

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

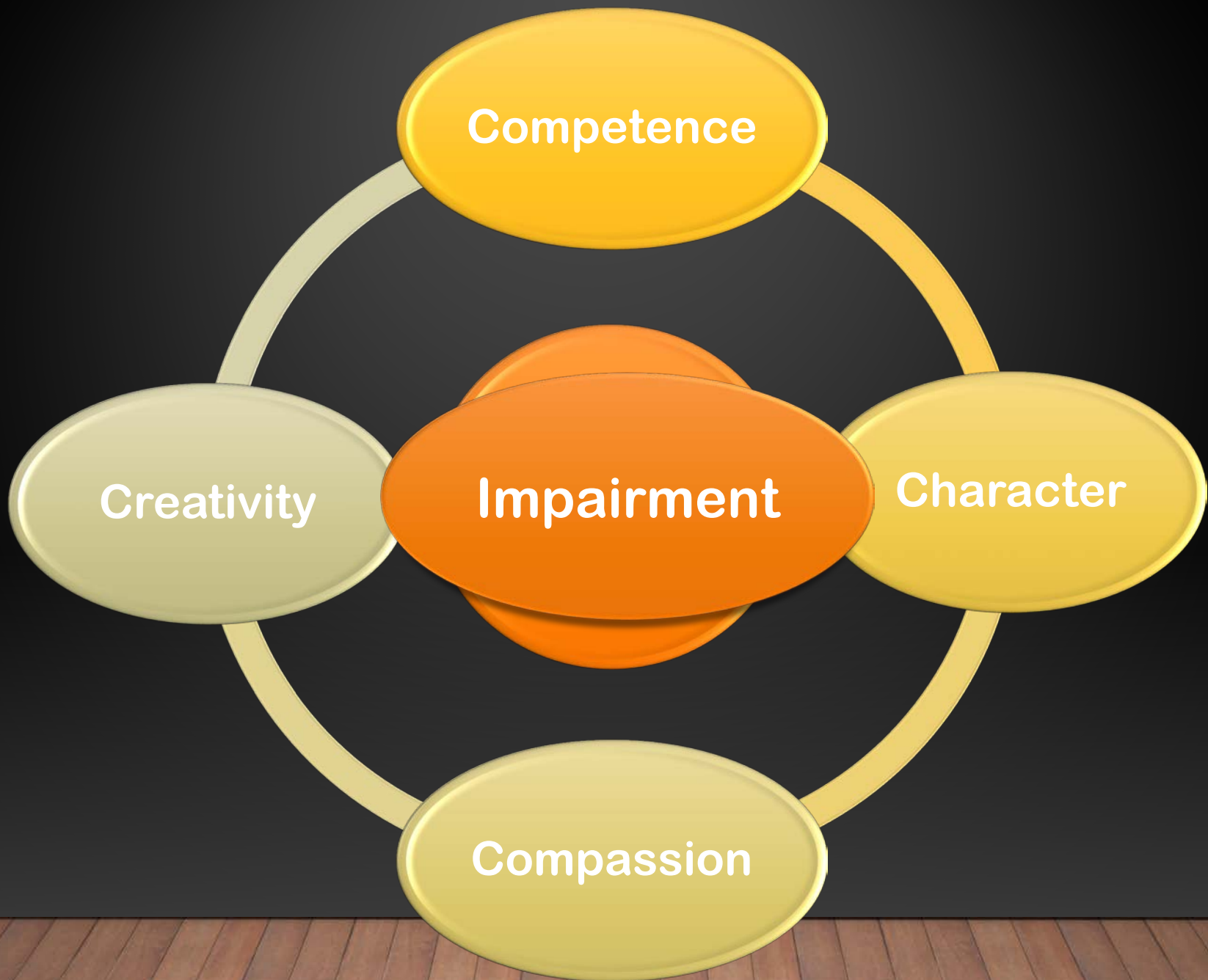
Qualifications



Qualities



Effectiveness



TWO ESSENTIAL PERFORMANCE SKILLS



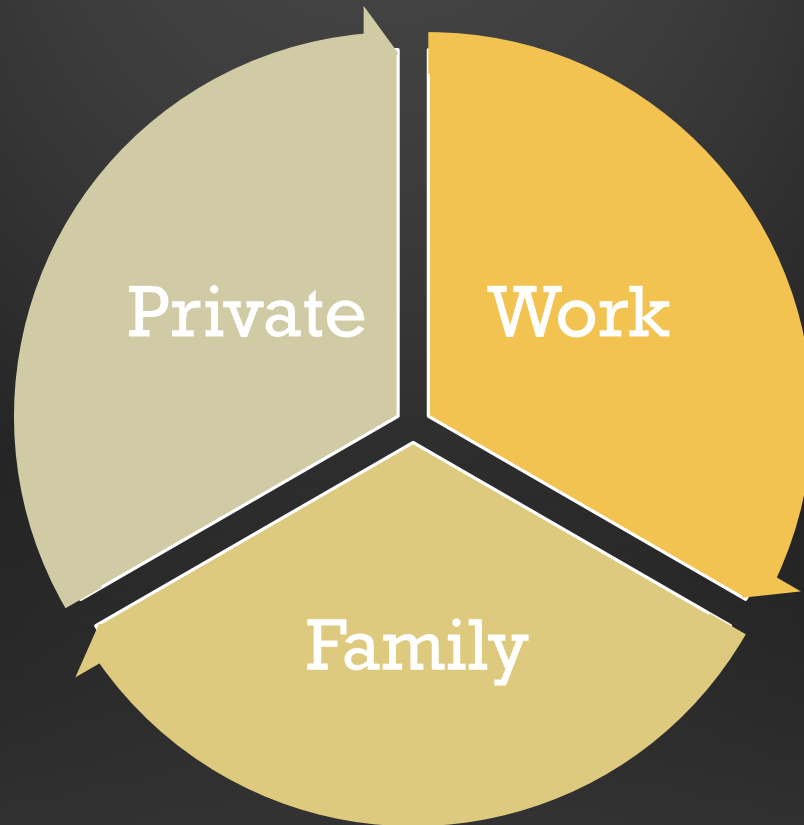
**Burnout is a state of emotional,
mental, physical exhaustion
caused by excessive and
prolonged stress.**

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.**

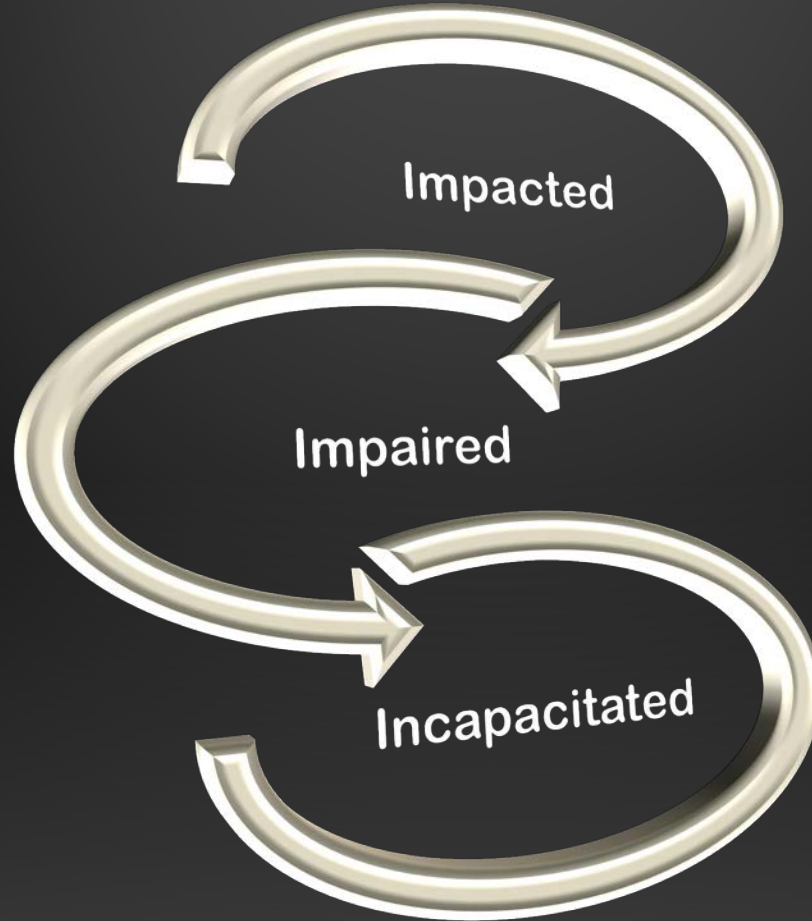
IMPAIRMENT ARENAS



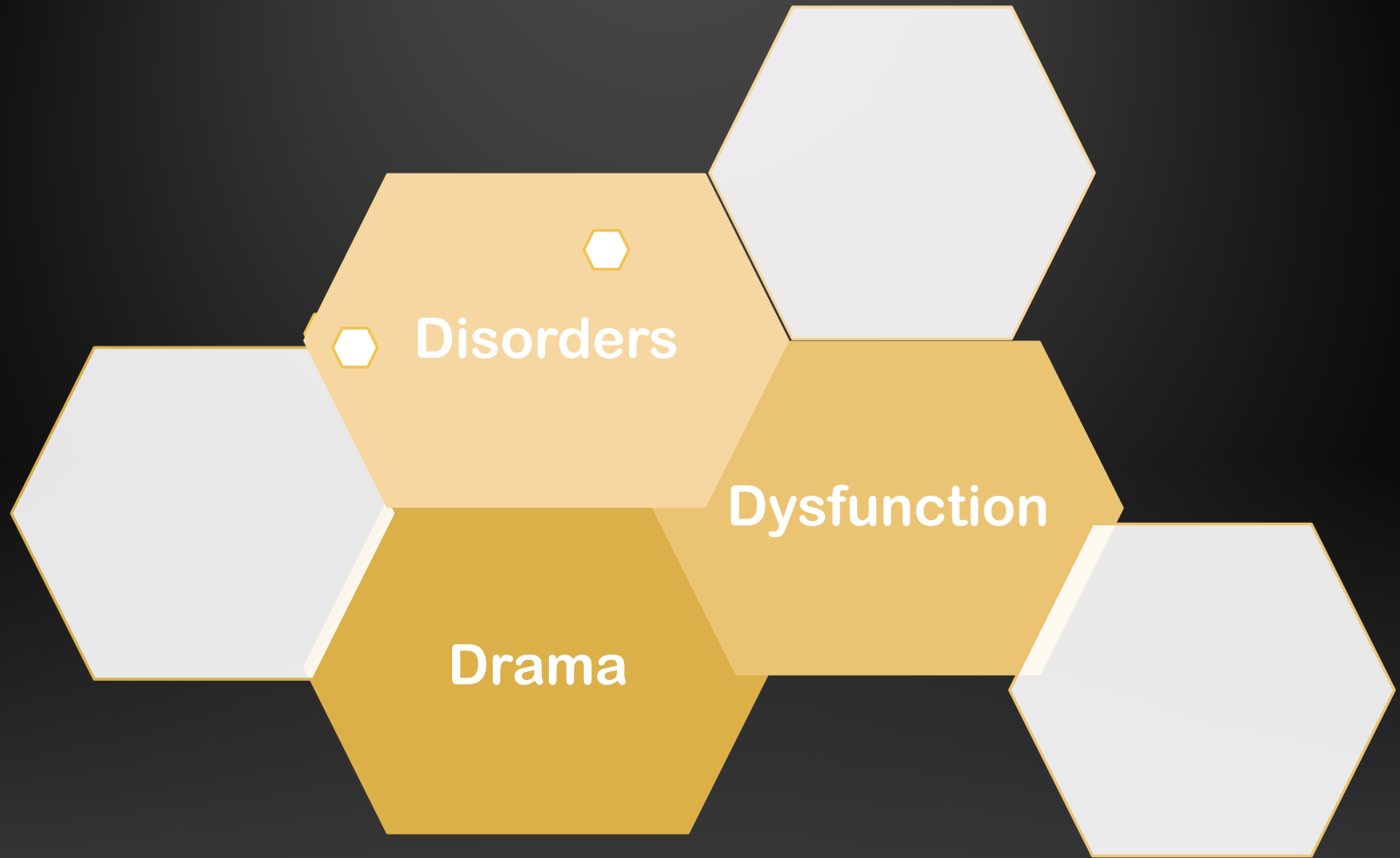
PROFESSIONAL IMPACT

- 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





Disorders

- 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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