

# Supporting Members and Staff Experiencing Compassion Fatigue

Governance Conference 2022



# The Gray Zone

# Compassion Fatigue:

*The physical, emotional  
and psychological impact  
of helping others*

# Managing “Emotional Labor”

Recognize pool members,  
staff and even you  
need people to talk with.

# Supervisors can:

- Ask staff how they are personally handling emotional discussions.

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- Ask staff how they are personally handling emotional discussions.
- Help staff understand what resources they personally need.
- Talk with staff about how conversations are affecting their lives.

Normalize conversations  
about difficult emotions  
at work — even if you  
are in a leadership role.



Know when it's time to  
engage with mental  
health professionals.

# Getting Out of the Gray Zone

Reconnect with your pool's  
mission and why you work in  
public entity pooling.

Reflect each day on your  
“wins” — the positive  
consequences your work  
has on others.

Make it a habit to  
acknowledge the  
positive impacts of your  
team's work.

Encourage your team to  
reflect on the impact of  
their work.

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