RESTORE, REFRESH, AND RE-ENERGIZE: Organizational Responses to STS

[Inspired by Patricia Fisher’s “Complex Stress Model”]

Multi-Dimensional Workplace Stress

- Workplace Systemic Stress
  - Caseload Size
  - Paperwork Demands
  - Multiple Meetings
  - Discrimination/ Harassment
  - Relationships with Professional Colleagues
  - Productivity Demands

- Public Perception
  - Personal Experience
  - Media Coverage

- Systemic & Regulatory Pressures
  - Statutory Responsibilities and Timelines
  - Competing Agendas/ Responsibilities

- Client Interaction Related Stress
  - Interpersonal Relations
  - Primary Trauma
  - Secondary Stress/ Compassion Fatigue
    - Emotional Labor
    - Statutorily Defined Relationship
    - Decision/ Responsibility Fatigue
    - Ambivalence

Alan O’Malley-Laursen, MSW, LICSW, CFE/T