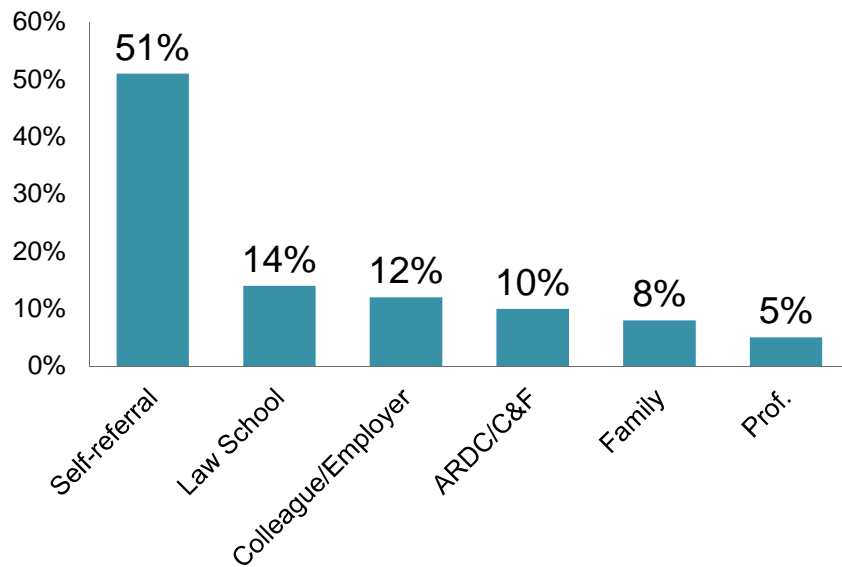




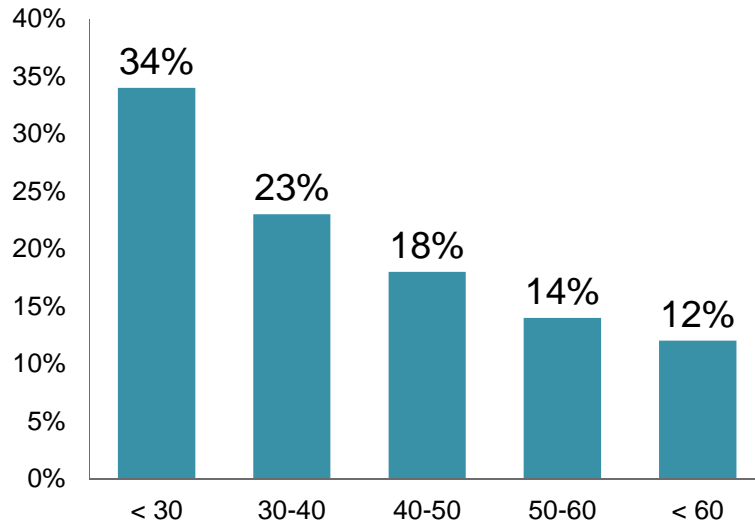
## The Jaded Lawyer

Illinois Lawyers' Assistance Program  
20 S. Clark Street, Suite 450, Chicago, IL  
1-800-LAP-1233

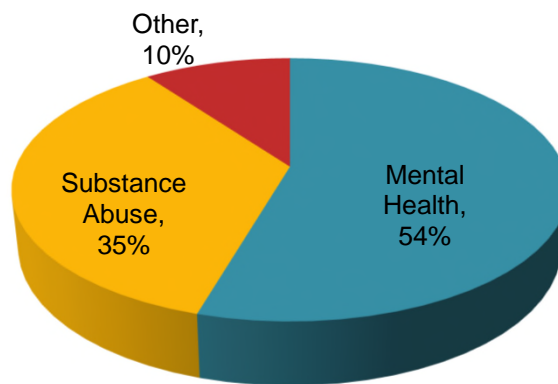
### How Clients Got to LAP



## Age Range of LAP Clients



## Issues



## Objectives

- Learn what Compassion Fatigue and Burnout are;
- Identify the signs and symptoms;
- Understand the contributing factors that lead to both and explore ways to prevent them; and
- Learn best practices tips for prevention and mitigation while increasing feelings of happiness and satisfaction related to work

## Compassion Fatigue Defined

The cumulative physical, emotional, and psychological effect of exposure to traumatic stories or events when working in a helping capacity.





## Burnout Defined

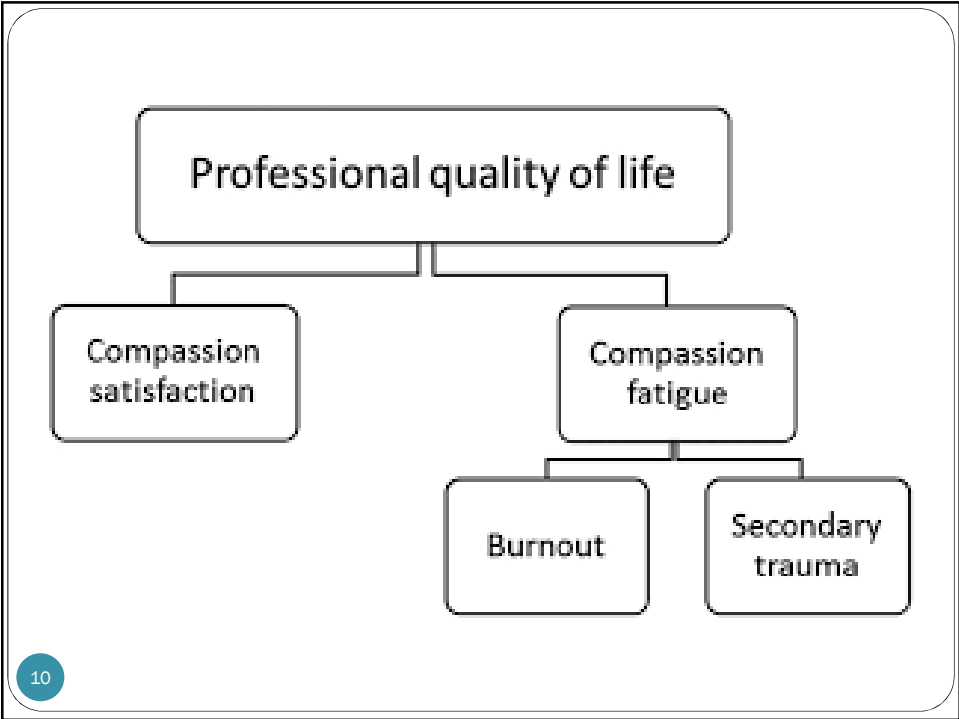
Depletion or exhaustion of a person's mental and physical resources due to his or her prolonged yet unsuccessful striving toward unrealistic expectations, internally or externally derived



# Burnout vs Compassion Fatigue



"It's the sprinkler system, sir... employee burnout keeps setting it off."



Becoming pessimistic, cynical, irritable, and prone to anger

Viewing the world as inherently dangerous, and becoming increasingly vigilant about personal and family safety

Having disturbing images from cases intrude into thoughts and dreams

Becoming demoralized and questioning one's professional competence and effectiveness

## Compassion Fatigue

Decreased productivity and commitment to work

Withdrawing socially and resentful to work

Perceiving the resources and support available for work as chronically outweighed by the demands

Feeling overwhelmed and physically and emotionally exhausted by client's needs

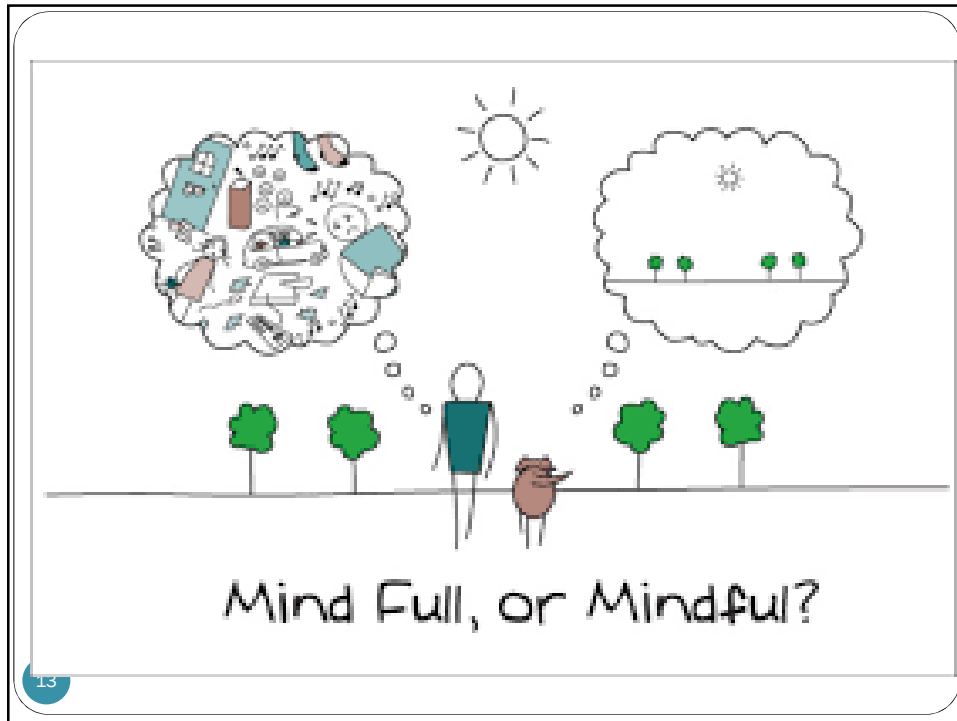
Secretive self-medication/addiction (alcohol, drugs, work, sex, food, gambling, etc.)

Client/work demands regularly encroach on personal time

### Look out for:

- Work taking longer to complete and losing focus and motivation while completing work related tasks
- No longer as engaged with co-workers; difficulty finding energy after work to do things with friends
- Overusing and abusing food, sex, alcohol, drugs, for comfort
- Ruminating about work, about work related issues, about clients, during day and nighttime





### Misconceptions that Contribute to Compassion Fatigue

- I can “fix” the problem
- I am responsible for outcomes
- If I care enough, everything will be ok
- The client will appreciate everything I do for them
- I will have enough resources to fix things
- I know what I am getting into
- I can do it alone
- I am the only one who can fix this problem

## Zealot Phase



- Committed, involved, available
- Solving problems/making a difference
- Willing to go the extra mile
- High enthusiasm
- Volunteers without being asked

## Irritability Phase



- Begin to cut corners
- Begin to avoid clients
- Begin to mock co-workers and clients
- Begin to denigrate those served
- Use of humor is inappropriate
- Oversights, mistakes, and difficulty concentrating
- Begin to distance from friends and coworkers



## Withdrawal Phase



- Enthusiasm turns sour
- Clients become irritants instead of persons
- Complaints about work and personal life
- Always tired
- Don't want to talk about your work
- Start to neglect, family, clients, coworkers, and ourselves
- Try to avoid pain and sadness

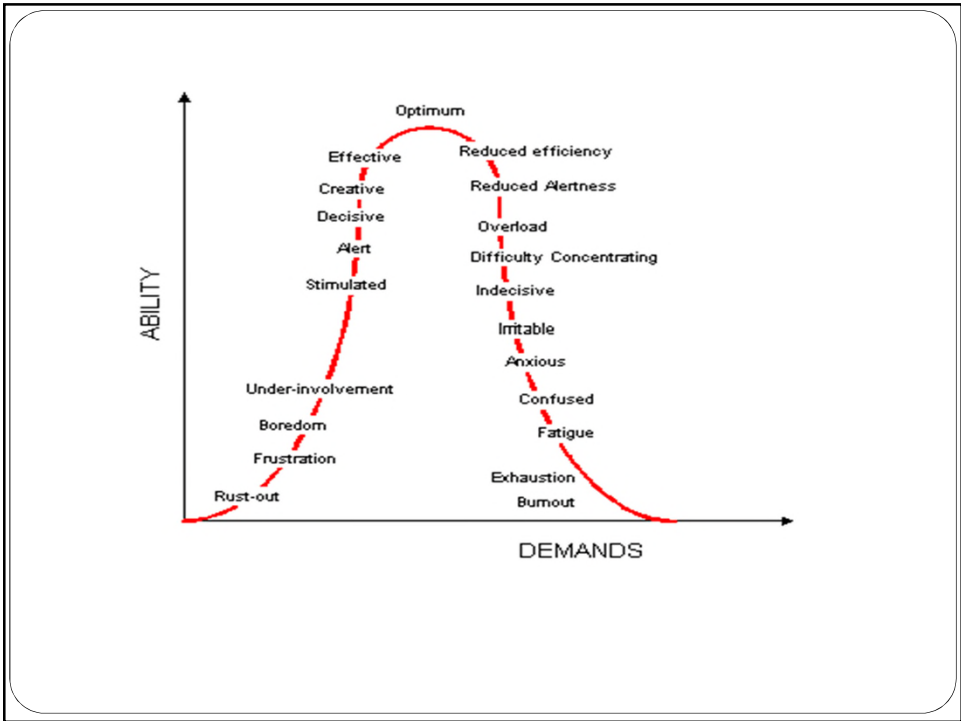
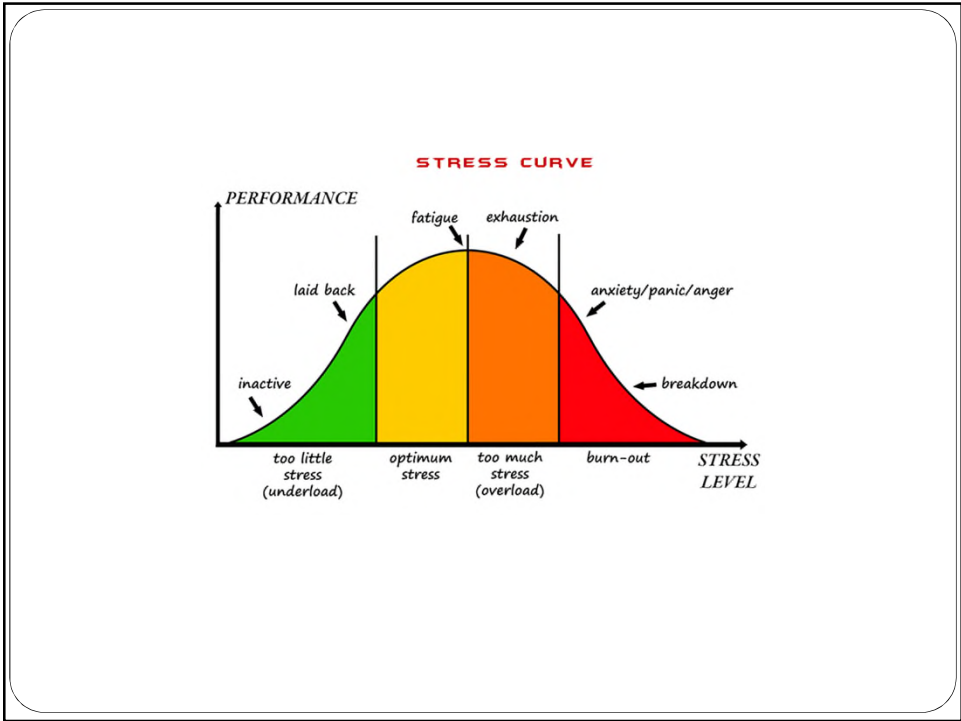
## Zombie Phase

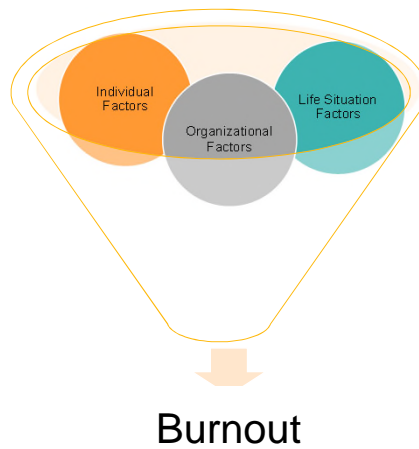


- Hopelessness becomes rage
- Begin to hate people
- Others appear incompetent or ignorant
- Lack patience
- Lack sense of humor
- Feel do not have time for fun

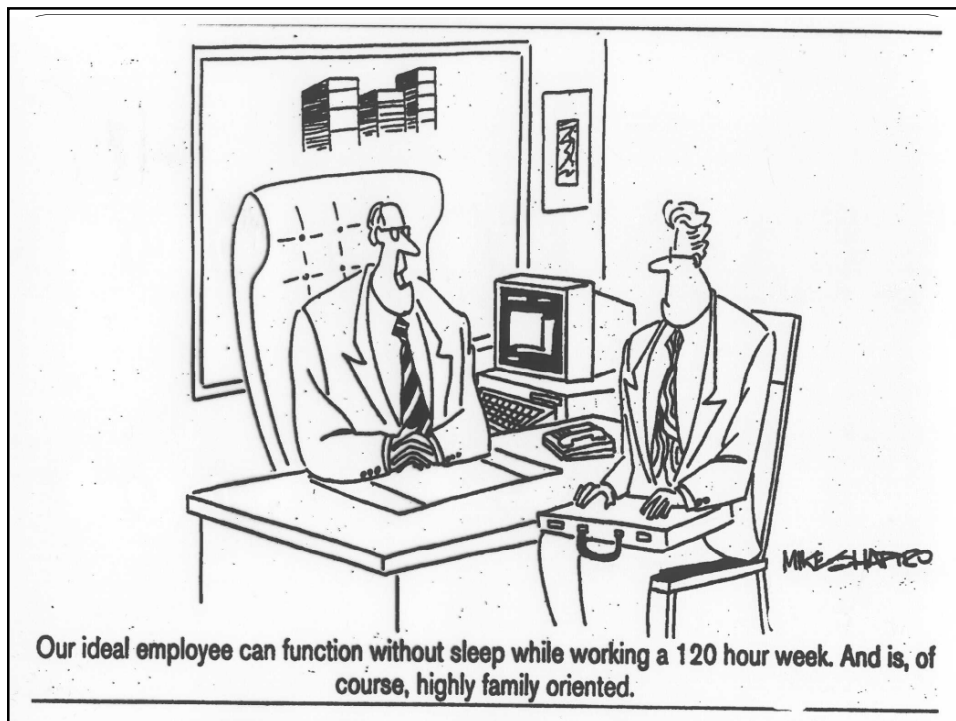
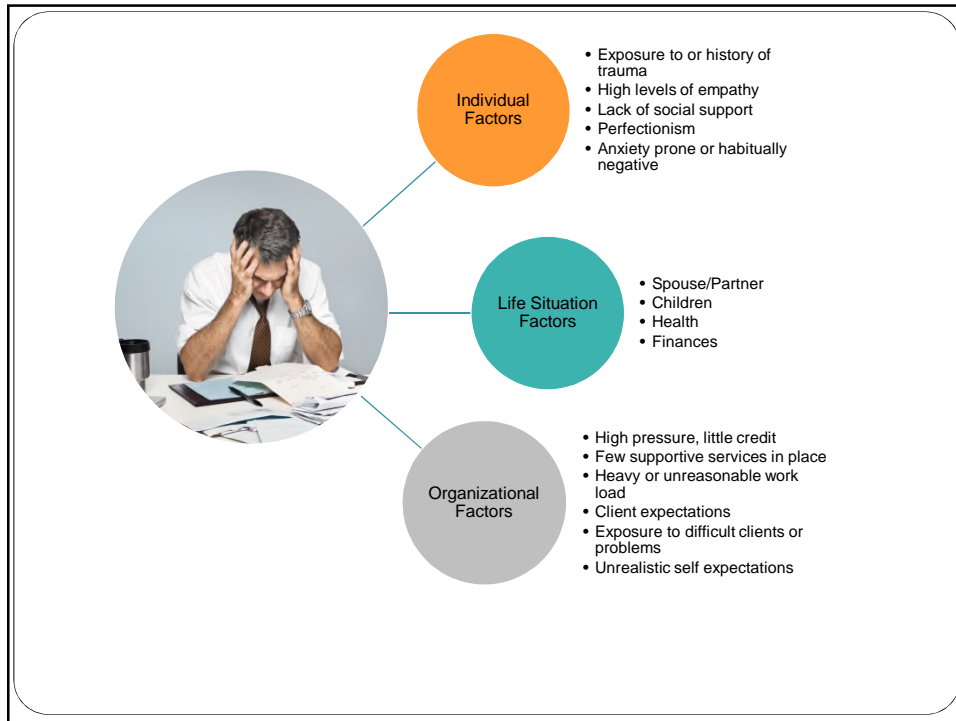
**WHAT CAN  
YOU DO?**







Saakvitne and Pearlman (1996)



Dear mind,  
Please stop thinking so much  
at night. I need to sleep.



**WHAT  
ELSE?**



- Case discussion and regular supervision
- Investing in regular social connections
- Exercising self-compassion
- Practicing Mindfulness

### 3 Components of Self-Compassion



- Self-kindness
- Common humanity
- Practicing Mindfulness

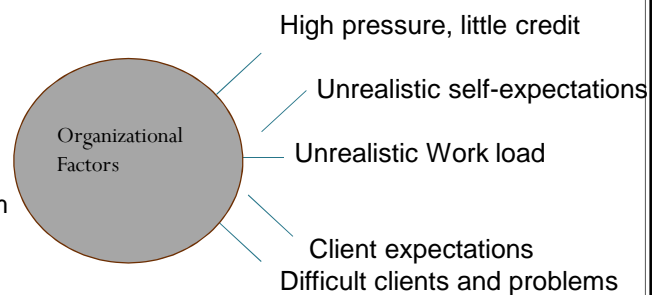
## Self-Compassion is NOT



- Self-pity
- Self-indulgence
- Self-esteem

## What you can do:

- Talk to your manager about structuring your deadlines in a way that is most productive for you.
- Ask for support from HR, your mentors, and other sources.
- Look beyond salary and title for validation and satisfaction.





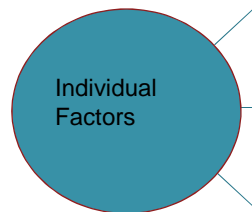
## What to do?



- Do hardest tasks first
- Short bursts of activity followed by “zone out break”
- Single-task at a time
- Check email at set times, not continually during day
- Bulk-tasks
- Only 3 items on must-do list per day

## What you can do:

- Work SMARTER, not harder
- Increase social connections
- Set boundaries
- Practice Mindfulness
- Seek mental health treatment if necessary



History of or exposure to trauma

Lack of social support

Anxiety prone or habitually negative

High levels of empathy

Perfectionism



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