

Supervisor Support Skills for CHWs with Depression, Anxiety, and Secondary Trauma



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CHWTraining Learning Subscriptions

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 www.chwtraining.org

Key courses:

- Depression and Anxiety: Help Others Cope
- Behavioral Healthcare
- Substance Use



Dr. Jeanine Joy



Happiness 1st Institute

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 @JeanineJoyJoy

Author of:

- *Harness the Power of Resilience*
- *Mental Wellness Made Easy*
- *Burnout Prevention and Recovery, Resilience and Retention*
- *Prevent Suicide the Smart Way*
- *Rescue Our Children from the War Zone*



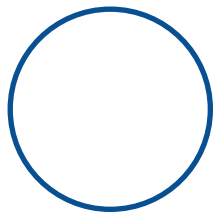


Outcomes for today

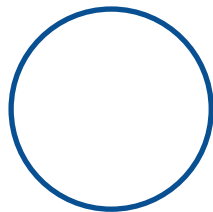
- Identify signs of behavioral health problems among staff
- Learn and share skills that anyone can use to develop healthier habits of thought
- Keep CHW staff--and community--happier



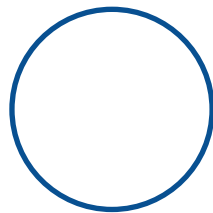
Why are you here?



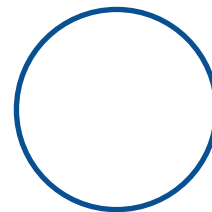
CHW?



Supervisor?



Administrator?



Someone else?

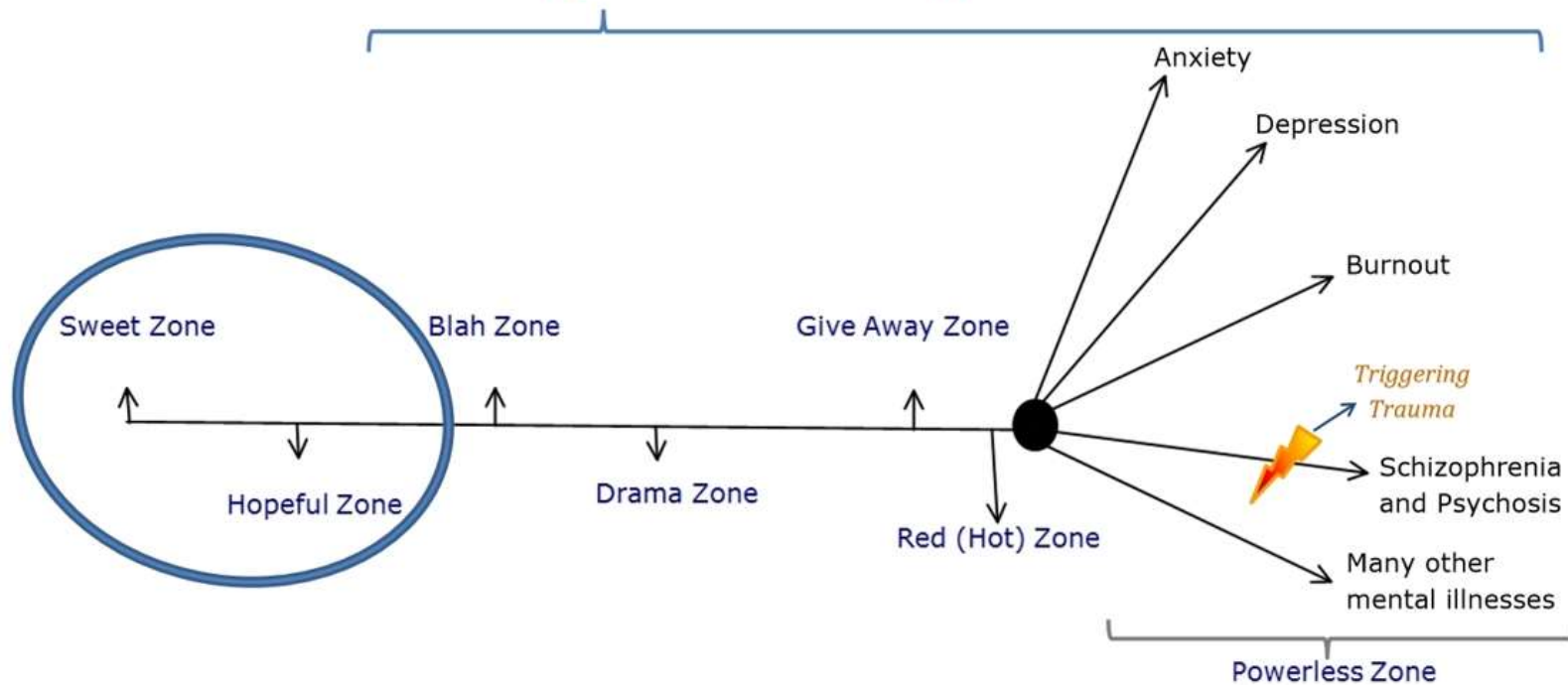


What causes behavioral health problems?

- Seeing people get sick or die.
- Seeing or learning about violence.
- Trouble finding resources or support for clients.
- Lack of training for self or supervisors.



Increasing levels of stress/chronic stress



Increasing incidents of behavioral health issues
and Decreasing Mental Health

Sweet Zone	Hopeful Zone	Blah Zone	Drama Zone	Give Away Zone	Red (Hot) Zone	Powerless Zone
Joy Appreciation Enthusiasm Happiness Optimism Belief Freedom Eager Love	Hope Gratitude Upbeat	Contentment Boredom Pessimism Apathy Uninspired	Ornery Irritation Frustration Impatience Impatient Disappointment Overwhelmed	Blame Resentful Doubt Guilt Worry Discouraged	Anger Revenge Rage Provoked Outraged Furious	Hatred Powerless Jealous Grief Fear Despair Hopeless Lethargic Depressed

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Excerpt from *Mental Health Made Easy*

Sweet Zone	Hopeful Zone	Blah Zone	Drama Zone	Give Away Zone	Hot (Red) Zone	Powerless Zone
Lowest Stress	Low Stress	More Stress	Stress Swings ↑ ↓	Chronic Stress	High Stress	Highest Stress
Highest Empowerment	Some Empowerment	Lackluster Empowerment	Empowerment ↑ ↓	Low Empowerment	Low Empowerment Leads To Anger	No Empowerment
Best Mental Health	Usually Good	Declining Mental Health	Mental Health ↑ ↓	Often Signs Of Mental Illness	Frequent Mental Illness	Common Mental Illness
Best Physical Health	Usually Good	Stress Symptoms	Physical Health ↑ ↓	Chronic Illnesses	Chronic & Serious Illnesses	Chronic & Serious Illnesses
Best Relationships	Satisfying	Lackluster Relationships	Relationship Turmoil	Not Satisfying	Very Rocky & Unhealthy	No Joy
Highest Success * Academic * Career * Sports	Frequent Success	Less Energy For Success	Success ↑ ↓	Low Success	Rare Success	None Without Significant Support

Body

FATIGUE
HEADACHES
FREQUENT INFECTIONS

MORE ACCIDENTS

TIGHT MUSCLES

SKIN IRRITATIONS

MUSCLE TWITCHES

DIGESTIVE UPSET

DEPRESSED IMMUNE FUNCTION

BREATHLESSNESS

SLOWER HEALING

INCREASED OBESITY

LOWER CONFIDENCE

INCREASED IRRITABILITY

ANXIETY

DEPRESSION

BURNOUT

MORE NEGATIVE EMOTIONNS

LONELINESS

APPREHENSION

APATHY

Mind

WORRYING

CONFUSION

IMPAIRED JUDGMENT

PERCEIVES FEWER DETAILS

FOCUS ON NEGATIVE

NIGHTMARES

CAN'T SEE SOLUTIONS

UNFOCUSED/FOCUSED ON PROBLEMS

WORSE DIETARY CHOICES

RISKIER BEHAVIORS

LESS EXERCISE

MORE DRINKING & DRUGS

LESS HONEST/ETHICAL

MORE LIKELY TO BE VIOLENT

IMPAIRED SLEEP

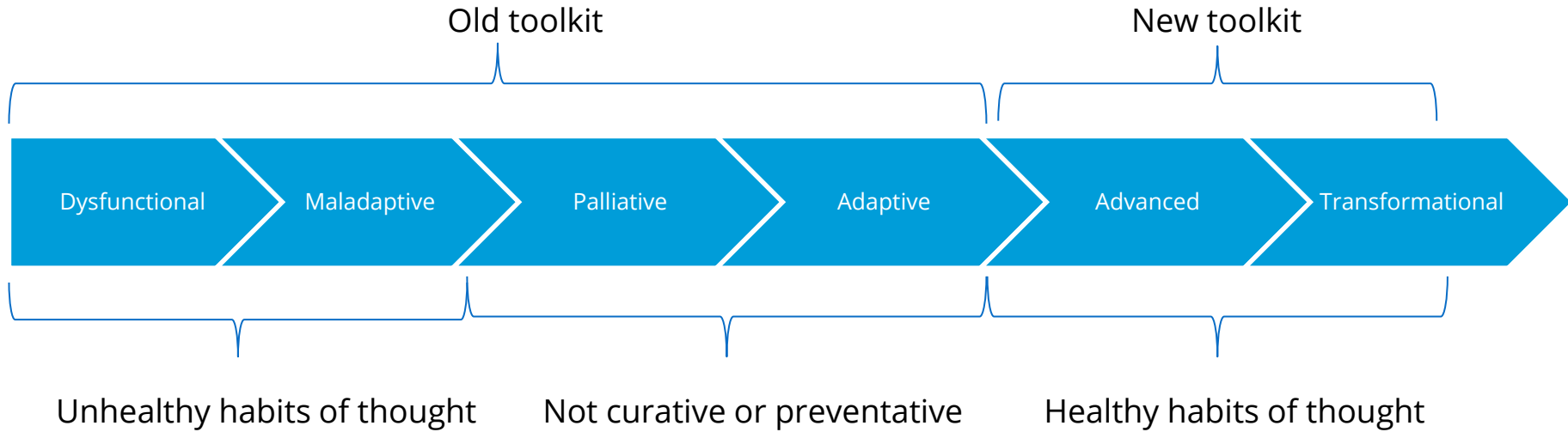
MORE LIKELY TO SMOKE

STRESS

Behavior

Emotions

Support strategies



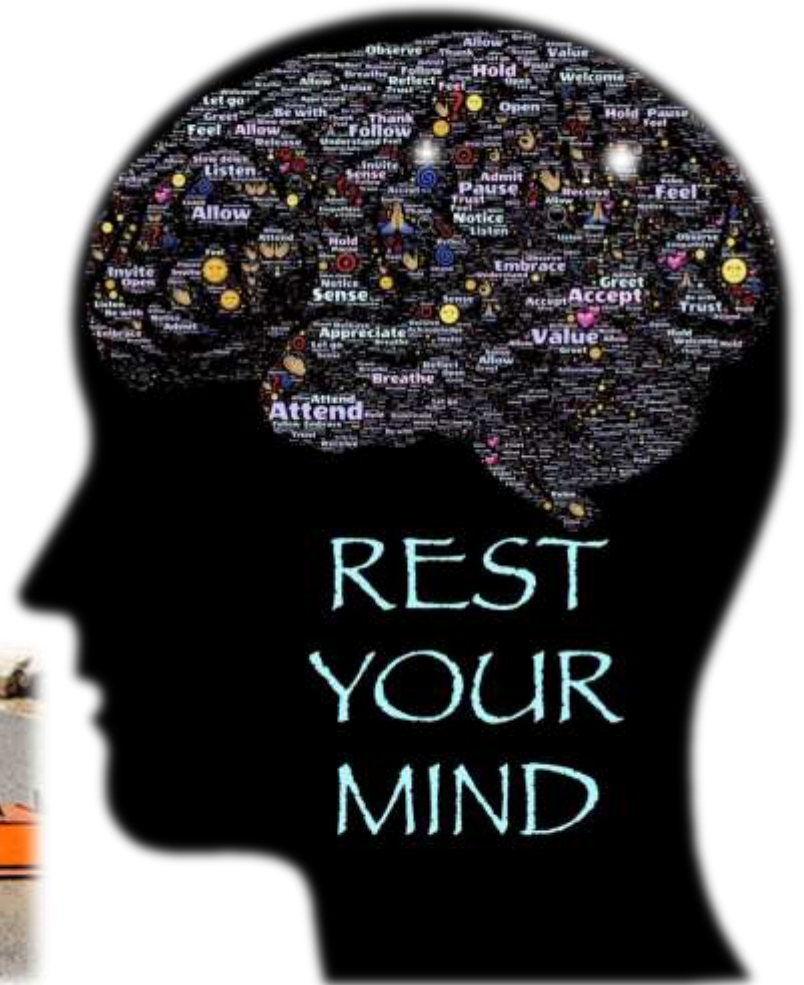
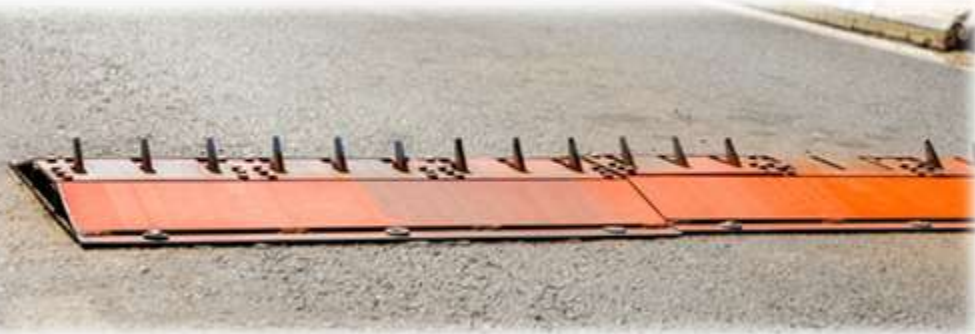
Dysfunctional Stress Management Strategies

- Alcoholism
- Drug abuse
- Suicide attempts
- Risky behaviors
- Fighting



Palliative Stress Management Strategies

- Beneficial but not curative unless extremely diligent about the practice



Adaptive Stress Management Strategies

- Learning new skills
- Budgeting
- Job skills
- Relationship skills
- Becoming more capable





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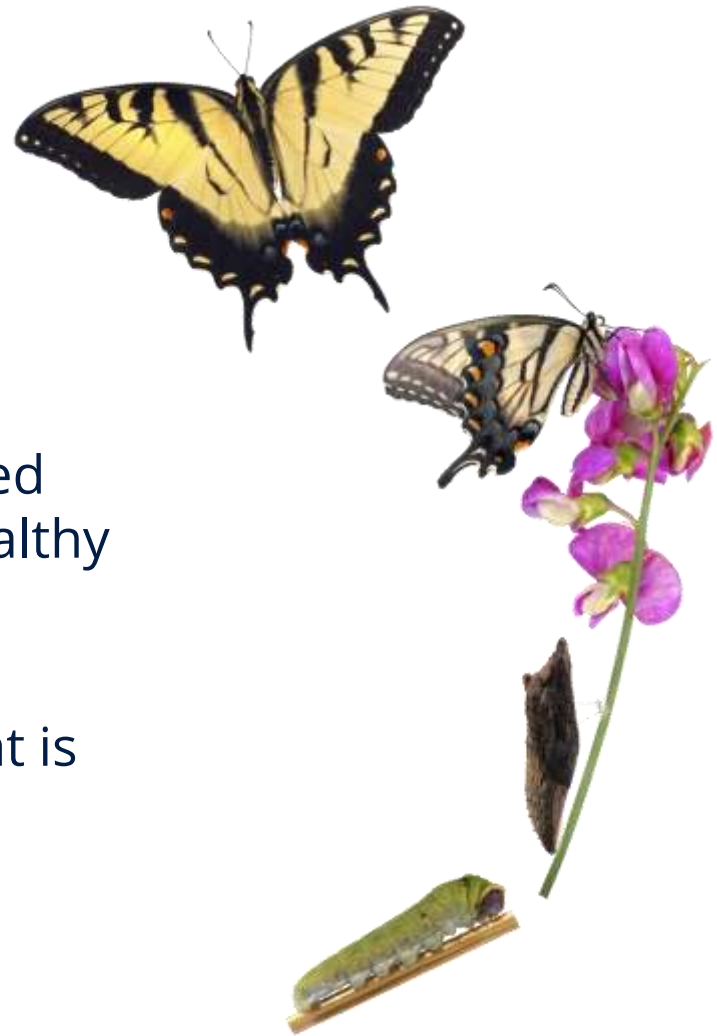
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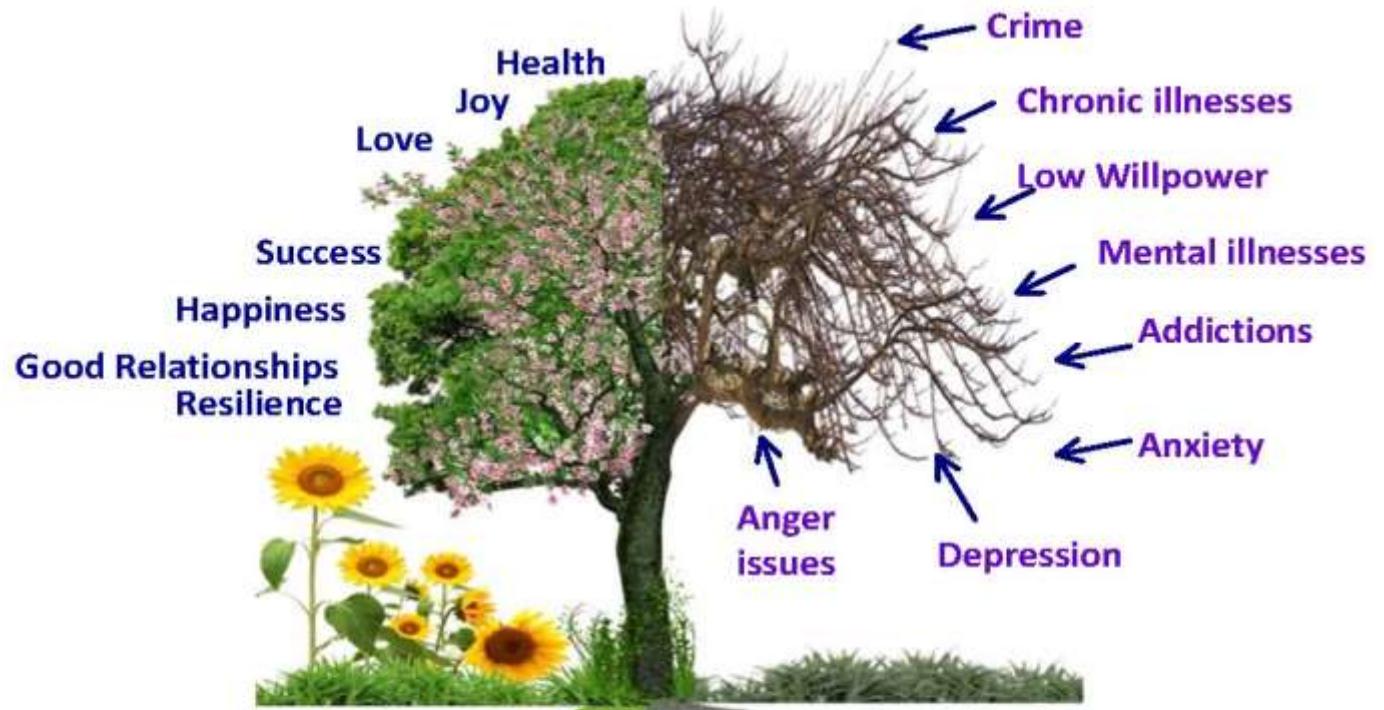
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Transformational Stress Management Strategies

- Occurs automatically after consistently applying Advanced Stress Management skills (healthy habits of thought)
- Default (automatic) response becomes healthy because that is the person's habit of thought



Benefits
of
healthy
roots



- Lower Stress
- Regulated Emotions using healthy strategies
- Healthy Coping Skills

Chronic Stress



Myth!

Adversity Makes Us Stronger

Fact!

**Adversity tears us apart
when:**

We have a **negative mental
attitude**

(Unhealthy Habits of thought)

**Adversity makes us stronger
when:**

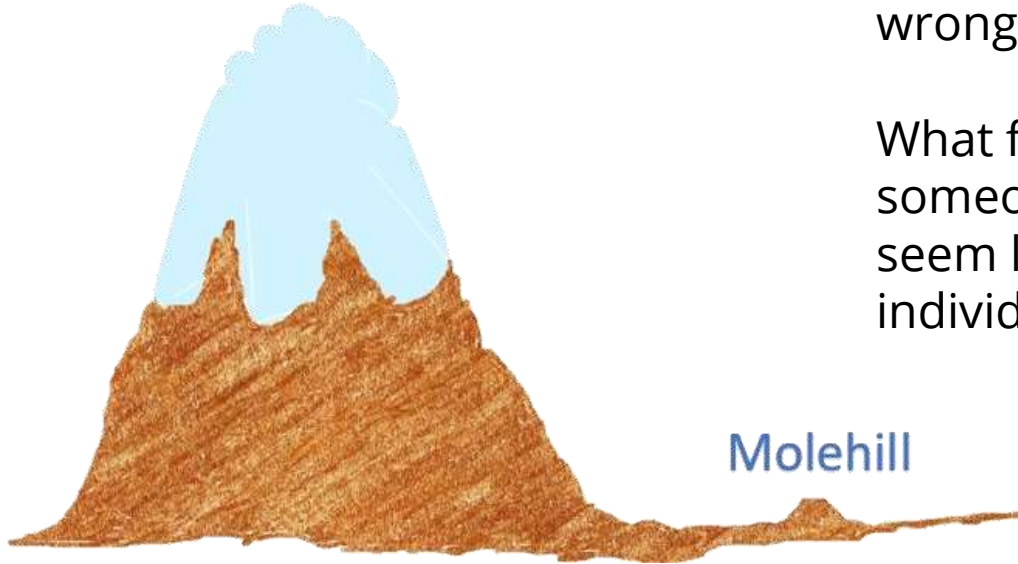
We have a **positive mental
attitude**

(Healthy Habits of thought)



What is “resilience”?

Mountain



Molehill

Resilient people **bounce back faster** when something goes wrong in their day or their life.

What feels like a mountain to someone who isn't resilient can seem like a molehill to a resilient individual.

Components of resilience

- Optimism
- Healthy self-esteem
 - Self compassion
- Internal locus of control
- All are determined by our thoughts



Handout

Are my habits of
thought healthy?

Total Failure or Finest Hour?

“With all due respect, sir, I believe this will be our finest hour.”

– Gene Kranz

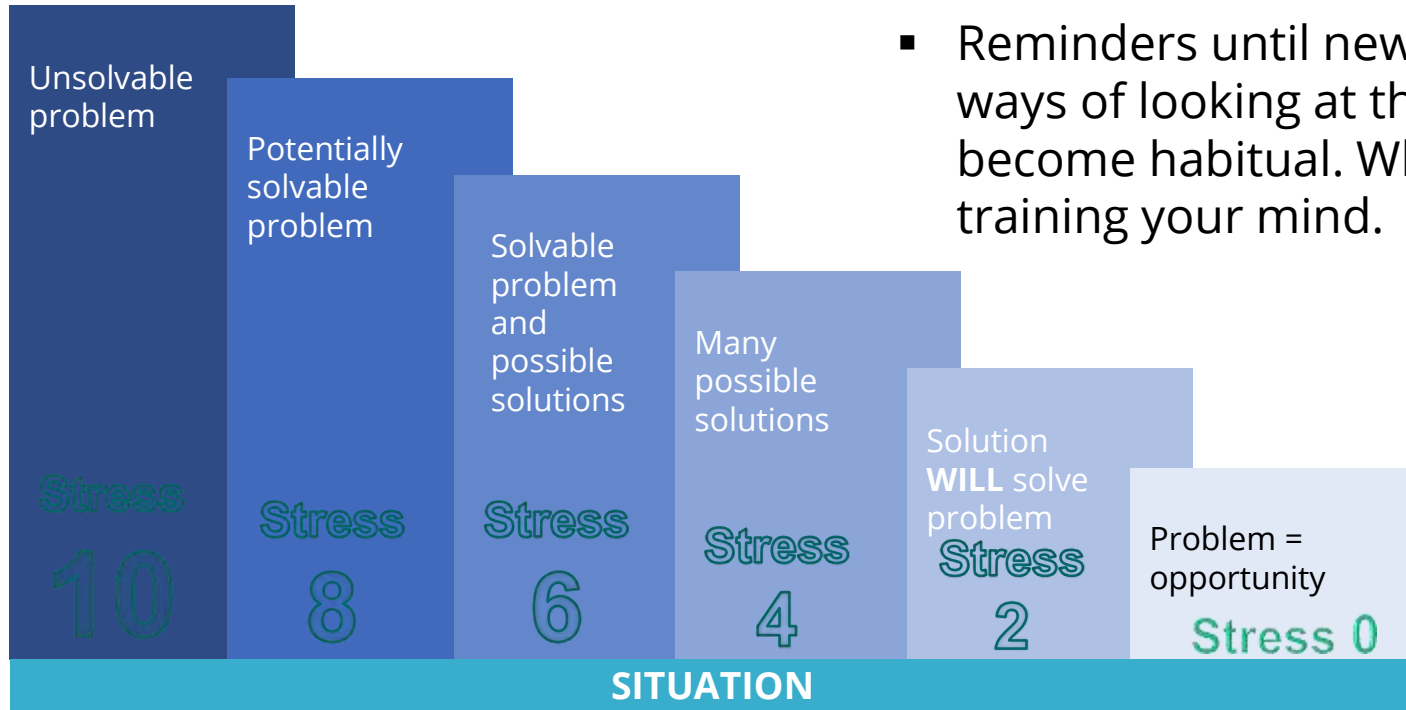




Change your view

Simple strategies for developing healthy habits of thought:

- Repetition
- Reminders until new, healthier ways of looking at things become habitual. While you're training your mind.



SITUATION



Healthy Habits of Thought

- Optimism
- Healthy Self-esteem
- Internal Locus of Control
- Self-compassion
- Habit of using Cognitive Reappraisal
- Reframing
- Appreciation
- Look for the Silver Lining
- Growth Mindset
- Sense of Autonomy
- Metacognition
- Supportive Beliefs
- Positive Expectations
- Expectant Questions
- Recognizing Emotions
- Self-love
- Self-respect
- Healthy Happiness Contract
- Advanced Stress Management Strategies

Unhealthy Habits of Thought

- Awfulizing
- Pessimism
- Cynicism
- Overly Cautious
- Surface Thinking
- Self-criticism
- Catastrophizing
- Denial
- Addictions
- High Neuroticism
- Negative Rumination
- Maladaptive detachment
- Low Self-esteem
- Low Self-efficacy beliefs
- Suppressing Emotions

CHW and supervisor stories

- “Getting services for ourselves when it is needed.”
- “Lack of acknowledging all that we do and go through.”



Support strategies

- Support if they should seek help (encouragement)
- Education – what is the employee risking when they ignore the problem?
- Education – it is a solvable problem
- Solution focus
- Positive Focus
- Strengths based focus
- Sleep Skills (hygiene) – handout
- Healthy habits of thought (think resilient thoughts – think this/not that)
- Self-test (Are my habits of thought healthy?)

Outcomes

- Sleep better (CHW)
- Less turnover (CHW)
- Better relationships (CHW)
- Better health (CHW)
- Better productivity (to employee)
- Less conflict (to employee)

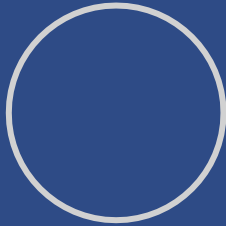


Before you go!

Reminder: Self-Care Gift Basket at 5 p.m.

**4:00 p.m. - Burnout Prevention and Recovery
for CHWs**

Questions



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Target	✓	✓	✓	✓	✓	

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- **Core Skills**
10 courses focused on foundational "survival skills" for CHWs.

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