



Cultivating Resilience:

Managing Conflict & Preventing Burnout

Objectives



1. **Recognize** common signs and causes of stress and burnout in healthcare and public health.
2. **Identify** practical strategies that promote resilience for yourselves and your teams.
3. **Apply** trauma-informed communication during stressful interactions.
4. **Explore** healthy boundaries that reduce burnout.
5. **Commit** to one action that strengthens your resilience after today's session.



Imagine this scenario



- You work in local public health on immunization
- The public doesn't value what you do
- Your funding has gone down
- Fewer people are doing more work in your office

How do you hold onto your why?



A moment of reflection

Why are you here today?

Turn to someone near you and discuss:

- What has been your biggest professional challenge during the past year?



Why resilience matters

As professionals in your fields, you are expected to:

- Adapt continuously
- Manage competing priorities
- Support patients and communities
- Respond during emergencies
- Navigate workforce shortages
 - Resilience isn't about doing more.
 - It's about sustaining the people doing the work.



Burnout has real consequences

Burnout affects:

- Workforce retention
- Patient care
- Team morale
- Communication
- Decision-making
- Innovation
- Public trust



What's happening to Sarah?



- Starts each day already physically and emotionally exhausted.
- Spends the day reacting to nonstop demands and falling behind.
- Becomes emotionally detached from the families she serves.
- Ends the day focused on unfinished work.
- Chronic exhaustion becomes the new normal, leading to burnout.



The 5 stages of burnout



Burnout is the final result of chronic stress.

There are 5 stages:

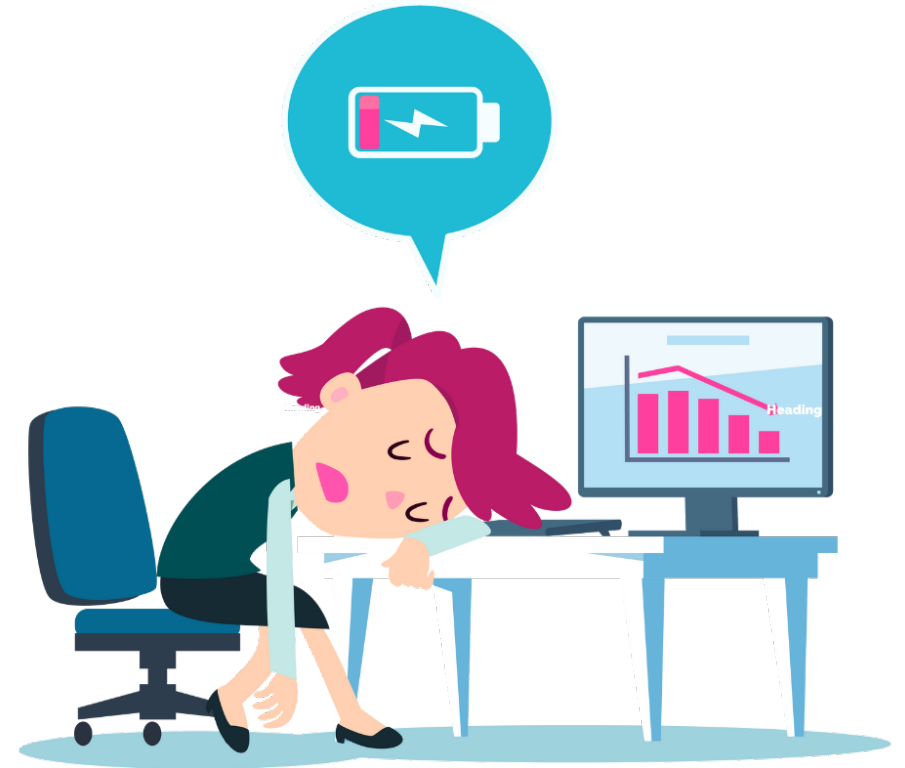
- Stage 1: Honeymoon Phase: high energy and optimism
- Stage 2: Onset of Stress: tiredness and reduced productivity
- Stage 3: Chronic Stress: low motivation and unhealthy coping
- Stage 4: Burnout: feeling unable to cope with basic daily tasks
- Stage 5: Habitual Burnout: burnout becomes the norm



What drives burnout?

Common causes:

- Heavy workloads
- Staffing shortages
- Emotional labor
- Constant interruptions
- Administrative burden
- Limited recovery time
- Compassion fatigue
- Lack of control



What resilient culture looks like



Resilient teams:

- Encourage psychological safety
- Build trust
- Celebrate progress
- Share responsibility
- Support flexibility
- Recognize contributions
- Promote belonging



Sarah is resilient.



- Begins the day with protected focus time for high-priority work.
- Works with healthy email and response-time expectations.
- Takes a full lunch break to rest and recharge.
- Sets respectful boundaries when workload is full.
- Ends the day by disconnecting and protecting work-life balance.



Boundaries that prevent burnout

Healthy boundaries include:

- Meeting-free focus time
- Reasonable response expectations
- Protected lunch breaks
- Using PTO
- Saying no respectfully
- Disconnecting after work



Reshaping the narrative



Old beliefs:

- Rest is laziness
- I should always be available
- I have to do everything

New beliefs:

- Recovery improves performance
- Boundaries improve patient care
- Support strengthens teams
- Resilience is a team effort





Trauma is an injury

caused by experience



What is trauma?

- Trauma is an **injury** caused by experiences that overwhelm safety and self-protection.
- It can be physical, developmental, emotional, relational, or spiritual.
- Some people heal and recover healthy functioning.
- Others experience lasting changes in functioning.



It changes how people respond



Stress changes:

- Communication
- Attention
- Decision-making
- Relationships
- Conflict
 - Not every difficult interaction is a difficult person.
 - Sometimes it's an overwhelmed nervous system.



Building trauma literacy

- What responsibility do we have to understand trauma's impact in our work?
- How do we guide our work in the context of pervasive trauma?
- How might our own trauma history shape how we engage with others?
- During conflict, what trauma responses have you noticed in yourself and others?



Trauma-informed teams

When we see trauma, we can lead with:

- Curiosity
- Consistency
- Empathy
- Transparency
- Predictability
- Flexibility



Reading



Handling conflict



Prevent a crisis

- Pause
- Listen
- Validate
- Clarify
- Problem-solve together
- Know when to take a break



Protecting your own resilience



Practical habits:

- Protect focus blocks
- Take real lunch breaks
- Use PTO
- Move daily
- Sleep consistently
- Build recovery into your calendar
- Create shutdown rituals after work





Peer support

networks



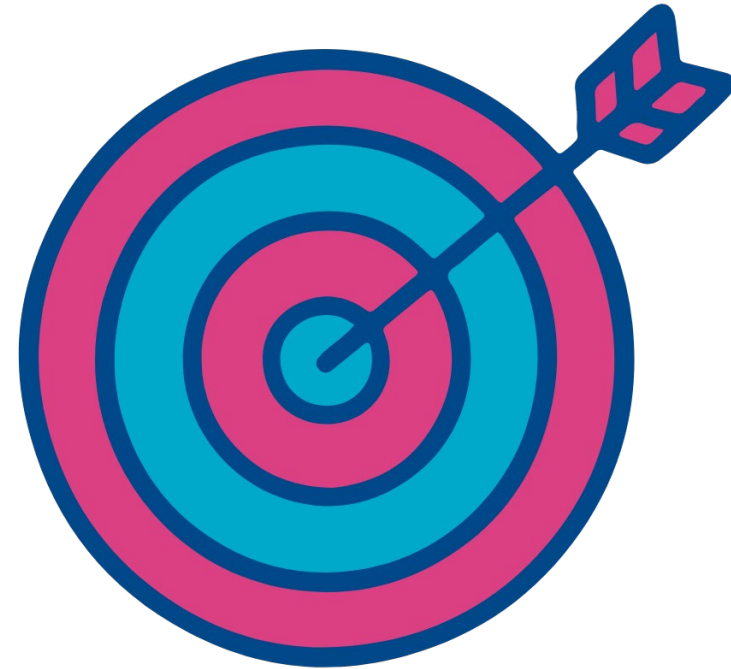
Your support system matters too



No one sustains this work alone.

Who supports you?

- Peers
- Mentors
- Friends
- Professional organizations
- Family
- Counselors
- Faith/community



What is peer support?

- Equal partnership
 - People with common experiences coming together as equals
- Knowledge from lived experience
- Combating isolation
 - These spaces help make people feel less alone by providing a community.
- Mutual learning
 - Participants gain practical insights and coping strategies



Building a support system

- Connect with peers because they can offer:
 - Shared workload
 - Growth & feedback
 - Coping strategies
- Engage with loved ones
 - Prioritize time with family and friends to maintain an identity outside of your work.
- Seek professional help to:
 - Identify your triggers.
 - Set boundaries.



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Your resilience commitment



What's your commitment?

- Eat lunch away from your desk.
- Leave work on time twice a week.
- Schedule PTO.
- Ask for help sooner.
- Check in with a coworker weekly.
- Practice one grounding exercise daily.
- Something else.



Final thoughts



- You cannot pour from an empty cup.
- Healthy professionals create healthier teams.
- Healthy teams build healthier communities.
- Taking care of yourself is part of taking care of others.



Questions?



Thank you!

- My email: bwilliams@taskforce.org

