

Spokane County Superior Court

Title 11.130 Court Visitor
Mandatory Annual Training


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FABULOUS Framework for Wellness

BONUS MATERIAL

Participant Guide

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About Your Presenter

Barbara Rubel, MA, BCETS, DAAETS, is a nationally recognized keynote speaker and trainer. Barbara has presented her FABULOUS Framework for Wellness to over 1,000 groups since 1999. Barbara's speaking engagements give leaders, supervisors and staff practical strategies to enhance career resilience and wellness. Barbara is a Board-Certified Expert in Traumatic Stress and Diplomate with the American Academy of Experts in Traumatic Stress. She received a BS degree in psychology and MA degree in community health, with a concentration in thanatology. Barbara is an award-winning author of, *But I Didn't Say Goodbye: Helping Families After a Suicide* (2020) (3ed) and the first four editions of the 30-hr CE course, *Loss, Grief, and Bereavement: Helping Individuals Cope* (2019). Her book for law enforcement wellness will be off press winter, 2023. Barbara was featured in an Emmy award winning documentary, *Fatal Mistakes, Families Shattered by Suicide* narrated by Mariette Hartley. For the past 20 years, Barbara has been a consultant with the Department of Justice, Office for Victims of Crime, and co-authored their training curriculum, *Compassion Fatigue*. Barbara is a contributing writer to *Thin Threads: Grief and Renewal*; *Fresh Grief*; *Coaching for Results: Expert Advice from 25 Top International Coaches*; and *Keys to a Good Life*. Barbara is a frequent podcast and radio guest and has been featured in magazines including *Good Housekeeping*, *Newsweek*, *Family Circle*, *Health*, and *Shape*. Barbara was honored as *Most Compassionate Trauma-Informed Care Training Specialist 2023*, and *Essential Worker Mental Health Thought-Leader of the Year 2022*, Global Health & Pharma.

Why This Guide?

This participant guide for the Spokane County Superior Court Title 11.130 Court Visitor Mandatory Annual Training includes worksheets, self-assessments, and key takeaways from the program, and will enhance your learning experience. The material has underpinnings in evidence-based studies. After reviewing the material, you'll learn more about wellness, have the strategies to build career resilience, and develop deeper insights into putting your strengths into action.

Participant Worksheets

- Worksheet 1: Burnout Self-Assessment
- Worksheet 2: Secondary Traumatic Stress Self-Assessment
- Worksheet 3: Burnout Self Reflection
- Worksheet 4: Workplace Spirituality
- Worksheet 5: Questions to Avoid Unhealthy Boundaries
- Worksheet 6: Job Satisfaction and Moral Injury
- Worksheet 7: Resilience Competency to Manage Burnout
- Worksheet 8: Core Values and Self-Compassion
- Worksheet 9: Leadership Practices During the Workforce Crisis
- Worksheet 10: FABULOUS Framework for Resilience
- Worksheet 11: Action Plan to Achieve a Wellness Goal

DISCLAIMER: The information in this Participant Guide is provided for educational and informational purposes only. It is not a substitute for professional help. If expert assistance or counseling is needed, the services of a competent professional should be sought.

Worksheet 1: Burnout Self-Assessment

To assess your level of burnout, rate how strongly each statement applies to you. Review each statement and check the appropriate box.

Interpretation: The more checks placed in “agree strongly,” the greater the likelihood you may be experiencing some level of burnout. If you are a supervisor, after completing the self-assessment, consider how your employees would personally agree or disagree with the statements.

Statement	Agree Strongly	Agree Somewhat	Disagree Somewhat	Disagree Strongly
• Recently, I have been experiencing more conflicts with colleagues and leaders.				
• I am non-engaged in the workplace.				
• I do not share similar workplace values with my coworkers.				
• I work with people who are experiencing burnout.				
• The workforce shortage is getting to me.				
• My employer does not offer new employee, low-performing, or high-performing mentoring programs.				
• My job lacks family-friendly policies.				
• I do not have the resources that I need to do my job well.				
• The value of my role is not understood as I am being asked to do multiple roles.				
• I am not offered supervision.				
• Increased pace of change (e.g., regulations, added paperwork).				
• My supervisor does not create a sense of teamwork.				
• I have zoom/telehealth fatigue				
• My workplace is not culturally respectful.				
• State, national, and local politics are causing tension and stress.				
• Workplace shortage impacts the number of hours I must work.				
• I am not a good fit for the job.				
• I take on many new tasks while still doing old ones.				
• I am not paid enough for all that I do.				
• I have infrequent breaks while I work long hours.				
• I am not maintaining healthy workplace boundaries.				
• I am expected to wear multiple hats as positions are not being filled.				
• I am having a problem balancing work-life integration.				
• I have little or no control over my job.				
• I experience many interruptions throughout my day.				
• I do not have any input in decision making.				
• The leader of my organization is not accessible or transparent.				
• I am physically exhausted doing the work that I do.				
• I am not personally accomplishing what I need to achieve.				

Worksheet 2: Secondary Traumatic Stress Self-Assessment

This self-assessment gives you a basic understanding about ***your*** level of secondary traumatic stress (STS) when information gathering and supporting individuals. Check the box if the statement applies for *none or a little of the time, some of the time, a good part of the time, or most of or all the time.*

Symptoms	None or a little of the time	Some of the time	A good part of the time	Most of or all the time
Difficulty concentrating				
Intrusive thoughts				
Relive an individual's trauma				
Think about work when you don't want to think about it				
Recurrent painful memories				
Nightmares				
Insomnia				
Fatigue (e.g., low energy)				
Sadness				
Inability to listen				
Behavioral (e.g., self-destructive coping)				
Heart starts pounding				
Fear of contagion (COVID)				
Persistent anger				
Want to not work with certain individuals				
Guilt				
Hypervigilance				
Cynicism				
Irritability				
Shaking of beliefs				
Reduced productivity				
Emotionally overwhelmed				
Avoid people and places				
Discouraged about the future				
Hopelessness				

Consider the number of statements checked in each column. More checks placed in *"a good part of the time"* & *"most of or all of the time"* columns, the higher chance of experiencing some level of STS.

NOTE: This assessment is meant to be a personal exploration into STS symptoms and is not intended to be used as a diagnostic tool-or to treat cure or prevent any condition.

Worksheet 3: Burnout Self Reflection

1. Burnout is a syndrome from chronic work stress not successfully managed (WHO, 2019). “Occupational burnout is a physical and emotional exhaustion state) due to prolonged exposure to work-related problems” (Guseva Canu & Marca, 2021).

How do you define burnout? _____

2. Burnout symptoms include poor self-care, being unmotivated, apathetic, overwhelmed, lack energy, emotionally drained, blame others, conflicts, backaches, headaches, loss of appetite, disrupted sleep, negative coping, easily frustrated, and helpless.

What is your main burnout symptom? _____

3. Contributors to burnout are lack of staff, overload of tasks, having little control over your job, constant demands, and social conflicts at work (Maslach & Leiter, 2016). Burnout is caused by inadequate staffing, lack of social support from leadership, increased workload, work long hours, lack of collaboration and communication.

What is the main reason for your burnout? _____

4. The result of burnout is a loss of faith in one’s abilities, increased errors, scapegoating, diminished attention and memory, and decreased productivity.

How has burnout impacted your job as a Court Visitor, Attorney or Judicial officer?

5. High risk groups include first responders and essential workers (e.g., judges, court coordinators, clerks, bailiffs, attorneys, court reporters, jurors, victim advocates).

Why is your group at risk? _____

6. Policy makers and health systems need to address specific effects of burnout depending on the work environment and the employee’s personal characteristics.

What needs to be included in your workplace policy? _____

7. Your supervisor can increase a culture of wellness on an individual-level approach and organizational level approach. As you engage with leadership, your values are aligned, and the focus is on self-care, autonomy, peer and supervisor support, and a flexible workplace.

In what ways does your organization put a value on a culture of wellness? _____

8. Your supervisor can increase access to mental health support through EAPs and HR, offer a health fair, have healthy food available in the workplace kitchen, offer lunch ‘n learns, or gym membership reimbursement. Programs need to be designed with continued education and interdisciplinary teamwork in mind, and job satisfaction as a goal.

What wellness program would you like your employer to consider implementing in your workplace? _____

Worksheet 4: Workplace Spirituality

- Positive energy and connection you feel toward your agency and role as a Court Visitor, Attorney or Judicial officer.
- Organizational foundation mirrors your personal values, attitudes, behaviors, and a meaningful vision for the future.

A spiritual workplace inspires you to:

- feel self-value in what you offer the organization.
- make meaning in your role.
- obtain job satisfaction.
- be engaged in the workplace.
- achieve personal growth.
- accomplish the personal/organizational mission.
- find a deep connection to your job outcome.
- create mutual respect in the workplace.

Explore the following questions with you team:

- Why is workplace spirituality a main factor for elevated trust among a Court Visitor, Attorney or Judicial officer?
- Why does workplace spirituality improve knowledge-sharing behavior at work?
- How does workplace spirituality create a sense of hope?

Workplace spirituality begins with leaders who create a positive workplace culture.

- What happens when an employee is deeply attuned to their supervisor/leader?
- What strategies can a supervisor/leader integrate into organizational culture to enhance workplace spirituality?

Worksheet 5: Questions to Avoid Unhealthy Boundaries

Imagine that you just finished speaking with an individual. You pick up a sheet of paper which includes questions on boundaries. Consider using this worksheet as a springboard to ask other boundary questions.

- Was I unbiased?
- Did I listen to my gut?
- Am I remaining objective?
- Did I accept a gift from them?
- Did I make my relationship/role clear?
- Did I offer realistic expectations/time frames?
- Did I set clear expectations for myself?
- Did I follow them on social media?
- Am I treating them as a friend?
- Did I communicate in a professional manner?
- Did I give them enough time to share their story?
- Did I give advice that I am not supposed to give?
- Did I offer my professional services as a life coach?
- Did I offer them more information than was necessary?
- Am I hiding my actions from management?
- Did I overshare with them?
- Did I tell them that they could call me anytime?
- Did I call them after hours?
- Did I over-identify with them?
- Was I personally triggered by something they said?
- Was I in touch with what had my attention?
- Did I give money or a gift to an individual who I helped?
- Did I treat them differently from the way I treat others who I help?
- Did I give them preferred/special treatment after hours?
- Did I want to immediately email or text them after meeting them?
- Did I engage in their personal activities (e.g., basketball game)?
- Would I be embarrassed if what I shared was revealed to my colleagues?

Worksheet 6: Job Satisfaction and Moral Injury

Job satisfaction: passive state of the way you think, feel, and behave as a Court Visitor, Attorney or Judicial officer.

- I am in the appropriate workplace and right industry.
- My workplace culture aligns with my experience.
- I am accomplishing my goals.
- My supervisor shows appreciation.
- I have/I am a trusted leader.
- I have the strengths for the job.
- Helping individuals improve their life makes a difference.
- I have the personal traits need to feel connected to my job.
- I have good coping ability to manage the many stressors at work.
- I am a good fit for my job.
- When something goes wrong, I look at it as a realistic optimist.
- I am internally motivated to do this job.
- I can juggle multiple difficult tasks.
- I have positive energy when I focus on an individual's best interests.
- I am satisfied with my career.
- The sacrifices that I have made for my career have paid off.

On a scale from 1 (not at all) – 10 (very) rank the following:

- I am satisfied with my job: 1 2 3 4 5 6 7 8 9 10

If you have been exposed to a morally injurious event, you can experience a deep emotional wound. Although it is not your fault, you may have regrets while facing ethical situations. You may be impacted by moral injury (MI) due to lack of employees to provide services, not being able to operate at full capacity or provide the assistance due to a lack of resources. MI violates your basic assumptions and goes against beliefs and values, which can cause shame, self-condemnation, guilt, betrayal, lost trust, loss of faith, hope and meaning.

On a scale from 1 (not at all) – 10 (very) rank the following:

- I have been morally injured: 1 2 3 4 5 6 7 8 9 10

NOTE: This assessment is meant to be a personal exploration into job satisfaction and moral injury and is not intended to be used as a diagnostic tool-or to treat cure or prevent any condition

Worksheet 7: Resilience Competency to Manage Burnout

FLEXIBILITY

- **Burnout Symptoms:** cynical, distrust others, difficulty concentrating
- **Causes and Risk Factors:** no input in decision making, don't reframe negative thoughts
- **Resilience Competency:** openness, reflective, critical thinker, creative, inventive

My resilience competency: _____ helps me to: _____

ATTITUDE

- **Burnout Symptoms:** angry, anxiety, feel powerless
- **Causes and Risk Factors:** workforce shortage, financial issues, lack skills for job
- **Resilience Competency:** careful, agreeable, brave, daring, eager

My resilience competency: _____ helps me to: _____

BOUNDARIES

- **Burnout Symptoms:** headaches, gastro problems, backaches
- **Causes and Risk Factors:** don't set limits, don't say "no", high workload and overtime
- **Resilience Competency:** determined, sense of control, helpful, disciplined, organized

My resilience competency: _____ helps me to: _____

UNDERSTANDING JOB SATISFACTION

- **Burnout Symptoms:** feeling ineffective, no accomplishment, lack of motivation
- **Causes and Risk Factors:** lack clear goals, non-engaged, not using skills
- **Resilience Competency:** kindness, skillful, confident, leadership, efficient, motivated

My resilience competency: _____ helps me to: _____

LAUGHTER

- **Burnout Symptoms:** sadness, lack passion about work, don't enjoy life, poor performance
- **Causes and Risk Factors:** no work-life integration, not appreciated, no employee rewards
- **Resilience Competency:** witty, playful, zest for life, happy, sense of humor, imaginative

My resilience competency: _____ helps me to: _____

OPTIMISM

- **Burnout Symptoms:** detachment, shame, sleep problems, chest pain, increased illness
- **Causes and Risk Factors:** politics, no sense of purpose, lack of control
- **Resilience Competency:** realistic, prudence, trusting, hopeful, religious

My resilience competency: _____ helps me to: _____

UNITED

- **Burnout Symptoms:** fear of being alone, easily irritated, mistrust, relationship issues
- **Causes and Risk Factors:** coworker relationships, retention
- **Resilience Competency:** attachment to others, collaborative, sociable, outgoing, loyal

My resilience competency: _____ helps me to: _____

SELF COMPASSION

- **Burnout Symptoms:** insomnia, exhaustion, drained, forgetful, high blood pressure
- **Causes and Risk Factors:** critical of self when error is made, exaggerate when you fail
- **Resilience Competency:** self-kindness, humility, tolerant, gentle, self-regulation

My resilience competency: _____ helps me to: _____

Worksheet 8: Core Values

Let's clarify your core values, which are guiding principles related to beliefs and practices about how you live your life and why you chose your career. Core values energize you and influence your overall behavior in your life. Review the following questions:

- What do my core values (e.g., hard work, bravery, family) mean to me?
- As I do my job, what evidence do I have that I am living my personal values (e.g., passion, loyalty, commitment)?
- If I have an inherited value that has been passed down from someone in my family or from my culture, what does that inherited value mean to me?
- Do I share the same values as my personal heroes?
- Do my values (e.g., authenticity, community, vision) help me know what I need for myself to mitigate the impact of burnout, CF, STS or VT?
- Being that core values help me to feel more confident, (e.g., adventure, recognition, service) what conclusions can I draw about myself?
- Are my core values (e.g., citizenship, influence, contribution) in line with my leader's core values?

Worksheet 9: Leadership Practices During the Workforce Crisis

Consider leadership practices that you would most appreciate. I want my supervisor/organization to (check all the apply):

- Adopt organizational policies on wellness and protect professional development training budgets.
- Offer membership trainings on moral injury, empathic distress, burnout, compassion fatigue, or vicarious trauma.
- Establish an organizational culture of peer support.
- Create a spiritual workplace where I feel positive energy and connection toward my job.
- Be consistent while cultivating mutual colleague recognition and support.
- Praise staff for their contribution and dwell on employee success and not their failure.
- Be a role model and demonstrate the importance of choosing a balanced lifestyle.
- Create partnerships and form new alliances to discuss issues related to the needs of individuals and share effective practices to promote high standards of services that will have a direct impact on my role.
- Attract staff by increasing workforce salaries or incentives to stay.
- Retain staff by ensuring that interviewers offer stay interviews instead of exit interviews.

Worksheet 10: FABULOUS Framework for Wellness

Although the acronym spells out the word **FABULOUS**, the characteristics are not sequential. Resilience building strategies may be completed in any order or be carried out at the same time. The following conceptual framework identifies eight characteristics of resilience:

1. **F**lexibility to be less rigid about flexible work arrangements.
2. **A**ttitude to evaluate stressors and behave positively at work.
3. **B**oundaries to maintain limits of acceptable workplace behavior.
4. **U**nderstanding of job satisfaction to gain pleasure from your work.
5. **L**aughter to maintain a sense of humor to manage a stressful workplace.
6. **O**ptimism to think positively, realistically, and anticipate the best possible outcome.
7. **U**nited to cultivate personal and professional relationships that increase well-being.
8. **S**elf-compassion as to express kindness to oneself when experiencing failure or challenges.

Strengths
<p>Agreeable, Approachable, Authentic, Boldness, Bravery, Calm, Cheerful, Cooperative, Collaborative, Confident, Conscientious, Courage, Creative, Curiosity, Daring, Dependable, Determined, Devoted, Disciplined, Eager, Efficient, Empathetic, Energetic, Enthusiastic, Fairness, Faith, Firm, Forgiveness, Funny, Gentle, Generous, Gratitude, Happy, Hardworking, Helpful, Honesty, Hopeful, Honorable, Humble, Humorous, Imaginative, Integrity, Intelligent, Inventive, Kind, Leader, Love, Love of learning, Loyal, Mature, Motivated, Open-minded, Organized, Outgoing, Passionate, Patient, Perfectionist, Perseverance, Playful, Pleasant, Practical, Proud, Prudence, Punctual, Quiet, Realistic, Relaxed, Reflective, Religious, Resourceful, Respectful, Restrained, Self-regulation, Sensitive Skillful, Sociable, Spiritual, Strategic, Tactful, Tolerant, Trusting, Vitality, Wisdom, Witty, Zest</p>

Instructions: Review the strengths listed above. Write down one of your strengths for each of the eight elements. Consider how you put your character traits into practice to increase wellness.

1. **Flexibility:** _____
2. **Attitude:** _____
3. **Boundaries:** _____
4. **Understanding job satisfaction:** _____
5. **Laughter:** _____
6. **Optimism:** _____
7. **United:** _____
8. **Self-compassion:** _____

Worksheet 11: Action Plan to Achieve a Wellness Goal

During today's keynote for the Spokane County Superior Court, we focused on mitigating burnout, secondary traumatic stress, compassion fatigue and vicarious trauma with resilient building strategies. Consider one goal that you would like to accomplish to build your personal resilience as a Court Visitor, Attorney or Judicial officer.

- **Goal.** In my personal life, I want to accomplish:
- **Life satisfaction.** How my goal is aligned with my life satisfaction:
- **Meaning.** What my goal means to me:
- **Reasons.** I am self-motivated to accomplish this because:
- **Resources.** I need (funding, materials):
- **Concrete Steps to Implement.** It is essential that I:
- **Timeline.** I will act during these times:
- **Obstacles.** I might not act due to:
- **Inner Critic.** I will lessen the power of my critical inner voice by doing this:
- **Risks.** Why I may want to stay in my comfort zone:
- **Revise Tactics.** Strategies for overcoming any obstacles or risks:
- **Actions.** Strategies I will take to make this happen:
- **Strengths.** I can use my strengths to prioritize the tasks by:
- **Positive View.** I can view obstacles from a strengths-perspective by:
- **Inspiring People.** Those who will encourage me in pursuit of my goal are:
- **Self-compassion.** I can be extra kind to myself when I am struggling by:
- **Evaluation.** I will know that I am making progress when:

After you review the steps, talk about your wellness plan with someone whose opinion you trust, whose suggestions you appreciate, and who will be supportive of your accomplishing this goal. Your plan should translate into concrete steps that can be implemented. To evaluate your progress achieving a wellness goal, continually go over how you put strengths into practice.

