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10-31-2023

### Creating Flow thru the Compassion of Satisfaction

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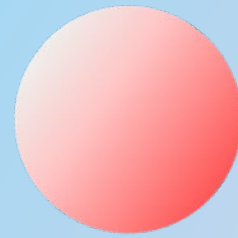
#### Recommended Citation

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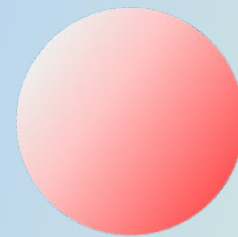
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# Creating Flow thru the COMPASSION of SATISFACTION



Three Rivers Regional Library System  
**Staff Development Day**  
October 31, 2023



**GEORGIA  
SOUTHERN**  
UNIVERSITY

UNIVERSITY LIBRARIES



Kay Coates (She/Her)

**Presenter**

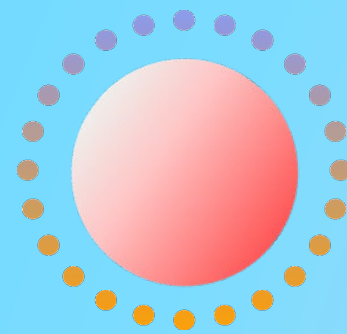


Jessica Garner (She/Her)


**Presenter**



# Session



# Objectives



Realize that using compassion can increase comradery and enhance service outcomes

Understand the various ways compassion satisfaction can be incorporated within the workspace

Be motivated to use questions as sense-making for empathetic response to challenging encounters



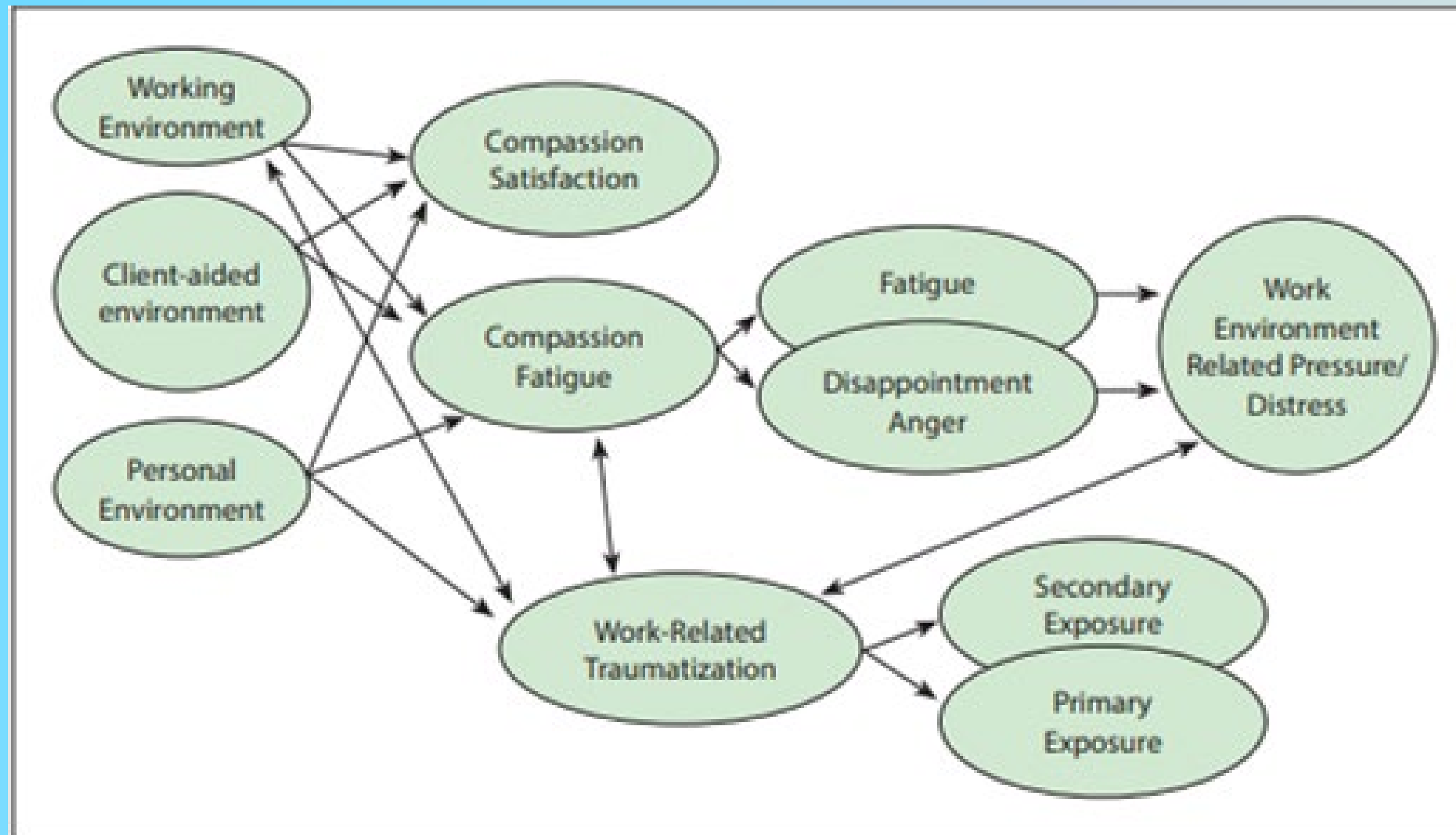
# Key Terms

- Empathy
- Compassion Satisfaction
- Vocational Wellness
- Workplace Dynamics
- Compassion
- Compassion Fatigue
- Professional Stress
- Organizational Ethos
- Awareness
- Altruism
- Active Listening
- Well-Being

**Library Practitioner's Viewpoint**



# Picture It



The conceptual model of compassion fatigue and compassion satisfaction

# Why We Laugh by Sophie Scott

Everybody laughs  
the same in every language because  
Laughter is a universal language

- Yakov Smirnoff

Every time you are able to find some  
humor in a difficult situation  
You Win

- Iwysoki



# I Am \_\_\_\_\_ and it Matters because \_\_\_\_\_

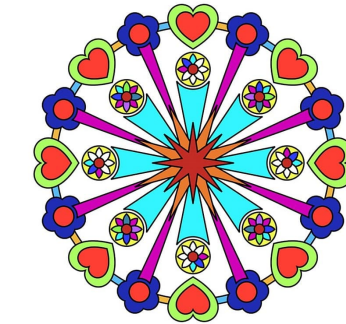
Adventurous Affectionate Ambitious Attentive Bright Cheerful  
Chill Clever Considerate Courageous Determined Disciplined  
Dynamic Easygoing Energetic Enthusiastic Extroverted Exuberant  
Fearless Flexible Friendly Funny Generous Gentle Genuine Happy  
Hard-working Helpful Honest Independent Intelligent Introverted  
Joyful Kind Loyal Modest Motivated Open-minded Optimistic  
Passionate Patient Persistent Practical Reliable Resourceful  
Self-confident Sensitive Sincere Sociable Straightforward Sympathetic  
Tenacious Thoughtful Tough Truthful Understanding Versatile

# Connecting with Others

A word cloud visualization of terms related to connecting with others. The words are arranged in a circular pattern, with the largest words in the center and smaller words towards the edges. The colors of the words range from light blue to dark blue, with some words in purple and pink. The largest words are 'resources', 'patron', 'service', 'share', 'collaborate', and 'team'. Other prominent words include 'empathy', 'communication', 'engaging', 'surprises', 'welcoming', 'attentive', 'goals', 'tenacity', 'solution', 'flexible', 'timely', 'persuasion', 'methodical', 'creativity', 'skills', 'negotiate', 'knowledgeable', 'governance', 'open', 'language', 'time', 'positive', 'relevant', 'user-friendly', 'management', 'proactive', 'patience', and 'learn'.

timely  
welcoming  
attentive  
flexible  
solution  
goals  
persuasion  
tenacity  
surprises  
methodical  
empathy  
communication  
engaging  
creativity  
skills  
service  
share  
negotiate  
knowledgeable  
patron  
accessible  
collaborate  
user-friendly  
proactive  
governance  
team  
open  
resources  
language  
time  
positive  
relevant  
management  
patience  
learn





# Muse & Mull

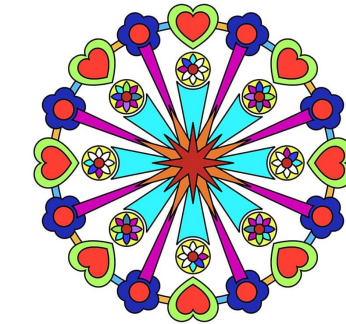
## Altruism (A)

**A** are behaviors that benefit another person or alleviate their distress without any foreseeable extrinsic benefit—and often a cost—to the practitioner and without an expectation of anything in return (Batson & Powell, 2003)

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## Active Listening (AL)

**AL** is that practice of intentionally listening with all one's senses. Being fully present in receiving verbal and nonverbal messages with attentiveness ready to appropriately provide feedback and request clarification



# Center & Connect

## Empathy

Empathy is the ability of being understanding of other people's thoughts and emotions from their unique perspective.

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## Compassion

Compassion is an emotional response to empathy which triggers a desire to respond in a way to offer relief.

What is your Empathy Quotient?

# Empathy Mapping

Listen

Think

Can you help me find some information?

I want to know more about censorship and book-banning

Yes, I am happy and ready to help you!

Hmm! 1st Amendment Rights. These topics are being researched right now. Find out more...

Search library holdings. Note and list different formats

Recommend available resources and show how to get access

Ask for feedback

Excited OR Anxious

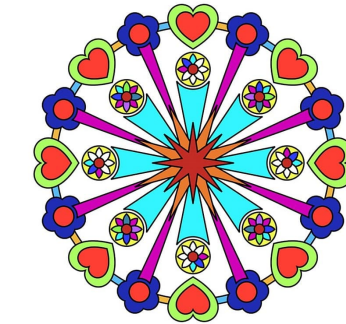
Stressed AND Overwhelmed

Competent BUT Drained

Act

Feel





# Draw & Delight

## Professional Stress (PS)

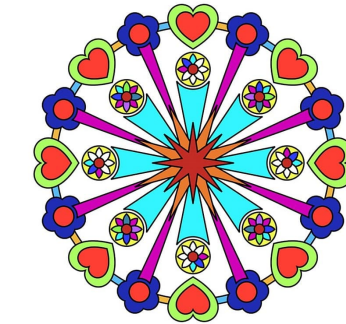
**PS** otherwise known as occupational stress is the psycho-social, emotional and physical manifestation of all levels (minor, acute or chronic) of interactive response to adverse conditions or potentially harming elements present in the work environment

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## Vocational Wellness (VW)

**VW** is the beneficial effervescence that someone derives from performance achievement and role fulfillment that belies personal satisfaction when working in a service-oriented, people-work occupation





# Joy & Jumble

## Compassion Satisfaction (CS)

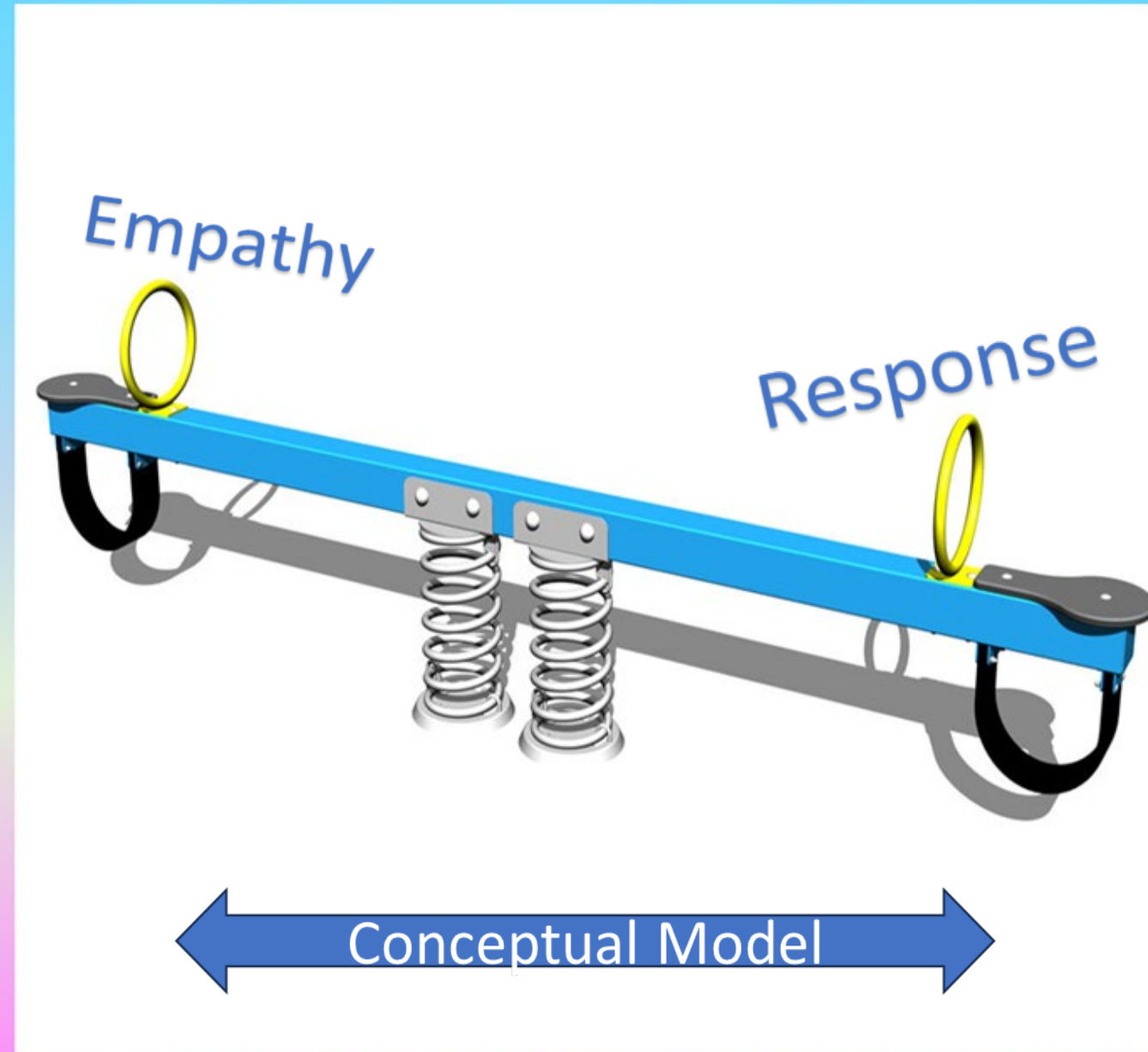
**CS** is an accumulation of positive feelings including delight, fulfillment, pleasure, gratification and revitalized purpose derived from performing one's duties satisfactorily in a service-oriented capacity

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## Compassion Fatigue (CF)

**CF** is a gradual burdensome weariness that negatively impacts the psychological and physical vitality of those whose work involves helping others in a service-oriented capacity

# Emotional Equilibrium



Compassion

Compassion  
Satisfaction

Robust  
Health Benefits

Marginal  
Psychosocial  
Stress

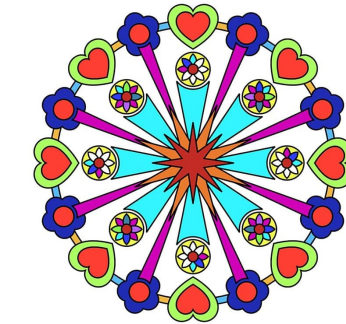
Marginal  
Allostatic Load

Compassion  
Fatigue

Sub-optimal  
Health Benefits

Increased  
Psychosocial  
Stress

Significant  
Allostatic Load



# Flow & Feel

## Workplace Dynamics (WD)

**WD** can be considered as occupational interchanges which are central to comfortability within the working environment that can arise from a culture of acceptance, respect and support for colleagues including "othered" colleagues

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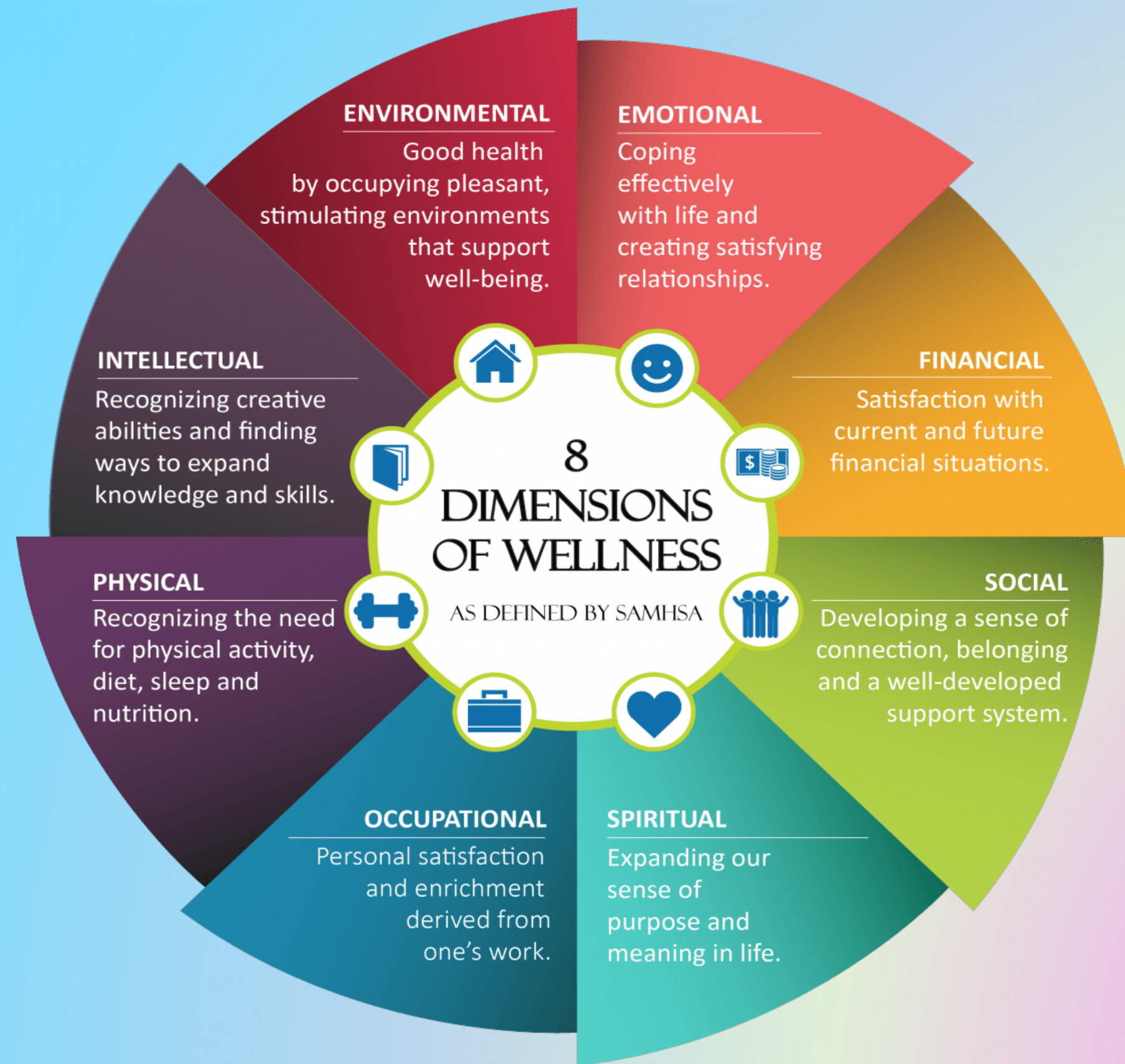
## Organizational Ethos (OE)

**OE** is the foundational framework that undergirds the vision, mission and constitution of the organization. The lever that can activate DEIA in any enterprise

[Personal Psychological Safety](#)



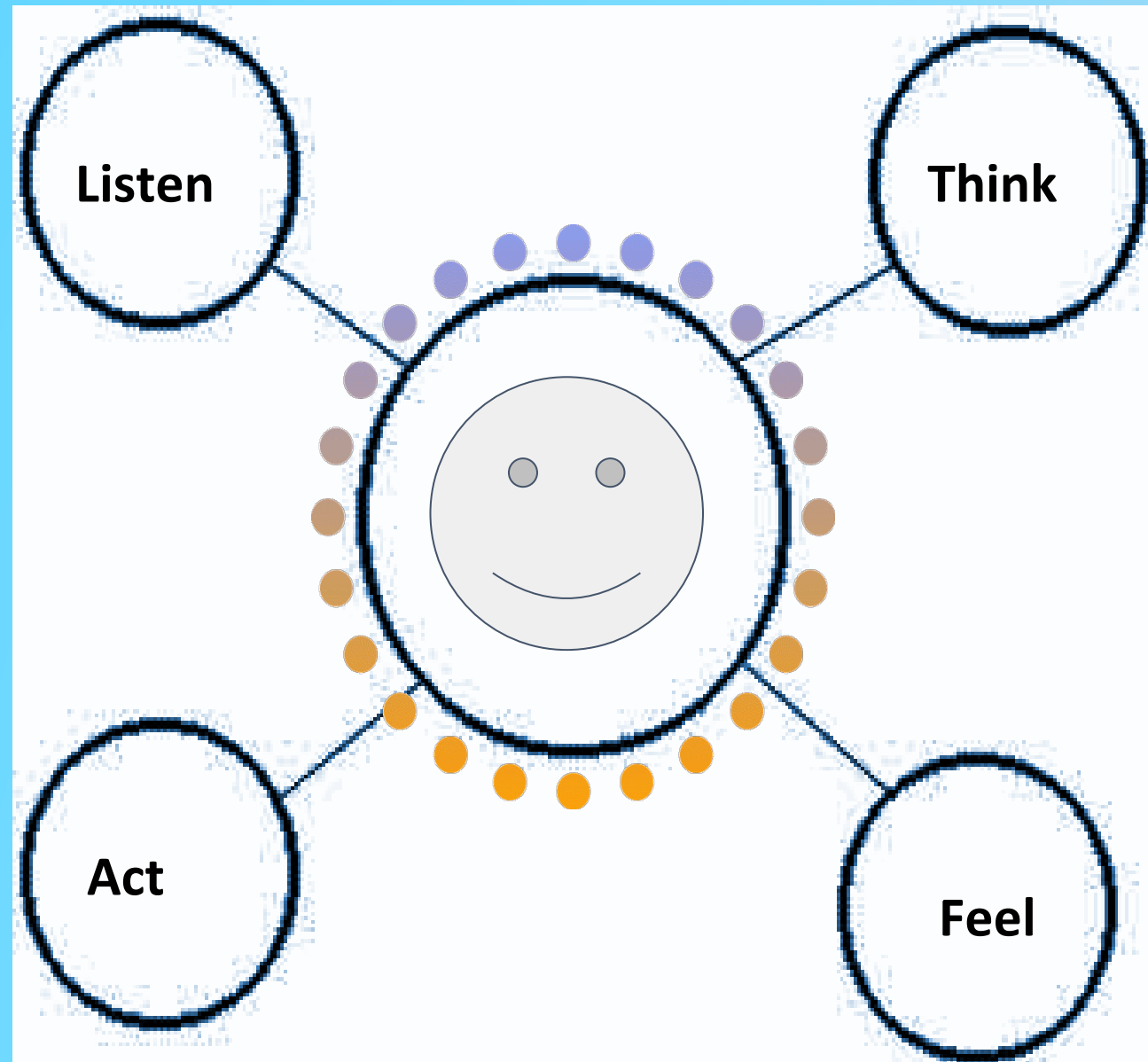
# Wheel of Wellness







# Map Out Potential Solutions



- Openly Observe
- Note Challenges and Barriers
- Manage Emotions

Cultivate **Acts of Survival** that fosters Compassion Satisfaction



# Make it Positively Personal

Build **Regimes of Self Care** to  
bolster **Compassion Satisfaction**



Practice gratitude



Listen to some soul-filling music



Engage in a hobby like Craft Therapy



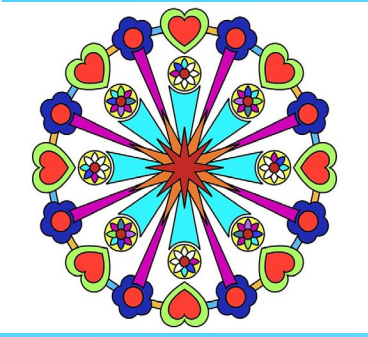


# TAKE FIVE

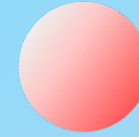
Each finger is assigned a different element associated with nature. Energy can shift when these elements are activated through different hand poses (mudras).







# Resources



## My Strengths + Why They Matter

I am \_\_\_\_\_ and it matters because \_\_\_\_\_

I am \_\_\_\_\_ and it matters because \_\_\_\_\_

I am \_\_\_\_\_ and it matters because \_\_\_\_\_

**Burnout Risk Assessment** - <https://kandiwiens.com/burnout-quiz/>

**Measure Empathy** - <https://psychology-tools.com/test/empathy-quotient>

**Measure Empathy, Stress, and Overall Health** - [Stress & Empathy Questionnaire](#)

**Professional Quality of Life Measure (PROQOL)** - <https://proqol.org/use-the-proqol>

**Free Personal Psychological Safety Survey** - <https://fearlessorganization.com/engage/free-personal-psychological-safety-survey>

**World Health Organization Quality of Life (WHOQOL)** - <https://www.who.int/tools/whoqol>



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