

## **Stress Management for the Service Provider**

Stress Management for the Service Provider is an important workshop for all who work to help other people. This course explores the “Stress Continuum,” the levels of stress including eustress (i.e., beneficial, motivating stress), traumatic stress, burnout, countertransference, compassion fatigue or secondary PTSD, and vicarious traumatization which may occur as a result of helping others.

A discussion of coping strategies for those who work with traumatized children will also be offered. Individual self-report exercises and an experiential group support session will assist the participating trauma provider in assessing their own level of stress through sharing personal experiences with others. Stress management self care techniques will be presented, experienced and discussed. This course is appropriate for all mental health professionals and peer counselors.

Upon completion, participants will be able to:

- Discuss motivating factors for the work we do as helpers
- Recognize your own signs and symptoms of stress
- Understand the impact of working with trauma survivors
- Discuss burnout, countertransference, compassion fatigue, vicarious traumatization, and critical incident stress.

This workshop can be one or two days and tailored specifically to the needs of your agency or circumstances.

Day 1 :( 8:30 a.m. - 4:30 p.m.)

- Definition of the “Stress Continuum”
- Profile of a Service Provider/Caregiver
- Exercises to assess the individual’s level of eustress
- Stress (unavoidable stress from everyday pressures)
- Compassion stress • Burnout • Explaining situational stress in personal terms
- Countertransference (trauma provider’s wounds triggered by victims)

Day 2 :( 8:30 a.m. - 4:30 p.m.)

- Stress continuum and self-assessment exercises
- Compassion Fatigue/Secondary PTSD
- Why trauma providers are especially vulnerable to compassion fatigue
- Vicarious traumatization (therapist’s inner experience resulting from empathetic engagement with client)
- Developing stress resilience • Importance of social support for trauma providers • Group exploration of personal stress experience
- Self-care tools to manage stress

**Learning Materials:**

The instructor will supply handouts of the PowerPoint presentation used in this course. Lecture and discussion will be the main learning activities along with the use extensive of small group activities.

**Assignments:**

Participants are encouraged to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

**Evaluation:**

There will be an opportunity for the participants to complete an evaluation of the course and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.

**Problems with this Workshop:**

If you have any issues with the way in which this training was conducted or other problems, you may note that on your evaluation of the training, you may talk directly to instructor, or you may contact us through our web page ([www.Kantu.org](http://www.Kantu.org)) for resolution.