

# Caring Safely Module 8-1

Supporting Managers  
in addressing Compassion Fatigue

## In This Module

- Unique Role of Manager
- Support for Managers
- Know Your Org!
- Organizational Responsibility Pie
- Timelines for implementing change.

# Manager's Role

- Unique Role of Manager – managing the needs of the people above and below on the organizational chart (board of directors, leadership, supervisors, service providers, clients/patients/consumers/students)
- Who's needs do you balance?

# Manager's Training

- Training – have you gotten training in
  - Leadership
  - Management
  - Emotional intelligence
  - Change management
  - Conflict resolution
  - Communication strategies
  - HR/Labor Laws
- What areas would you like to deepen your knowledge or develop your skills in?

# Manager's Impact

- Actions, language, choices have greater intensity for employees than that of their peers.
- Making conscious effort to model CS concepts, be present, acknowledge the impact of compassion fatigue, express gratitude, focus on solutions.

# Responsibility Pie for Manager

- Responsibility Pie as a manager.
- Do you have responsibilities from previous roles?
- Do you take on responsibilities of other systems?
- Use for each project/role within manager's role.

# Support for Managers

- Who are your supports personally and professionally?
- Did support map in the personal level, do you need to add to it?
- Any specific mentors, peer groups, educational programs?

# Role as a Manager

- Personal Statement – Role as a Manager.
- What do you believe about your role as a manager in this particular organization.
- What does this role make you responsible for and what does it allow you to do (ripple effect)?
- My Statement: "because of my education and experience, I have the privilege of providing leadership, support and skill development to helping professionals. These helping professionals all come with their own personal and professional histories and will integrate what they learn from me in their own ways. My role is not to dictate how they do things, but to inspire them, remove barriers for them, provide resources for them, and support them in taking care of themselves while they take care of others."

# Stress Management

- Stress Management/Wellness
- Same practices from personal level:
  - Wellness gauge
  - Manage stress response
  - Promote relaxation response
  - Proactive solution focused problem solving
  - Gratitude
  - Positive events
  - Compassionate curiosity

# Leadership Buy In

- Does leadership already believe in the need to address compassion fatigue?
  - Yes, then you're already ahead of many!
  - No, we'll discuss how to address this in Module 8-3

# Know your Allies

- Who are your allies when it comes to addressing compassion fatigue?
  - Other managers
  - Supervisors
  - Staff
  - Human Resources
  - Unions
  - State/Provincial legislation
  - Professional organizations
  - National organizations

# Know Your Org!

- Managers balance the needs of the organization with the needs of the employees and the needs of the service users.
- Relationships are vital. Always be building.
- Need to know your organization inside and out.
- Can't advocate for change if you don't know what parameters you're working in.

# Organizational Structure

- What is the organizational structure (org chart)
- How are decisions made?
- How is information provided for those decisions?
- How is information gathered for those decisions?
- What is best process to communicate with other departments/leaders?

# Organizational Values/Mission Statement

- What are the values of the organization?
- Does the organization have a mission statement?

# Organizational Requirements

- Does the organization have a mandate?
- Who provides funding?
- What has the governance board selected as priorities/goals/benchmarks?
- Does the political climate impact the board's decisions?

# Organizational Responsibility Pie

- Responsibility pie at the organizational level.
- Once you know your organization's mandate you can identify your service users. What population do you serve?
- Who else serves that population?
- What government agencies impact that population?
- Who else in society is responsible for that population?
  
- Who are your community partners? Are you duplicating services?
- What kind of innovative thinking can you do to combine resources?
- Can you advocate with other orgs for needs of your population?



# Realistic Timelines

- EVERYTHING TAKES LONGER THAN YOU THINK IT WILL
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- Module 8-2 assesses organizational risk and resiliency factors and invites you to draft goals for each area.
- Dream Big – Implement Intentionally (module 8-3)
- Avoid too much change at once – it’s a marathon, not a race.
- Reflect on org responsibility pie when thinking about innovative ways to address compassion fatigue.

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