

EMOTIONS IN CASEWORKERS

RESEARCH HIGHLIGHTS & PRACTICE SUGGESTIONS

University of Pittsburgh, School of Social Work, Child Welfare Education & Research Programs
February 2022



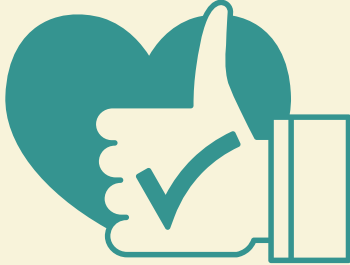
It has been well-established that burnout and turnover are significant challenges among the child welfare workforce. One of the goals of this research project was to learn more about how emotional intelligence competencies may help to lessen those outcomes and increase compassion satisfaction and retention. A better understanding of these relationships will help inform trainings and resources to support the workforce.

This month's newsletter provides an overview of the professional well-being outcomes we assessed, as well as multiple resources that you might find helpful. Please join us for this month's session to learn about how we measured these outcomes and their relationship with emotional intelligence competencies.

*Findings from Dr. Marlo A. Perry's research project,
"Emotional awareness in child welfare professionals and its relationship with emotional variability, compassion satisfaction, and
commitment to the field: A pilot study utilizing ecological momentary assessment"*
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Which outcomes did we measure?

PROFESSIONAL QUALITY OF LIFE



Compassion Satisfaction refers to feelings of fulfillment related to one's job and to helping others. Higher levels of compassion satisfaction are generally associated with higher levels of job satisfaction and retention.

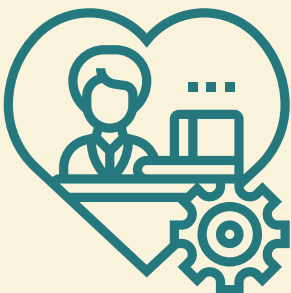
Secondary Traumatic Stress (STS) refers to preoccupation with the trauma experienced by those one has helped as a part of their work. Higher levels of STS are associated with reduced work ability, lower job satisfaction, and lower levels of retention.



Burnout is characterized by feelings of overwhelm and inefficacy in one's job. Higher levels of burnout are typically related to decreased job satisfaction, decreased productivity, and lower levels of job commitment



ORGANIZATIONAL COMMITMENT



The Organizational Commitment Scale (Meyer & Allen, 1997) assesses employee commitment to their workplace. Lower levels of commitment are typically associated with poor job performance, absenteeism, and turnover.

**HERE ARE SOME WAYS YOU
CAN LEARN MORE ABOUT
EASING COMPASSION FATIGUE**

The Edge of Compassion
(a Ted Talk by an expert in
compassion fatigue)

<https://tinyurl.com/4xa8ytrf>

WATCH

**3 Ways Leaders
Can Prevent
Emotional Drain**
(mindful.org)

<https://tinyurl.com/2p96t9y8>

**Burnout Isn't
Just Exhaustion.
Here's How To
Deal With It**
(npr.org)

<https://tinyurl.com/yc4su3sv>

READ

**Self-soothing exercises
with Dr. Kristin Neff**
(ted.com)

<https://tinyurl.com/ytrrka4h>

LISTEN

**What we're talking
about when we
talk about
compassion fatigue**
(youarenotafrog.com)

<https://tinyurl.com/y4te7229>