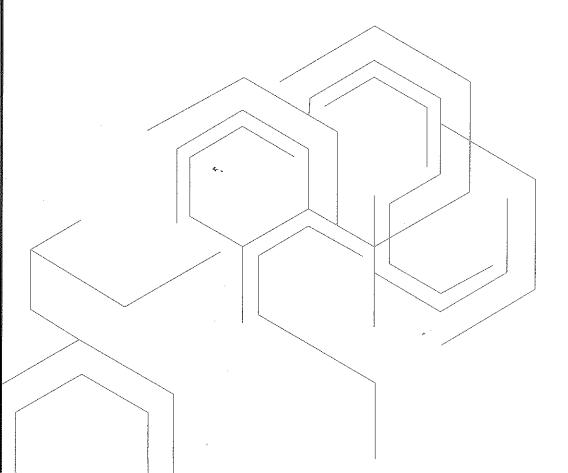
Speaking the same language



Active listening occurs when you make a conscious effort to not just hear words, but to understand the complete message being communicated. (The complete message is communicated through body language and tone of voice in addition to words.)

To advocate for someone is to be a champion supporter; to stand up for a person or a cause.

Ambiguous loss provides no closure; can be a physical absence or a psychological one.

Burnout is an emotional state due to long-term stress, characterized by chronic emotional exhaustion, depleted energy, impaired enthusiasm and motivation to work, diminished work efficiency, a diminished sense of personal accomplishment, pessimism, and cynicism.

Compassion fatigue is the gradual lessening of feelings of compassion toward those needing help.

Coping is the process of adapting to a new life situation, managing difficult circumstances, making an effort to solve problems, or seeking to reduce or tolerate stress or conflict.

A **crisis event** is an event outside of ordinary experiences that causes feelings of powerlessness, helplessness, or fear.

Cumulative loss consists of multiple losses occurring at the same time, or directly one after another, leaving the individual overwhelmed and with no time to process afterwards.

Cumulative stress occurs when the sources of stress continue over time or happen all at the same time and interfere with regular patterns of living. This type can send a person into distress.

Day-to-day stress is made up of challenges in life that people face daily. This type can be positive (motivating) or negative.

Duty of care is the legal obligation where, if someone is unsafe or needs help, you have a responsibility to link them to support.

Extreme/traumatic stress occurs when we are faced with severe or sudden strain; may result in an emotional crisis.

Grief is a natural process that is a response to sorrow and loss.

Psychological First Aid (PFA) is the humane, supportive, practical—and sometimes preventative—help to those suffering crisis events and experiencing overwhelming stress.

Resiliency is the ability, based on skills, knowledge, experience, actions, and behaviour, to cope and realign from an adverse experience.

A **self-care plan** identifies the internal and external support systems you will use to manage stress in order to maintain your physical, mental, and emotional health.

Stress is a normal response to an abnormal physical or emotional situation. Stress occurs when demands are out of balance with our resources for coping.

Sudden loss occurs without warning and leaves no opportunity to prepare.

Support systems are the biological, psychological, and social factors within a person and their relationships, community, culture, and society that allow the person to cope with the effects of stress.

Vicarious/secondary stress is the mental and emotional stress we experience when exposed to the trauma, pain, and fear others have endured.



Stress Assessment

Day-to-Day Stress Self-Assessment Questionnaire

Do you frequently do any of the following? Check all that apply.

Neglect your diet	
Try to do everything yourself	
Anger easily	
Set unrealistic goals	
Not find the humour in situations others find funny	
Become easily irritated	
Make a "big deal" of things	
Complain that you are disorganized	
Neglect your emotions	
Neglect exercise	
Have few supportive relationships	
Neglect sleep or rest	
Become angry when you are kept waiting	
Ignore signs of stress	
Procrastinate	
Think there is only one right way to do something	
Neglect to build relaxation into every day	
Spend a lot of time complaining about the past	
Race through the day	
Feel unable to cope with all you have to do	

Results:

- 1-6 = Your basic stress level is low and easily managed.
- 7–12 = You have fairly good stress management on a day-to-day basis.
- 13-17 = Your basic stress is high and above a comfortable level.
- 18+ = You have enough factors to put you in distress and should seek help.



Cumulative Stress Self-Assessment Questionnaire

Rate each question in terms of how true it was for you in the last month with regards to your work.

- 0 = Never
- 1 = Occasionally
- 2 = Quite often
- 3 = Frequently
- 4 = Almost always

Do you tire easily even when you have had enough sleep?	
Do minor inconveniences make you irritable or impatient?	
Do you feel increasingly critical, cynical, or disenchanted?	
Are you affected by sadness you can't explain?	
Are you forgetting appointments, deadlines, or personal possessions?	
Do you find yourself wanting to be alone?	
Do routine things seem like an effort?	
Are you suffering from physical conditions such as stomach aches, headaches, lingering colds, or general aches and pains?	
Do you feel confused or disoriented when the activity of the day stops?	
Have you lost interest in activities that you previously enjoyed?	
Do you have little enthusiasm for your work?	
Are you less efficient than you think you should be?	
Are you eating more (or less), smoking more, or using more alcohol or drugs to cope?	

Results:

- 0-15 = Suggests you are coping adequately with the stress.
- 16–25 = Suggests you are suffering from work stress and would be wise to take action.
- 26-35 = Suggests possible burnout.
- 35+ = Indicates probable burnout.

You can use this questionnaire to check in with yourself next-time you are in a stressful situation.