**Understanding Compassion Fatigue**

**in Your Library**

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

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

Let’s look at the “actors” in this “play” ~

# POPULAR SANGUINE

STRENGTHS STRUGGLES

Loves fun all fun

High energy too “bouncy”

People person forgets details

Positive “rose-colored glasses”

Storyteller embellishes

Not shy pushy

Sense of humor sarcastic

If your patron is a “Popular Sanguine,” how might that affect their behavior when they are stressed from struggling with unemployment, etc.?

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

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POWERFUL CHOLERIC

STRENGTHS STRUGGLES

Born leader bulldozer

Sees the big picture ignores details

Decisive not always their decision to make

Confident arrogant

Likes change makes change

Unemotional uncaring

Independent aloof

If your patron is a “Powerful Choleric,” how might that affect their behavior when they are stressed from struggling with unemployment, etc.?

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 STRUGGLES

Genius prone lacks common sense

Detail-oriented no focus on people

Self-sacrificing martyr

Appreciates quiet shhhhhh!

Sensitive pouts

Meticulous obsessive

Analytical analysis paralysis

If your patron is a “Perfect Melancholy,” how might that affect their behavior when they are stressed from struggling with unemployment, etc.?

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 STRUGGLES

Easygoing pushover

Quiet can appear aloof

Finds the easy way lazy

Able to hide emotion appears unemotional

Patient no sense of urgency

Witty can be sarcastic

Happily reconciled to life “whatever”

If your patron is a “Peaceful Phlegmatic,” how might that affect their behavior when they are stressed from struggling with unemployment, etc.?

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

***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.

1. What are some aspects of self-awareness?

1. Knowing which emotions I’m feeling and
2. 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.

1. Some aspects of self-management are:

1. Managing emotions and impulses
2. Staying in upsetting situations.

***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,* Travis Bradberry and Jean Greaves

*Emotional Intelligence 2.0,* Travis Bradberry and Jean Greaves