Getting Ahead of Stress, Burnout, and Compassion Fatigue

APPLICATION DEADLINE: November 20, 2017
April 10-11, 2018, Pines Manor, Edison, NJ

SESSION TITLE: Getting Ahead of Stress, Burnout, and Compassion Fatigue

Does your session fall into one of the following focus areas? (Check all that apply):

___ Fiscal success in a fee-for-service world – tips on what to do and what to avoid
___ Working in a value-based system
___ Certified Community Behavioral Health Clinics – challenges, opportunities, successes
___ Working with managed care companies
___ Integrated Care – successful models, overcoming barriers, creative solutions
___ Hospital/Community Partnerships
___ Community Support Services – making it work
___ Collaborations, affiliations, mergers – share your experience

PRESENTER:

Full Name: **Anne E. Collier**  Credentials: Master of Public Policy, Juris Doctor, Professional Certified Coach
Title: CEO
Organization Name and Address: Arudia, 8004 Glendale Road, Chevy Chase, MD 20815
E-mail Address: anne@arudia.com
Office Phone: 202-449-9751 ext 1
Fax: 301-664-6431
Social Work License #: (if not applicable, please put NA) NA

BRIEF BIOGRAPHY:

Anne Collier, MPP, JD, PC, is the CEO of Arudia, a firm dedicated to helping others have more satisfying lives by improving culture and collaboration. In particular, she helps clients get ahead of stress, burnout, and compassion fatigue by using recognized tools such as Myers-Briggs Type and the Actualized Leadership Profile. In 2004, after an eleven-year legal career, Anne has been coaching and training clients to create the culture, careers, and lives they desire. She works with behavioral health organizations in the United States and Europe.

SESSION INFORMATION:

Target Audience: (e.g. Social Workers, Counselors, Management, Fiscal, etc. – specify all that apply)
Social Workers
Getting Ahead of Stress, Burnout, and Compassion Fatigue

Audience Target Levels: (Please specify all that apply)

  _x__ Beginner       _x__ Intermediate       _x__ Advanced

WORKSHOP DESCRIPTION:
Research demonstrates that workplace stress adversely affects wellbeing and efficacy of healthcare and human services professionals. In prior studies, resilience and self-care have proven to positively impact compassion satisfaction (CS) and lessen the effects of burnout and compassion fatigue (CF). Arudia uses Myers-Briggs Type Indicator® (Type) to help participants understand Type-specific preferences, stress triggers, and ‘shadow-side’ stress responses for burnout and CF management and prevention as well as for increased CS. The Arudia System increases participants’ interpersonal awareness; and with a framework for understanding cognitive diversity, participants will (i) learn to better understand Type-specific stress profiles; (ii) gain insights into triggers and remedies for restoring balance; (iii) learn to develop stress-reduction routines while building on the knowledge from ‘shadow-side’ experiences. Next, framed in The Arudia Collaborative Approach, participants learn how to use proven communication tools - The Arudia Win-Win Conversation Model and The Arudia Coaching Model - to develop resiliency skills and improve wellbeing, performance, and effectiveness.

In this program, we will share strategies for getting ahead of stress, burnout, and compassion fatigue. You will also learn techniques for how to support your co-workers in avoiding stress, burnout, and compassion fatigue.

LEARNING OBJECTIVES:

- A minimum of three (3) learning objectives is required.
- Each learning objective needs to be framed using a measurable and behaviorally observable verb like: define, classify, calculate, debate, and analyze. Stay away from vague verbs like learn and understand.
- Each learning objective should be brief.

At the end of this session, attendees will be able to:
1. Identify Type-specific stress triggers;
2. Prevent and minimize stress, burnout, and compassion fatigue by developing resiliency skills;
3. Manage workplace stressors through effective communication tools, self-care, and self-management; and
4. Help others prevent and mitigate stress, burnout, and compassion fatigue via improved communication and awareness skills

Indicate the type of credits this session is appropriate for:

  _x__Clinical       ___Non-clinical       ___Ethics       _x__Social and Cultural Competence (Not quite sure)

COURSE CONTENT: Provide an outline that identifies your discussion topics and any planned activities. You should be able to easily compile a list from your course description and objectives.
Getting Ahead of Stress, Burnout, and Compassion Fatigue

1. Overview: Compassion Satisfaction, Burnout, Stress, and Compassion Fatigue
2. Overview of Methodology and impact of a person’s Type on stress
3. Discussion of 4 Type dichotomies; Participants work together to identify preferences (worksheet provided)
4. Hierarchy of function and impacts of stress triggers
   a. Participants will receive handout with hierarchy by Type, triggers, and remedies
   b. Participants will work in small groups to discuss triggers and remedies
   c. Facilitated debrief of strategies
5. Discussion of communication and self-management tools for increasing compassion satisfaction and decreasing stress, burnout, and compassion fatigue, including techniques for helping co-workers
6. Debrief of data showing impact of these strategies for dealing with stress on compassion satisfaction, staff satisfaction, and efficacy

**BIBLIOGRAPHY:** List a minimum of three (3) references (five or more is preferable) as evidence of supporting research (bibliography). **This is a required field in order to offer CEUs.** Bibliography must be in APA format and at least half of the references must be from within the past 5 years.


**CO-PRESENTER:**

Full Name: Cynthia Shaffer  Credentials: Master of Science, Master of Business Administration
Title: Chief of Operations, Practice Group Chair, Healthcare
Organization Name and Address: Arudia, 8004 Glendale Road, Chevy Chase, MD 20815
Getting Ahead of Stress, Burnout, and Compassion Fatigue

E-mail Address: cynthia@arudia.com
Office Phone: 202-449-9751 ext 2
Social Work License #: (if not applicable, please put NA) NA

Fax: 301-664-6431

BRIEF BIOGRAPHY:
Cynthia Shaffer, MS, MBA, is the Chief of Operations and Practice Group Chair, Healthcare at Arudia, a firm dedicated to helping others have more satisfying lives by improving culture and collaboration. With a twenty-year career in healthcare and life sciences, Cynthia brings her personal and professional experience to Arudia and is passionate about helping clients get ahead of stress, burnout, and compassion fatigue by using recognized tools such as Myers-Briggs Type and the Actualized Leadership Profile.
Anne E. Collier, MPP, JD, PCC
202.449.9751 · anne@arudia.com

SUMMARY
Anne Collier is a catalyst for executives stepping into power. She empowers others to create a fulfilling professional and personal life and gives her clients a competitive edge that gets them to their goals quicker and with more ease. Anne’s work guides clients to discover a fresh perspective through proven assessment tools such as the Myers-Briggs Type Indicator and the Kirtan Adaption-Innovation Inventory. She gives them the insight to make the most of their strengths, to strategically minimize the effects of their blind spots, to communicate with presence and intention, and to be more effective and less stressed. As her clients get “unstuck,” they find the process exhilarating. For those who would like to reduce stress, she offers strategic guidance on how to better self-manage while improving performance. Her work also includes leadership and team development, personal branding and refining executive presence, and business development coaching. In addition to individual coaching, Anne’s workshops amp up performance. She is a published author and has developed eLearning to maximize impact (arudialearning.com). Anne is a Professional Certified Coach and has her JD cum laude, from the University of Michigan Law School. Anne resides in Chevy Chase, Maryland with her husband and four cats. She loves to cook, travel, fly fish, and is an avid equestrienne.

EDUCATION

University of Michigan Law School
J.D. cum laude, 1991

University of Michigan, Institute of Public Policy Studies
Master of Public Policy, 1988

University of Michigan
Bachelor of Arts with High Distinction, concentration in Economics, 1988
James B. Angell Scholar, 1986 and 1988

PROFESSIONAL EXPERIENCE

ARUDIA
CHEVY CHASE, MD
Founder, September 2004 to present

Improves culture, collaboration, and communication via The Arudia System, which lays a foundation of understanding via well-regarded assessment tools and then focuses on building teams, leaders by training them to have Win-Win Conversations and use Coaching Skills with colleagues.

Coaches executives, executive teams, and professionals to identify and achieve critical goals, including to increase profitability, develop leadership and management skills, boost team performance, make career changes, restructure departments, manage transitions, maintain focus, communicate effectively, increase efficiency, and create an enduring sense of accomplishment and purpose. Coaching, leadership, and team development workshops are custom designed to target the unique and specific needs of every client.
LEGAL EXPERIENCE

Miller & Chevalier, Chartered
Counsel, Senior Associate, July 1998 to September 2002
King & Spalding
Associate, January 1996 to May 1998
Advised and represented clients on a broad range of tax and business matters. Planned transactions and resolved controversies at all administrative levels and in the courts. Influenced the IRS and Treasury Department on administrative and legal guidance. Devised creative and practical solutions to complex tax and business issues. Gained a broad range of understanding of different industries including aerospace, automotive, banking, public utilities, oil and gas, retail, telecommunications, and services.

IRS, Legislative Affairs Division
Legislative Analysis Officer, March to December 1995
Developed legislation and internal operation for centralized collection of tax and non-tax debt. Represented the IRS in inter-agency negotiations. Briefed senior officials and prepared legal and policy memoranda on substantive and administrative tax legislation. Received Treasury Finance and Management Award, IRS Special Act Award, and IRS Manager’s Award.

IRS, Office of Chief Counsel, IT&A
Attorney Advisor, October 1991 to March 1995
Prepared legal memoranda and briefed IRS and Treasury officials on substantive tax issues. Drafted guidance on financial products and a broad range of tax accounting issues. Represented IRS in presentations at ABA meetings. Received three IRS Special Act Awards.

CERTIFICATIONS

- Myers-Briggs Type Indicator® Step I and Step II Master Practitioner
- Kirton Adaption-Innovation Inventory®
- Center for Creative Leadership Benchmarks 360 Suite®
- Emotional Intelligence Quotient 2.0 and 360 Feedback
- Apter Motivational Style Profile and Apter Leadership Profile System
- Professional Certified Coach by International Coach Federation
- Member of Bar, District of Columbia and Michigan
- Settlement Mediation for the Professional from Center for Dispute Settlement
- Nonviolent Communication Intensive Training from Bay NVC
- Strength Deployment Inventory®
- Emotional Intelligence EQi 2.0® and EQi 2.0® 360
- Actualized Leadership Profile and Group Culture Profile

LEADERSHIPS

- Women’s Bar Association of Washington, DC Board Member 2015 to present (elected)
- George Town Club Board Member 2017 (elected)
- District of Columbia Bar Law Practice Management Section Steering Committee Chair, Co-Chair, and Member 2010-2016 (elected)
- District of Columbia Bar Practice Management Service Committee 2013-2015 (appointed)
- American Bar Association, Law Practice Division, Women Rainmaker Committee (funded position) 2013-2015


Cynthia K. Shaffer, MS, MBA
202.449.9751 • cynthia@arudia.com

SUMMARY
Highly dedicated, leadership-oriented professional experienced in Leadership, Career, and Health and Wellness Coaching; developing and maintaining personal, professional and organizational growth; and identifying and implementing key strategic initiatives aimed at delivering optimal personal, professional and organizational goals. Extensive experience in the strategic management of a wide range of clinical research, health programming, and medical operation projects, and programs in the areas of Obstetrics & Gynecology, Wellness, Plastic and Reconstructive Surgery, Reconstructive Transplantation, and Traumatic Injury. Proven record of developing, directing, and inspiring highly effective teams, streamlining operations, and managing large projects and budgets.

AREAS OF EXPERTISE
- Career Coaching
- Strategy Development
- Strategy Implementation
- Operational Improvement
- Leadership Coaching
- Healthcare Management
- Clinical Research
- Program & Project Management
- Patient Experience Coaching
- Health and Wellbeing Coaching
- Staff & Financial Management
- Team Leadership

EDUCATION
DePaul University, Chicago, IL
Certificate, Strategic Management, 2014

University of Maryland University College, Adelphi, MD
Master of Business Administration, 2009

University of Maryland University College, Adelphi, MD
Master of Science, concentration in Biotechnology, 2006

Wells College, Aurora, NY
Bachelor of Arts, concentration in French, 1994

PROFESSIONAL EXPERIENCE

ARUDIA
CHEVY CHASE, MD
CHIEF OF OPERATIONS AND PRACTICE GROUP CHAIR, HEALTHCARE (JUNE 2016-PRESENT)
- Improve culture, collaboration, and communication via The Arudia System, which lays a foundation of understanding via well-regarded assessment tools and then focuses on building teams, leaders by training them to have Win-Win Conversations and use Coaching Skills with colleagues.
- Manage daily business operations
- Provide Coaching services and support to clients via The Arudia System

SHAFER COACHING & STRATEGY
BALTIMORE, MD
COACH, CONSULTANT, STRATEGIST (MARCH 2015-JUNE 2017)
- Provided guidance in identifying and evaluating personal, professional and organizational goals.
- Provided support in managing health and wellness, work-life balance as well as personal, professional and organizational transitions.
- Provided support in creating positive personal, professional and organizational outcomes.
- Provided support in goal setting, behavior modification as well as personal and professional growth and wellbeing.
- Provided support with structured questions, evaluations of progress-focused tasks, strategic planning for future actions and acknowledgement of progress made.
- Identify clients' reactionary tendencies to stress and stressors and facilitate strategy development for stress management, enhanced health and wellness and personal mastery.

SHOCK, TRAUMA AND ANESTHESIOLOGY RESEARCH ORGANIZED RESEARCH CENTER (STAR-ORC)
UNIVERSITY OF MARYLAND, BALTIMORE, BALTIMORE, MD
SENIOR ADMINISTRATOR (ACTING) (DEC 2013-JULY 2014)
SENIOR ADMINISTRATOR (JULY 2014-JUNE 2015)
- Evaluated organizational structure, operations and resource allocation to provide recommendations to and to work closely with STAR-ORC senior leadership and academic partners to create strategic plan and business development strategies.
- Was responsible for achieving strategic and financial objective of the Center for ORC with a $12M annual operating budget.
- Ensured the needs of the Center, the Medical Center, Grantors and the Institution were successfully met.
- Ensured compliance with all applicable laws and university policies.
- Managed and planned operations, including space, marketing, publications and business office functions.
- Supervised all non-clinical staff spanning multiple departments, including clinical research staff as well as the financial management and research administration teams.
- Served as research administrator for clinical and basic science research projects, including budgeting, pre-and post-award administration, technology transfer administration and research space planning.
- Provided oversight for administrative functions of the center, including Information Technology management, capital equipment planning and management, general procurement, payroll and accounting.

DIVISION OF PLASTIC, RECONSTRUCTIVE AND MAXilloFACIAL SURGERY
R ADAMS COWLEY SHOCK TRAUMA CENTER, BALTIMORE, MD
DIRECTOR, HEALTH PROGRAM (JULY 2013-DEC 2013)
MANAGER, HEALTH PROGRAM (JAN 2011-JULY 2013)
- Evaluated Division financial data and provide strategic direction to promote program expansion.
- Determined critical program goals, timelines, budgets, and strategies for achieving desired outcomes.
- Played key role in success of internationally publicized, groundbreaking facial transplant program.
- Served as Medical Concierge, Coach and Liaison to facilitate patient experience, compliance with prescribed medical treatments and health outcomes.
- Participated in the planning, writing and editing of peer-reviewed publications, educational materials and conference programs.
- Prepared and coordinated program content and delivery methods for the daily operations and events.
- Collaborated with Division and Institutional leaders to define and refine formal program policies.
- Examined and monitored program effectiveness, identified and implementing key areas for improvement.
- Planned, coordinated and operationalized institutional Reconstructive Transplantation Programs.
- Developed funding sources for the program operations and expansion, through grant proposals and major philanthropic gifts.
- Reviewed and approved faculty, student and staff research proposals.
- Served as an information resource to colleagues, the university, and external figures.

HUMAN RESEARCH PROTECTIONS OFFICE
UNIVERSITY OF MARYLAND, BALTIMORE, BALTIMORE, MD
HRPP PROGRAM MANAGER (OCT 2009-DEC 2010)
- Participated in the development and implementation of the UMB Embryonic Stem Cell Research Oversight (ESCR-O) and UM School of Medicine Conflict of Interest (COI) Committees and programs, including the development, writing and editing of institutional policies and procedures governing the use of embryonic stem cells in research.
- Directed and managed the daily activities associated with the ESCR-O and UMB Institutional Review Board (IRB) Committees, including workload management, team communications, and problem solving.
- Provided support for ongoing human research activities within the Human Research Protections Office.
- Designed and implemented best practices to ensure compliance with federal regulations, institutional policies, ethical standards, and public responsibilities, including GCP requirements.
- Collaborated with organizational leaders to identify needs and resolve issues related to the programs.
- Supported to key investigators and institutional leaders on proposal review, submission, and approval.
- Developed and implemented technical upgrades to HRPP electronic protocol management system.
- Participated in program evaluation and preparation and presentation of program reports.

INSTITUTIONAL REVIEW BOARD ANALYST (MAY 2006-SEPT 2009)
- Ensured maximum protection of human research subjects by reviewing all components of research for compliance.
- Identified potential difficulties, including conflicts of interest, ethical concerns, or scientific requirements to mitigate problems prior to submission of studies.
- Reviewed and consulted with investigators on protocols, consent forms, and accompanying documents.
- Performed quality assurance review of submitted documents to help achieve a favorable determination.
- Facilitated, coordinated, and attended IRB meetings, including detailing of minutes, correspondence, and committee proposals and decisions.
- Assisted in education and training of research community, board members, and new IRB Analysts.

**Parsons Medical Group, P.C., Baltimore, MD**
**Practice Manager (July 1996-May 2006)**
- Implemented key strategies and best practices to promote expansion of obstetrics and gynecology practice.
- Directed and streamlined daily operations, financial management, and staff recruitment and leadership to ensure attainment of organizational goals.
- Demonstrated team leadership by training, supervising, and evaluating staff.
- Targeted areas for improvement through database utilization, data analysis, and metric reporting.
- Assisted Physician in counseling patients on healthy lifestyle practices to aid in improving overall health and wellness.
- Managed a wide range of critical insurance, patient care, and communication processes and transactions.
- Served as HIPAA Privacy Officer, developing and implementing policies to ensure compliance.

**University of Maryland, Baltimore, Baltimore, MD**
**Clinical Research Assistant (Summer 1994-Summer 1996)**
- Enhanced research project analysis through collection, organization, and automation of clinical data.
- Ensured effective organization, communication, and patient care through maintenance of patient data.
- Performed research on medical issues, assisted writing of grant proposals, and provided project support.

**Freeman & Connor, Baltimore, MD**
**Legal Assistant (Summer 1994-Summer 1996)**
- Employed writing abilities to develop, write and, edit legal documents regarding a variety of issues.
- Provided a range of administrative support duties to support a litigation attorney.

**Veterans Administration Medical Center, Baltimore, MD**
**Research Assistant (Summer 1994)**
- Provided administrative, organizational, and document management support for program coordinator.
- Executed patient inquiries to gather clinical data critical to research projects.
- Organized and automated patient data to facilitate effective data retrieval.

**Certifications**
- Myers-Briggs Type Indicator® Step I and Step II Certified Practitioner
- Certified Professional Coach by The Institute for Excellence in Coaching (iPEC)
- Actualized Leadership Profile and Group Culture Profile

**Honors & Activities**

**Journal Publications:**


Selected Presentations:

