



# UNDERSTANDING COMPASSION FATIGUE IN YOUR LIBRARY

A 90-minute Webinar

“Compassion Fatigue” ~ What is it? What brings it about? \_\_\_\_\_

What else might contribute to or “aggravate” **your** compassion fatigue? \_\_\_\_\_

## Let’s Take a Quick Look at “Emotional Intelligence” ~ Self-Awareness

is...**your ability to recognize your own emotions as they happen and understand your tendencies** in various conditions.

- What are some aspects of self-awareness?
  - a) Knowing which emotions I’m feeling and \_\_\_\_\_
  - b) Realizing the connection between my feelings and what I \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_

## Self-management

is...when you act – or don’t act – on your emotions. It’s **your ability to use your awareness of your emotions to manage your own behavior in a positive way**. In other words, it’s managing your emotional reactions to situations and people.

- Some aspects of self-management are:
  - a) Managing \_\_\_\_\_ emotions and impulses
  - b) Staying \_\_\_\_\_ in upsetting situations.

## POPULAR SANGUINE STRENGTHS

\_\_\_\_\_  
Loves fun

\_\_\_\_\_  
High energy

\_\_\_\_\_  
People person

\_\_\_\_\_  
Positive

\_\_\_\_\_  
Storyteller

\_\_\_\_\_  
Not shy

\_\_\_\_\_  
Sense of humor

## STRUGGLES

\_\_\_\_\_  
all fun

\_\_\_\_\_  
too “bouncy”

\_\_\_\_\_  
forgets details

\_\_\_\_\_  
“rose-colored glasses”

\_\_\_\_\_  
embellishes

\_\_\_\_\_  
pushy

\_\_\_\_\_  
sarcastic

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Online ~ 1.5 ~ 02.25

If you are a “Popular Sanguine,” how might dealing with “needy patrons” be affecting YOU?

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**POWERFUL CHOLERIC**

**STRENGTHS**

- Born leader
- Sees the big picture
- Decisive
- Confident
- Likes change
- Unemotional
- Independent

**STRUGGLES**

- bulldozer
- ignores details
- my way or the highway
- arrogant
- makes change
- seems uncaring
- aloof

If you are a “Powerful Choleric,” how might dealing with “needy patrons” be affecting YOU?

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**PERFECT MELANCHOLY**

**STRENGTHS**

- Genius prone
- Detail-oriented
- Self-sacrificing
- Appreciates quiet
- Sensitive
- Meticulous
- Analytical

**STRUGGLES**

- lacks common sense
- no focus on people
- martyr
- shhhhhh!
- pouts
- obsessive
- analysis paralysis

If you are a “Perfect Melancholy,” how might dealing with “needy patrons” be affecting YOU?

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**PEACEFUL PHLEGMATIC**

**STRENGTHS**

- Easygoing
- Quiet

**STRUGGLES**

- pushover
- can appear aloof

\_\_\_\_\_  
Finds the easy way  
\_\_\_\_\_  
Able to hide emotion  
\_\_\_\_\_  
Patient  
\_\_\_\_\_  
Witty  
\_\_\_\_\_  
Happily reconciled to life  
\_\_\_\_\_

\_\_\_\_\_  
lazy  
\_\_\_\_\_  
no input  
\_\_\_\_\_  
no sense of urgency  
\_\_\_\_\_  
can be sarcastic  
\_\_\_\_\_  
“whatever”  
\_\_\_\_\_

If you are a “Peaceful Phlegmatic,” how might dealing with “needy patrons” be affecting YOU?

\_\_\_\_\_  
\_\_\_\_\_

*How might this information affect how I interact with patrons and respond/react to their needs?*

\_\_\_\_\_  
\_\_\_\_\_

*What are some ways I can **deal** with compassion fatigue considering **my** personality?*

**Popular:** \_\_\_\_\_

**Powerful:** \_\_\_\_\_

**Perfect:** \_\_\_\_\_

**Peaceful:** \_\_\_\_\_

**INTROVERTS AND EXTROVERTS – TIPS FOR EACH**

1) It’s important to be aware of our tendencies, since some scientists consider where we fall on the introversion/extroversion spectrum the single most important aspect of \_\_\_\_\_.

2) Introverts and extroverts require very different levels of \_\_\_\_\_ to operate at their best.  
\_\_\_\_\_.”

3) One of the primary differences between introverts and extroverts is what gives them \_\_\_\_\_.

Introverts: \_\_\_\_\_

Extroverts: \_\_\_\_\_

4) Another difference is how they process decisions, problem solving, life situations, etc.:

Introverts: \_\_\_\_\_

Extroverts \_\_\_\_\_

***Do you consider yourself an introvert or an extrovert?*** \_\_\_\_\_

What have you learned today about introverts and extroverts that will help you deal with fatigue?

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**WAYS I CAN DEAL WITH MY COMPASSION FATIGUE USING SELF-CARE**

1. Listen to my body. \_\_\_\_\_  
\_\_\_\_\_
2. Exercise. \_\_\_\_\_  
\_\_\_\_\_
3. Sleep! \_\_\_\_\_  
\_\_\_\_\_
4. Eat well. \_\_\_\_\_  
\_\_\_\_\_
5. Get some sun. \_\_\_\_\_  
\_\_\_\_\_
6. Find quiet time – or not. \_\_\_\_\_  
\_\_\_\_\_
7. Organize my time – and my “stuff.” \_\_\_\_\_  
\_\_\_\_\_
8. Leave my work at work. \_\_\_\_\_  
\_\_\_\_\_
9. Develop outside interests/hobbies. \_\_\_\_\_  
\_\_\_\_\_
10. Develop my relationship with my supervisor. \_\_\_\_\_  
\_\_\_\_\_
11. Avoid negative co-workers. \_\_\_\_\_  
\_\_\_\_\_
12. Make sure I have control over my finances. \_\_\_\_\_  
\_\_\_\_\_
13. Acquire new skills. \_\_\_\_\_  
\_\_\_\_\_
14. Identify a friend. \_\_\_\_\_  
\_\_\_\_\_

15. Delegate. \_\_\_\_\_

\_\_\_\_\_

16. Make time for myself – daily. \_\_\_\_\_

\_\_\_\_\_

17. Create a “transition ritual.” \_\_\_\_\_

\_\_\_\_\_

18. Learn to say “no.” \_\_\_\_\_

\_\_\_\_\_

19. Limit my “trauma inputs.” \_\_\_\_\_

\_\_\_\_\_

20. Know my own boundaries. \_\_\_\_\_

\_\_\_\_\_

21. Find ways to encourage my co-workers. \_\_\_\_\_

\_\_\_\_\_

**What other ideas can we collect for self-care?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***How can I increase awareness and build understanding about compassion fatigue in my library?***

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Resources:**

www.thepersonalities.com

*Emotional Intelligence*, Daniel Goleman

*The Emotional Intelligence Quick Book* and *Emotional Intelligence 2.0*, Travis Bradberry and Jean Greaves

*Quiet*, by Susan Cain

*The Highly Sensitive Person*, by Elaine Aron