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“Don’t Tell Me to Just Do Self-Care” Trauma-Informed Approaches to Addressing Secondary Traumatic Stress and Burnout

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Agenda

My Whys – values and belonging

What is Burnout, Secondary-Traumatic Stress (STS) and related terms?

Signs and symptoms

Trauma-Informed Care Approaches to Professional Well-Being



The power of belonging & our own values

- When belonging becomes conditional, organizational safety is compromised and we live in fear
- How can we find ways to stay grounded in our own values without losing ourselves in systems shaped by urgency, scarcity and pressure

Definition of well-being PERMA



- **P**ositive Emotion: feelings associated with enjoyment and life satisfaction
- **E**ngagement: flow or focused feeling one experiences when absorbed in an activity fully and in this state one is usually most productive
- **R**elationships: positive engagement and connection with other people, feeling supported
- **M**eaning: connecting with what has value and is found to be worthwhile
- **A**ccomplishment: having goals and ambitions in life and pursuing these just for the sake of it rather than for any reward to be achieved

Loving-Kindness Meditation



Shift towards

Single-based models

Self-Care
Single-level approaches

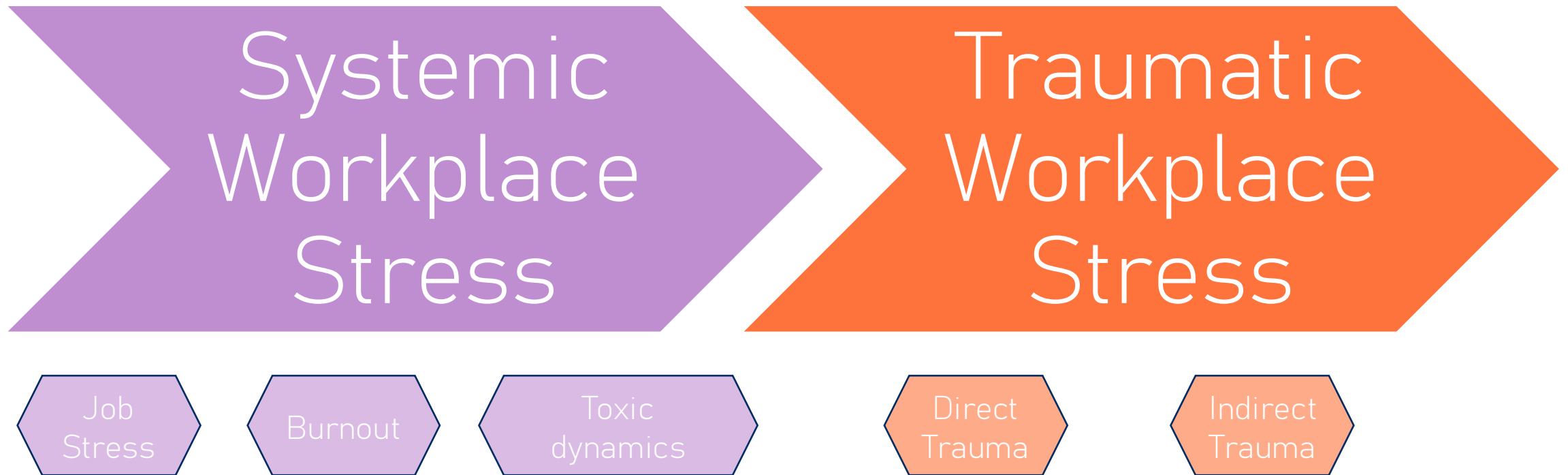


Bifocal models

Organizational level
Individual Level



The Complex Stress Model





What are your top sources of stress?

- Heavy caseload or unmanageable workload
- Lack of clarity and supervision
- Lack of funding or job insecurity
- Challenging workplace dynamics (e.g., microaggressions, hostility)
- Emotionally taxing or complex client situations
- Balancing work with personal life
- Limited opportunities for professional growth
- Feeling isolated or unsupported in your role
- Other (please share in chat)

Child serving professionals: at risk

Between 16%-92% of child welfare professionals suffer STS

National annual turnover: 14-22% with burnout as main factor

21.7% of helping professionals were at high risk for STS

24.8% high risk of burnout

50% of child protection workers were at high risk of compassion fatigue

50% of pediatricians report at least one symptom of burnout

Main sources of stress



- Excessive caseloads
- Heavy documentation and administrative burden
- Exposure to child trauma
- Staff shortages
- Lack of supervisory support
- Emotional labor
- Limited organizational recognition
- Poor work-life balance

Quotes from child welfare workers

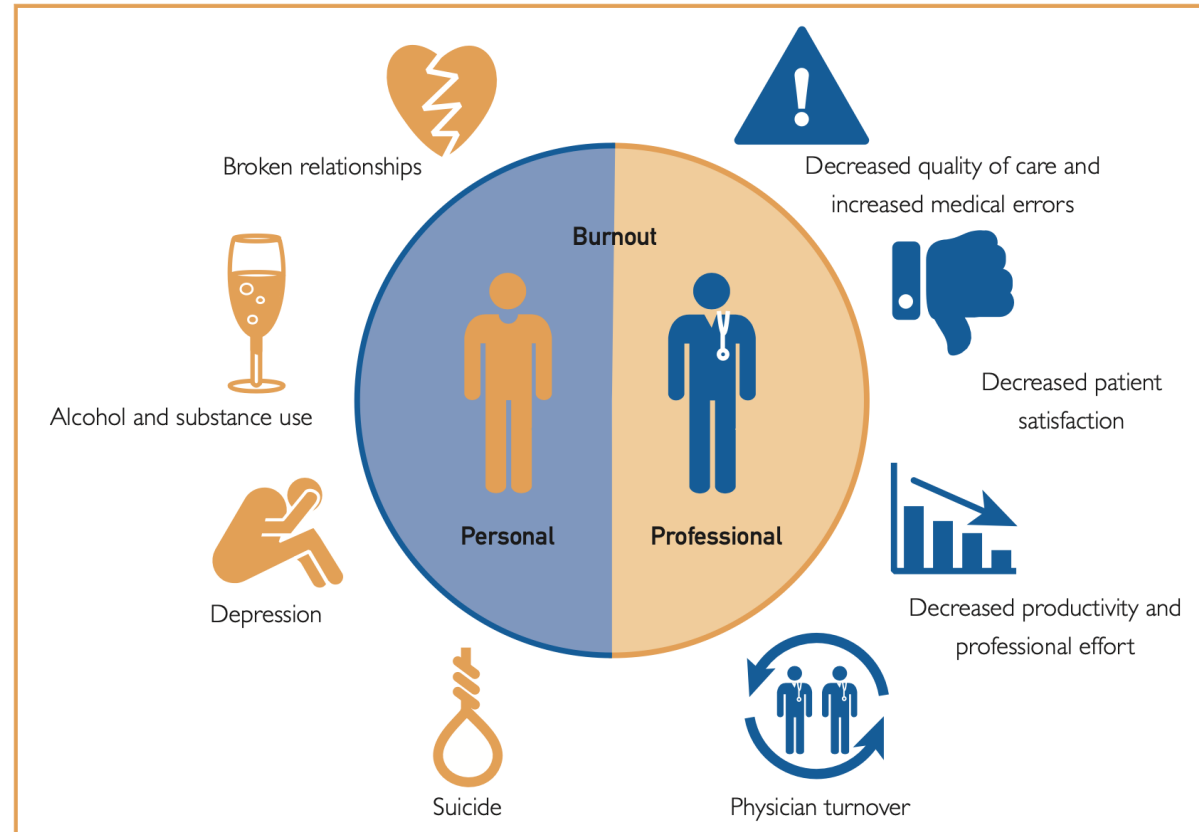
I feel like a **failure**. I feel that I have failed that family. I find that a lot. I feel that people think I'm failing them because I'm not helping, but I don't have the ability to. I feel like no matter how hard I try to be helpful to families, I crash with the policy and then there will be no room for me to do anything further. [Lucy, BSW, 6 years experience]

Negative stereotypes: "she called me a baby snatcher and accused me of trying to do anything possible to destroy her family. People have so many stereotypes about this work, and I find that to be stressful".

Feeling stressed and overwhelmed: I am the person doing all the home visits and seeing and getting all that information, but my supervisor made that decision only by herself. What I say don't really matter. It is stressful and I don't think this is how we should work. [Vanessa, MSW, 6 years experience]

It feels very **stressful** for me. I call it **suffering in silence**. You can't tell a client that, oh I agree with you but my manager doesn't. Because as a department, if the department made the decision, well, we made the decision [Anna, MSW, 6 years experience]

Consequences



Shanafelt, T. D., & Noseworthy, J. H. (2017, January). Executive leadership and physician well-being: nine organizational strategies to promote engagement and reduce burnout. In *Mayo Clinic Proceedings* (Vol. 92, No. 1, pp. 129-146). Elsevier.

Padlet: What type of support do you need?



Leadership support and change in organizational culture



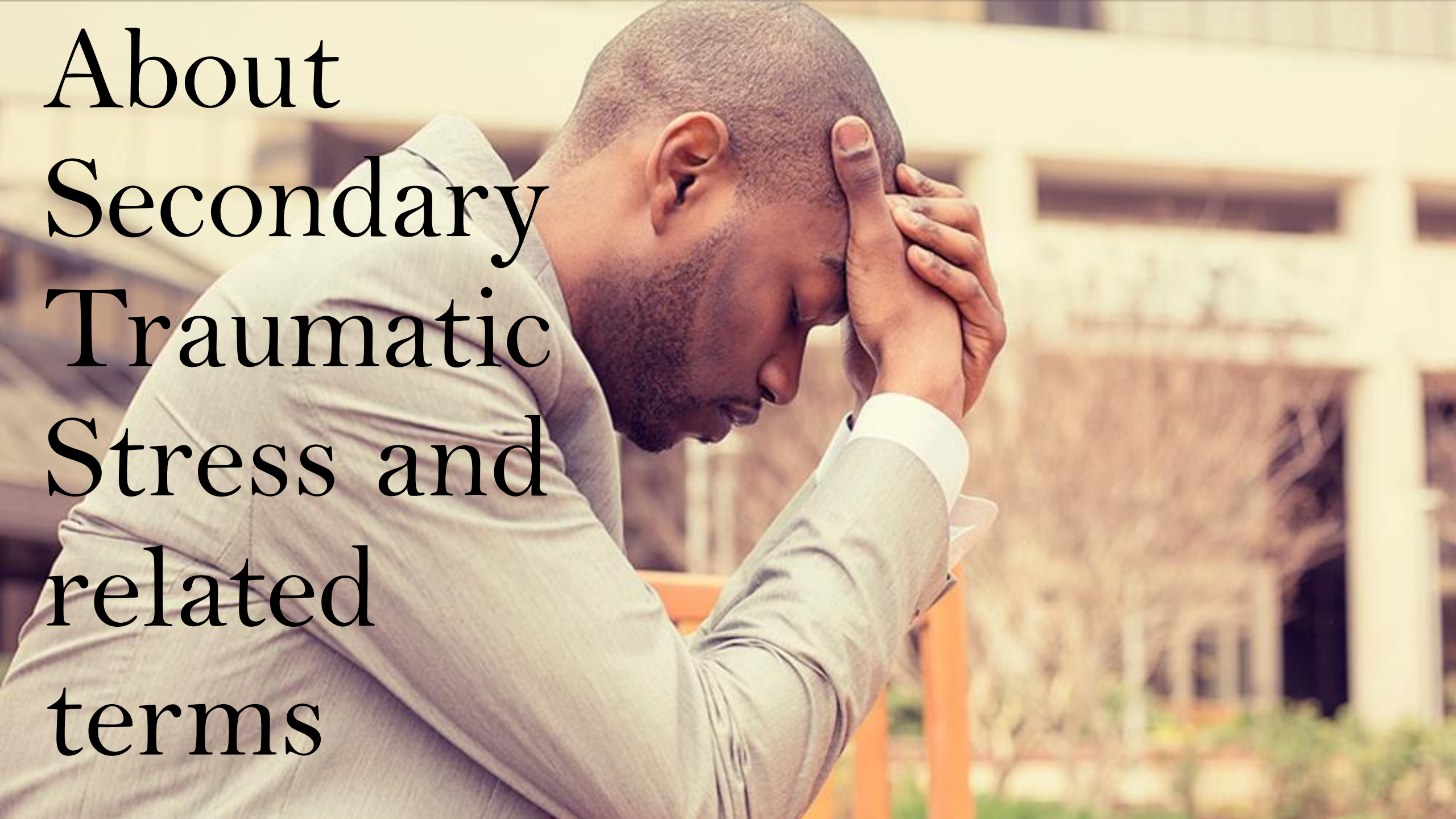
More opportunities to connect with colleagues and supervisors



More supervision/consultation time



Practical tools: manage stress in the moment, how to listen and help to a colleague, how to establish boundaries



About Secondary Traumatic Stress and related terms

Secondary Traumatic Stress

- Secondary Traumatic Stress is the emotional distress that results when an individual hears (reads, sees) about the firsthand trauma experiences of another.
- For individuals who care for individuals who have experienced trauma and their families, hearing trauma stories can take an **emotional toll**.
- STS symptoms can range from mild to severe, at which point individuals can develop **post-traumatic stress disorder** (PTSD).





Burnout

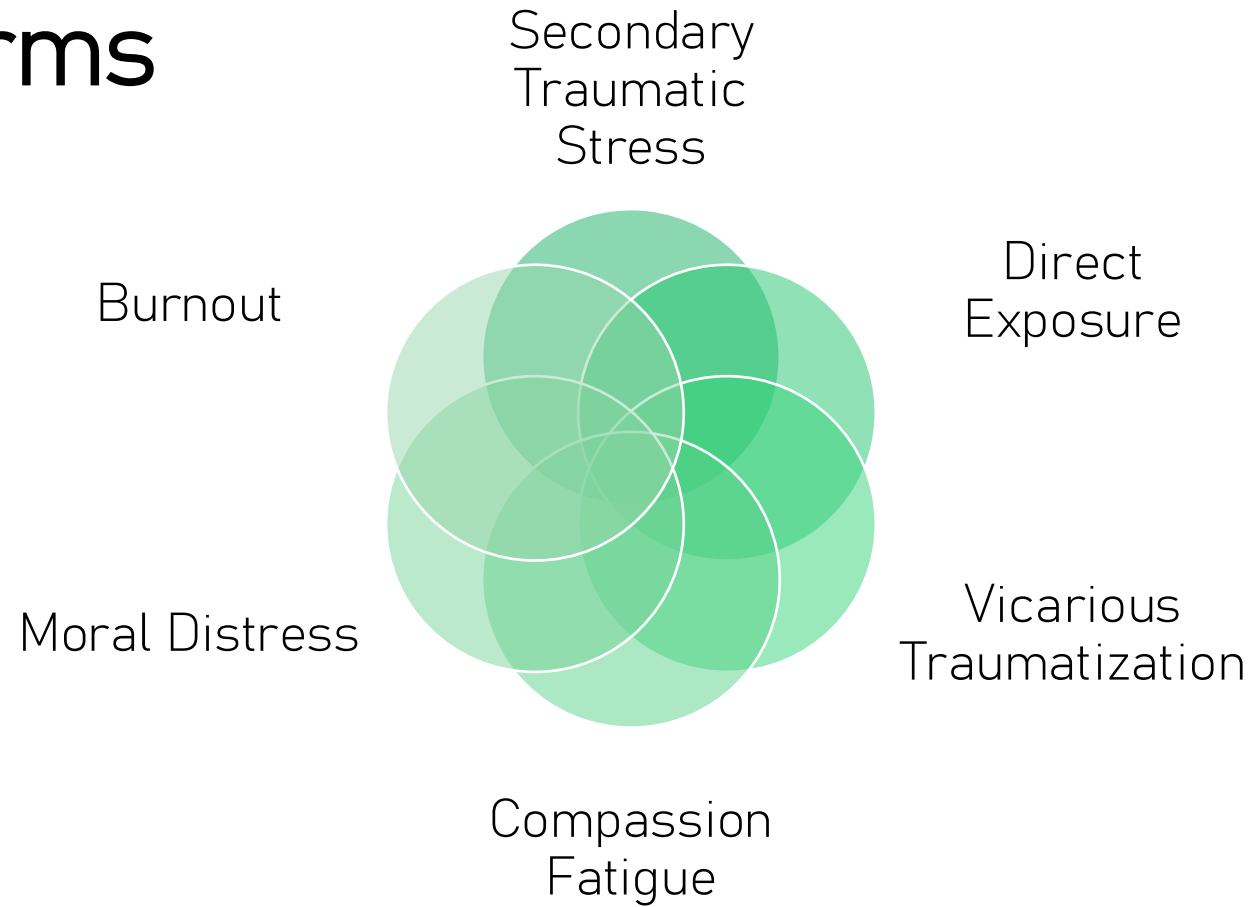
- **Emotional exhaustion** – job demands lead to a lack of equity and reciprocity between workers and service recipients
- **Depersonalization** – feelings of detachment and lowered interest in work
- **Reduced feelings of personal accomplishment** – perceiving work efforts to be making no difference or ineffective

“I began to stop caring about my clients”

Maslach, Jackson, & Leiter, 1982

Yang, Y. & Hayes, J. A. (2020). Causes and Consequences of Burnout Among Mental Health Professionals. *Psychotherapy*, 57 (3), 426-436. doi: 10.1037/pst0000317.

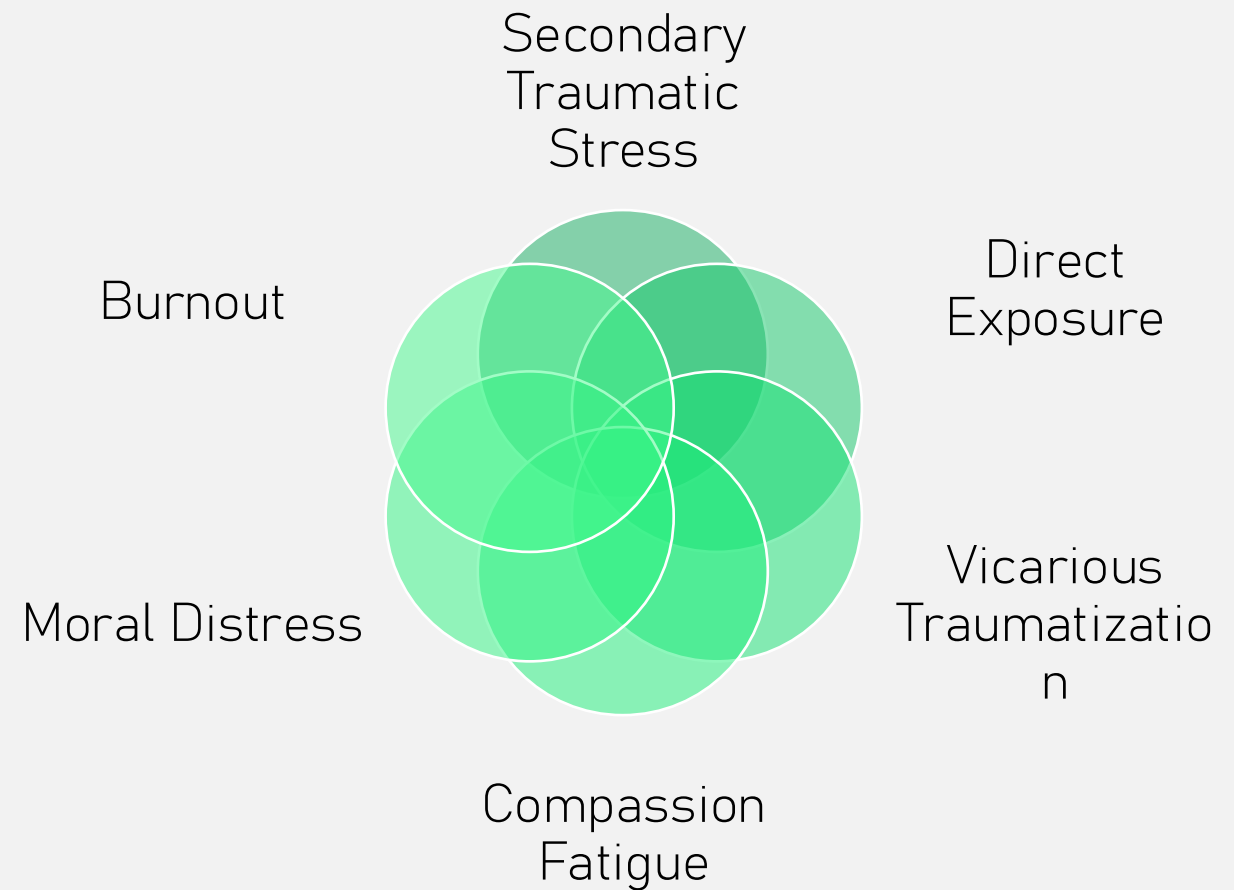
Related terms



Related Terms

Direct Exposure

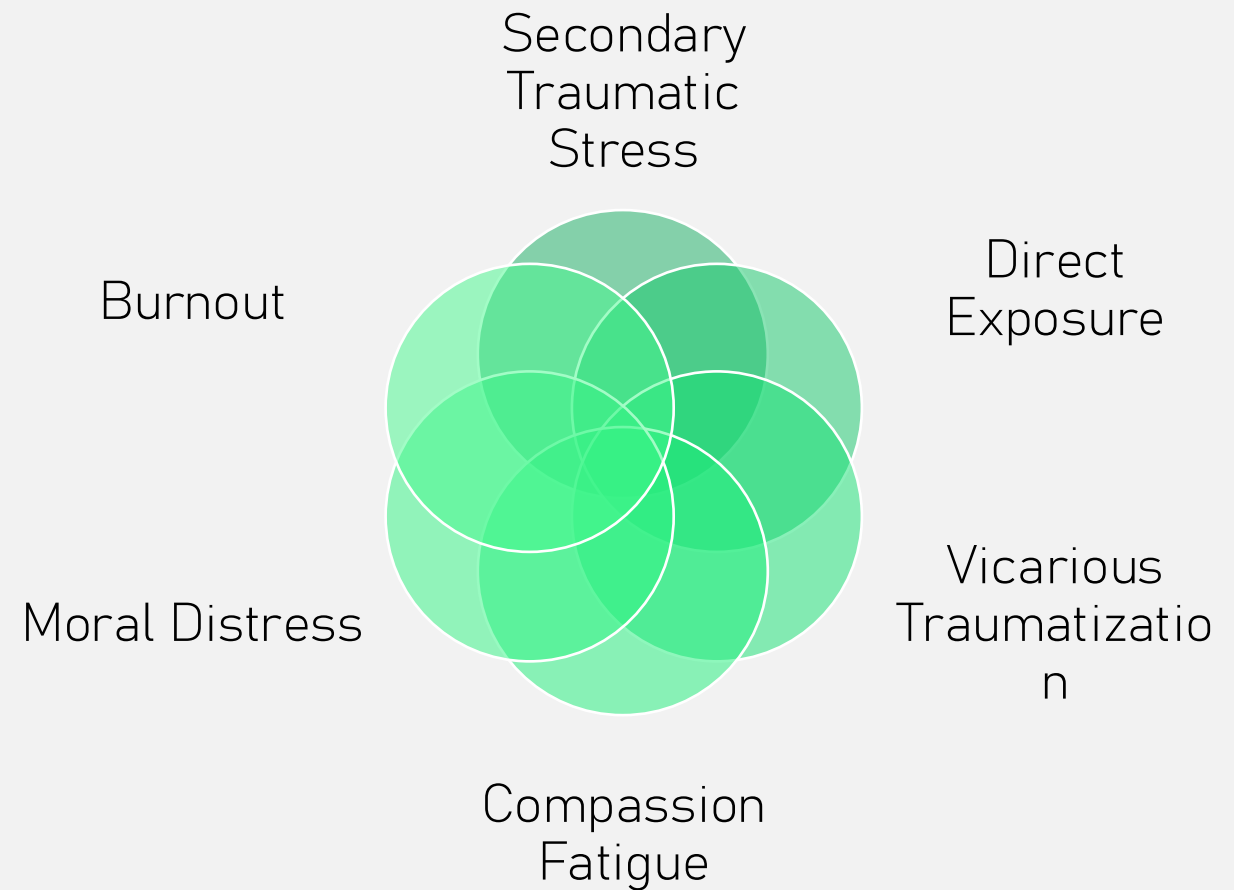
Many child-serving professionals are directly exposed to trauma during the course of carrying out their daily work responsibilities. These are events that involve a direct threat to the provider or witnessing threats to others.



Related Terms

Vicarious Traumatization

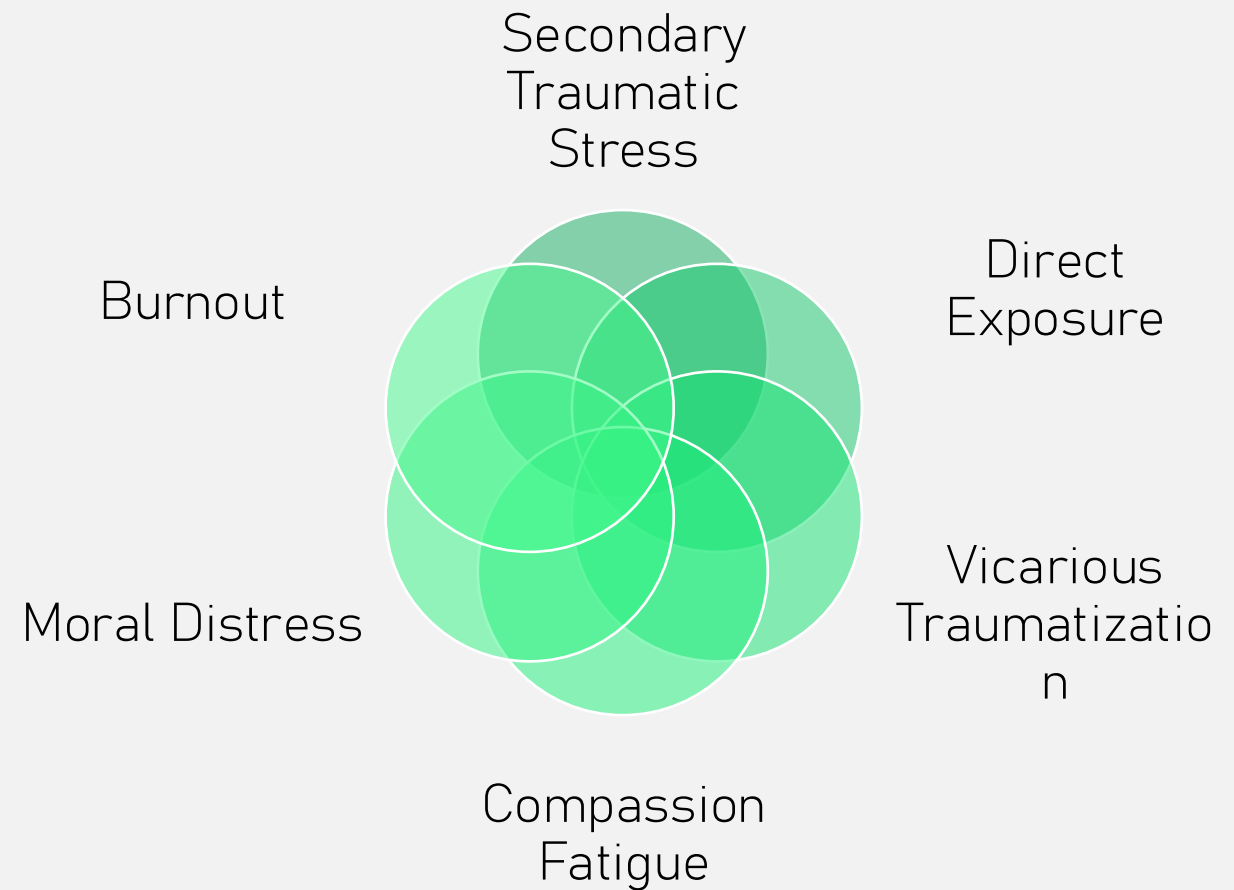
Changes in the *inner experience* of the provider, such as expectations for trust, safety, control, esteem, or intimacy, that result from *cumulative* and *chronic* exposure.



Related Terms

Compassion Fatigue

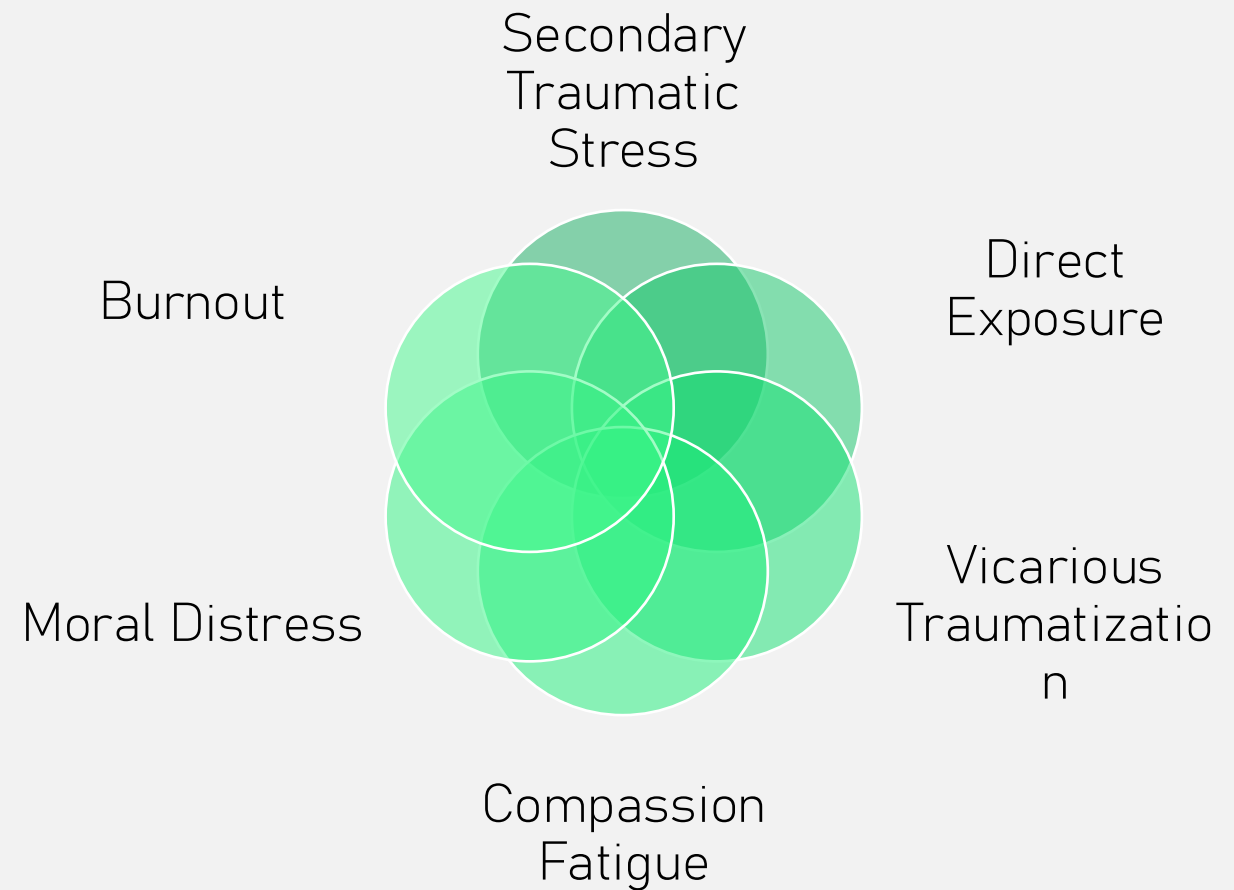
The physical and emotional exhaustion experienced by those who care for others who are in distress. Reduced capacity or interest in being empathic



Related Terms

Moral Distress

Stress that occurs when one believes they know the right thing to do, but institutional or other constraints make it difficult to pursue the desired course of action.



Related Terms

Compassion Satisfaction

- Positive aspects of the work, such as inspiring and rewarding work with students and belief that one's work makes a meaningful contribution to students and society.



TF-CBT Ukraine project: What Doesn't Kill You Makes You Stronger



137 Ukrainian mental health professionals trained in TF-CBT



Low to moderate burnout/STS



High levels of compassion satisfaction

“What Doesn’t Kill You Makes You Stronger”—Professional Quality of Life in Ukrainian Mental Health Care Professionals During the Ongoing War

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Mental health professionals working in the context of war face unique and complex issues related to trauma, stress, and mental health. However, little is known about the Professional Quality of Life (ProQoL) of these professionals in Ukraine since the Russian invasion. Therefore, the aim of this study was to examine the levels and possible predictors of compassion satisfaction, burnout, and secondary traumatic stress (STS) among Ukrainian mental health professionals. A sample of 137 Ukrainian mental health professionals completed an online survey about their ProQoL and their attitudes toward evidence-based practice between May 2022 and February 2023. Data were analyzed descriptively and through multiple regression. Participants reported moderate to high levels of compassion satisfaction ($M = 40.63$, $SD = 4.13$) and low to moderate levels of burnout ($M = 19.74$, $SD = 3.69$) and STS ($M = 19.64$, $SD = 4.32$). Attitudes toward evidence-based practice were associated with stronger compassion satisfaction and weaker burnout and STS. While working in the context of ongoing war is intensely stressful, mental health professionals in Ukraine reported favorable levels of ProQoL. Dissemination of evidence-based treatments might help to further improve the well-being of professionals working in contexts of war.

Keywords: Ukraine, war, mental health professionals, Professional Quality of Life, evidence-based practice



Reflective Exercise

Consider how these descriptions of STS/burnout and related terms resonate with your own experiences.

- *Can you relate to this?*
- *What is it bringing up for you?*
- *How did you first notice the impact your job was having on you?*

Signs and symptoms

Hopelessness

Inability to embrace complexity

Inability to listen, avoidance (including of certain clients)

Anger and cynicism

Sleeplessness

Chronic exhaustion and/or physical ailments

Minimizing

Guilt

Preoccupation with clients/client stories

Intrusive thoughts/nightmares/flashbacks

Feeling estranged/isolated/no one to talk to

Feeling trapped, "infected" by trauma, inadequate, depressed

Domains of symptoms

- **Physical:** Headaches, stomachaches, muscle tension, fatigue/exhaustion, sleep difficulties, elevated heart rate, rapid breathing
- **Cognitive:** Difficulty concentrating, forgetfulness, indecisiveness, self-blaming thoughts, catastrophizing, racing thoughts
- **Emotional:** Irritability, anxiety, sadness, feeling overwhelmed, emotional numbness, hopelessness
- **Behavioral:** Withdrawing from others, procrastination, reduced productivity, changes in eating or sleeping habits, increased use of alcohol/food/social media, avoiding certain clients or tasks
- **Relational:** Feeling disconnected from colleagues or loved ones, reduced empathy, conflict with others, difficulty being present
- **Professional:** Loss of job satisfaction, compassion fatigue, decreased sense of accomplishment, feeling ineffective, dreading going to work

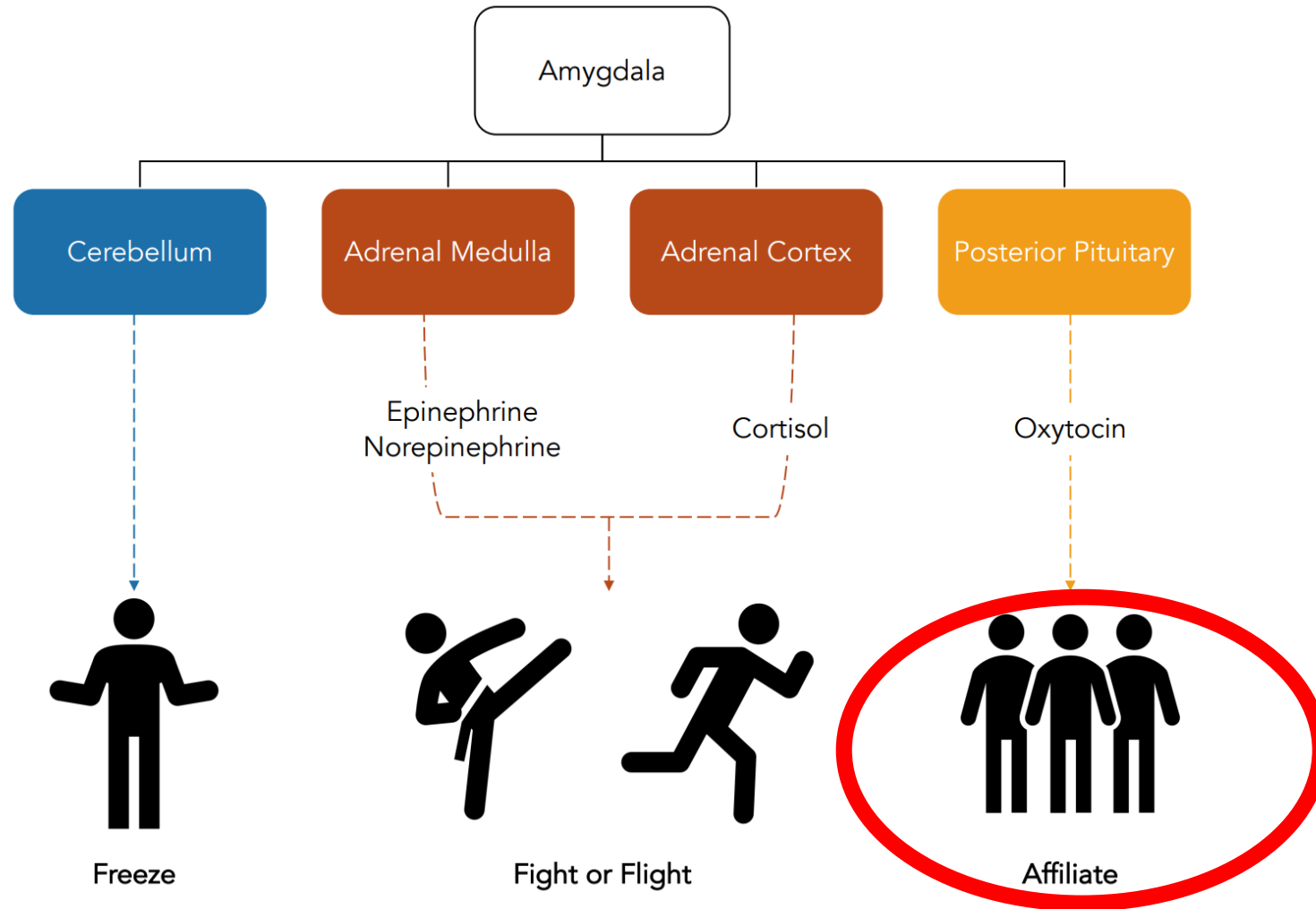
Poll: How does
stress usually
shows up for
you?



The physiology of burnout and STS

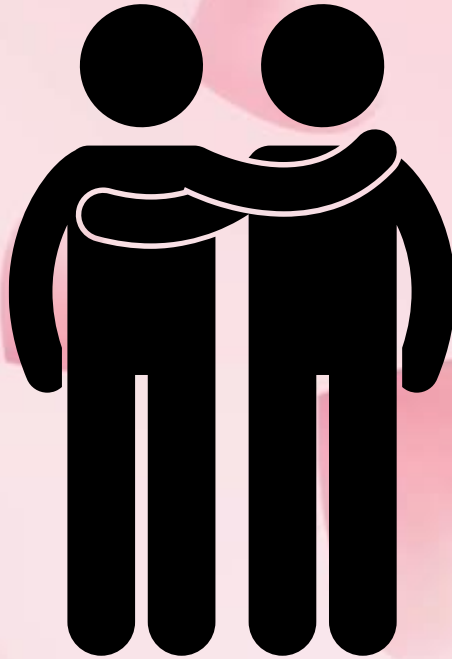


Physiology of the stress response



Or the Friend Response

- Oxytocin - drives social salience, helping to determine who is safe and who isn't
- We are born to connect. Connection is a biological need to survive
- We can connect with others for safety, affection, and to solve problems



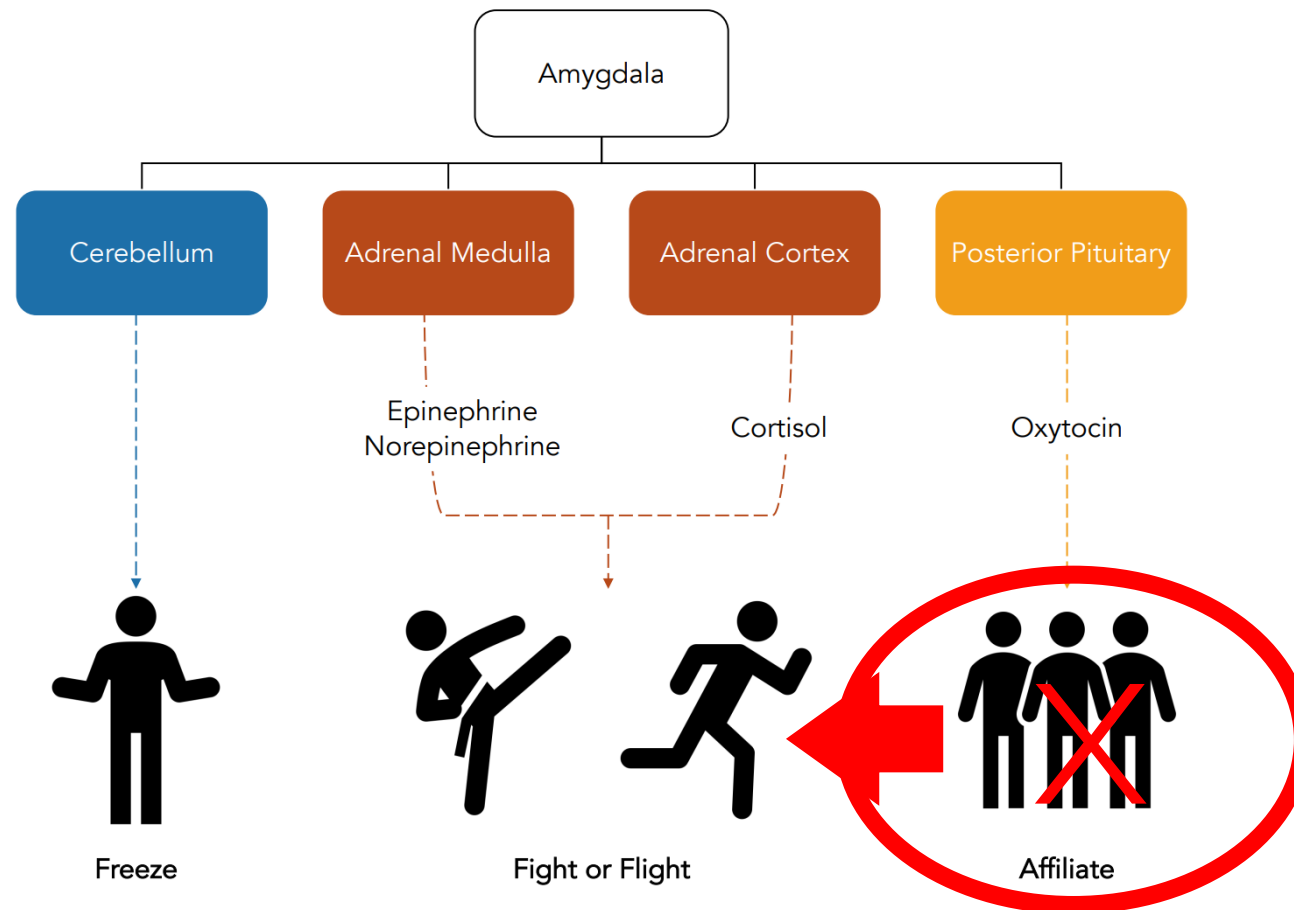
Oxytocin



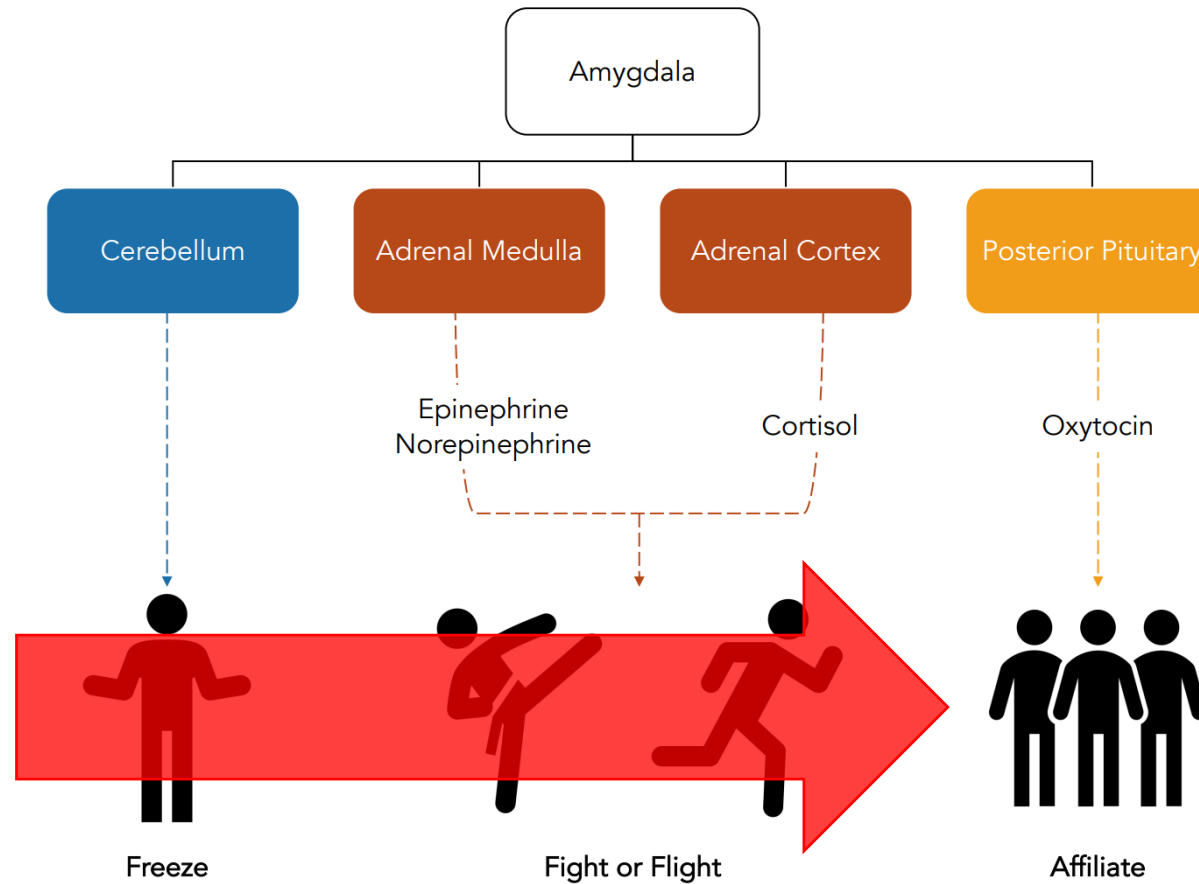
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The affiliate response



Fostering the affiliate response



Not all stress is toxic

POSITIVE

- Brief increase in heart rate, mild elevations in stress hormone levels

TOLERABLE

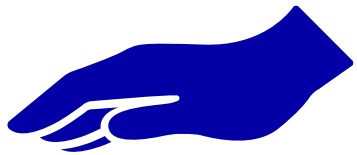
- Serious, temporally stress responses, buffered by supportive relationships

TOXIC

- Prolonged activation of stress response systems in the absence of protective relationships

6

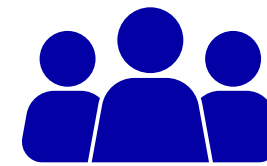
Core Principles of Trauma-Informed Care Models



Safety



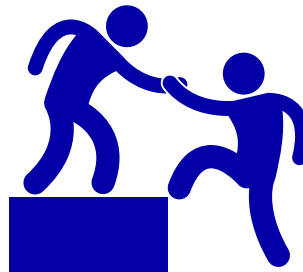
**Empowerment,
Voice and Choice**



**Collaboration
and Mutuality**



**Trust and
Transparency**



**Peer
Support**



**Cultural, Historic,
Gender
Considerations**

IT IS ALL SET!

The Foundations for a Thriving Workplace

S



SAFETY

Creating physical
and emotional safety
for everyone.

E



EMPOWERMENT, VOICE & CHOICE

Empowering individuals
by honoring their voice
and supporting choice.

T



TRUST & TRANSPARENCY

Building trust through
open communication
and transparency.



When **SET** is in place, people feel valued, connected, and empowered to **thrive**.



Bidirectional approach

Organizational
Level

Individual
Level



Always start with SAFETY

People cannot thrive, learn, innovate, or provide compassionate care unless they feel safe.

Types of safety

Physical

The absence of harm or injury;
knowing that your basic needs
are met



Psychological

The permission to be your full self
without fear of harm and rejection

Relational safety:

“We are in this together” “You
matter”



Organizational Level Approaches



SAFETY IS THE FOUNDATION of Organizational Well-Being

People can't thrive, learn, innovate, or provide compassionate care unless they feel **safe**.

FIVE TYPES OF SAFETY



PHYSICAL SAFETY

"Do I feel physically safe at work?"

- Safe environment
- Protection from violence
- Adequate staffing
- Breaks and rest
- Ergonomic workspace



Safe bodies support healthy minds.



PSYCHOLOGICAL SAFETY

"Can I speak up, ask questions, and be myself?"

- Ask questions
- Admit mistakes
- Request help
- Offer ideas
- Disagree respectfully



When it's safe to speak up, we all learn.



EMOTIONAL SAFETY

"Can I experience emotions without feeling punished?"

- Stress and burnout can be discussed
- Grief is acknowledged
- It's OK to say, "I'm struggling."



Emotions are welcome here.



CULTURAL & INTERPERSONAL SAFETY

"Do I feel respected, valued, and like I belong?"

- Inclusion
- Respect
- Fairness
- Trust
- Absence of bullying and discrimination



Belonging allows people to bring their best selves to work.



PROFESSIONAL SAFETY

"Can I grow, innovate, and learn without fear?"

- Try new ideas
- Receive feedback
- Learn from mistakes
- Access supervision and support



Growth happens in safe places.

THE SAFETY FOUNDATION



TRUST

People feel secure in relationships.



CONNECTION

Stronger teams and collaboration.



LEARNING

People share, ask, and grow.



INNOVATION

New ideas and solutions emerge.



WELL-BEING

Reduced stress, greater resilience.



QUALITY CARE & OUTCOMES

Better for staff, clients, and communities.

LEADERSHIP BEHAVIORS THAT BUILD SAFETY

INSTEAD OF:

"Who made this mistake?"



TRY THIS:

"What happened in the system?"

INSTEAD OF:

"Don't bring me problems."



TRY THIS:

"Bring me problems early."

INSTEAD OF:

"Our door is always open."



TRY THIS:

"Tell me what I'm missing."

Safety is not simply the absence of danger—

it is the presence of conditions that allow people to learn, connect, speak up, recover from mistakes, and do meaningful work.



Creating a sense of psychological/emotional safety

- Do people feel comfortable:
 - asking questions
 - saying "I don't know"
 - admitting mistakes
 - requesting help
 - offering ideas and being proactive
 - respectfully disagreeing
 - It is ok to say "I am struggling"

Cultural and professional safety



Do I feel respected and valued?



Can I grow without fear?



Am I seen in my potentials?



Am I offered opportunities to learn?



Am I offered with clear job/tasks descriptions and adequate supervision?



PRACTICAL WAYS TO BUILD SAFETY

Every day. In every interaction.



CREATE CLARITY



Clearly communicate roles, expectations, and priorities.



Help employees prioritize competing demands.



LEAD WITH CONNECTION



Start meetings by asking, "How are you doing?" before the agenda.



Show genuine curiosity, empathy, and compassion.



NORMALIZE WELL-BEING



Be a role model – take vacations, set boundaries.



Talk openly about stress, burnout, and secondary traumatic stress.



FOSTER RESPECT AND BELONGING



Address microaggressions, incivility, and disrespect promptly.



Check your own assumptions and narratives (e.g., "lazy," "difficult," "disorganized"). Stay curious rather than judgmental.



Safety is built through clarity, connection, well-being, respect, and support—consistently, every day.



Individual Level Approaches

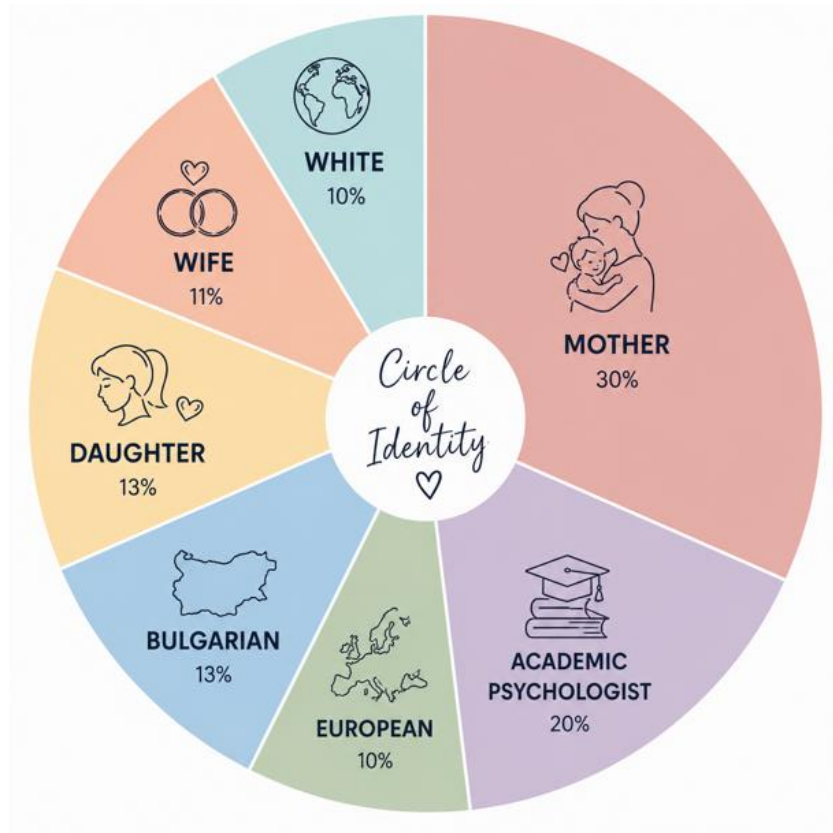


Can you bring
your whole
self?

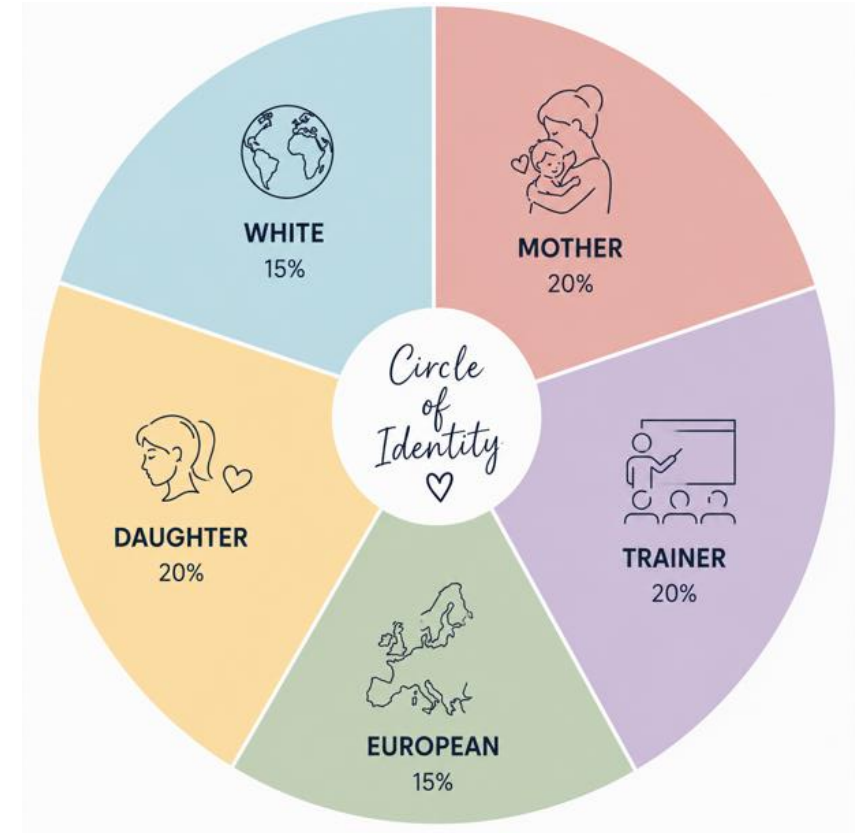


What are your identities?

What are my identities?



What identities do I think others see in me?



Safe Debriefing

Low Impact Debriefing

“When we see or hear difficult things, it’s natural—and even healthy—to talk it through with others. The trouble comes when we unintentionally ‘slime’ others with the weight of what we’re carrying.”

– FRANÇOISE MATHIEU MED, RP | EXECUTIVE DIRECTOR, TEND

1 Self-Awareness

Check in with yourself - how are you feeling?
After witnessing a challenging situation, take a moment to reflect on **how you feel and what you need**.



2 Fair Warning

After you've identified a trusted person to connect with, **warn your listener** that the content you want to discuss is potentially disturbing or traumatic.



3 Consent

Seek permission before sharing any details.
This allows the listener to decline or set boundaries around what they have capacity to hear.



4 Limited Disclosure

Start with the least disturbing details and gradually add more info as needed. **You may not need to share the most graphic details** to get the benefits of connecting with a trusted person.



Regaining your own safety through self-regulation



Self-awareness

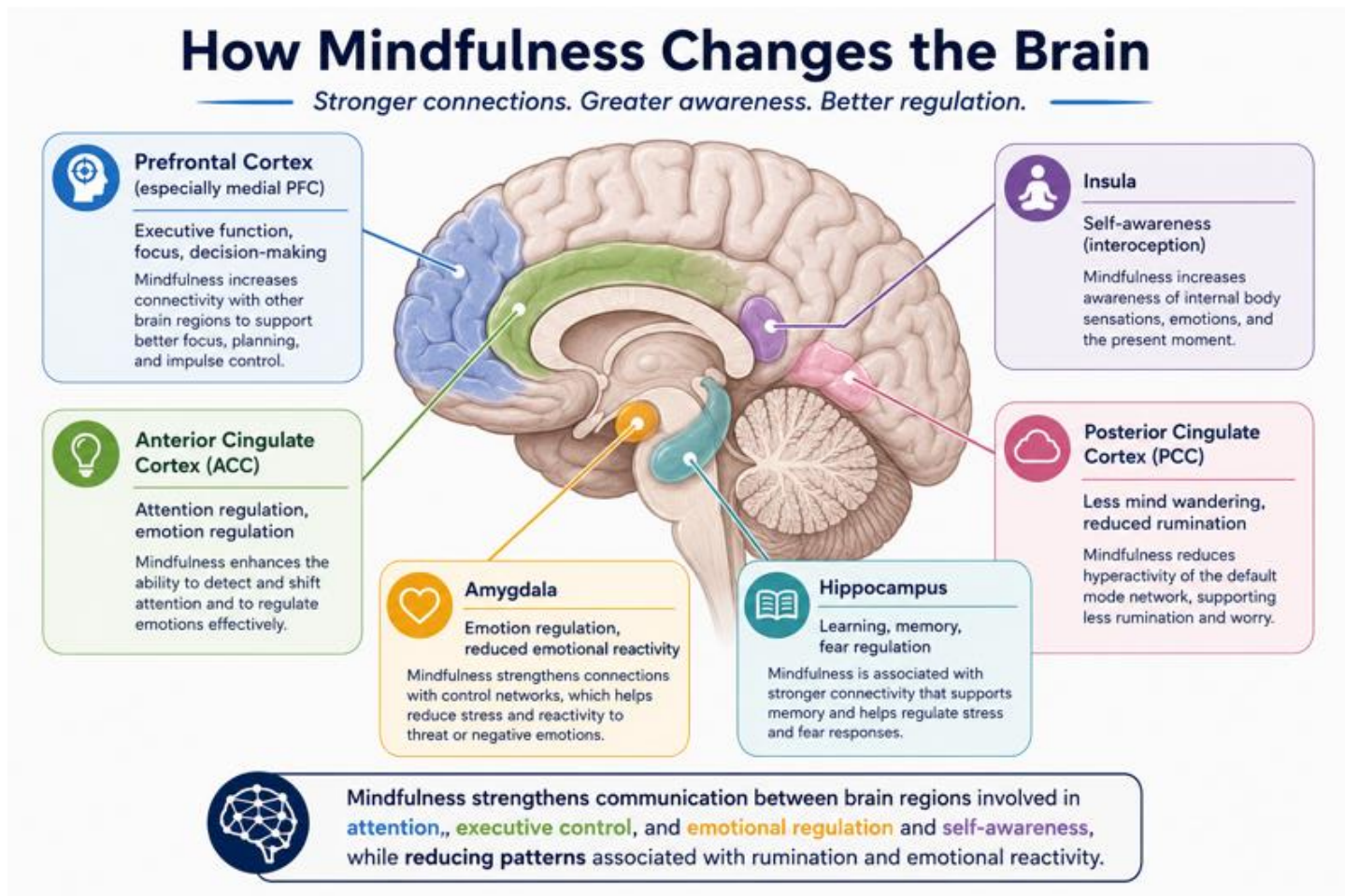
A heightened, flexible **attentiveness** to your environment and internal cues such as bodily sensations, thoughts and feelings.



- People with higher levels of awareness have higher levels of well-being and positive emotions
- Distraction, the main detractor from awareness, can impair **executive function** as well as increase **stress** and anxiety, ADHD symptoms, and depression.

The Impact of Mindfulness-Based Interventions on Brain Functional Connectivity: a Systematic Review

Michelle Melis^{1,2} · Gwen Schroyen^{1,4} · Juliette Pollefeyt⁵ · Filip Raes⁵ · Ann Smeets^{6,7} · Stefan Sunaert^{1,8} · Sabine Deprez^{1,4} · Katleen Van der Gucht^{3,5}



The 3 minute breathing space

Step 1:

**Check-in what is here for you right now?
What thoughts, what emotions and
what body sensations are present?**

Step 2:

**Now focus on your breath. Focus on the
sensations of your body as you breathe
in and out.**

Step 3:

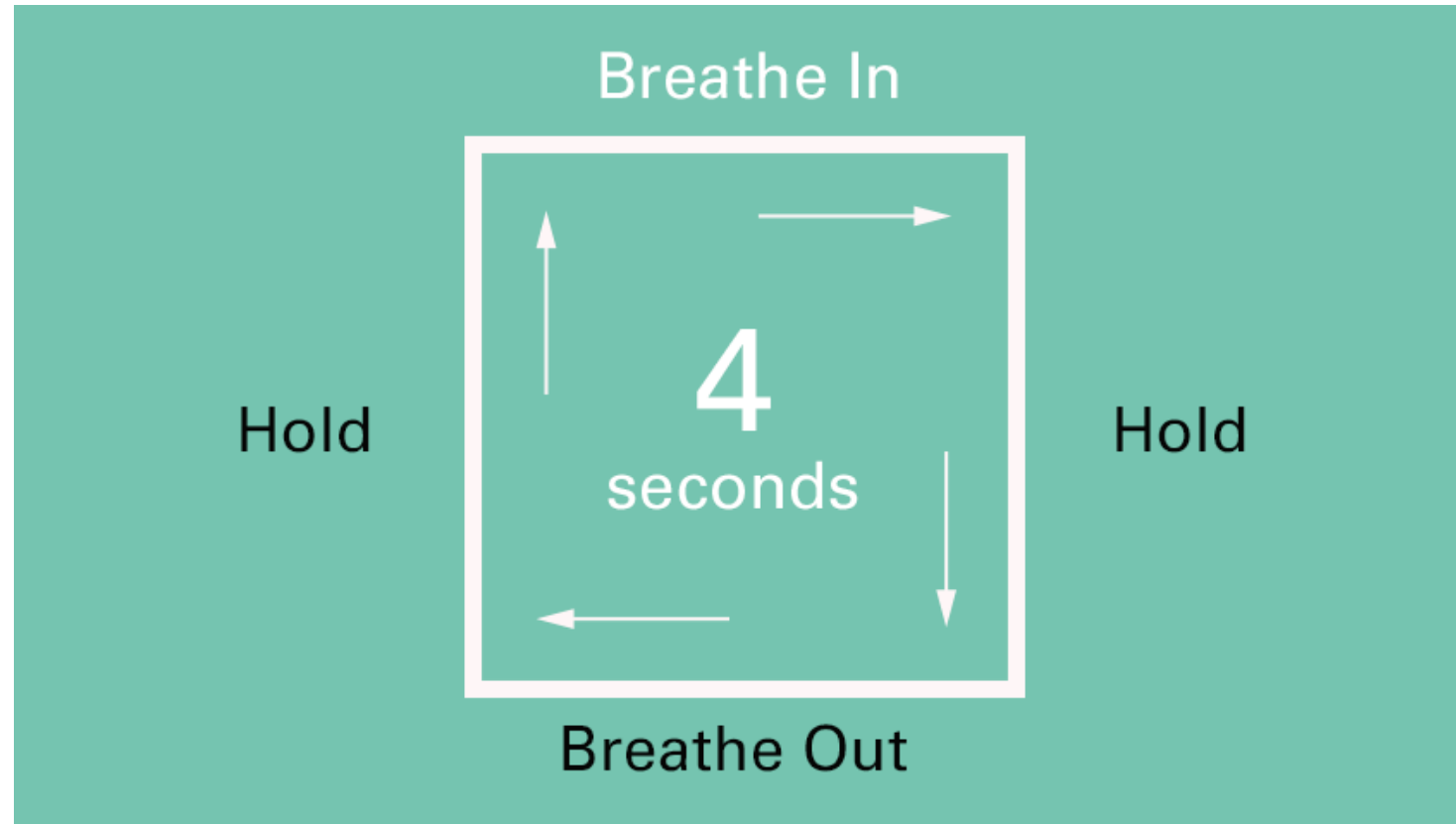
**And now expand your awareness to
your body as a whole. Be aware of your
posture, of your facial muscles, of your
breathing.**



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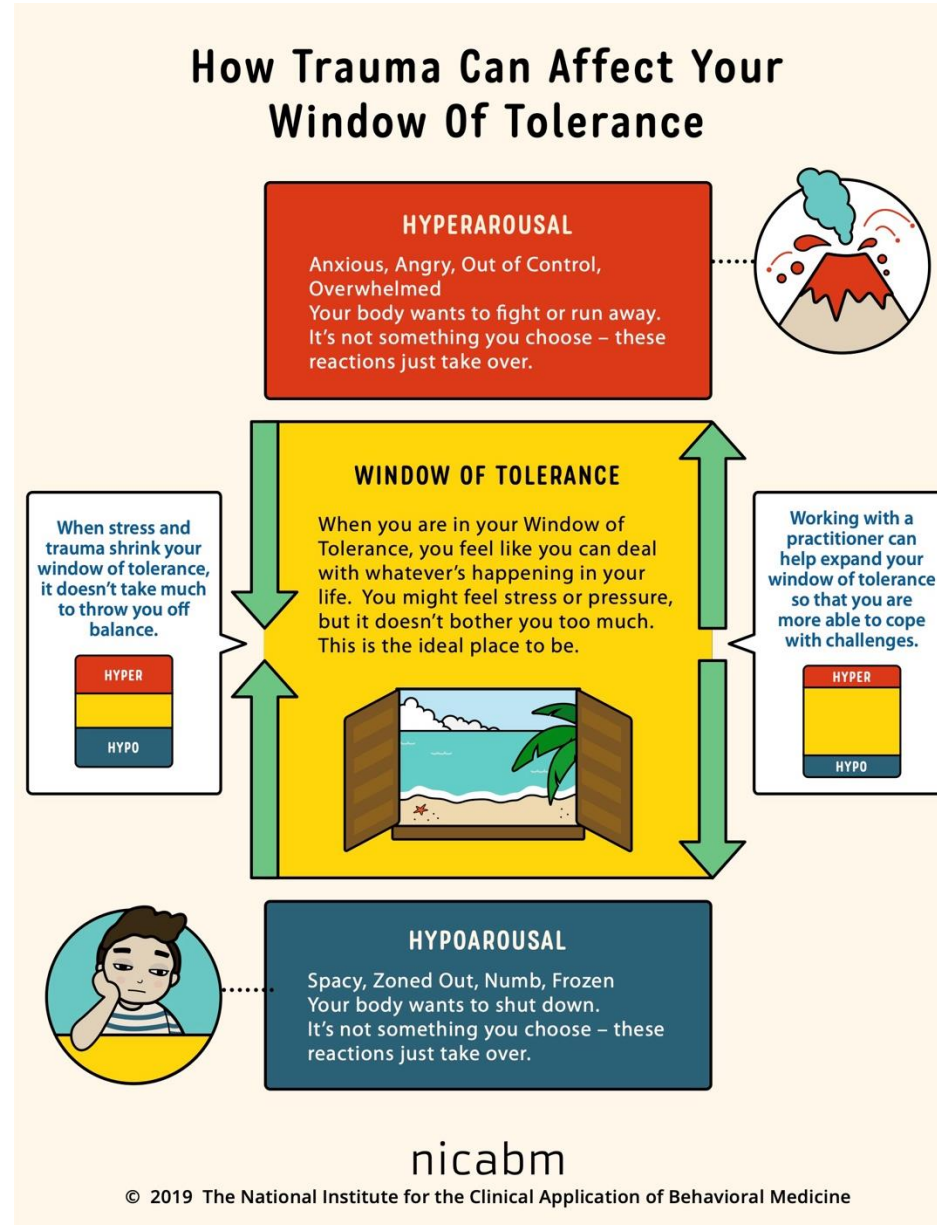
Lifeline
for kids

Square breathing technique



APP	LOGO	SHORT DESCRIPTION	BEST FOR	FREE VERSION
Insight Timer	 Insight Timer	The world's largest free library of guided meditations, talks, music, and courses from thousands of teachers.	 All levels – huge variety of meditations and topics	 Extensive free library
Calm		Guided meditations, sleep stories, breathing exercises, and relaxing music.	 Sleep, relaxation, anxiety reduction, beginners	 Limited free content
Headspace	 headspace	Structured mindfulness courses and daily meditations to improve mental health and well-being.	 Stress, focus, daily mindfulness practice, workplace well-being	 Limited free content
Healthy Minds Program	 healthy minds	Science-based mindfulness program developed by researchers at the University of Wisconsin–Madison.	 Building mindfulness skills with a research-based approach	 Completely free
Balance	 balance	Personalized meditation plans that adapt to your mood, goals, and experience level.	 Personalized practice, stress relief, better sleep	 Free introductory program (availability varies)
Smiling Mind		Nonprofit app offering mindfulness programs for adults, kids, schools, and workplaces.	 All ages – adults, children, educators, workplaces	 Completely free
Medito	 medito	100% nonprofit meditation app with guided meditations, tracks for sleep and anxiety, and daily reminders.	 Beginners, simple and ad-free experience	 Completely free
Ten Percent Happier	 TEN PERCENT HAPPIER	Mindfulness for skeptics – practical meditations and talks from experts and teachers.	 Busy professionals, skeptics, practical mindfulness	 Limited free content

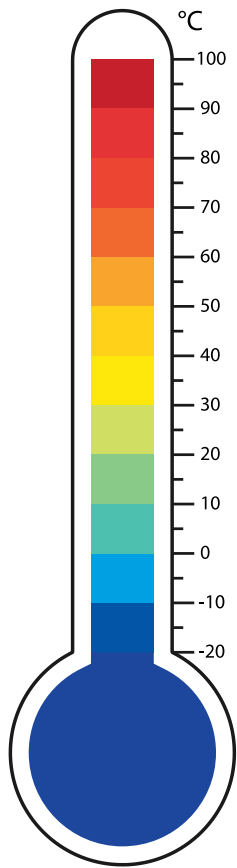
Internal awareness: The window of tolerance



What is your response? Irritable, anxious, over-eating?

Zoned out, frozen, numb, avoidant

How do I look under stress?



- Irritability
- Reactive and impulsive
- Increased heart rate
- Moodiness
- Anxiety
- Rumination
- Loss or increase in appetite and sleep
- Withdrawn
- Shut down
- Isolating
- Using alcohol, substances, etc.



Down-regulation
(mindfulness,
relaxation, etc.)



Up-regulation
(exercise,
behavioral
activation, etc.)

How self-aware are you?

- https://www.mindtools.com/axbwm3m/how-emotionally-intelligent-are-you#google_vignette

Organizational Level Approaches



Resources



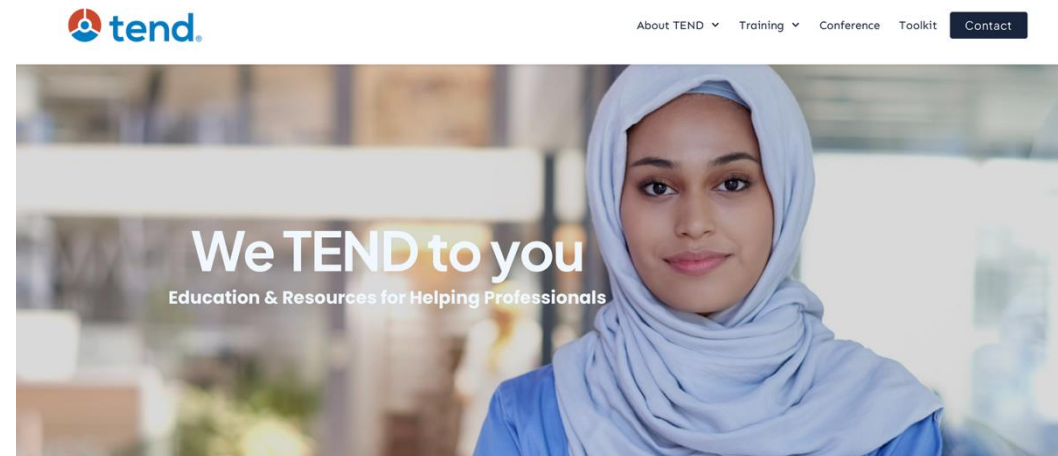
<https://ctac.uky.edu>



<https://www.stsconsortium.com>



<https://proqol.org>



<https://tendacademy.ca>

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE (PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some-questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

1=Never	2=Rarely	3=Sometimes	4=Often	5=Very Often
1.	I am happy.			
2.	I am preoccupied with more than one person I [help].			
3.	I get satisfaction from being able to [help] people.			
4.	I feel connected to others.			
5.	I jump or am startled by unexpected sounds.			
6.	I feel invigorated after working with those I [help].			
7.	I find it difficult to separate my personal life from my life as a [helper].			
8.	I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].			
9.	I think that I might have been affected by the traumatic stress of those I [help].			
10.	I feel trapped by my job as a [helper].			
11.	Because of my [helping], I have felt "on edge" about various things.			
12.	I like my work as a [helper].			
13.	I feel depressed because of the traumatic experiences of the people I [help].			
14.	I feel as though I am experiencing the trauma of someone I have [helped].			
15.	I have beliefs that sustain me.			
16.	I am pleased with how I am able to keep up with [helping] techniques and protocols.			
17.	I am the person I always wanted to be.			
18.	My work makes me feel satisfied.			
19.	I feel worn out because of my work as a [helper].			
20.	I have happy thoughts and feelings about those I [help] and how I could help them.			
21.	I feel overwhelmed because my case [work] load seems endless.			
22.	I believe I can make a difference through my work.			
23.	I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].			
24.	I am proud of what I can do to [help].			
25.	As a result of my [helping], I have intrusive, frightening thoughts.			
26.	I feel "bogged down" by the system.			
27.	I have thoughts that I am a "success" as a [helper].			
28.	I can't recall important parts of my work with trauma victims.			
29.	I am a very caring person.			
30.	I am happy that I chose to do this work.			

STS

BURNOUT

COMPASSION
SATISFACTION

YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, place your personal scores below. If you have any concerns, you should discuss them with a physical or mental health care professional.

Compassion Satisfaction _____

Compassion satisfaction is about the pleasure you derive from being able to do your work well. For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.

If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 23, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job. (Alpha scale reliability 0.88)

Burnout _____

Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of Compassion Fatigue (CF). It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively. These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.

If your score is below 23, this probably reflects positive feelings about your ability to be effective in your work. If you score above 41, you may wish to think about what at work makes you feel like you are not effective in your position. Your score may reflect your mood; perhaps you were having a “bad day” or are in need of some time off. If the high score persists or if it is reflective of other worries, it may be a cause for concern. (Alpha scale reliability 0.75)

Secondary Traumatic Stress _____

The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work related, secondary exposure to extremely or traumatically stressful events. Developing problems due to exposure to other's trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called Vicarious Traumatization. If your work puts you directly in the path of danger, for example, field work in a war or area of civil violence, this is not secondary exposure; your exposure is primary. However, if you are exposed to others' traumatic events as a result of your work, for example, as a therapist or an emergency worker, this is secondary exposure. The symptoms of STS are usually rapid in onset and associated with a particular event. They may include being afraid, having difficulty sleeping, having images of the upsetting event pop into your mind, or avoiding things that remind you of the event.

If your score is above 41, you may want to take some time to think about what at work may be frightening to you or if there is some other reason for the elevated score. While higher scores do not mean that you do have a problem, they are an indication that you may want to examine how you feel about your work and your work environment. You may wish to discuss this with your supervisor, a colleague, or a health care professional. (Alpha scale reliability 0.81)

WHAT IS MY SCORE AND WHAT DOES IT MEAN?

In this section, you will score your test so you understand the interpretation for you. To find your score on **each section**, total the questions listed on the left and then find your score in the table on the right of the section.

Compassion Satisfaction Scale

Copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

3. _____

6. _____

12. _____

16. _____

18. _____

20. _____

22. _____

24. _____

27. _____

30. _____

Total: _____

The sum of my Compassion Satisfaction questions is	And my Compassion Satisfaction level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

Burnout Scale

On the burnout scale you will need to take an extra step. Starred items are “reverse scored.” If you scored the item 1, write a 5 beside it. The reason we ask you to reverse the scores is because scientifically the measure works better when these questions are asked in a positive way though they can tell us more about their negative form. For example, question 1. “I am happy” tells us more about the effects of helping when you are *not* happy so you reverse the score

*1. _____ = _____

*4. _____ = _____

8. _____

10. _____

*15. _____ = _____

*17. _____ = _____

19. _____

21. _____

26. _____

*29. _____ = _____

Total: _____

The sum of my Burnout Questions is	And my Burnout level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

You Wrote	Change to
	5
2	4
3	3
4	2
5	1

Secondary Traumatic Stress Scale

Just like you did on Compassion Satisfaction, copy your rating on each of these questions on to this table and add them up. When you have added then up you can find your score on the table to the right.

2. _____

5. _____

7. _____

9. _____

11. _____

13. _____

14. _____

23. _____

25. _____

28. _____

Total: _____

The sum of my Secondary Trauma questions is	And my Secondary Traumatic Stress level is
22 or less	Low
Between 23 and 41	Moderate
42 or more	High

Organizational awareness: acknowledge and assess the problem



The **Secondary Traumatic Stress Informed Organizational Assessment (STSI-OA)** is a 40-item measure that categorizes *STS prevention* and *intervention* activities into 6 domains by self-rating the degree to which the organization:

- Promotes resilience-building activities.
- Promotes physical and psychological safety.
- Has STS-relevant policies.
- Exhibits STS-informed leadership practices.
- Exhibits STS-informed organizational practices.
- Evaluates and monitors STS policies/practices in workplace.

You can request a free copy at: <http://www.uky.edu/CTAC/STSI-OA>.

Trust and transparency



Chronic interpersonal stress teaches the nervous system to expect unpredictability, loss of control and power dynamics being misused



Having low trust is not resistance, but protection



Ways to enhance trust and transparency

- Frequent check ins – instead of waiting for annual performance evaluation, have frequent check-ins
- Be transparent around funding, current instability – without inflicting fear, but fostering transparency
- Promote effective, open communication
- Explain process behind decisions
- Walking and talking – better processing!



Trauma-Informed Supervision (TIS)

Supervision that incorporates the fundamental elements of trauma-informed care into the supervisor-supervisee dynamic and focuses on offering relationship-based supervision.

- Acknowledges, responds to, and addresses the impact of trauma exposure
- Provides a safe environment to share their experiences and impact
- Allows opportunities to learn and practice strategies to address and mitigate the impact

Reflective supervision



How did you feel? What did you notice in yourself?



Did you have any strong reactions during this interaction?



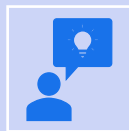
How do you think *[other person in interaction]* was feeling? What was their perspective?



What did you think was going to happen? Why do you think it did or didn't go as planned?



What do you think was driving your stress reaction?



Are there aspects of the interaction that remind you of your own experiences or history? How might this have influenced you?



Empowerment, Voice and Choice

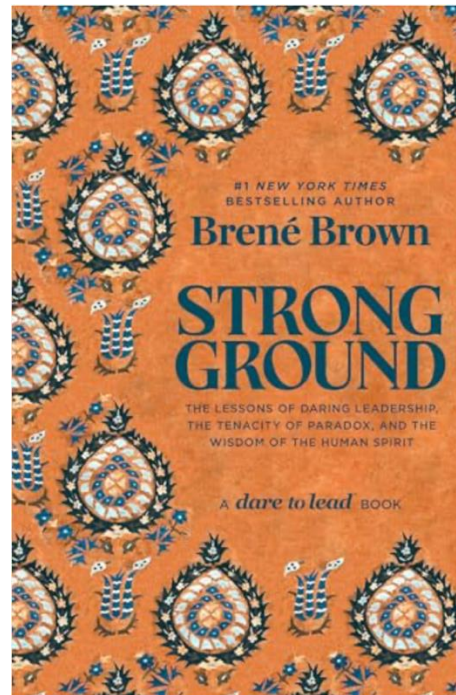
- Empower employees/colleagues in emphasizing their strengths
- Offer opportunities for growth
- Ask their opinions, involve them in decision-making



Individual Level Approaches

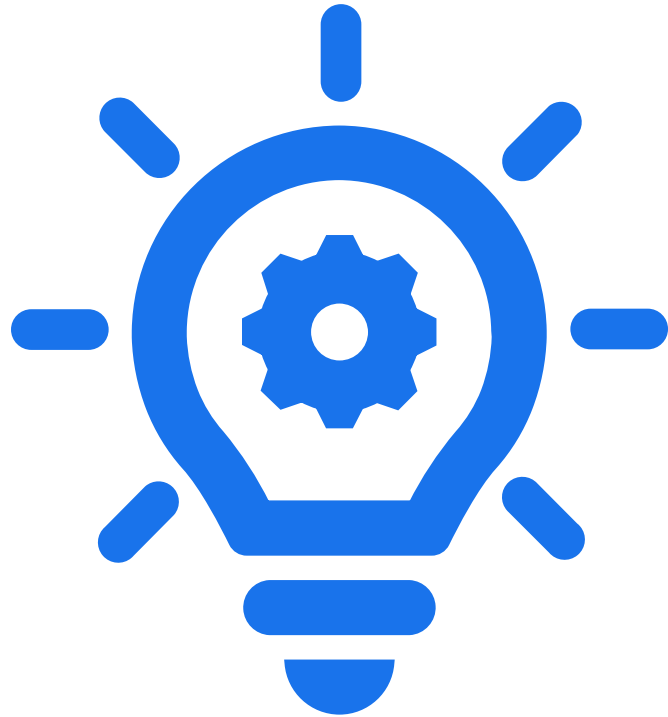


Find Your Strong Ground



<https://brenebrown.com>

Back to your own values!



- Only 10% of organizations live by their own values
- What is a value?
- *"For a long time, I thought about values as guiding principles. I think that was incomplete. It's not just what you care about. It's what you sacrifice for." (Adam Grant, The Curiosity Shop)*
- "One of the ways that I've become clear about what my values are is to look at the things that I give up—and why." (Adam Grant)



LIST OF VALUES

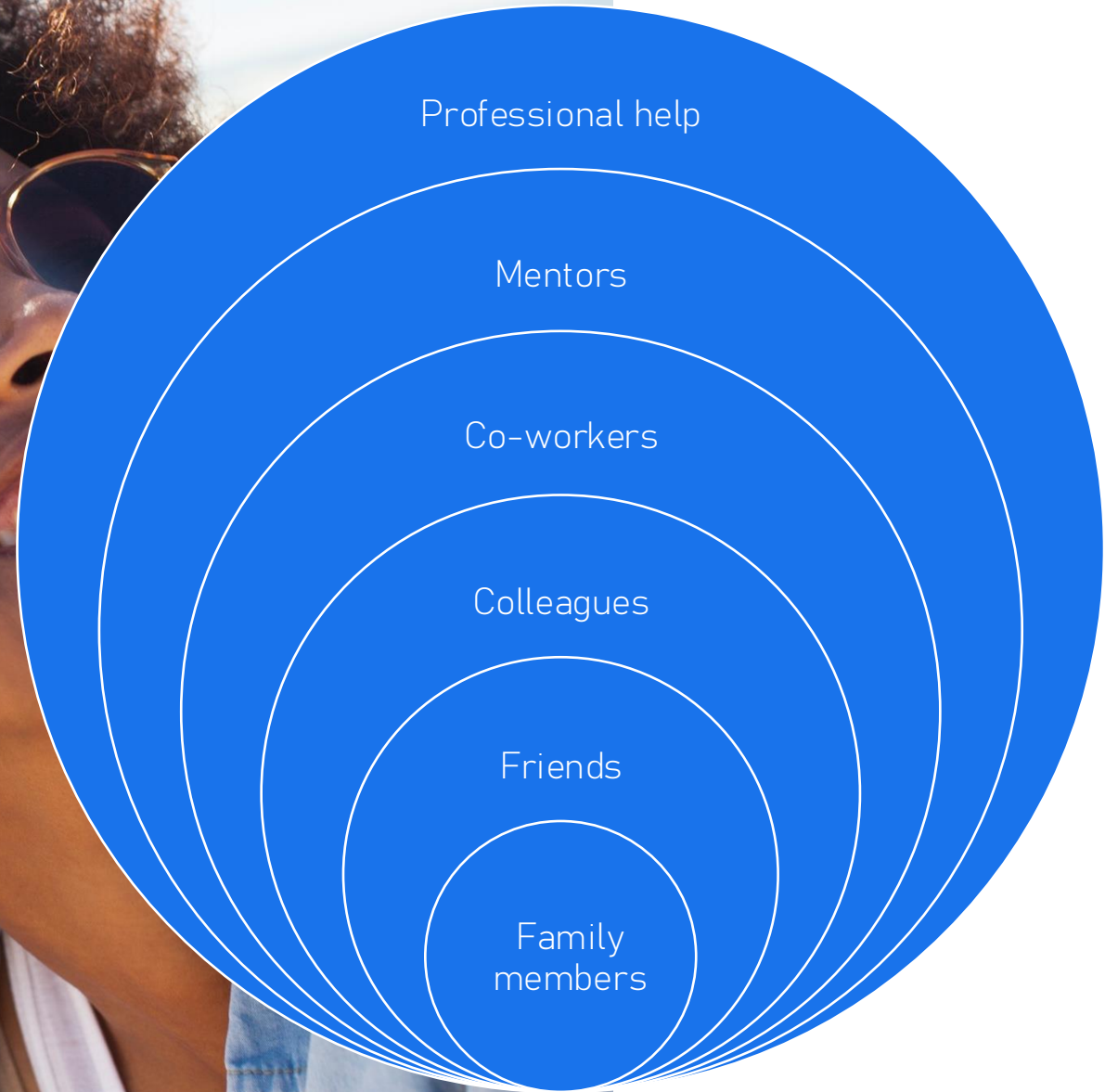


- Circle as many values as you would like
- Now, write down the two that are the driver of every single one that you circled before
- Ex: care, connection, authenticity, financial stability, parenting, reliability, etc.
- My two: **Connection and Making a Difference**

Accountability	Efficiency	Intuition	Security
Achievement	Environment	Job security	Self-discipline
Activism	Equality	Joy	Self-expression
Adaptability	Ethics	Justice	Self-respect
Adventure	Excellence	Kindness	Serenity
Altruism	Fairness	Knowledge	Service
Ambition	Faith	Leadership	Simplicity
Authenticity	Family	Learning	Spirituality
Balance	Financial stability	Legacy	Stewardship
Beauty	Forgiveness	Leisure	Success
Being the best	Freedom	Love	Teamwork
Being a good sport	Friendship	Loyalty	Thrift
Belonging	Fun	Making a difference	Time
Career	Future generations	Nature	Tradition
Caring	Generosity	Openness	Travel
Co-creation	Giving back	Optimism	Trust
Collaboration	Grace	Order	Truth
Commitment	Gratitude	Parenting	Understanding
Community	Growth	Patience	Uniqueness
Compassion	Harmony	Patriotism	Usefulness
Competence	Health	Peace	Vision
Confidence	Heritage	Perseverance	Vulnerability
Connection	Home	Personal fulfillment	Wealth
Contentment	Honesty	Power	Wellbeing
Contribution	Hope	Pride	Wholeheartedness
Cooperation	Humility	Recognition	Wisdom
Courage	Humor	Reliability	
Creativity	Inclusion	Resourcefulness	
Curiosity	Independence	Respect	
Dignity	Initiative	Responsibility	
Diversity	Integrity	Risk-taking	

Write your own:

Who are your affiliates?





Resources

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NCTSN Resources

- **NCTSN STS Fact Sheets**
 - For Child-Serving Professionals
 - For Community Violence Workers
 - For CAC Workers
 - Guidance for Supervisors and Administrators
- **STS Supervisor Competencies**
 - Supervisory Competencies
 - Supervisor Self-Rating Tool

All resources can be accessed at:

<https://www.nctsn.org/trauma-informed-care/secondary-traumatic-stress>

NCTSN Webinars

- Secondary Traumatic Stress Series:
 - https://www.nctsn.org/resources/secondary-traumatic-stress?utm_source=spotlight&utm_medium=email&utm_campaign=nctsn-spotlight
- Cultural Implications of Secondary Traumatic Stress:
 - English: <https://learn.nctsn.org/enrol/index.php?id=234>
 - Spanish: <https://learn.nctsn.org/course/view.php?id=233>
- Trauma-Informed Care: Understanding and Addressing the Needs of Unaccompanied Children. NCTSN 4-Part Webinar series, Part 4 on STS:
 - English: <http://bit.ly/unaccompanied-children-english>
 - Spanish: <http://bit.ly/unaccompanied-children-spanish>
- Emotional Challenges and Self-Care for Those Working with Young Traumatized Children:
 - <https://www.nctsn.org/resources/emotional-challenges-and-self-care-those-working-young-traumatized-children>

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Lifeline for Kids www.umassmed.edu/lifelineforkids

LINK-KID referral system

Lifeline for Families

www.umassmed.edu/lifelineforfamilies

