1

00:00:00,110 --> 00:00:03,780

Welcome. Thank you for joining us for coping

2

00:00:03,780 --> 00:00:06,090

with Covid workplace burnout and resilience

3

00:00:06,090 --> 00:00:09,330

factors with Dr. Kira Mauseth. And thank you to Dr.

4

00:00:09,330 --> 00:00:12,690

Mauseth for giving us this talk today. Let me

5

00:00:12,690 --> 00:00:15,540

introduce Dr. Mauseth. She is a practicing clinical

6

00:00:15,540 --> 00:00:18,180

psychologist who splits her professional time

7

00:00:18,180 --> 00:00:21,450

between seeing patients at Snohomish or I should

8

00:00:21,450 --> 00:00:24,450

say among seeing patients at Snohomish Psychology

9

00:00:24,450 --> 00:00:27,180

Associates, teaching as a senior instructor at

10

00:00:27,180 --> 00:00:31,050

Seattle University, and serving as a co-lead for

11

00:00:31,050 --> 00:00:32,820

the Behavioral Health Strike Team for the

12

00:00:32,820 --> 00:00:36,600

Washington State Department of Health. Her work and

13

00:00:36,600 --> 00:00:38,940

research interests focus on resilience and

14

00:00:38,940 --> 00:00:42,030

recovery from trauma as well as disaster

15

00:00:42,030 --> 00:00:44,940

behavioral health. She has worked extensively in

16

00:00:44,940 --> 00:00:48,570

Haiti with earthquake survivors in Jordan and

17

00:00:48,570 --> 00:00:52,530

Syria with Syrian refugees and Jordanian relief

18

00:00:52,590 --> 00:00:55,680

workers. And with first responders and health care

19

00:00:55,680 --> 00:00:57,930

workers throughout Puget Sound and the United

20

00:00:57,930 --> 00:01:01,650

States. Dr. Mauseth also conducts trainings with

21

00:01:01,650 --> 00:01:04,470

organizations and educational groups about

22

00:01:04,470 --> 00:01:06,720

disaster preparedness and resilience building

23

00:01:06,720 --> 00:01:10,110

within local communities. We are delighted to have

24

00:01:10,110 --> 00:01:12,450

her give us this talk today. And I want to let you

25

00:01:12,450 --> 00:01:14,580

all know that there will be the opportunity to ask

26

00:01:14,580 --> 00:01:19,260

questions at the end of the talk. And with that I

27

00:01:19,260 --> 00:01:23,010

will turn it over to Dr. Mauseth. I'm going to come

28

00:01:23,010 --> 00:01:29,640

back to the gallery view. Oh me again. No no. Do not

29

00:01:29,640 --> 00:01:35,460

want to me. Is that working? Did we get it? And I'm

30

00:01:35,460 --> 00:01:37,800

sharing my screen can you'll see it. We certainly can

31

00:01:37,800 --> 00:01:42,660

Let me I got to adjust my do my zoom

32

00:01:42,660 --> 00:01:46,260

adjustments thing with all my screens here. Thank

33

00:01:46,260 --> 00:01:48,210

you for having me. Thank you for the introduction

34

00:01:48,210 --> 00:01:50,700

Dr. Cook. I'm happy to share some of this

35

00:01:50,700 --> 00:01:53,490

information with everybody today. And I'm hoping

36

00:01:53,490 --> 00:01:56,040

that it will give you some things to take away

37

00:01:56,040 --> 00:01:58,500

that are practical sort of applications in your

38

00:01:58,500 --> 00:02:01,770

everyday life. That's kind of what I do - is go for

39

00:02:01,770 --> 00:02:03,750

that pragmatic approach. So that's what we're

40

00:02:03,750 --> 00:02:05,940

gonna be doing. I'm just going to jump right in

41

00:02:05,940 --> 00:02:08,710

for the sake of time and to give us some time for

42

00:02:08,710 --> 00:02:10,460

a question and answer at the end if there are any.

43

00:02:10,950 --> 00:02:12,930

So I'm going to define some key terms about

44

00:02:13,680 --> 00:02:15,480

burnout resilience and that sort of thing just so

45

00:02:15,480 --> 00:02:17,040

that everybody's kind of on the same page with

46

00:02:17,040 --> 00:02:19,500

what I'm referring to. I'm going to talk

47

00:02:19,500 --> 00:02:21,960

about the state level forecasting that we've been

48

00:02:21,960 --> 00:02:24,240

doing. We do a monthly update. The September

49

00:02:24,270 --> 00:02:26,730

forecast update just was released this last Friday.

50

00:02:27,120 --> 00:02:28,980

So these slides have incorporated some of those

51

00:02:28,980 --> 00:02:31,650

new pieces of data. I'm going to talk about what

52

00:02:31,650 --> 00:02:33,930

that forecast looks like for how we interact with

53

00:02:33,930 --> 00:02:35,940

each other, what we're seeing at work how we're

54

00:02:35,940 --> 00:02:37,620

talking to our colleagues and our friends and our

55

00:02:37,620 --> 00:02:40,800

Families, and then also ,focus on resilience

56

00:02:40,800 --> 00:02:42,990

development and skill building moving into the

57

00:02:42,990 --> 00:02:47,370

fall fourth quarter here for 2020. So burnout

58

00:02:47,400 --> 00:02:49,560

compassion fatigue are the things that we are

59

00:02:49,560 --> 00:02:51,570

trying to avoid and the things that most of us are

60

00:02:51,570 --> 00:02:54,240

struggling with right now actually. I would really

61

00:02:54,240 --> 00:02:56,490

encourage people to look at burnout as a

62

00:02:56,490 --> 00:02:58,770

disproportionate sense of resource. So there's

63

00:02:58,770 --> 00:03:01,230

more resources going out than coming in. And

64

00:03:01,230 --> 00:03:03,330

that's emotional, that's physical, that's mental.

65

00:03:03,540 --> 00:03:05,640

All of these kinds of things. Part of that is

66

00:03:05,640 --> 00:03:08,220

neurological. Some of my colleagues in

67

00:03:08,220 --> 00:03:10,520

neuroscience will have to forgive me for how I'm

68

00:03:10,530 --> 00:03:13,200

describing some of these things I'm sure. But

69

00:03:13,200 --> 00:03:15,150

flexibility is important as we'll get to with

70

00:03:15,150 --> 00:03:18,150

resilience. So neuro-cognitively what's going on

71

00:03:18,150 --> 00:03:20,670

with burnout is that we actually are less inclined

72

00:03:20,700 --> 00:03:23,310

to process and attend to positive information

73

00:03:23,310 --> 00:03:26,160

right now. And we need that to avoid burnout. So

74

00:03:26,160 --> 00:03:28,140

it doesn't do us any favors. I'll talk more about

75

00:03:28,140 --> 00:03:30,780

that in a second. But really consider burnout as

76

00:03:30,780 --> 00:03:33,480

that disproportional inflow and outflow. So we

77

00:03:33,480 --> 00:03:36,090

feel like there's too much going out of whatever

78

00:03:36,090 --> 00:03:39,060

it is and not enough coming in. Compassion fatigue

79

00:03:39,090 --> 00:03:41,520

is a term that's used to describe typically for

80

00:03:41,520 --> 00:03:43,350

health care providers or behavioral health care

81

00:03:43,350 --> 00:03:46,620

workers who deal a lot with empathy and helping

82

00:03:46,620 --> 00:03:49,380

people in empathetic situations where they just

83

00:03:49,380 --> 00:03:51,450

feel like they can't do that anymore. And you

84

00:03:51,450 --> 00:03:54,660

reach a level at which I just can't - I can't

85

00:03:54,670 --> 00:03:56,640

emotionally connect with this person that I'm

86

00:03:56,640 --> 00:03:59,190

trying to talk to. It's exhausting and it's

87

00:03:59,190 --> 00:04:01,260

definitely related to burnout, but it's typically a

88

00:04:01,260 --> 00:04:03,210

term that's applied more for health care providers.

89

00:04:03,720 --> 00:04:05,400

And then the two things on the bottom there are

90

00:04:05,400 --> 00:04:07,350

the things we're going for. So resilience and

91

00:04:07,350 --> 00:04:09,840

resilience factors. So combinations of skills and

92

00:04:09,840 --> 00:04:12,660

Abilities, behaviors thoughts and feelings that

93

00:04:12,660 --> 00:04:15,720

will help us come through the fourth quarter here

94

00:04:15,720 --> 00:04:18,510

are 2020 into the next year with the skills that

95

00:04:18,510 --> 00:04:20,280

we need to really kind of get through it on a

96

00:04:20,280 --> 00:04:22,650

healthy level and not just survive it but to be

97

00:04:22,860 --> 00:04:26,340

thriving in a psychological way. So I'll talk a

98

00:04:26,340 --> 00:04:29,850

lot more about both of those in a sec. This is an

99

00:04:29,850 --> 00:04:34,260

overview of where we are for Washington State with

100

00:04:34,260 --> 00:04:37,290

regard to the disaster response and recovery

101

00:04:37,290 --> 00:04:40,500

timeline. I think you can see my cursor. So

102

00:04:40,530 --> 00:04:42,810

Washington State for October 1st is right around

103

00:04:42,810 --> 00:04:44,910

in here somewhere. It's ish, right? You notice

104

00:04:44,910 --> 00:04:47,010

that there's no there's no numbers on the Y axis

105

00:04:47,010 --> 00:04:50,010

at least. The data from this chart- or I should

06

00:04:50,010 --> 00:04:52,350

say what it represents - are data from a

107

00:04:52,350 --> 00:04:54,420

variety of types of disasters that have been

108

00:04:54,420 --> 00:04:57,060

collected over the last 20 to 50 years.

109

00:04:57,450 --> 00:05:00,450

Things like 9/11, Hurricane Katrina, the Fukushima

110

00:05:00,450 --> 00:05:03,240

Meltdown, the tsunami in Southeast Asia, and a

111

00:05:03,240 --> 00:05:06,180

variety also of smaller scale critical incidents

112

00:05:06,240 --> 00:05:08,100

including – and I mean this isn't small scale

113

00:05:08,100 --> 00:05:10,470

obviously - but the Las Vegas shooting, school

114

00:05:10,470 --> 00:05:12,780

shootings, and other tornadoes and floods et cetera

115

00:05:13,230 --> 00:05:15,630

from the United States and abroad. So we have a

116

00:05:15,630 --> 00:05:18,150

very strong handle from a disaster science

117

00:05:18,150 --> 00:05:21,000

perspective on how humans respond. We know how

118

00:05:21,000 --> 00:05:23,910

people react to disasters. And make no mistake

119

00:05:23,910 --> 00:05:26,210

about the pandemic being a disaster. Right. It's

120

00:05:26,250 --> 00:05:29,520

squarely in this category. So there's a couple of

121

00:05:29,520 --> 00:05:31,020

things that are really important to note about

122

00:05:31,020 --> 00:05:33,600

this chart. Number one is that for Washington

123

00:05:33,600 --> 00:05:36,450

state impact was approximately mid-March of 2020.

124

00:05:36,870 --> 00:05:39,000

And then we progressed through the heroic and

125

00:05:39,000 --> 00:05:42,540

honeymoon stages in, I would say, late April early May. The

126

00:05:42,540 --> 00:05:44,220

reason we know that is because it's clearly

127

00:05:44,220 --> 00:05:48,210

reflected in social media, and in memes, and in how

128

00:05:48,210 --> 00:05:51,370

much humor people are using. The honeymoon stage is

129

00:05:51,420 --> 00:05:53,190

when we were all obsessed with toilet paper

130

00:05:53,190 --> 00:05:56,880

hoarding and Joe Exotic, for example. This is ‘it's

131

00:05:56,880 --> 00:05:58,800

funny.’ Like we're making jokes about how to get

132

00:05:58,800 --> 00:06:01,650

through it, and we got this, and then it progresses

133

00:06:01,650 --> 00:06:03,960

into something a little bit more difficult. And I

134

00:06:03,960 --> 00:06:05,850

actually saw something last month that said,

135

00:06:05,910 --> 00:06:07,770

“Remember when we were all joking about the toilet

136

00:06:07,770 --> 00:06:10,080

paper hoarding? Well, now isn't quarantine just

137

00:06:10,080 --> 00:06:12,930

Depressing?” I thought that's very apt because it

138

00:06:12,930 --> 00:06:15,000

really represents that transition from honeymoon

139

00:06:15,000 --> 00:06:18,280

into disillusionment. And that's where we are now,

140

00:06:18,530 --> 00:06:20,470

right? Is really getting into that disillusionment

141

00:06:20,470 --> 00:06:23,950

phase. So what we know is that about six to nine

142

00:06:23,950 --> 00:06:26,440

months post impact from any disaster is when

143

00:06:26,440 --> 00:06:29,110

people struggle the most with the coming to terms

144

00:06:29,110 --> 00:06:30,940

with the way that their lives have been affected

145

00:06:30,940 --> 00:06:34,460

by disaster. Again regardless of the type. And

146

00:06:34,600 --> 00:06:36,910

that means accepting what's different and that

147

00:06:36,910 --> 00:06:38,860

means going through a grief and loss process

148

00:06:38,920 --> 00:06:40,750

around what we don't have anymore and what we

149

00:06:40,750 --> 00:06:44,770

might not get back. It doesn't have to be like

150

00:06:45,580 --> 00:06:47,890

with a lack of hope or optimism for the future. It

151

00:06:47,890 --> 00:06:50,890

just means that that disillusionment is letting go

152

00:06:50,890 --> 00:06:53,020

Of, and getting to a place of acceptance of what we

153

00:06:53,020 --> 00:06:55,450

can't have and don't have anymore. Doesn't mean it

154

00:06:55,450 --> 00:06:58,690

can't get better. Right. So six to nine months is

155

00:06:58,750 --> 00:07:01,690

notably the worst time, from a behavioral health

156

00:07:01,690 --> 00:07:04,450

Perspective, for people post disaster. And

157

00:07:04,450 --> 00:07:06,940

unfortunately for Washington, we've got a lot of

158

00:07:06,940 --> 00:07:09,430

things coming together right at that same time of

159

00:07:09,430 --> 00:07:12,670

year that are making it more challenging. So the

160

00:07:12,670 --> 00:07:15,890

fourth quarter. So we've got the election. Need I

161

00:07:15,890 --> 00:07:19,760

say more. I don't know. That is - it's a huge

162

00:07:19,760 --> 00:07:22,010

psychological trigger for a lot of people. It's a

163

00:07:22,010 --> 00:07:24,620

source of great stress. Family animosity and

164

00:07:24,620 --> 00:07:27,050

divisiveness. People really struggle with

165

00:07:27,050 --> 00:07:29,180

political conversations just in general. So we've

166

00:07:29,180 --> 00:07:30,560

got the election coming up. We've got

167

00:07:30,560 --> 00:07:33,110

disillusionment phase. We have the potential for

168

00:07:33,110 --> 00:07:35,480

another round of illness. And we see these

169

00:07:35,480 --> 00:07:37,370

infection numbers rising all over the country

170

00:07:37,370 --> 00:07:39,850

right now. And state borders are porous, right,

171

00:07:39,910 --> 00:07:41,990

people travel. We don't know what that's going to

172

00:07:41,990 --> 00:07:44,300

look like for Washington State but we anticipate

173

00:07:44,300 --> 00:07:46,580

with flu season and with people staying inside,

174

00:07:46,910 --> 00:07:49,130

that there will be higher numbers for Washington

175

00:07:49,760 --> 00:07:52,790

heading into October and November. If that occurs,

176

00:07:52,910 --> 00:07:54,890

right, that's going to also create additional

177

00:07:54,890 --> 00:07:57,530

psychological sort of setbacks for people. The

178

00:07:57,530 --> 00:08:00,260

other thing that's always an issue at this time of

179

00:08:00,260 --> 00:08:02,300

year for those of us at this latitude are seasonal

180

00:08:02,300 --> 00:08:04,970

affective conditions. So we've got darkness, we've

181

00:08:04,970 --> 00:08:06,380

got weather, we've got things that are

182

00:08:06,380 --> 00:08:09,230

contributing to how people are feeling in general,

183

00:08:09,680 --> 00:08:12,110

That would be happening anyway. And now we've got

184

00:08:12,220 --> 00:08:14,960

Covid on top of it. So these layers come together and

185

00:08:14,960 --> 00:08:17,690

really sort of put into relief the necessity of

186

00:08:17,690 --> 00:08:20,420

focusing on resilience building now, to get out in

187

00:08:20,420 --> 00:08:22,370

front of this, so that the fourth quarter is about

188

00:08:22,730 --> 00:08:24,710

flattening the behavioral health curve kind of a

189

00:08:24,710 --> 00:08:26,810

thing, and getting through this in a strong way.

190

00:08:26,900 --> 00:08:28,760

And that's what our work is focusing on with the

191

00:08:28,760 --> 00:08:31,130

strike team and the Department of Health. The

192

00:08:31,130 --> 00:08:32,780

other thing on this chart that I will point out

193

00:08:32,780 --> 00:08:35,030

that I think is really important is that most

194

00:08:35,030 --> 00:08:37,100

people - and that there's more, more about this

195

00:08:37,100 --> 00:08:40,070

Coming - but the vast majority of people recover to

196

00:08:40,070 --> 00:08:42,080

their baseline level of functioning within about

197

00:08:42,080 --> 00:08:44,750

12 to 18 months post post impact. That's the norm.

198

00:08:45,140 --> 00:08:47,300

That's what people do. We are resilient as

199

00:08:47,300 --> 00:08:49,310

creatures. And we will be in this as well.

200

00:08:49,790 --> 00:08:51,680

Certainly collectively we are stronger than this

201

00:08:51,680 --> 00:08:53,330

thing. And that's that's what people do. So we'll

202

00:08:53,330 --> 00:08:56,120

get there. The difference being with Covid is

203

00:08:56,120 --> 00:08:58,850

that that slope might be a little bit more shallow

204

00:08:58,880 --> 00:09:00,950

because it might take a little bit longer because

205

00:09:00,950 --> 00:09:04,040

of the nature of a pandemic as a disaster. Unlike

206

00:09:04,040 --> 00:09:05,750

with an earthquake where you have a literal

207

00:09:05,750 --> 00:09:07,730

reconstruction phase - you're building buildings up

208

00:09:07,730 --> 00:09:10,850

again – Covid is about sort of reconstructing the

209

00:09:10,850 --> 00:09:13,280

ways we interact with each other, and the ways that

210

00:09:13,370 --> 00:09:16,040

people operate in their day-to-day lives. And it's

211

00:09:16,040 --> 00:09:18,140

going to take longer, the mask wearing and some

212

00:09:18,140 --> 00:09:20,270

of the norms about how kids are educated and how

213

00:09:20,270 --> 00:09:24,080

we struggle with managing all of those things. It

214

00:09:24,080 --> 00:09:25,910

might be pushed out a little bit. It's still going

215

00:09:25,910 --> 00:09:27,860

to happen. But that's one of the that's one of the

216

00:09:27,860 --> 00:09:30,350

differences in terms of coping as a disaster

217

00:09:30,650 --> 00:09:34,010

versus another type of incident. So moving forward

218

00:09:34,010 --> 00:09:36,920

to potential wave scenarios. Please note that there

219

00:09:36,920 --> 00:09:39,770

are no numbers on the Y axis here. This was

220

00:09:39,770 --> 00:09:41,900

created by a group out of Minnesota. This was not

221

00:09:41,900 --> 00:09:44,360

developed from our group. There used to be three

222

00:09:44,360 --> 00:09:47,270

scenarios and we've checked one out because we

223

00:09:47,270 --> 00:09:49,910

didn't think it was relevant anymore. We are

224

00:09:49,910 --> 00:09:52,990

leaning towards the idea that we're gonna see

225

00:09:53,000 --> 00:09:55,130

scenario number two here but we don't have a sense

226

00:09:55,130 --> 00:09:57,380

of how big that wave is going to be. The graph is

227

00:09:57,380 --> 00:09:59,180

a little scary the way the graphic designers put

228

00:09:59,180 --> 00:10:02,370

it together. So again no numbers on the Y axis.

229

00:10:02,420 --> 00:10:04,640

But we do anticipate a higher spike in the fall

230

00:10:04,640 --> 00:10:06,950

than what we've experienced so far. And then what

231

00:10:06,950 --> 00:10:09,110

I want you to notice there is that the yellow and

232

00:10:09,110 --> 00:10:12,050

orange wave - whatever color that is - those are the

233

00:10:12,050 --> 00:10:14,630

corresponding behavioral health symptoms that go

234

00:10:14,630 --> 00:10:17,960

with an additional spike in illness rates. If we

235

00:10:17,960 --> 00:10:20,480

get hit pretty hard in the fall with a big spike

236

00:10:20,480 --> 00:10:22,760

that that results in economic shutdowns and then

237

00:10:22,820 --> 00:10:24,980

unemployment rates and that kind of thing, we are

238

00:10:24,980 --> 00:10:26,900

likely to see behavioral health symptoms as a

239

00:10:26,900 --> 00:10:29,990

community, get high and stay high for a while. It's

240

00:10:29,990 --> 00:10:32,960

going to be a setback. And that's that's part of

241

00:10:32,960 --> 00:10:36,020

what's called a disaster or a trauma cascade which

242

00:10:36,020 --> 00:10:38,480

I'll say more about in a second too. So just kind of

243

00:10:38,480 --> 00:10:40,130

keeping that in mind. We don't know, like there's

244

00:10:40,130 --> 00:10:43,070

no crystal ball for this. What I what I can say

245

00:10:43,070 --> 00:10:44,930

pretty surely is that the fall will be difficult

246

00:10:44,930 --> 00:10:47,060

for all those varieties of reasons. But we don't

247

00:10:47,060 --> 00:10:49,490

know the ways that these infection numbers are

248

00:10:49,490 --> 00:10:53,180

going to influence that. So key takeaways from our

249

00:10:53,180 --> 00:10:56,600

forecast work. Just looking at population data, we

250

00:10:56,600 --> 00:10:58,220

know that there are about seven and a half million

251

00:10:58,220 --> 00:11:00,800

people in the state, give or take, and we know

252

00:11:00,800 --> 00:11:03,380

that there's a certain number of people who are

253

00:11:03,380 --> 00:11:06,080

currently experiencing behavioral health disorders

254

00:11:06,080 --> 00:11:09,170

or symptoms, and are seeking and in treatment right

255

00:11:09,170 --> 00:11:11,210

now. That number is right around the seven hundred

256

00:11:11,210 --> 00:11:15,260

and fifty thousand mark. There are also another

257

00:11:15,260 --> 00:11:17,330

group in the state for whom they are reporting

258

00:11:17,330 --> 00:11:20,270

symptoms and that they have issues in these areas

259

00:11:20,300 --> 00:11:22,760

but aren't currently involved in professional

260

00:11:22,760 --> 00:11:25,460

services. Those are, both of those groups are

261

00:11:25,460 --> 00:11:28,100

included in this three million number, as well as

262

00:11:28,160 --> 00:11:30,560

other people who have never had a behavioral

263

00:11:30,560 --> 00:11:33,170

health diagnosis in the past. And there's a couple

264

00:11:33,170 --> 00:11:37,070

of really kind of unsettling pieces to this. One

265

00:11:37,070 --> 00:11:41,090

is that we're talking about about 40 percent - I

266

00:11:41,090 --> 00:11:43,940

apologize to the math department - approximately 40

267

00:11:43,940 --> 00:11:46,760

percent-ish of the state - of people in the state -

268

00:11:46,760 --> 00:11:49,430

are going to be experiencing, or likely to, have

269

00:11:49,430 --> 00:11:51,650

clinically significant symptoms before the end of

270

00:11:51,650 --> 00:11:54,350

the year. Those are numbers unlike anything we've

271

00:11:54,350 --> 00:11:56,750

ever seen before. It's almost a 50 percent

272

00:11:56,750 --> 00:11:59,030

increase just based on the number of people

273

00:11:59,030 --> 00:12:01,940

currently receiving services. And I'll be frank

274

00:12:02,270 --> 00:12:04,430

that we don't have the professional resources

275

00:12:04,430 --> 00:12:07,310

available to manage all that. Now that isn't to

276

00:12:07,310 --> 00:12:09,170

say there's nothing we can do. There certainly is.

277

00:12:09,230 --> 00:12:11,840

And I will make sure to throw that in there. But

278

00:12:11,840 --> 00:12:14,720

from a professional resource standpoint we're not.

279

00:12:15,260 --> 00:12:17,240

We're not equipped for this. So looking out for

280

00:12:17,240 --> 00:12:19,640

ourselves, looking out for our families, our friends

281

00:12:19,640 --> 00:12:21,500

and our communities is going to be essential for

282

00:12:21,500 --> 00:12:24,200

helping us get through this next couple months. We

283

00:12:24,200 --> 00:12:26,270

are anticipating that depression will be the

284

00:12:26,270 --> 00:12:28,610

biggest thing. Anxiety is a close second. But

285

00:12:28,610 --> 00:12:30,590

depression is likely going to be the biggest thing.

286

00:12:30,620 --> 00:12:32,750

It's always harder in the fall with the weather too

287

00:12:33,950 --> 00:12:37,520

PTSD, unlike an earthquake, or unlike 9/11, is not

288

00:12:37,520 --> 00:12:39,380

likely to be the disorder that we're concerned

289

00:12:39,380 --> 00:12:43,280

with, unless you have been in the ICU or postvent

290

00:12:43,340 --> 00:12:45,530

critical care. There's certain populations for

291

00:12:45,530 --> 00:12:48,320

whom PTSD will be a problem, but for the vast

292

00:12:48,320 --> 00:12:51,200

majority of folks, depression is going to be the

293

00:12:51,200 --> 00:12:54,500

big concern. We saw some really interesting data

294

00:12:54,560 --> 00:12:57,320

in the summer that I will reference on the next

295

00:12:57,320 --> 00:12:59,120

slide but it's related to substance use and how

296

00:12:59,120 --> 00:13:01,520

people were feeling. So as you may have noticed,

297

00:13:02,060 --> 00:13:05,810

when July came around, there was a lot of, there was

298

00:13:05,810 --> 00:13:09,400

just this incredible need to celebrate and to like

299

00:13:09,410 --> 00:13:11,510

just do something different and to get a breath

300

00:13:11,540 --> 00:13:13,400

and to visit family maybe that you

301

00:13:13,400 --> 00:13:16,370

haven't seen in six months and just kind of

302

00:13:16,370 --> 00:13:19,430

pretend in a lot of ways like we're not in this. And

303

00:13:19,460 --> 00:13:21,080

that's good and bad. Right. That certainly is

304

00:13:21,080 --> 00:13:22,940

helpful for people to get outside and go on some

305

00:13:22,940 --> 00:13:26,530

hikes and get a change of scene. But substance

306

00:13:26,530 --> 00:13:29,240

use went right along with that. And in July we saw

307

00:13:29,330 --> 00:13:32,030

the numbers from 2019 versus 2020

308

00:13:32,030 --> 00:13:35,030

in tax revenue for alcohol sales was 80

309

00:13:35,030 --> 00:13:37,640

percent higher in 2020 than it was in 2019

310

00:13:37,640 --> 00:13:41,090

for the same month. Cannabis and a

311

00:13:41,090 --> 00:13:43,550

variety of other things, we're also looking at tax

312

00:13:43,550 --> 00:13:45,650

revenue data and it's also significantly higher.

313

00:13:46,290 --> 00:13:49,610

So not a surprise. The other thing that's of note

314

00:13:49,610 --> 00:13:52,340

here is that most folks who are struggling with

315

00:13:52,340 --> 00:13:55,250

using substances as a coping mechanism are people

316

00:13:55,250 --> 00:13:57,620

that already were sort of predisposed or already

317

00:13:57,620 --> 00:14:00,560

kind of engaged in that. And it's exacerbating an

318

00:14:00,590 --> 00:14:04,250

underlying or other problem. It's not likely to be

319

00:14:04,250 --> 00:14:07,430

new incidents. Substances users that are having

320

00:14:07,490 --> 00:14:11,000

some of these concerns so. The other thing that

321

00:14:11,240 --> 00:14:13,640

data-wise that we're seeing is really kind of

322

00:14:14,210 --> 00:14:17,120

unsettling news from the poison control center who

323

00:14:17,120 --> 00:14:22,610

are tracking sort of alerts in ages 18 and younger,

324

00:14:22,640 --> 00:14:25,600

like 12 to 18, and then older adults. Right. People

325

00:14:25,610 --> 00:14:28,910

in 60 65 plus who were having pretty significant

326

00:14:29,990 --> 00:14:33,020

errors with medication management and substances

327

00:14:33,230 --> 00:14:35,330

like ingesting substances for for the teen

328

00:14:35,330 --> 00:14:37,340

population that they normally wouldn't because

329

00:14:37,340 --> 00:14:39,340

they're bored at home or for a variety of reasons.

330

00:14:39,350 --> 00:14:41,450

Right. So it's not necessarily intentional harm

331

00:14:42,110 --> 00:14:44,960

but it's accidental. And a really big spike in

332

00:14:44,960 --> 00:14:47,480

that throughout the summer. And then for older

333

00:14:47,480 --> 00:14:49,880

adults the medication error issue of doubling

334

00:14:49,880 --> 00:14:52,460

soses, missing doses, or taking the wrong thing. And

335

00:14:52,460 --> 00:14:55,070

primarily because they're not going to see their

336

00:14:55,070 --> 00:14:56,870

primary care doctors because they're afraid of

337

00:14:56,870 --> 00:14:59,810

exposure. So there's a lot there's a lot of that

338

00:14:59,920 --> 00:15:04,680

that we need to keep in mind as well. This is one

339

00:15:04,680 --> 00:15:07,240

of the charts that we put in our weekly sit rep.

340

00:15:07,650 --> 00:15:09,960

And we had a gap here with a staffing issue so

341

00:15:09,960 --> 00:15:11,940

we've just recently picked up on doing the sit

342

00:15:11,940 --> 00:15:14,970

reps again that look at syndromic surveillance data

343

00:15:15,000 --> 00:15:19,680

from E.R. visits, crisis line calls, and then tax data, all

344

00:15:19,680 --> 00:15:22,020

There's a household pull survey that the

345

00:15:22,050 --> 00:15:25,020

Fed federal government does and this is part of

346

00:15:25,020 --> 00:15:27,930

that. And you'll see this this incredible decrease,

347

00:15:28,590 --> 00:15:32,880

off of the baseline here, from July and August of

348

00:15:32,880 --> 00:15:35,670

2020 which is not, it's not entirely

349

00:15:35,760 --> 00:15:37,740

unanticipated. You see the general trend line

350

00:15:37,740 --> 00:15:39,900

going up but you're going to have dips in that.

351

00:15:40,230 --> 00:15:42,090

And people were just so hungry and desperate to

352

00:15:42,090 --> 00:15:44,430

get out and be celebratory. Right. In the summer

353

00:15:44,430 --> 00:15:46,380

months. So I'm not I'm not very surprised by that.

354

00:15:47,340 --> 00:15:49,260

And we'll see what what September and October

355

00:15:49,260 --> 00:15:52,140

look like because we're tracking that that sort

356

00:15:52,140 --> 00:15:54,600

of in real time now. And those sit reps will be

357

00:15:54,600 --> 00:15:56,460

coming out once a week and they're linked at the

358

00:15:56,460 --> 00:16:00,340

bottom of this presentation as well. So what are

359

00:16:00,340 --> 00:16:02,370

we experiencing then in the disillusionment phase.

360

00:16:02,440 --> 00:16:03,760

What's going to happen. It's going to be

361

00:16:03,760 --> 00:16:05,380

uncomfortable. It's going to be challenging for

362

00:16:05,380 --> 00:16:09,160

people. Part of the acceptance piece is being

363

00:16:09,160 --> 00:16:11,320

confronted with the limits of support. Resources

364

00:16:11,320 --> 00:16:13,610

run out. People's emotional resources run out.

365

00:16:13,660 --> 00:16:15,730

Government money runs out. There's just not enough

366

00:16:15,730 --> 00:16:18,130

to go around. And that doesn't feel good. And I

367

00:16:18,130 --> 00:16:20,230

mentioned a depression and burnout being the

368

00:16:20,230 --> 00:16:23,020

things that we need to really kind of keep an eye

369

00:16:23,020 --> 00:16:28,910

on. OK. The disaster or trauma cascade. So there

370

00:16:28,910 --> 00:16:32,960

is one exception, sort of, to how this process and

371

00:16:32,960 --> 00:16:35,840

how this timeline can look for people. For the

372

00:16:35,840 --> 00:16:37,910

families in Washington state who have experienced

373

00:16:37,910 --> 00:16:40,340

the wildfires and who have been displaced by fire

374

00:16:40,370 --> 00:16:42,820

or lost their home, they are already in this. The

375

00:16:42,830 --> 00:16:46,610

definition of this is a multiple event or multiple

376

00:16:46,610 --> 00:16:49,400

impact disaster within the same month same 12

377

00:16:49,400 --> 00:16:52,580

month period. So it is happening in such quick

378

00:16:52,580 --> 00:16:54,830

succession that it allows the brain not enough

379

00:16:54,830 --> 00:16:58,370

time to recover to that level of baseline. So

380

00:16:58,370 --> 00:17:00,320

that's already happening for some communities and

381

00:17:00,320 --> 00:17:03,110

some families within Washington. The best examples

382

00:17:03,110 --> 00:17:05,240

are classically of this is what happened in Haiti

383

00:17:05,240 --> 00:17:08,780

in 2010. They had the earthquake in January of

384

00:17:08,780 --> 00:17:11,830

2010. They had a cholera epidemic in April and May

385

00:17:11,830 --> 00:17:14,450

of 2010 and a hurricane in September. And then

386

00:17:14,450 --> 00:17:17,300

they had election violence and riots in November

387

00:17:17,630 --> 00:17:19,610

all within the same twelve month period. And every

388

00:17:19,610 --> 00:17:21,770

time that happens the disaster cycle that I show

389

00:17:21,770 --> 00:17:24,770

you starts over again. So what we're likely to see

390

00:17:24,770 --> 00:17:27,680

in Washington, if we get a big fall wave of illness,

391

00:17:27,710 --> 00:17:30,170

is potentially this. Right. What that means is that it

392

00:17:30,170 --> 00:17:32,810

takes longer to recover, and that people's level of

393

00:17:32,810 --> 00:17:35,000

baseline of symptoms goes up. So there's going to

394

00:17:35,000 --> 00:17:37,970

be more severe symptoms, and a little bit more

395

00:17:38,270 --> 00:17:40,550

acuity in terms of what people are experiencing.

396

00:17:40,910 --> 00:17:43,310

But again, there's no crystal ball for this. So we

397

00:17:43,310 --> 00:17:45,650

don't know exactly how that's going to happen. The

398

00:17:45,650 --> 00:17:47,840

reason I think it's worth mentioning is related to

399

00:17:47,840 --> 00:17:50,540

the idea of stress inoculation, which is that

400

00:17:50,660 --> 00:17:52,580

thinking about what might happen even the bad

401

00:17:52,580 --> 00:17:55,370

stuff. Right. Prepares people psychologically and

402

00:17:55,370 --> 00:17:57,770

emotionally for when it does, so that they're

403

00:17:57,770 --> 00:17:59,870

likely to be more resilient getting through it.

404

00:18:00,860 --> 00:18:03,320

When people are blindsided by something bad that

405

00:18:03,320 --> 00:18:06,110

happens their, their resilience levels are not

406

00:18:06,110 --> 00:18:09,080

as high, generally, then when they prepare. Even if

407

00:18:09,080 --> 00:18:11,300

you prepare in a negative way. And then and then

408

00:18:11,300 --> 00:18:13,880

it doesn't happen, at least you're prepared. So it

409

00:18:13,880 --> 00:18:15,860

doesn't hurt to think about these kinds of things

410

00:18:15,860 --> 00:18:17,750

and do this kind of planning. But it can

411

00:18:17,750 --> 00:18:19,670

definitely help. Which is why I'm bringing it up.

412

00:18:21,140 --> 00:18:24,940

OK. So recovery versus return to baseline. Return

413

00:18:24,940 --> 00:18:27,670

to baseline within about 14 to 16 months is what

414

00:18:27,670 --> 00:18:29,830

we are anticipating. That's what we're hoping for.

415

00:18:30,160 --> 00:18:34,150

Or this potential cycle of the cascade which we

416

00:18:34,150 --> 00:18:37,960

don't know. And the economic impacts are really

417

00:18:37,960 --> 00:18:40,570

important here too. This is a really interesting

418

00:18:40,570 --> 00:18:43,750

data point. For every 1 percent increase in

419

00:18:43,750 --> 00:18:45,580

the unemployment rate just generally

420

00:18:45,880 --> 00:18:48,310

the suicide rate goes up by 1.6 percent.

421

00:18:49,180 --> 00:18:51,070

And they're directly related to each other. And

422

00:18:51,190 --> 00:18:53,110

those are called deatjs of despair. And it's

423

00:18:53,110 --> 00:18:54,580

something that we are tracking and we are

424

00:18:54,580 --> 00:18:57,640

reporting and these sit reps and the relationship

425

00:18:57,640 --> 00:19:00,130

is really unusual because obviously things that

426

00:19:00,130 --> 00:19:02,500

covary are more complicated than that. But this

427

00:19:02,500 --> 00:19:04,510

1 percent to 1.6 percent has been a

428

00:19:04,510 --> 00:19:07,840

trend that's been very consistent for a long time.

429

00:19:08,620 --> 00:19:10,360

So that's something that we need to pay attention

430

00:19:10,360 --> 00:19:12,850

to for sure. Depending on what happens with the

431

00:19:12,850 --> 00:19:16,990

economy. Right. OK. The good news. Moving forward.

432

00:19:17,380 --> 00:19:19,480

The long-term response is typically resilience.

433

00:19:19,540 --> 00:19:21,400

And it can be developed. This is something that

434

00:19:21,400 --> 00:19:23,770

people certainly are born with. But it is

435

00:19:23,770 --> 00:19:25,330

something that can be taught. It's something that

436

00:19:25,330 --> 00:19:27,520

can be grown. And it's something we can teach each

437

00:19:27,520 --> 00:19:29,630

other and help sort of bolster in each other. So

438

00:19:29,890 --> 00:19:32,590

there's a lot of agency in that that I like to

439

00:19:32,590 --> 00:19:35,530

focus on. I'm going to talk more about connections

440

00:19:35,590 --> 00:19:38,440

and purpose and being flexible and adaptive

441

00:19:38,470 --> 00:19:40,930

and also focusing on help. We definitely need that

442

00:19:40,930 --> 00:19:45,640

right now. So again, with a nod to my colleagues in

443

00:19:45,640 --> 00:19:49,870

neuroscience, what is going on for all of us on a

444

00:19:49,900 --> 00:19:52,180

sort of neurological and chemical level right now

445

00:19:52,570 --> 00:19:56,890

is not very pleasant to be frank about it. One of

446

00:19:56,890 --> 00:19:59,050

the biggest problems that comes with being seven

447

00:19:59,050 --> 00:20:02,350

months into a disaster is that our brains are not

448

00:20:02,350 --> 00:20:03,970

functioning the way that we're used to them

449

00:20:03,970 --> 00:20:06,850

functioning. And we're getting tired of it. The

450

00:20:06,850 --> 00:20:09,070

prefrontal cortex which is the part of the brain

451

00:20:09,070 --> 00:20:10,930

that's responsible for higher-level thinking,

452

00:20:11,020 --> 00:20:14,140

organization, planning, details, focus - all that good

453

00:20:14,140 --> 00:20:16,930

stuff for professional purposes. That part of the

454

00:20:16,930 --> 00:20:19,600

brain, it turns out right, isn't necessary for

455

00:20:19,600 --> 00:20:22,510

survival. So it's not as engaged with what's going

456

00:20:22,510 --> 00:20:25,570

on right now. And unfortunately, one of the

457

00:20:25,570 --> 00:20:27,550

results of that, is that the limbic system which is

458

00:20:27,550 --> 00:20:29,710

the emotional processing center is much more

459

00:20:29,710 --> 00:20:32,440

active. It's much more influential. And it's easy

460

00:20:32,440 --> 00:20:36,880

to see. The debates are a great example of that. It's

461

00:20:36,880 --> 00:20:38,890

easy to see with how we interact with each other.

462

00:20:39,010 --> 00:20:43,360

I got an email yesterday and I had another meeting.

463

00:20:43,660 --> 00:20:45,820

And so the meeting required me to take an hour

464

00:20:45,820 --> 00:20:47,680

before responding to this email. And that was a

465

00:20:47,680 --> 00:20:49,960

good thing because my initial response was I was

466

00:20:49,960 --> 00:20:53,260

ticked. I was not happy with it. I was just. And I

467

00:20:53,260 --> 00:20:55,620

took a breath, and I took a moment, and I let my -

468

00:20:55,770 --> 00:20:58,780

right, I was forced to - have my prefrontal cortex

469

00:20:58,810 --> 00:21:01,000

engage with like thinking about what this was

470

00:21:01,000 --> 00:21:03,040

saying. And then I was able to respond in a much

471

00:21:03,040 --> 00:21:04,930

more way that I would have before, like much more

472

00:21:04,930 --> 00:21:07,970

rational way. So that appointment kind of saved my

473

00:21:07,970 --> 00:21:10,450

bacon a little bit. But that's the part that's

474

00:21:10,450 --> 00:21:12,730

missing right now is that limbic systems are so

475

00:21:12,730 --> 00:21:15,070

influential that we are all more apt to be

476

00:21:15,070 --> 00:21:18,490

argumentative, to snap at our kids, at our partners,

477

00:21:19,180 --> 00:21:21,640

at the pets, anything. We're just short tempered.

478

00:21:22,120 --> 00:21:24,330

And that has its effects at the grocery store and

479

00:21:24,380 --> 00:21:27,790

road rage. All kinds of ways. Right. And then

480

00:21:27,970 --> 00:21:30,280

professionally speaking, it's hard to keep track of

481

00:21:30,280 --> 00:21:33,370

stuff. We joke in our group at DOH about

482

00:21:33,370 --> 00:21:35,800

having a Covid brain buddy so we can share

483

00:21:36,130 --> 00:21:38,170

share a brain with someone to help you keep track

484

00:21:38,170 --> 00:21:41,080

of what's going on because it's so hard. I even

485

00:21:41,080 --> 00:21:43,120

had a, I had an alert on my phone that popped up

486

00:21:43,120 --> 00:21:45,040

this morning that I had a zoom at 930 and I had

487

00:21:45,040 --> 00:21:48,870

completely forgotten and I had scheduled it. So I showed up

488

00:21:48,880 --> 00:21:50,200

I'm like I don't know who this is with, or what

489

00:21:50,200 --> 00:21:52,630

I'm going to do. But you know and we're all

490

00:21:52,630 --> 00:21:54,400

kind of in that boat right now. So just

491

00:21:54,400 --> 00:21:57,310

normalizing this and validating this experience is

492

00:21:57,310 --> 00:21:59,110

probably one of the most helpful things we can do

493

00:21:59,110 --> 00:22:01,750

for each other. People aren't going crazy. We are

494

00:22:01,750 --> 00:22:04,180

all experiencing these neurological effects and

495

00:22:04,180 --> 00:22:07,060

it's a result of too much cortisol for too long of

496

00:22:07,060 --> 00:22:09,910

a period of time. And our brains being really

497

00:22:09,910 --> 00:22:11,950

engaged in fight or flight for six and a half

498

00:22:11,950 --> 00:22:14,880

months. On some level. Right. Not constantly. ‘Cause that

499

00:22:14,890 --> 00:22:17,320

would not work, but just this kind of up and down

500

00:22:17,320 --> 00:22:19,450

of just where's the next threat gonna come from.

501

00:22:20,030 --> 00:22:22,210

That doesn't look good. It's not a good look for

502

00:22:22,210 --> 00:22:25,300

any of us, I should say. This is the thing. This is

503

00:22:25,300 --> 00:22:27,730

the joke that I have for myself about my daily or

504

00:22:27,730 --> 00:22:30,280

weekly checklist, like where am I this week or

505

00:22:30,280 --> 00:22:33,820

today. All of these things, all the time. The only

506

00:22:33,820 --> 00:22:35,560

other things on here that I haven't mentioned yet

507

00:22:35,650 --> 00:22:40,270

are the carbohydrate craving. The quarantine

508

00:22:40,270 --> 00:22:43,540

fifteen or whatever. Or the joke about getting a

509

00:22:43,540 --> 00:22:46,360

tan from the light in your refrigerator because

510

00:22:46,360 --> 00:22:49,540

you crave carbohydrates all the time. So it's

511

00:22:49,540 --> 00:22:52,120

normal. I guess that's the good news. It's so hard.

512

00:22:52,490 --> 00:22:55,000

People tend to crave carbohydrates around this

513

00:22:55,000 --> 00:22:56,650

time of year anyway and heading into the fall

514

00:22:56,680 --> 00:22:59,470

because carbs are, they create a precursor for

515

00:22:59,470 --> 00:23:01,840

serotonin, which is that neurotransmitter that's

516

00:23:01,840 --> 00:23:04,080

the, I refer to it as like the warm and fuzzy blanket

517

00:23:04,120 --> 00:23:05,920

neurotransmitter. It makes us feel comfortable and

518

00:23:05,920 --> 00:23:08,410

it makes us feel good. So we want that. And our bodies

519

00:23:08,410 --> 00:23:10,660

want that subconsciously. And carbohydrates kind

520

00:23:10,660 --> 00:23:13,150

of help us get there. There are obviously other

521

00:23:13,150 --> 00:23:15,040

consequences to that but that is a normal thing

522

00:23:15,040 --> 00:23:18,070

right now. Trouble falling or staying asleep. I

523

00:23:18,070 --> 00:23:20,800

talk to a lot of clients who either they can't

524

00:23:20,800 --> 00:23:22,480

turn their brain off at night even if they're not

525

00:23:22,480 --> 00:23:25,150

really worried about something specific or, their

526

00:23:25,150 --> 00:23:26,740

brain will wake them up at two o'clock in the

527

00:23:26,740 --> 00:23:30,460

morning and they can't put it put it to rest and

528

00:23:30,460 --> 00:23:33,310

go back to sleep. An easy recommendation for that

529

00:23:33,310 --> 00:23:36,100

would be to keep a notepad by the bed and try to

530

00:23:36,100 --> 00:23:38,890

write down anything that pop - anything that as crazy as it

531

00:23:38,890 --> 00:23:41,140

is or help or as random as it might be - write it down

532

00:23:41,140 --> 00:23:43,210

on a piece of paper next to your bed and that will

533

00:23:43,210 --> 00:23:45,480

help your brain not think that it has to hold on

534

00:23:45,480 --> 00:23:47,920

to that information. Because your prefrontal cortex

535

00:23:47,920 --> 00:23:49,810

is stressing out about what it's not tracking

536

00:23:49,810 --> 00:23:52,300

right now. Putting it on a piece of paper helps

537

00:23:52,300 --> 00:23:55,060

relieve that sense of pressure. It's more likely

538

00:23:55,060 --> 00:23:58,270

to help you relax. So that's just a little, little tip.

539

00:23:59,870 --> 00:24:01,630

And then being disconnected from people, seeing

540

00:24:01,630 --> 00:24:03,280

people all the time and not really having those

541

00:24:03,280 --> 00:24:05,890

emotional connections, right. One of the things that the

542

00:24:05,890 --> 00:24:08,980

Psych department is doing is offering a rotating

543

00:24:08,980 --> 00:24:11,830

host Zoom lunch. That's casual, that has no agenda.

544

00:24:12,450 --> 00:24:14,140

I have not been able to join one of those yet but

545

00:24:14,140 --> 00:24:16,090

I think this idea is great. I've done it before in

546

00:24:16,090 --> 00:24:18,070

the past and it's great just to talk to people.

547

00:24:18,100 --> 00:24:21,520

And yes, the screen fatigue, it's a real thing. But

548

00:24:21,520 --> 00:24:23,620

if you don't do that - like we used to you know run

549

00:24:23,620 --> 00:24:25,270

into each other in the hall and chit chat about

550

00:24:25,270 --> 00:24:26,740

how our families are doing. And we don't have the

551

00:24:26,740 --> 00:24:30,000

opportunity to do that anymore. So being creative,

552

00:24:30,010 --> 00:24:32,890

finding ways to address some of these issues in

553

00:24:32,890 --> 00:24:34,180

ways that you never thought you'd have to

554

00:24:34,180 --> 00:24:36,900

before, helps get through this disillusionment

555

00:24:36,990 --> 00:24:40,920

experience that we're all having. OK so I was

556

00:24:40,920 --> 00:24:43,020

mentioning these things - so potential for increased

557

00:24:43,020 --> 00:24:45,210

emotional responses in the workplace. We are all

558

00:24:45,630 --> 00:24:47,430

likely to be struggling with some of these things

559

00:24:47,430 --> 00:24:51,150

right now. So normalizing that. And then just the

560

00:24:51,150 --> 00:24:53,640

real risk of compassion fatigue and burnout for

561

00:24:53,670 --> 00:24:56,850

everybody. Right. And not making the mistake of

562

00:24:56,850 --> 00:25:01,170

thinking that a CEO or a teacher or anyone on any

563

00:25:01,170 --> 00:25:05,570

level is immune from this stuff. Teachers are - and

564

00:25:05,630 --> 00:25:08,580

I'm thinking at any level - are also parents trying

565

00:25:08,580 --> 00:25:10,770

to navigate potentially working from home and the

566

00:25:10,770 --> 00:25:13,350

demands of not only their their bosses and their

567

00:25:13,350 --> 00:25:15,180

job but also trying to meet the needs of the kids.

568

00:25:15,390 --> 00:25:17,730

And as faculty, as a faculty member, I'm doing the

569

00:25:17,730 --> 00:25:21,390

same thing, too. Right. I would say one or both of

570

00:25:21,390 --> 00:25:23,340

my small children under the age of five have

571

00:25:23,640 --> 00:25:26,400

popped in to say hello to my class at some point

572

00:25:26,490 --> 00:25:29,160

during Zoom. I mean that's just the nature of how

573

00:25:29,160 --> 00:25:31,770

things are right now. And so part of this is about

574

00:25:31,770 --> 00:25:35,250

adjusting our expectations and making some really

575

00:25:35,250 --> 00:25:38,220

necessary adjustments about performance and

576

00:25:38,220 --> 00:25:42,180

success and the scope of that as we move forward

577

00:25:42,240 --> 00:25:45,030

into the rest of 2020 and into 2021. Because

578

00:25:45,090 --> 00:25:47,670

holding ourselves to those same expectations from

579

00:25:47,670 --> 00:25:50,100

January or February or 2019 is not going to do

580

00:25:50,100 --> 00:25:53,840

anybody any favors. We've talked about these

581

00:25:53,840 --> 00:25:56,360

harmful consequences so burnout can definitely

582

00:25:56,360 --> 00:25:58,760

affect depression, it increases people's sort of

583

00:25:58,760 --> 00:26:01,760

negative self talk. The other thing that's really

584

00:26:01,760 --> 00:26:03,690

important to keep in mind neuro-cognitively

585

00:26:03,710 --> 00:26:06,290

speaking is that because the prefrontal cortex is

586

00:26:06,290 --> 00:26:09,410

not as engaged, a consequence of that is that we

587

00:26:09,410 --> 00:26:11,480

are, like I mentioned at the very beginning, less

588

00:26:11,510 --> 00:26:14,600

able to process positive stuff, right, where

589

00:26:14,600 --> 00:26:16,220

because if it's positive, it's not a

590

00:26:16,220 --> 00:26:18,380

threat. And our brains are constantly scanning for

591

00:26:18,380 --> 00:26:20,630

threats right now. So the positive, the kudo's, the

592

00:26:20,630 --> 00:26:22,910

congratulations, the way attaboy - that kind of

593

00:26:22,910 --> 00:26:24,680

stuff - those things are like water off a duck's

594

00:26:24,680 --> 00:26:26,870

back. They're not important to our brains. So we

595

00:26:26,870 --> 00:26:29,150

don't attend to them. And as a result we don't

596

00:26:29,150 --> 00:26:32,300

internalize those messages as much. So, that's some

597

00:26:32,300 --> 00:26:33,980

of the stuff that's contributing to burnout for

598

00:26:33,990 --> 00:26:38,960

folks. Great data. These are, all these three

599

00:26:38,960 --> 00:26:41,360

points came from research either from China about

600

00:26:41,430 --> 00:26:44,000

Covid, Italy about Covid, or previous disaster

601

00:26:44,000 --> 00:26:46,970

recovery responses from large, large studies

602

00:26:46,970 --> 00:26:50,990

that were done. So the walking the walk. This was

603

00:26:51,170 --> 00:26:53,480

this was led by a study that was done about 10

604

00:26:53,480 --> 00:26:56,210

years ago out of Mercy Corps because the CEO was

605

00:26:56,210 --> 00:26:58,190

noticing an incredible amount of turnover in his

606

00:26:58,190 --> 00:27:00,320

staff and was trying to figure out why people were

607

00:27:00,420 --> 00:27:03,110

were leaving and getting burned out. And the

608

00:27:03,110 --> 00:27:05,420

answer is that as much as that company - it's a

609

00:27:05,420 --> 00:27:07,880

large non-profit NGO for those of you who aren't

610

00:27:07,880 --> 00:27:10,790

familiar - the bottom line is that they were

611

00:27:10,790 --> 00:27:13,640

talking a lot about wellness, employee resilience, about

612

00:27:13,640 --> 00:27:15,920

self care. Everybody was talking about it. But the

613

00:27:15,920 --> 00:27:18,110

CEO was sending e-mails at 10:45 on

614

00:27:18,410 --> 00:27:20,480

Saturday night or two o'clock in the morning or

615

00:27:20,580 --> 00:27:23,900

whatever. So the implicit message was we care

616

00:27:23,900 --> 00:27:26,150

about boundaries, and we care about self-care and

617

00:27:26,150 --> 00:27:29,000

talk. But that's not what I'm doing, because that’s

618

00:27:29,000 --> 00:27:31,610

not what I'm modeling for you. And that is a

619

00:27:31,610 --> 00:27:34,100

problem, the inconsistency of that. So if you think

620

00:27:34,100 --> 00:27:37,100

back to any social learning, any social learning

621

00:27:37,100 --> 00:27:39,470

ideas from when you were a sibling, when you, when

622

00:27:39,470 --> 00:27:41,870

you were a kid and you had siblings who learned

623

00:27:42,080 --> 00:27:44,390

like, oh well I shouldn't do that because mom and

624

00:27:44,390 --> 00:27:46,550

dad don't appreciate that kind of thing, or parents,

625

00:27:46,550 --> 00:27:49,160

or whomever. You learn very quickly what you get

626

00:27:49,160 --> 00:27:51,140

rewarded for it and what you get punished for by

627

00:27:51,140 --> 00:27:53,420

observing what other people do. And that's the

628

00:27:53,420 --> 00:27:56,540

same problem here. So I really want to stress I am

629

00:27:56,540 --> 00:27:58,640

not recommending that anybody work harder. We

630

00:27:58,640 --> 00:28:00,660

don't have the bandwidth to work harder. Nobody does.

631

00:28:00,890 --> 00:28:03,530

But we can work smarter. We can be more strategic

632

00:28:03,530 --> 00:28:06,260

about working on these things for ourselves. And

633

00:28:06,260 --> 00:28:08,450

anybody that's in a supervisory position or has

634

00:28:08,450 --> 00:28:11,750

the opportunity to model for other people. Do so

635

00:28:11,810 --> 00:28:14,330

and you'll be you'll be starting a domino effect.

636

00:28:15,230 --> 00:28:17,210

Another really key thing here. I saw this two

637

00:28:17,210 --> 00:28:19,940

weeks ago at the DOH and I love it. To put in the

638

00:28:19,940 --> 00:28:22,790

signature line for your email. It said I am

639

00:28:22,790 --> 00:28:25,010

sending this email at a time that's consistent

640

00:28:25,010 --> 00:28:27,500

with my new work hours and my schedule. But I do

641

00:28:27,500 --> 00:28:30,620

not expect you to respond to this email at the

642

00:28:30,620 --> 00:28:33,200

same time of day. And that's what that is. That's

643

00:28:33,200 --> 00:28:35,570

what I'm saying. This is why I'm doing what I'm

644

00:28:35,570 --> 00:28:37,520

doing when. But recognizing that with Covid,

645

00:28:37,520 --> 00:28:40,580

everybody's working kind of crazy hours. And if

646

00:28:40,580 --> 00:28:42,670

you, if you create the expectation that there's

647

00:28:42,680 --> 00:28:46,520

still boundaries around that, everybody wins. One

648

00:28:46,520 --> 00:28:49,040

of the things I'm doing right now is doing email

649

00:28:49,040 --> 00:28:51,500

responses between 9 and 10 p.m. because both of

650

00:28:51,500 --> 00:28:53,810

my kids are in bed. And that's a late time to do

651

00:28:53,810 --> 00:28:55,760

e-mail. But I'm switching that hour for another

652

00:28:55,760 --> 00:28:58,580

time in the day like I'm trading it off for

653

00:28:58,580 --> 00:29:00,440

another time when I'm parenting or doing another

654

00:29:00,440 --> 00:29:03,590

activity so that hour is for that. But let me tell

655

00:29:03,590 --> 00:29:06,050

you with boundaries, I shut that laptop at 10

656

00:29:06,050 --> 00:29:08,690

o'clock and I'm done for the night. I mean I hit send

657

00:29:08,690 --> 00:29:10,430

and then I shut it. Right. But you get the idea.

658

00:29:11,040 --> 00:29:13,100

You've got to have boundaries around it. The

659

00:29:13,100 --> 00:29:15,050

second data point there is about being honest

660

00:29:15,050 --> 00:29:17,930

about what you don't know. It is much better. And

661

00:29:17,930 --> 00:29:20,960

this is this is out of China. Huge study that they

662

00:29:20,960 --> 00:29:23,750

did. Much better to tell your employees that you

663

00:29:23,750 --> 00:29:26,090

don't know what's happening than to say this is

664

00:29:26,090 --> 00:29:28,460

what's happening and then to reverse course. So

665

00:29:28,460 --> 00:29:30,620

if you don't know, be honest about that process.

666

00:29:31,550 --> 00:29:35,510

And then active listening. As a clinician I can

667

00:29:35,510 --> 00:29:37,430

pretty unequivocally say that active listening

668

00:29:37,430 --> 00:29:40,610

might be the most undervalued intervention of

669

00:29:40,610 --> 00:29:44,360

Anything. In a disaster response and recovery zone,

670

00:29:45,110 --> 00:29:47,540

the problems are too big. Problem solving

671

00:29:47,540 --> 00:29:49,880

techniques are not particularly effective it

672

00:29:49,880 --> 00:29:52,310

turns out. But sitting with someone and letting

673

00:29:52,310 --> 00:29:54,350

them express whatever it is that's going on with

674

00:29:54,350 --> 00:29:57,290

them actually does result in a different emotional

675

00:29:57,290 --> 00:30:00,260

experience for that person. So as much as we can

676

00:30:00,320 --> 00:30:02,870

have the energy to be engaging in active

677

00:30:02,870 --> 00:30:05,240

listening for each other - friends family what have

678

00:30:05,240 --> 00:30:07,520

you - I really recommend that people should try and

679

00:30:07,520 --> 00:30:11,150

do that. And I know it's hard but it's, it's not

680

00:30:11,150 --> 00:30:13,730

very concrete. But you can look up all kinds of

681

00:30:13,730 --> 00:30:15,560

things online about how to engage in active

682

00:30:15,560 --> 00:30:17,300

listening. And it's basically the idea that you're

683

00:30:17,300 --> 00:30:20,030

listening for the purpose of understanding and

684

00:30:20,030 --> 00:30:22,430

caring and not to problem solve, which doesn't

685

00:30:22,750 --> 00:30:25,670

it doesn't fit naturally with our culture. So it's

686

00:30:25,670 --> 00:30:28,280

a little harder to do but very effective for sure.

687

00:30:29,620 --> 00:30:33,010

OK. So what can we do to reduce burnout generally.

688

00:30:34,040 --> 00:30:36,260

Purpose, connection, and flexibility. Much more to come

689

00:30:36,260 --> 00:30:39,410

in the next two slides on those things. Reminding

690

00:30:39,410 --> 00:30:42,470

yourself about what's different now and working

691

00:30:42,470 --> 00:30:44,930

through that acceptance about letting go of what

692

00:30:45,190 --> 00:30:46,970

things were like in January and February. It's just,

693

00:30:47,100 --> 00:30:50,060

it's not that way. One of my colleagues at DOH

694

00:30:50,060 --> 00:30:52,760

refers to it as the Before Times or B.C.

695

00:30:52,770 --> 00:30:56,230

before Covid. And it's just, you know, and he's

696

00:30:56,240 --> 00:30:58,880

making a joke about it, but a lot of folks are

697

00:30:58,880 --> 00:31:02,120

struggling hanging on to, ‘well when it gets back

698

00:31:02,120 --> 00:31:04,880

to’ - that's like, no, you know maybe it won't. And

699

00:31:04,880 --> 00:31:06,910

that's not necessarily a bad thing. There's going

700

00:31:06,910 --> 00:31:09,110

to be some parts of that that are hard for us but

701

00:31:09,110 --> 00:31:11,600

it's not necessarily a bad thing. And shifting

702

00:31:11,600 --> 00:31:15,410

that thinking from loss to opportunity. That's the

703

00:31:15,410 --> 00:31:17,810

cognitive shift. Yes, we lost some things. But

704

00:31:17,810 --> 00:31:19,610

what are the opportunities that I have now that

705

00:31:19,610 --> 00:31:23,140

I've never had before. For me it's spending about

706

00:31:23,150 --> 00:31:26,480

10 hours a week less in the car and burning -

707

00:31:26,570 --> 00:31:29,030

than I've ever had the opportunity to do in my life, like

708

00:31:29,080 --> 00:31:32,180

since, since I've been driving which I never really

709

00:31:32,180 --> 00:31:34,730

would've thought as an opportunity before. But that's

710

00:31:34,740 --> 00:31:37,480

there. So shifting your sense of purpose, your

711

00:31:37,480 --> 00:31:39,430

sense of motivation, and your sense of expectation

712

00:31:39,490 --> 00:31:41,980

right. I the third one there is all about

713

00:31:41,980 --> 00:31:46,000

boundaries. I'm big on boundaries. And being

714

00:31:46,000 --> 00:31:48,160

flexible and being adaptive goes hand in glove

715

00:31:48,160 --> 00:31:50,050

with boundaries. So you need to do both. And they

716

00:31:50,050 --> 00:31:51,880

don't they're not actually at odds with each other.

717

00:31:52,870 --> 00:31:55,000

You can create new structures for yourself in your

718

00:31:55,000 --> 00:31:57,670

work environment and with your time, like I did

719

00:31:57,670 --> 00:32:00,100

with my 9 to 10 e-mail thing. But then there's

720

00:32:00,100 --> 00:32:02,080

boundaries around that new structure. So you can

721

00:32:02,080 --> 00:32:03,850

be flexible in a way that you've never thought

722

00:32:03,850 --> 00:32:05,830

about before and then place boundaries around it.

723

00:32:06,860 --> 00:32:09,110

And that's a helpful thing too. And then more

724

00:32:09,110 --> 00:32:11,300

about connections. So we need to really focus on

725

00:32:11,300 --> 00:32:13,760

how to connect with people socially. The

726

00:32:13,760 --> 00:32:16,130

watercooler discussion opportunities are just lost

727

00:32:16,130 --> 00:32:18,740

right now. Before every faculty meeting we would

728

00:32:18,740 --> 00:32:21,080

always chit chat. And now there's no, there's no

729

00:32:21,080 --> 00:32:23,840

chit chat. And if you don't realize until you

730

00:32:23,840 --> 00:32:25,910

don't have that how much that keeps us connected

731

00:32:26,060 --> 00:32:28,710

with each other. So resilience building

732

00:32:28,710 --> 00:32:30,930

specifically. Here's where we get operational with

733

00:32:30,930 --> 00:32:34,230

it. External resources are about identifying for

734

00:32:34,230 --> 00:32:36,780

yourself the fact that you have survived in a

735

00:32:36,780 --> 00:32:39,030

disaster for the last six and a half months and

736

00:32:39,030 --> 00:32:41,160

you've done so for a reason. So what do you got going.

737

00:32:41,490 --> 00:32:43,420

Making a list. Take the pressure off your frontal

738

00:32:43,420 --> 00:32:46,340

lobe by writing it down. Putting it on a piece of paper.What

739

00:32:46,350 --> 00:32:48,630

has worked well for you. What do you have going.

740

00:32:49,170 --> 00:32:51,360

And why did it work well. And then going into the

741

00:32:51,360 --> 00:32:53,310

next three months thinking about what's coming

742

00:32:53,310 --> 00:32:55,440

here. What do you still need. What are the

743

00:32:55,440 --> 00:32:57,450

resources that you still need. And writing it down.

744

00:32:58,740 --> 00:33:00,570

Everything on this internal strengths list I

745

00:33:00,570 --> 00:33:03,000

really like. But as a clinician self-efficacy is

746

00:33:03,000 --> 00:33:05,370

my favorite thing. I have a soft spot for Bandura

747

00:33:05,400 --> 00:33:09,270

and social learning and self-efficacy is taking a

748

00:33:09,270 --> 00:33:12,990

hit right now because you define it as your

749

00:33:12,990 --> 00:33:15,720

belief in your ability to achieve a particular

750

00:33:15,720 --> 00:33:19,740

goal. And our goal setting is all out of whack

751

00:33:20,040 --> 00:33:22,560

because we're actually not able to achieve in the

752

00:33:22,560 --> 00:33:25,050

same kind of way that we used to be able to. We

753

00:33:25,050 --> 00:33:27,990

just can't. And so part of how we can work on

754

00:33:27,990 --> 00:33:30,240

developing this internal strength of self-efficacy

755

00:33:30,240 --> 00:33:33,300

is by shifting the scope of our goals. Changing the

756

00:33:33,300 --> 00:33:36,180

time, time frame. Thinking about what can I

757

00:33:36,180 --> 00:33:40,200

accomplish this week ,today. Short-term, not too big.

758

00:33:40,290 --> 00:33:41,640

If you're already thinking about how you're going

759

00:33:41,640 --> 00:33:44,040

to manage the holidays or Christmas or whatever I

760

00:33:44,040 --> 00:33:46,350

would suggest that that's too far out. That's too

761

00:33:46,350 --> 00:33:49,650

big. Now we need to really rein it in and practice

762

00:33:49,650 --> 00:33:52,020

making and achieving small goals to build self-

763

00:33:52,020 --> 00:33:54,960

efficacy rather than practicing failure which is

764

00:33:54,960 --> 00:33:56,520

what happens when you set the goals to big.

765

00:33:58,850 --> 00:34:01,020

OK so purpose, connection, flexibility, and

766

00:34:01,020 --> 00:34:02,970

adaptability. These are your ingredients for

767

00:34:02,970 --> 00:34:05,640

resilience. Don't think too long-term or too big

768

00:34:05,640 --> 00:34:10,170

picture. The story that I have about this is it's

769

00:34:10,170 --> 00:34:12,240

from Haiti. It's not particularly Covid-specific

770

00:34:12,270 --> 00:34:14,310

but it will give you an example of why it is so

771

00:34:14,310 --> 00:34:17,730

important to re-evaluate your motivation. We

772

00:34:17,730 --> 00:34:20,220

worked with a grandfather who had - he was a business

773

00:34:20,220 --> 00:34:23,580

owner and his business had been totally destroyed,

774

00:34:23,670 --> 00:34:25,950

as was his home ,and he lost his wife and his adult

775

00:34:25,950 --> 00:34:27,570

children in the earthquake, he lost everything

776

00:34:27,900 --> 00:34:30,030

except for two granddaughters. It was him and two

777

00:34:30,150 --> 00:34:32,040

granddaughters. They were the only surviving members of his

778

00:34:32,040 --> 00:34:35,430

family. And he lost his business. And he came up to

779

00:34:35,430 --> 00:34:37,290

us at the end of one of our training sessions that

780

00:34:37,290 --> 00:34:39,540

we did, having not thought about purpose before.

781

00:34:39,570 --> 00:34:42,450

And he said OK. I mean he was really struggling

782

00:34:42,450 --> 00:34:44,130

having trouble getting out of bed in the morning.

783

00:34:44,460 --> 00:34:47,580

And he said my purpose needs to now be to teach my

784

00:34:47,580 --> 00:34:49,860

granddaughters how to speak and read and write in

785

00:34:49,860 --> 00:34:51,780

English because I know how to do that. That is

786

00:34:51,780 --> 00:34:54,120

something I have that I can offer to someone else.

787

00:34:54,600 --> 00:34:57,080

And that will be my motivation to get out of bed.

788

00:34:57,780 --> 00:34:59,620

And that was what was working for him. Now that's

789

00:34:59,620 --> 00:35:01,830

on a very different kind of a scale than what

790

00:35:01,830 --> 00:35:04,110

we're talking about here. But the importance is

791

00:35:04,110 --> 00:35:07,010

still there that letting go of or learning you

792

00:35:07,010 --> 00:35:11,850

have a lot going on from before and redefining

793

00:35:11,850 --> 00:35:14,280

it is a is a really key piece of resilience that

794

00:35:14,280 --> 00:35:17,940

will help you. Connection can be anything. When

795

00:35:17,940 --> 00:35:20,260

we're teaching this internationally we use a tree

796

00:35:20,260 --> 00:35:23,790

metaphor. That the connection are the roots of the

797

00:35:23,790 --> 00:35:25,980

tree that keep it grounded to its environment and

798

00:35:25,980 --> 00:35:28,560

give it nourishment. That is the same for people

799

00:35:28,770 --> 00:35:30,780

but it can be different for each person. So like a

800

00:35:30,780 --> 00:35:33,180

palm tree has a single tap root that goes way down

801

00:35:33,180 --> 00:35:35,760

deep and an oak tree has a wide network of

802

00:35:35,760 --> 00:35:37,860

branches that spread out all over. Both are

803

00:35:37,860 --> 00:35:40,470

effective. Both give the tree what it needs but

804

00:35:40,470 --> 00:35:42,420

they're different. So connection can be to a

805

00:35:42,420 --> 00:35:44,880

higher power. It can be to a family member or

806

00:35:44,880 --> 00:35:47,820

a friend, a service group, a pet. It does not matter,

807

00:35:48,010 --> 00:35:51,220

pet. Like connection can be anything. So scope of

808

00:35:51,240 --> 00:35:54,420

connection is relative for the person. And

809

00:35:54,450 --> 00:35:57,390

helpful for that person. And then I know, I

810

00:35:57,390 --> 00:35:59,850

recognize that having the physical space, the

811

00:35:59,850 --> 00:36:01,920

adaptability around your physical work environment

812

00:36:01,920 --> 00:36:05,670

is a luxury. Many of us don't have that. If you can

813

00:36:06,030 --> 00:36:08,600

create a new flexible physical space for yourself

814

00:36:08,610 --> 00:36:11,040

please do so. And if you can't, if you don't have

815

00:36:11,040 --> 00:36:13,230

the luxury with the space, try to do it with time.

816

00:36:13,800 --> 00:36:15,600

So that means the dining room table, if that's

817

00:36:15,600 --> 00:36:17,940

where you're working, that it's a work table for

818

00:36:18,240 --> 00:36:20,340

you know from 9 to 11. And then from

819

00:36:20,390 --> 00:36:22,200

11 to 12 it's the kid's lunch table and it's

820

00:36:22,200 --> 00:36:24,660

a family table again. And then from 1 to 3

821

00:36:24,660 --> 00:36:26,970

it's your work table. And try to compartmentalize

822

00:36:26,970 --> 00:36:29,520

that as much as you can to create new structure

823

00:36:29,820 --> 00:36:31,920

around this adaptability piece. And that's the

824

00:36:31,920 --> 00:36:34,560

hand in glove of how, of how it fits together

825

00:36:34,560 --> 00:36:35,280

with boundaries.

826

00:36:37,630 --> 00:36:41,190

OK. We're not going to do that sorry. That was for

827

00:36:41,190 --> 00:36:43,720

a different thing. I forgot that slide was in there.

828

00:36:44,680 --> 00:36:47,560

OK. The rest model. This is an acronym that I

829

00:36:47,560 --> 00:36:50,500

developed to help providers combat compassion

830

00:36:50,500 --> 00:36:53,560

fatigue. It's about following four basic

831

00:36:53,560 --> 00:36:56,470

principles to keep yourself sort of as healthy as

832

00:36:56,470 --> 00:36:58,900

you can. Number one is rewards. Positive

833

00:36:58,900 --> 00:37:00,580

reinforcements for things that you don't want to

834

00:37:00,580 --> 00:37:03,880

do. Reminding yourself of what the compassion

835

00:37:03,880 --> 00:37:06,880

rewards are for your job that you're doing. Having

836

00:37:06,880 --> 00:37:09,910

that conversation with that student or listening

837

00:37:09,910 --> 00:37:11,740

to that family member, whatever the things that

838

00:37:11,740 --> 00:37:13,660

actually fill you up. Remember your brain doesn't

839

00:37:13,660 --> 00:37:16,270

want to pay attention to that. It doesn't want to

840

00:37:16,270 --> 00:37:18,380

acknowledge the value of that because it's not

841

00:37:18,400 --> 00:37:20,710

threatening. So we automatically kind of skim over

842

00:37:20,710 --> 00:37:24,580

it. But that's key. Now the danger with reward is

843

00:37:24,580 --> 00:37:27,550

when it's a glass of wine and then it becomes a

844

00:37:27,550 --> 00:37:29,830

bottle of wine. That's the danger with rewards. It

845

00:37:29,830 --> 00:37:33,280

has to stay in the healthy zone. Right. So rewards

846

00:37:33,280 --> 00:37:35,590

are key. We know that positive reinforcement is

847

00:37:35,590 --> 00:37:37,120

one of the strongest ways to influence human

848

00:37:37,120 --> 00:37:39,790

behavior. But they have to stay healthy especially

849

00:37:39,790 --> 00:37:42,910

in this recovery zone that we’re in. Establishing

850

00:37:42,910 --> 00:37:44,950

boundaries. You know how I feel about boundaries by

851

00:37:44,950 --> 00:37:47,070

now. They're important. We need them especially

852

00:37:47,420 --> 00:37:51,790

for the multitude of demands on our time. And then

853

00:37:51,790 --> 00:37:54,700

sharing concerns, participating, don't keeping

854

00:37:54,700 --> 00:37:57,760

not keeping things in. If you have a particularly

855

00:37:57,760 --> 00:38:00,700

difficult encounter with a student, a colleague, a

856

00:38:00,700 --> 00:38:03,310

stranger at the grocery store, do not keep that to

857

00:38:03,310 --> 00:38:05,950

yourself. I strongly recommend sharing that

858

00:38:05,950 --> 00:38:08,920

experience with somebody else. Not internalizing

859

00:38:08,920 --> 00:38:11,530

that, that will help with this as well. And then

860

00:38:11,530 --> 00:38:14,200

trust your network. When you can't do something. It

861

00:38:14,200 --> 00:38:17,050

is OK. And it should be acceptable to say no I

862

00:38:17,050 --> 00:38:18,910

can't. I'm full. I'm done. I don't have the

863

00:38:18,910 --> 00:38:21,130

bandwidth for that. That means things aren't going

864

00:38:21,130 --> 00:38:22,900

to get done. And that's the reality of the

865

00:38:22,900 --> 00:38:24,700

situation right now. Some balls are going to get

866

00:38:24,700 --> 00:38:26,240

dropped and some things aren't going to get done.

867

00:38:26,260 --> 00:38:28,840

And you know what. The sun will come up. It just

868

00:38:28,840 --> 00:38:31,960

keeps going. There's a medical myth around, with

869

00:38:31,960 --> 00:38:34,540

doctors helping patients. About having to

870

00:38:34,540 --> 00:38:37,960

stay and see that patient care all the way through

871

00:38:37,960 --> 00:38:40,600

from beginning to end. And the burnout associated

872

00:38:40,600 --> 00:38:43,840

with that myth of responsibility that no one else

873

00:38:43,840 --> 00:38:46,510

can do the job at you. It's a myth for a reason.

874

00:38:46,720 --> 00:38:48,400

And we need to trust our colleagues. We need to

875

00:38:48,400 --> 00:38:50,830

trust our coworkers that other people can pick up

876

00:38:50,830 --> 00:38:53,110

the slack when we are unable and then we will do

877

00:38:53,110 --> 00:38:55,900

it for them. And by by shifting that around and

878

00:38:55,900 --> 00:38:57,580

sort of helping each other everything will get

879

00:38:57,580 --> 00:39:00,370

done. Mostly Eventually. It's just not going to

880

00:39:00,370 --> 00:39:02,680

look the same as it used to. So that's that trust

881

00:39:02,680 --> 00:39:06,610

piece. And then finally I would just emphasize

882

00:39:06,610 --> 00:39:09,220

again I am not suggesting anybody work any harder

883

00:39:09,220 --> 00:39:12,040

than they already are. Nobody has any more energy

884

00:39:12,040 --> 00:39:15,220

to spend. But we can work more strategically by

885

00:39:15,220 --> 00:39:17,650

focusing on this resilience stuff for ourselves. It

886

00:39:17,740 --> 00:39:20,020

automatically trickles down. It automatically is a

887

00:39:20,020 --> 00:39:22,390

domino effect for all the people that we interact

888

00:39:22,390 --> 00:39:25,030

with including our friends and family members. So

889

00:39:25,060 --> 00:39:27,880

focusing on your own purpose, flexibility

890

00:39:27,880 --> 00:39:30,650

connection, those kinds of things, and hope, and any

891

00:39:30,650 --> 00:39:33,040

emotion regulation, like the breathing, taking a

892

00:39:33,040 --> 00:39:36,160

minute. For those of us who have kids at home, I

893

00:39:36,160 --> 00:39:37,870

would say that one of the single strongest

894

00:39:37,870 --> 00:39:39,790

recommendations I have for anyone who's trying to

895

00:39:39,790 --> 00:39:42,430

homeschool their kids right now is about modeling

896

00:39:42,460 --> 00:39:45,880

emotion regulation for them. That is a key feature.

897

00:39:45,910 --> 00:39:47,980

And it doesn't, the new math. My goodness,

898

00:39:48,010 --> 00:39:50,710

let's not even go there. But if you can model

899

00:39:51,100 --> 00:39:53,410

taking a breath, calming yourself down, that is an

900

00:39:53,410 --> 00:39:55,690

incredible life skill for kids that they can learn

901

00:39:55,690 --> 00:39:57,640

from you without you having to do extra work

902

00:39:57,670 --> 00:40:00,550

because that's good for you too. So reducing

903

00:40:00,550 --> 00:40:02,770

Burnout, going outside when the smoke isn't here

904

00:40:02,830 --> 00:40:05,500

when it's safe, and breathing that air when it's

905

00:40:05,500 --> 00:40:08,290

Clean, taking time off to do things that are

906

00:40:08,290 --> 00:40:11,200

entirely unworked related. And then if you are in

907

00:40:11,200 --> 00:40:14,110

a supervisory capacity, really working on that

908

00:40:14,110 --> 00:40:16,240

culture change of modeling that stuff by taking

909

00:40:16,240 --> 00:40:17,950

care of yourself first because that benefits

910

00:40:17,950 --> 00:40:22,450

everybody. So the last few slides here are a set

911

00:40:22,450 --> 00:40:25,870

of resources that that our team has been

912

00:40:25,870 --> 00:40:27,520

working on through the Department of Health. So we

913

00:40:27,520 --> 00:40:30,450

have a group reference guide. This family tool box

914

00:40:31,000 --> 00:40:35,230

I highly recommend. It is a 60 page document that

915

00:40:35,230 --> 00:40:38,680

has resources for kids from 18 months through high

916

00:40:38,680 --> 00:40:42,820

school age and red flags, normal behaviors and then

917

00:40:42,820 --> 00:40:47,350

what to do about it. We also have a resilience

918

00:40:47,350 --> 00:40:49,510

building guide that has three sections to it. One

919

00:40:49,510 --> 00:40:51,280

for individuals, one for teams, and one for

920

00:40:51,280 --> 00:40:53,470

organizations if you're curious more about that

921

00:40:54,610 --> 00:40:56,590

And we offer trainings through the Department of

922

00:40:56,590 --> 00:40:58,420

Health. One is for health care workers about

923

00:40:58,710 --> 00:41:01,180

self-assessment and triage and then one is called

924

00:41:01,180 --> 00:41:03,820

Health Support Team which teaches anybody who is

925

00:41:03,820 --> 00:41:08,500

interested in the basics involved in providing

926

00:41:08,830 --> 00:41:11,290

what do you call it, junior woodchuck psychology, but basic

927

00:41:11,290 --> 00:41:14,170

psychosocial support to their community members.

928

00:41:15,100 --> 00:41:19,240

And then this page here has the link to all of our

929

00:41:20,230 --> 00:41:22,390

all of our forecasts. The sit rep, I can just put

930

00:41:22,390 --> 00:41:26,100

it in the chat really quick. Maybe. If I can get it

931

00:41:26,110 --> 00:41:29,260

to work. Everything is on there. All of those

932

00:41:29,260 --> 00:41:31,270

guidebooks, the family tool box, everything is on

933

00:41:31,270 --> 00:41:33,820

that page, the forecasting documents. And then the

934

00:41:33,820 --> 00:41:35,860

other other link there is the general Washington

935

00:41:35,860 --> 00:41:38,020

state stuff. But all of our strike team work is on

936

00:41:38,020 --> 00:41:41,020

that link I just put in the chat so. The Washington

937

00:41:41,020 --> 00:41:42,910

Listens Line is another good resource that I would

938

00:41:42,910 --> 00:41:46,780

recommend for people. I it's going to be

939

00:41:46,780 --> 00:41:49,540

well-funded through at least mid-2021 right now.

940

00:41:49,600 --> 00:41:52,090

So it'll be there for a while and they can provide

941

00:41:52,150 --> 00:41:54,640

resource support and connections. EAP is also a

942

00:41:54,640 --> 00:41:58,420

really good resource for folks. So if you have any

943

00:41:58,420 --> 00:42:00,370

questions go ahead and type them in the chat. I

944

00:42:00,370 --> 00:42:04,750

would just remind everyone that because of the

945

00:42:04,750 --> 00:42:06,370

setting and because this is being recorded we

946

00:42:06,370 --> 00:42:08,800

can't maintain confidentiality. But I would

947

00:42:08,800 --> 00:42:12,700

imagine if you do have a question you know that

948

00:42:12,970 --> 00:42:14,500

you're not the only one that has that same

949

00:42:14,500 --> 00:42:16,570

question. And I'm happy to go back and revisit any

950

00:42:16,570 --> 00:42:19,270

of the other slides as well. So please.

951

00:42:21,330 --> 00:42:24,690

Please ask if there is something I can. Follow up

952

00:42:24,690 --> 00:42:30,070

on. All right. So I will either or Kira will read

953

00:42:30,070 --> 00:42:32,680

out the messages from the chat. If you have a

954

00:42:32,680 --> 00:42:35,410

question so far it looks like mostly just thanks.

955

00:42:35,830 --> 00:42:38,290

Or you can say that you have a question, type in

956

00:42:38,290 --> 00:42:41,710

that you would like to ask your question aloud, and

957

00:42:41,710 --> 00:42:45,880

I'll call on you. I will be posting well we'll

958

00:42:45,880 --> 00:42:48,970

be posting two things the slides from this show as

959

00:42:48,970 --> 00:42:55,060

well as the an audio recording of this session.

960

00:42:55,120 --> 00:42:57,970

And that will include your audio questions if you

961

00:42:57,970 --> 00:43:00,960

decide to ask those. And as well as Dr. Mauseth’s

962

00:43:00,980 --> 00:43:04,900

responses. So I'll pause there and just I

963

00:43:04,900 --> 00:43:07,610

say we have a question aloud here from Allie if

964

00:43:07,630 --> 00:43:10,010

You’ll unmute yourself and ask that.

965

00:43:12,550 --> 00:43:14,520

I had a quick question. Good to see you again Dr.

966

00:43:14,520 --> 00:43:14,790

Mauseth.

967

00:43:17,290 --> 00:43:20,080

My question is so when you were talking about

968

00:43:21,040 --> 00:43:24,670

communicating effectively with your team about

969

00:43:24,700 --> 00:43:27,610

when you're just like tapped out in that capacity

970

00:43:29,380 --> 00:43:31,060

I wonder how one would navigate that with a

971

00:43:31,060 --> 00:43:34,630

professor as a student. Because I have some

972

00:43:34,640 --> 00:43:38,830

experiences where I'm looking at the workload that

973

00:43:38,830 --> 00:43:42,550

I have and it's just not, it's just not reasonable

974

00:43:42,580 --> 00:43:46,450

in my opinion. And so I'm wondering I feel like

975

00:43:46,450 --> 00:43:49,780

there's a lot of wisdom in the room and I'm hoping

976

00:43:49,810 --> 00:43:52,510

I can get some guidance as to how to effectively

977

00:43:52,510 --> 00:43:55,120

communicate that without giving the perception

978

00:43:55,120 --> 00:43:58,210

that I just don't want to do it right. So two

979

00:43:58,210 --> 00:44:00,760

things. Number one is to do it as much in advance

980

00:44:01,130 --> 00:44:05,200

and as much in a non emotional way as possible. So

981

00:44:05,260 --> 00:44:07,960

plan ahead. Have that conversation right now

982

00:44:08,170 --> 00:44:10,330

looking at the syllabus looking out for what you

983

00:44:10,330 --> 00:44:13,060

see as being difficult and ask for, try to ask for

984

00:44:13,060 --> 00:44:16,120

specific combinations around specific things. Talk

985

00:44:16,130 --> 00:44:18,120

to disability services if that's something that's

986

00:44:18,130 --> 00:44:21,040

an avenue you want to pursue. But the key with

987

00:44:21,040 --> 00:44:24,490

having difficult conversations when everybody is

988

00:44:24,490 --> 00:44:26,440

neurologically, including your teachers, right,

989

00:44:26,460 --> 00:44:28,300

Including your professors, neurologically, is sort

990

00:44:28,300 --> 00:44:32,770

of more apt to be emotional. Is that being as

991

00:44:32,890 --> 00:44:36,100

careful, as logical as slow and strategic about it

992

00:44:36,100 --> 00:44:38,610

as you can be rather than responding to it or

993

00:44:38,620 --> 00:44:40,390

asking from an emotional place. Like when you're

994

00:44:40,390 --> 00:44:42,190

in panic mode and it's four hours before

995

00:44:42,190 --> 00:44:44,830

something's due that's not the time. So really

996

00:44:44,830 --> 00:44:48,010

thinking about it now and planning ahead and then

997

00:44:48,010 --> 00:44:50,290

asking, like when is a good time for you that we

998

00:44:50,290 --> 00:44:52,450

can talk about this. I just have some concerns

999

00:44:52,660 --> 00:44:55,390

from that really sort of realworld prefrontal

1000

00:44:55,390 --> 00:44:58,210

cortex kind of place and then non emotional place.

1001

00:44:58,480 --> 00:45:00,250

Your professors are going to be much more likely

1002

00:45:00,250 --> 00:45:04,230

to respond in kind at that level with you. From a

1003

00:45:04,330 --> 00:45:07,540

let's mutually be an alliance here as we move

1004

00:45:07,540 --> 00:45:10,950

forward. So what I would suggest. Hope anybody

1005

00:45:10,960 --> 00:45:11,320

doesn't.

1006

00:45:13,360 --> 00:45:15,580

All right. Heather Logan asks the question do you

1007

00:45:15,580 --> 00:45:17,980

have any tips or resources specifically on setting

1008

00:45:17,980 --> 00:45:22,330

on setting boundaries. I do. I can. I have a

1009

00:45:22,330 --> 00:45:26,170

document on that that I can send. But I would just

1010

00:45:26,170 --> 00:45:28,450

verbally mention that usually when people

1011

00:45:28,450 --> 00:45:30,490

struggle with boundaries, and this is something I

1012

00:45:30,490 --> 00:45:32,890

would say I talk to half of my clients about at

1013

00:45:32,890 --> 00:45:35,580

least, it's a it's a confusion about who's

1014

00:45:35,590 --> 00:45:37,930

responsible for what. So when you think about

1015

00:45:37,930 --> 00:45:40,570

boundaries as appropriate responsibility. That

1016

00:45:40,570 --> 00:45:42,820

means I get to be responsible for my own thoughts

1017

00:45:42,820 --> 00:45:44,290

feelings and behaviors. And you get to be

1018

00:45:44,290 --> 00:45:46,780

responsible for yours. Now that doesn't give

1019

00:45:46,780 --> 00:45:49,030

people carte blanche to just be a jerk to someone

1020

00:45:49,030 --> 00:45:50,440

else and say well you're responsible for your

1021

00:45:50,440 --> 00:45:52,630

feelings so you can feel however you want to

1022

00:45:53,140 --> 00:45:55,510

because when you do that you're not interacting in

1023

00:45:55,510 --> 00:45:57,730

a way that's consistent with your core values as a

1024

00:45:57,730 --> 00:46:00,790

person. But if you give other people the respect

1025

00:46:00,820 --> 00:46:02,860

and the responsibility that they deserve in

1026

00:46:02,860 --> 00:46:04,720

managing their own then you don't have to take

1027

00:46:04,720 --> 00:46:07,120

that on yourself. It really looking at it as an

1028

00:46:07,120 --> 00:46:10,240

opportunity especially for kids. Like if I give

1029

00:46:10,240 --> 00:46:12,640

you those things to manage, I’m respecting you, and I'm

1030

00:46:12,640 --> 00:46:15,190

giving you opportunity in terms of managing that

1031

00:46:15,550 --> 00:46:18,490

in a responsible way. So that would be, that would

1032

00:46:18,490 --> 00:46:21,430

be a verbal tip. But yes I have. You can reach me

1033

00:46:21,430 --> 00:46:23,200

through the Seattle U email and I have other

1034

00:46:23,200 --> 00:46:25,930

documents on boundaries as well. You're welcome to

1035

00:46:25,930 --> 00:46:28,390

share this with whomever. It is being shared widely

1036

00:46:28,390 --> 00:46:31,270

across the state right now. Some version of this is on

1037

00:46:31,270 --> 00:46:34,330

YouTube. I don't know. So the PowerPoint is fine

1038

00:46:34,660 --> 00:46:37,750

to share. To use however you feel is appropriate.

1039

00:46:38,950 --> 00:46:41,080

All right. I'm going to turn it over to M.K. Smith

1040

00:46:41,080 --> 00:46:44,530

to ask her question. Hi. Yes I put this in the

1041

00:46:44,530 --> 00:46:49,520

chat. But first of all incredibly helpful. And I

1042

00:46:49,520 --> 00:46:51,280

got to say this is the best presentation I've

1043

00:46:51,280 --> 00:46:54,340

attended in years. I mean I've been to a lot of

1044

00:46:54,340 --> 00:46:57,580

presentations, mostly on tech stuff. So not nearly

1045

00:46:57,580 --> 00:47:03,280

as interesting but. But I really feel like we you

1046

00:47:03,280 --> 00:47:06,760

mentioned about the fact that we have everything

1047

00:47:06,760 --> 00:47:09,430

going on in the world. And then at Seattle U we

1048

00:47:09,430 --> 00:47:12,940

are also having to process changing a president

1049

00:47:14,230 --> 00:47:18,850

sort of looking at you know financial issues. We

1050

00:47:18,850 --> 00:47:22,390

are having a lot of things happen around that. And

1051

00:47:22,390 --> 00:47:25,860

then we are also trying to maintain. I thought it was

1052

00:47:25,860 --> 00:47:28,320

interesting you said trying to keep things going

1053

00:47:28,330 --> 00:47:30,570

as usual acting like you know we're going to just

1054

00:47:30,570 --> 00:47:32,880

keep going. And so we're still talking about

1055

00:47:32,880 --> 00:47:35,430

everything with our strategic plan and whether

1056

00:47:35,430 --> 00:47:38,280

we're going to you know change from quarters to

1057

00:47:38,280 --> 00:47:42,690

something else. I'm just wondering like this seems

1058

00:47:42,690 --> 00:47:46,200

like a great presentation for the cabinet and for

1059

00:47:46,200 --> 00:47:49,920

every manager on campus. I manage 14 people and I

1060

00:47:49,920 --> 00:47:52,020

can't tell you how this forty-five minutes is

1061

00:47:52,020 --> 00:47:55,890

transformative for me. And I have been doing some

1062

00:47:55,890 --> 00:47:58,050

good things. And I there are things I need to be

1063

00:47:58,050 --> 00:48:00,850

doing in a different way including to protect and

1064

00:48:00,980 --> 00:48:04,200

and support myself. I'm realizing those boundaries

1065

00:48:04,230 --> 00:48:08,190

and how much I'm giving out, you know, that I need to be

1066

00:48:08,190 --> 00:48:11,010

thinking about that. So both as an individual but

1067

00:48:11,010 --> 00:48:14,370

then as the larger institution. I just think we

1068

00:48:14,370 --> 00:48:18,150

need to be really understanding this whole cycle

1069

00:48:18,180 --> 00:48:20,970

much better than than I think we are. So thank you.

1070

00:48:21,300 --> 00:48:24,050

Yeah. Certainly my pleasure. I will. I'm happy to

1071

00:48:24,630 --> 00:48:27,030

do whatever to facilitate getting this information

1072

00:48:27,030 --> 00:48:31,500

out to whomever, whomever is interested. So thank

1073

00:48:31,500 --> 00:48:34,710

you for the feedback. All right. Here's a question

1074

00:48:34,710 --> 00:48:38,010

from Natasha one of our attendees. Do you have any

1075

00:48:38,010 --> 00:48:40,560

tips for the transition for returning back to the

1076

00:48:40,560 --> 00:48:42,810

workplace to ensure that mental health and

1077

00:48:42,810 --> 00:48:45,360

well-being are still maintained. So people who

1078

00:48:45,360 --> 00:48:48,450

maybe take a furlough or have reduced hours right

1079

00:48:48,450 --> 00:48:52,080

Now, what might help their transition. Well,I think

1080

00:48:52,080 --> 00:48:54,720

the first piece is to recognize that it's not

1081

00:48:54,720 --> 00:48:58,140

really easy and to give yourself grace and space

1082

00:48:58,140 --> 00:49:00,030

to struggle with certain things that you might not

1083

00:49:00,030 --> 00:49:02,260

have struggled with before. Let's say you're not

1084

00:49:02,610 --> 00:49:04,520

getting along with people and chatting socially.

1085

00:49:04,520 --> 00:49:07,140

It was easy to you before but now it's sort of awkward

1086

00:49:07,140 --> 00:49:08,430

and you don't know what to do. Like I don't know

1087

00:49:08,430 --> 00:49:10,200

if you all have experienced this, but the first time we

1088

00:49:10,200 --> 00:49:12,780

had even two people to our house it was like I

1089

00:49:12,780 --> 00:49:16,230

forgot how to like be appropriate with someone. I didn't

1090

00:49:16,230 --> 00:49:18,810

know how to engage socially and like face-to-face

1091

00:49:18,810 --> 00:49:20,430

like how are you too close. Like I don't know

1092

00:49:20,430 --> 00:49:22,890

what's happening. So just recognizing that it's

1093

00:49:22,890 --> 00:49:24,750

all gonna be different and just sort of noticing

1094

00:49:24,750 --> 00:49:27,480

that, sort of observing it, giving yourself the time

1095

00:49:27,480 --> 00:49:28,920

and the space that you need to make the

1096

00:49:28,920 --> 00:49:31,800

adjustments. And then, I probably, I think

1097

00:49:32,100 --> 00:49:34,230

this is referenced in another question, like working

1098

00:49:34,230 --> 00:49:36,990

on the self-criticism. Like recognizing that we

1099

00:49:36,990 --> 00:49:39,370

need to adjust our scale and our scope about what

1100

00:49:39,370 --> 00:49:41,640

what is performance success look like. So

1101

00:49:41,640 --> 00:49:44,100

transitioning back to the office from being at

1102

00:49:44,100 --> 00:49:46,170

home, working at home, what what do you expect of

1103

00:49:46,170 --> 00:49:48,980

yourself and, and even writing it down. Like what

1104

00:49:48,990 --> 00:49:50,910

what is reasonable for me to expect and look at

1105

00:49:50,910 --> 00:49:53,130

that list. Is that actually reasonable? Or should

1106

00:49:53,130 --> 00:49:55,180

I make some more adjustments to that. And how do I

1107

00:49:55,180 --> 00:49:58,450

How do I give myself an A. Like what do

1108

00:49:58,470 --> 00:50:01,140

my performance markers look like. How will I know.

1109

00:50:01,380 --> 00:50:03,300

And I think if you, if you are really concrete about

1110

00:50:03,300 --> 00:50:05,550

that and try to get that on paper it becomes

1111

00:50:05,550 --> 00:50:08,700

really clear if you're if it’s not reachable based on the

1112

00:50:08,700 --> 00:50:10,590

circumstances around you and then you can then you

1113

00:50:10,590 --> 00:50:12,140

can back off and be a little nicer to

1114

00:50:12,140 --> 00:50:14,400

yourself. So that's what I would suggest for that

1115

00:50:14,400 --> 00:50:14,610

one.

1116

00:50:16,610 --> 00:50:19,310

Here's a question from Carol. Can you say a little

1117

00:50:19,310 --> 00:50:22,430

bit about helping teens so teens are at home

1118

00:50:22,430 --> 00:50:24,860

struggling. And of course as you mention our own

1119

00:50:24,860 --> 00:50:28,520

ability to help others is compromised at this time.

1120

00:50:28,550 --> 00:50:31,520

So maybe speak to those parents of teens.

1121

00:50:31,850 --> 00:50:34,820

Absolutely. So the first thing is is that

1122

00:50:34,820 --> 00:50:37,880

teenagers will communicate with you on a very

1123

00:50:37,880 --> 00:50:40,580

weird schedule that is convenient for them. They

1124

00:50:40,580 --> 00:50:44,090

do not. They do not wanna talk when you're ready

1125

00:50:44,090 --> 00:50:46,220

to talk or when you have the emotional capacity to talk.

1126

00:50:46,430 --> 00:50:48,950

They will come into your room at midnight or text

1127

00:50:48,950 --> 00:50:51,290

you at. I don't even know like it's just all over

1128

00:50:51,290 --> 00:50:54,260

the place. So teenagers communicate on their terms

1129

00:50:54,260 --> 00:50:57,080

and on their timeframe. I think. I mean this is

1130

00:50:57,080 --> 00:50:59,360

exceptionally difficult. But I think one of the

1131

00:50:59,360 --> 00:51:01,400

most valuable things as a parent you can do for a

1132

00:51:01,400 --> 00:51:04,010

teenager is to make sure that that window is open

1133

00:51:04,010 --> 00:51:06,650

even if it's not a good time for you because if

1134

00:51:06,650 --> 00:51:10,250

it's closed they won't approach it again. So being

1135

00:51:10,310 --> 00:51:12,410

being able to have those open communication

1136

00:51:12,410 --> 00:51:14,630

windows at hours and days and times that are

1137

00:51:14,630 --> 00:51:16,850

really not convenient for you if you're late for a

1138

00:51:16,850 --> 00:51:20,360

meeting or what have you keeping that that process

1139

00:51:20,390 --> 00:51:23,150

open allowing that window of. Yeah it's

1140

00:51:23,150 --> 00:51:24,620

inconvenient but I'm going to listen to you

1141

00:51:24,650 --> 00:51:28,520

because now is the time for you. It's really hard

1142

00:51:28,550 --> 00:51:31,640

but it's essential because they're likely to not

1143

00:51:31,640 --> 00:51:33,920

approach again to try to communicate if they get

1144

00:51:33,950 --> 00:51:36,530

if they are met with a shut door or a shut window

1145

00:51:37,010 --> 00:51:39,770

metaphorically. So that's that's a piece of it.

1146

00:51:39,800 --> 00:51:41,570

The other thing too is just to recognize that

1147

00:51:41,570 --> 00:51:44,600

teenage brains because they're not not fully

1148

00:51:44,600 --> 00:51:47,810

developed. Right. Are even more in that emotional

1149

00:51:47,810 --> 00:51:49,790

state. So the ability to have a logical

1150

00:51:49,790 --> 00:51:51,830

calm conversation with a teenager. Number one

1151

00:51:51,840 --> 00:51:54,400

that's a tiny window because it goes to emotion

1152

00:51:54,410 --> 00:51:57,290

very very quickly. And so do you. And once people

1153

00:51:57,290 --> 00:52:00,170

start escalating well it's all over. So having a

1154

00:52:00,170 --> 00:52:03,500

difficult conversation with a teenager as much as

1155

00:52:03,500 --> 00:52:05,930

possible needs to stay in the non emotional place.

1156

00:52:05,960 --> 00:52:07,970

It's really hard to do that. So I know that this

1157

00:52:07,970 --> 00:52:12,740

is a little idealistic. But you know modeling

1158

00:52:12,740 --> 00:52:15,470

emotion regulation staying as calm as you can to

1159

00:52:15,470 --> 00:52:18,410

de-escalate and then engaging with them when you

1160

00:52:18,440 --> 00:52:21,230

both are not exhausted when you're when you have a

1161

00:52:21,230 --> 00:52:23,300

little bit more energy. Those are the those are

1162

00:52:23,300 --> 00:52:26,090

the things that will help in the long run to help

1163

00:52:26,300 --> 00:52:28,600

establish processes that are healthy and

1164

00:52:28,610 --> 00:52:33,980

communication. Hope that helps. All right kind of

1165

00:52:33,980 --> 00:52:36,110

along those same lines. Here's a question about

1166

00:52:36,110 --> 00:52:39,200

forgiveness from Nikki. So do you having ideas or

1167

00:52:39,200 --> 00:52:41,720

tips about how to be more forgiving with ourselves

1168

00:52:41,720 --> 00:52:45,140

or encourage others to forgive themselves. So that

1169

00:52:45,140 --> 00:52:47,810

is primarily about adjusting your your scale

1170

00:52:47,930 --> 00:52:49,900

adjusting your scope of what success looks like

1171

00:52:49,910 --> 00:52:52,610

making making those shifts in expectation because

1172

00:52:52,880 --> 00:52:54,800

you only need to forgive yourself when you're not

1173

00:52:54,800 --> 00:52:57,050

meeting things that have been set too high. So

1174

00:52:57,050 --> 00:52:59,150

that goes back to the goal setting, self-efficacy,

1175

00:52:59,150 --> 00:53:01,340

like like shrinking it down, making it more

1176

00:53:01,340 --> 00:53:03,830

manageable, so that you are, when you set goals for

1177

00:53:03,830 --> 00:53:06,270

your week, you're 90 percent likely to achieve them.

1178

00:53:06,550 --> 00:53:08,540

Right. The goals that you had from before. However

1179

00:53:08,540 --> 00:53:10,190

you were operating, those need to go and they need

1180

00:53:10,190 --> 00:53:12,860

to be reset. They need to be rewritten, re-created

1181

00:53:13,180 --> 00:53:15,170

so that so that you don't have to struggle with

1182

00:53:15,170 --> 00:53:17,120

this idea of forgiveness as much. It's about

1183

00:53:17,120 --> 00:53:19,220

changing that whole scale so that you're not

1184

00:53:19,220 --> 00:53:22,490

failing and adjusting that sense of expectation

1185

00:53:22,490 --> 00:53:24,770

and performance success. That's really hard for us

1186

00:53:24,800 --> 00:53:29,030

as professionals. So that, yeah, it has to start before

1187

00:53:29,030 --> 00:53:32,760

that basically is what I would say. All right. I

1188

00:53:32,760 --> 00:53:34,680

see that Sarah Trainer has a question so I'll

1189

00:53:34,680 --> 00:53:39,880

turn it over to you, Sarah. Thank you. I want to

1190

00:53:39,880 --> 00:53:41,860

apologize in advance. I missed the first 10

1191

00:53:41,860 --> 00:53:44,830

minutes. I was late so I'm hoping my question was

1192

00:53:44,830 --> 00:53:49,990

not covered in those 10 minutes. I with my group

1193

00:53:49,990 --> 00:53:52,360

advance the advance program has been doing

1194

00:53:52,390 --> 00:53:56,050

research into faculty experiences under Covid and

1195

00:53:56,050 --> 00:53:58,990

I've been doing that in combination with looking

1196

00:53:58,990 --> 00:53:59,770

at a lot of the

1197

00:54:01,900 --> 00:54:04,030

research and then just the commentaries that have

1198

00:54:04,030 --> 00:54:05,920

been coming out in like inside higher ed and

1199

00:54:05,920 --> 00:54:08,410

stuff like that on faculty burnout. And one of the

1200

00:54:08,410 --> 00:54:11,470

things that struck me just across the board, across

1201

00:54:11,470 --> 00:54:15,490

institutions, not just at SU, is the way. First

1202

00:54:15,490 --> 00:54:17,320

of I was really excited that your talk was

1203

00:54:17,320 --> 00:54:19,810

happening because I'd already arrived at the whole

1204

00:54:20,400 --> 00:54:22,870

psychosocial stress was just popping out all over

1205

00:54:22,870 --> 00:54:26,170

the place so that I meant chronic stress and having

1206

00:54:26,170 --> 00:54:28,750

you give all these insights into it. It's been

1207

00:54:28,750 --> 00:54:32,560

really helpful. But I was also struck by how much

1208

00:54:32,560 --> 00:54:36,340

of it seems to hit across fractures that were

1209

00:54:36,340 --> 00:54:41,650

already there. So it's so often the worst places

1210

00:54:41,650 --> 00:54:43,960

of expressed stress weren't, at least in the stuff

1211

00:54:43,960 --> 00:54:46,630

I've seen, weren't areas that were great pre Covid.

1212

00:54:47,020 --> 00:54:49,850

They were sort of muddling along but not fantastic.

1213

00:54:49,870 --> 00:54:52,030

And then Covid came along and it became

1214

00:54:52,330 --> 00:54:56,260

unsustainable in effect for people and

1215

00:54:56,260 --> 00:54:58,510

specifically faculty. And I'm wondering if that's

1216

00:54:58,510 --> 00:55:03,130

something you've also seen where something so like

1217

00:55:03,130 --> 00:55:05,740

workload load was too much. But you know you were

1218

00:55:05,740 --> 00:55:11,410

able to sort of get it done. Despite that. You your

1219

00:55:11,590 --> 00:55:13,600

kids stayed in aftercare a little longer whatever

1220

00:55:13,600 --> 00:55:16,480

it was. But then in the last six months it just it

1221

00:55:16,510 --> 00:55:20,770

can't happen. Or just in terms of who has to do

1222

00:55:20,770 --> 00:55:23,350

what in a department, the negotiations around that

1223

00:55:23,650 --> 00:55:25,480

have become so much harder because everyone's

1224

00:55:25,480 --> 00:55:29,650

overextended. And so yeah the emotional responses

1225

00:55:29,650 --> 00:55:31,930

that people have to negative things are likely to

1226

00:55:31,930 --> 00:55:34,870

be proportionately stronger. Right. So if it's a

1227

00:55:34,870 --> 00:55:36,940

negative thing that was already raw or already

1228

00:55:36,940 --> 00:55:38,920

sensitive it's going to be more exposed than it

1229

00:55:38,920 --> 00:55:40,660

was previously. So it's it's still it stays

1230

00:55:40,660 --> 00:55:43,660

proportional to the original problem. It's just

1231

00:55:43,810 --> 00:55:48,940

worse. Yeah but it also apologize also for the

1232

00:55:48,940 --> 00:55:50,280

poodle in the background.

1233

00:55:55,590 --> 00:55:58,020

All right. I don't see any more questions at this

1234

00:55:58,020 --> 00:56:02,100

Time. As was mentioned in in the chat we will post

1235

00:56:02,100 --> 00:56:05,160

an audio of this as well as the slides for you to

1236

00:56:05,160 --> 00:56:07,710

click on those links and access and access these

1237

00:56:07,710 --> 00:56:10,920

materials. And they are, as mentioned, for everyone.

1238

00:56:11,250 --> 00:56:14,280

I think we actually do a service when we help as

1239

00:56:14,280 --> 00:56:17,190

many people as possible know this information so

1240

00:56:17,190 --> 00:56:19,410

they can use it in their own lives and in their

1241

00:56:19,410 --> 00:56:22,770

own workplaces. So help me, I'm going to ask you to

1242

00:56:22,770 --> 00:56:26,610

unmute yourselves and join me in thanking Dr. Mauseth

1243

00:56:26,610 --> 00:56:28,620

for this great work and for sharing her time and

1244

00:56:28,620 --> 00:56:31,790

presentation with us today. So thank you.

1245

00:56:36,140 --> 00:56:40,830

Thank you. Thank you. Wonderful. And of course you

1246

00:56:40,830 --> 00:56:43,620

can reach Dr. Mauseth, the psychology department,

1247

00:56:43,620 --> 00:56:47,080

and me, Dr. Kathleen Cook at the, via the SU website

1248

00:56:47,080 --> 00:56:49,500

So if you have questions to follow up or

1249

00:56:49,500 --> 00:56:51,900

things you want to know about, don't hesitate to

1250

00:56:51,900 --> 00:56:54,280

reach out. Thank you for coming today. I'm going

1251

00:56:54,280 --> 00:56:56,280

to go ahead and stop the recording and end the

1252

00:56:56,280 --> 00:56:59,200

session. Thank you. Thank you very much.