute end-of-workday check-out

Ways to Increase Stress Hardiness

- + Develop a positive stress mindset
- + 20 minutes a day (at least) in a moment of complete stillness (Mindfulness meditation, exercise, flow activity)
- + Nurturing and employing social supports
- + “Re-balancing” rather than “Work-life balance.” Intentionally adjust time and energy flexibly based on current needs rather than an 8-5 fixed mindset.

“Incline to your own distress as mother would to a distressed child”

Review and commit to your action plan!

Show Up and BE BRAVE!
Make this action plan your own

Commit to developing one practice / habit that will increase your awareness and acceptance of your emotional experience during your helping work.

Skill #1 Experiential Engagement [Action Step]

Commit to developing one practice / habit that will increase your awareness and acceptance of your emotional experience during your helping work _____

Skill #2 Decreasing Rumination [Action Step]

What are 3 task positive activities you can do to combat rumination

- 1.
- 2.
- 3.

Conscious Narrative [Action Step]

What career sustain narrative can or do you tell yourself...
...On morning commute to work to prepare you for your important work in helping?

...to accept the intensity and the distress that, at times, accompanies the work that you do?

...about why you serve highly stress impacted children and families?

Reducing Emotional Labor [Action Step]

How do you bring compassion and wholeheartedness into your work?

What is one example of how you can practice continued intentional learning?

Parasympathetic Recovery [Action Step]

What are two skills for practicing a “Mindfulness Moment or “Stress Hardiness” that you can commit to practicing in your practice?