

# **Working Wounded:** **Preventing and Managing** **Professional Burnout and** **Impairment**

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# HERE'S WHAT'S COMING

1. Job Effectiveness & Satisfaction
2. Impairment
3. The Disorders
4. The Warning Signs
5. The Train Wreck
6. Wellness

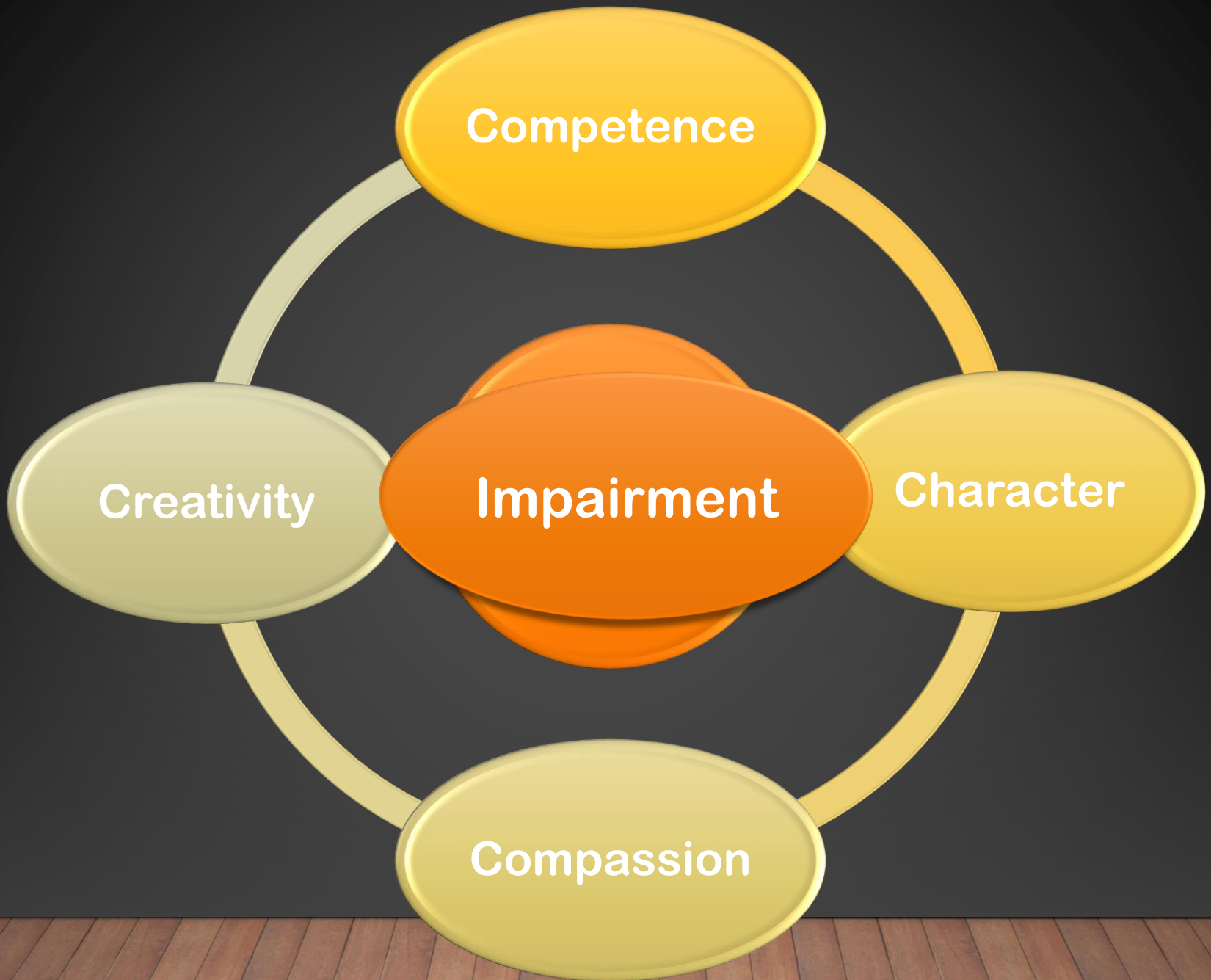
Qualifications



Qualities



Effectiveness



# TWO ESSENTIAL PERFORMANCE SKILLS



Compartmentalize

**When It  
Doesn't  
Work**

Integrate

**Burnout is a state of emotional,  
mental, physical exhaustion  
caused by excessive and  
prolonged stress.**

# Stress and Burnout

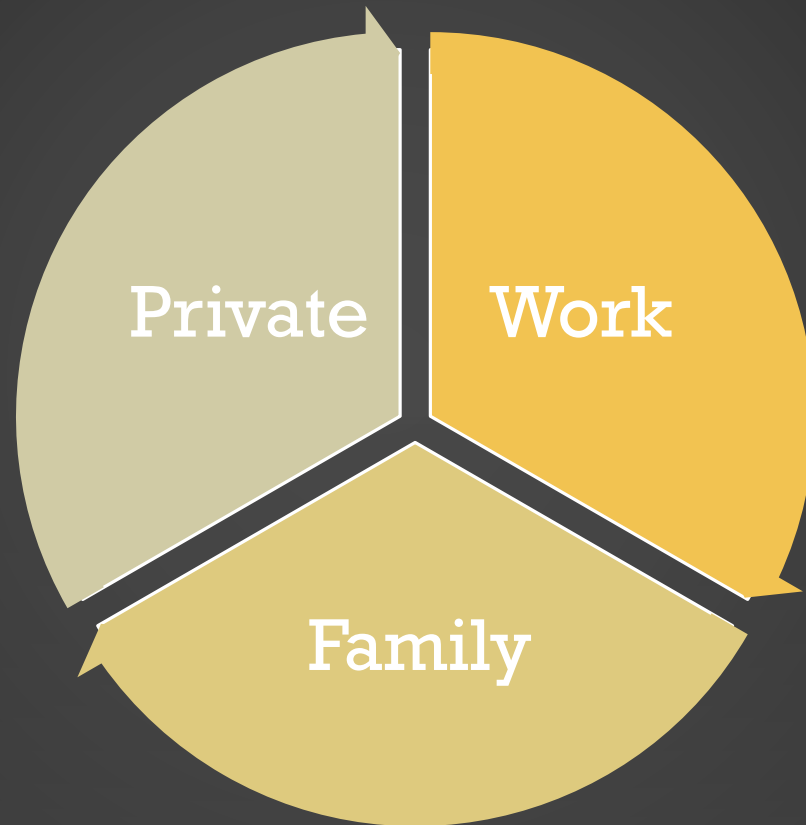
Too Much or Not  
Enough

**An impaired professional is one who has an illness or problem that prevents him or her from adequately performing required occupational duties.**





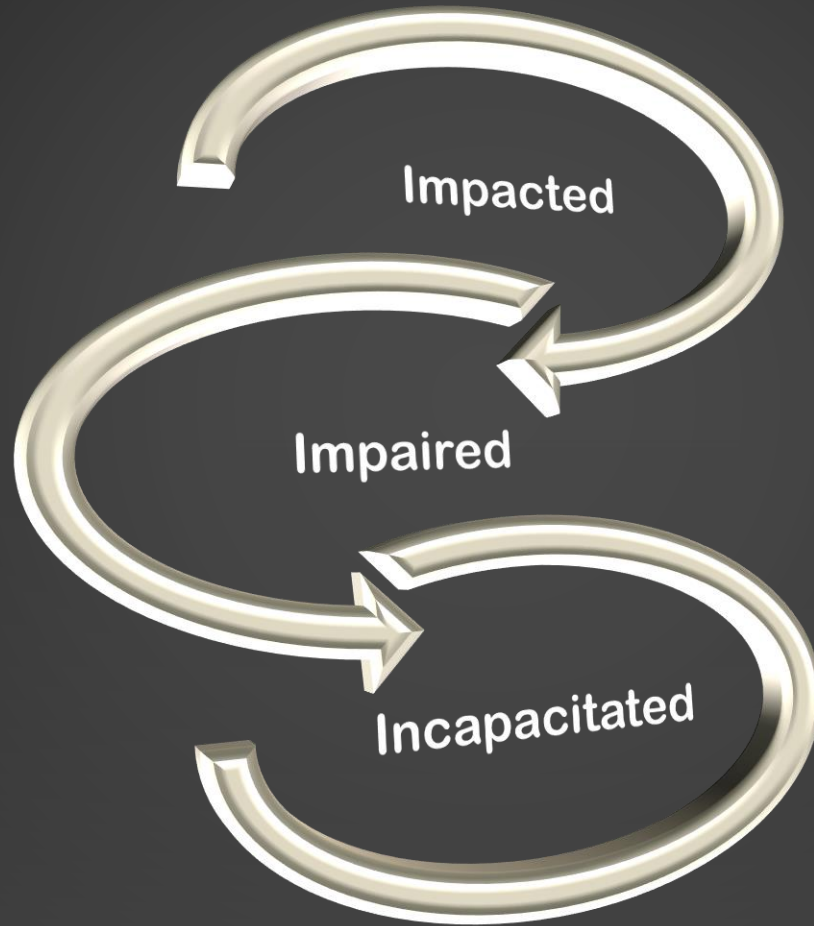
# IMPAIRMENT ARENAS



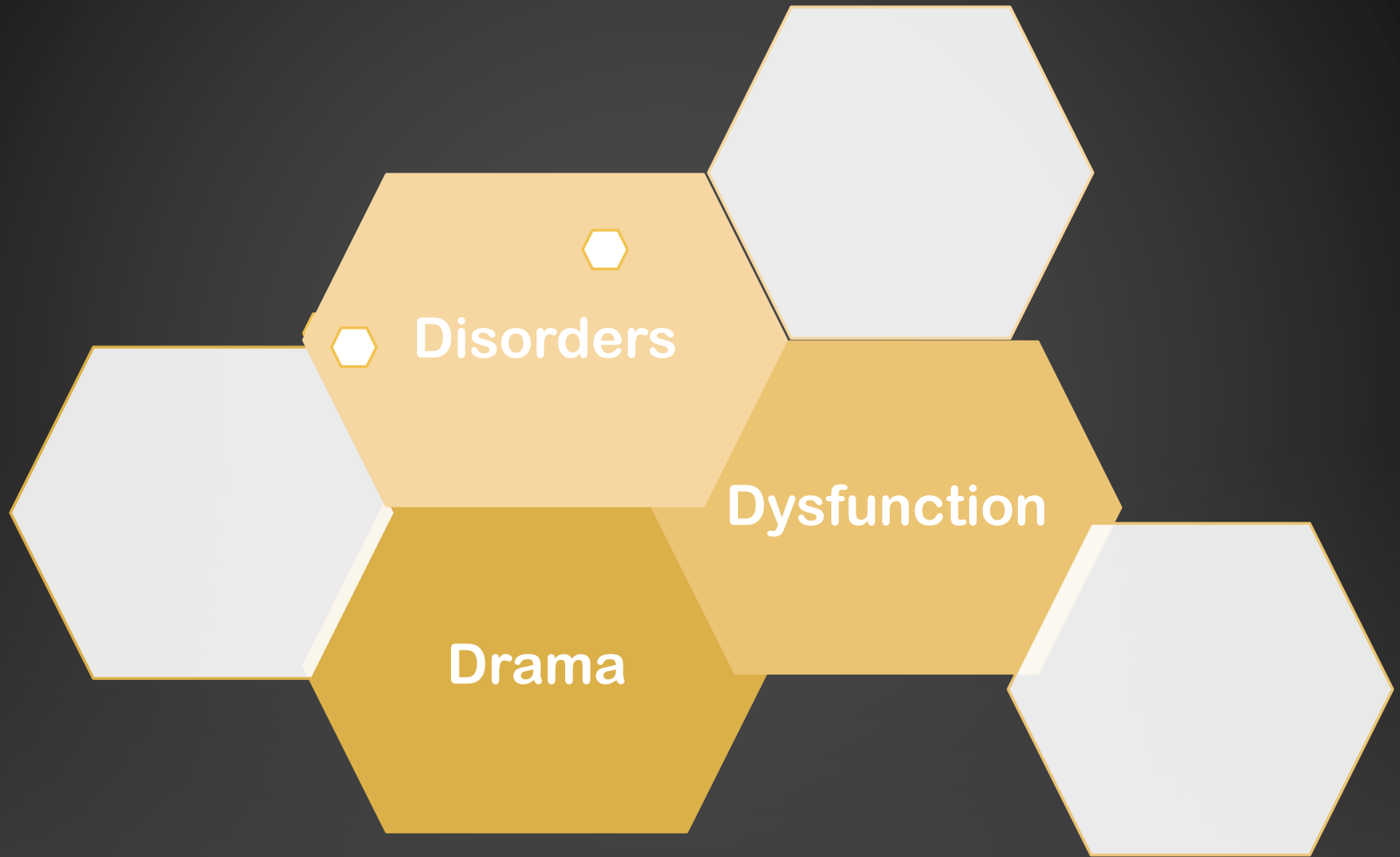
# PROFESSIONAL IMPACT

- Not as good as I used to be
- Not as good as I could be
- Not as good as I need to be

# IMPAIRMENT LEVELS



# SOURCES OF IMPAIRMENT





<b>Disorders</b>	<ul style="list-style-type: none"><li>• Depression</li><li>• Drinking</li></ul>
<b>Dysfunction</b>	<ul style="list-style-type: none"><li>• Delinquency</li><li>• Divorce</li></ul>
<b>Drama</b>	<ul style="list-style-type: none"><li>• Disputes</li><li>• Disarray</li></ul>

- Depression
- Drinking

**Dysfunction**

- Delinquency
- Divorce

**Drama**

- Disputes
- Disarray

# 7 WORK-RELATED CONTRIBUTORS

1. Excessive, un-realistic demands
2. Monotony
3. Compassion fatigue
4. Bullied or rejected
5. Workplace conflict
6. Lack of mechanisms for resolution or venting
7. Triggering events (counter transference)

**AND ONE MORE...**





**Environment**

**ME**





# 10 WARNING SIGNS

1. Increased incidence of professional errors; missed deadlines; procrastination
2. Shows decreased concern for customers, colleagues, or company
3. Increased complaints about the work product; quality of service or manner, style, and tone of communications

# 10 WARNING SIGNS

4. Increasingly negative
5. Increased absence from work or work social functions
6. Frequently disappears for extended periods during the day
7. Deterioration of personal hygiene and/or appearance

# 10 WARNING SIGNS

8. Appears exhausted, sleep deprived or distracted
9. Crying spells or uncharacteristic outburst
10. Appears under the influence at work

# FIVE WAYS TO WRECK YOUR CAREER

1. Deny
2. Deflect
3. Deceive
4. Detach
5. Detonate

**AND ONE MORE...**



Wellness



**Act responsibly in  
defense of your own  
health and wellness.**





# FIVE WAYS TO PRESERVE YOUR CAREER

1. **Decompress**
2. **Deliberate**
3. **Depend**
4. **Delegate**
5. **Deposit**

# GET SUPPORT

- **Employee Assistance Program**
- **Human Resources**
- **Professional Treatment**
- **Faith Community**
- **Support Groups**
- **Trustworthy Colleague**
- **Colleagues**

Am I My  
Brother's Keeper?



# REACHING OUT

- *Established, positive working relationship:*
  - Raise the issue
  - Encourage them to get help
  - Discuss with trusted colleague or expert
  - Don't gossip
  - Honor your professional obligations

# HEALTHY COMPANIES...

1. Encourage personal wellness and work-life balance
2. Create safe environments for staff to acknowledge impairment
3. Don't punish disclosure
4. Provide support
5. Expect the impaired to take responsibility for restoration

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