



UNDERSTANDING COMPASSION FATIGUE IN YOUR LIBRARY

A 90-minute Webinar

“Compassion Fatigue” ~ What is it? What brings it about? _____

What else might contribute to or “aggravate” **your** compassion fatigue? _____

Let’s Take a Quick Look at “Emotional Intelligence” ~ Self-Awareness

is...**your ability to recognize your own emotions as they happen and understand your tendencies** in various conditions.

- What are some aspects of self-awareness?
 - a) Knowing which emotions I’m feeling and _____
 - b) Realizing the connection between my feelings and what I _____, _____, and _____

Self-management

is...when you act – or don’t act – on your emotions. It’s **your ability to use your awareness of your emotions to manage your own behavior in a positive way**. In other words, it’s managing your emotional reactions to situations and people.

- Some aspects of self-management are:
 - a) Managing _____ emotions and impulses
 - b) Staying _____ in upsetting situations.

POPULAR SANGUINE

STRENGTHS

_____ Loves fun

_____ High energy

_____ People person

_____ Positive

_____ Storyteller

_____ Not shy

_____ Sense of humor

STRUGGLES

_____ all fun

_____ too “bouncy”

_____ forgets details

_____ “rose-colored glasses”

_____ embellishes

_____ pushy

_____ sarcastic

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If your patron is a “Popular Sanguine,” how might that affect their behavior when they are stressed from dealing with life?

If you are a “Popular Sanguine,” how might dealing with “needy patrons” be affecting YOU and how might YOU be perceived by THEM?

POWERFUL CHOLERIC
STRENGTHS

- _____ Born leader
- _____ Sees the big picture
- _____ Decisive
- _____ Confident
- _____ Likes change
- _____ Unemotional
- _____ Independent

STRUGGLES

- _____ bulldozer
- _____ ignores details
- _____ not always their decision to make
- _____ arrogant
- _____ makes change
- _____ uncaring
- _____ aloof

If your patron is a “Powerful Choleric,” how might that affect their behavior when they are stressed from dealing with life?

If you are a “Powerful Choleric,” how might dealing with “needy patrons” be affecting YOU and how might YOU be perceived by THEM?

PERFECT MELANCHOLY
STRENGTHS

- _____ Genius prone
- _____ Detail-oriented
- _____ Self-sacrificing
- _____ Appreciates quiet
- _____ Sensitive
- _____ Meticulous
- _____ Analytical

STRUGGLES

- _____ lacks common sense
- _____ no focus on people
- _____ martyr
- _____ shhhhhh!
- _____ pouts
- _____ obsessive
- _____ analysis paralysis

If your patron is a “Perfect Melancholy,” how might that affect their behavior when they are stressed from dealing with life?

If you are a “Perfect Melancholy,” how might dealing with “needy patrons” be affecting YOU and how might YOU be perceived by THEM?

PEACEFUL PHLEGMATIC

STRENGTHS

Easygoing

Quiet

Finds the easy way

Able to hide emotion

Patient

Witty

Happily reconciled to life

STRUGGLES

pushover

can appear aloof

lazy

appears unemotional

no sense of urgency

can be sarcastic

“whatever”

If your patron is a “Peaceful Phlegmatic,” how might that affect their behavior when they are stressed from dealing with life?

If you are a “Peaceful Phlegmatic,” how might dealing with “needy patrons” be affecting YOU and how might YOU be perceived by THEM?

How might this information affect how I interact with patrons and respond/react to their needs?

What are some ways I can deal with compassion fatigue considering my personality?

How can I increase awareness and build understanding about compassion fatigue in my library?

Resources:

www.thepersonalities.com

Emotional Intelligence, Daniel Goleman

The Emotional Intelligence Quick Book and *Emotional Intelligence 2.0*, Travis Bradberry and Jean Greaves