

Laddey, Clark & Ryan, LLP Nonprofit Summit

October 17, 2019

Project Self-Sufficiency's Haley McCracken & Kate McNamara present....

Using Humor and Joy When the Work is Hard

Our Plans for the Next 50 minutes....

- ▶ Invite you learn about us and learn about you
- ▶ Provide a brief overview of the work at PSS
- ▶ Compassion Fatigue, Compassion Satisfaction and Work Life Balance
- ▶ Share tips that have worked for the team at PSS
- ▶ Share tips that have been successful in your workplace
- ▶ Self-care
- ▶ Humor and laughter informing our work

Who are we and what do we do?

- ▶ A little bit about us

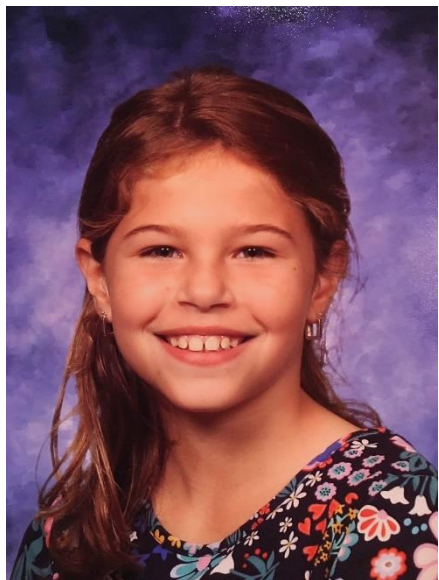


Haley McCracken



Kate McNamara

- ▶ Tell us about you!



Project Self-Sufficiency - An Overview of the Work

- ▶ Case Management
- ▶ Employment Services
- ▶ Emergency Basic Needs
- ▶ Home Visitation Services
- ▶ Legal Services
- ▶ Family Strengthening Activities
- ▶ Childcare
- ▶ Information and Referral

The Reality of the Work

....and why we love it

“Ginger Rogers did everything that Fred Astaire did. She just did it backwards and in high heels.”

Compassion Fatigue....

- ▶ Extreme state of tension
- ▶ One of the costs of caring
- ▶ Physiological symptoms
- ▶ Psychological symptoms

Causes:

- ▶ Observing hardships
- ▶ Lack of personal self-care
- ▶ Personal history of trauma

Compassion Satisfaction is a Thing!!

- ▶ Pleasure from doing work well
- ▶ Ability to respond with empathy
- ▶ Creativity
- ▶ Ability to problem solve differently
- ▶ Resilience
 - ▶ Capacity to recover from difficulties
 - ▶ Withstanding stress

PSS has been referred to as....

The Miracle on Mill Street

Let us tell you why!

<https://youtu.be/HsvyjePPFRs>

Keeping things light in the non-profit world....

Here is what has worked for us, and we are still learning!

- ▶ Shout Outs!
- ▶ Celebrations
- ▶ Success Stories
- ▶ Food, food and more food!
- ▶ Addressing negativity
- ▶ Breaking down silos
- ▶ Good will
- ▶ Friendly competition

- ▶ What has worked for you and your team?

Let's Talk Self-Care

<https://youtu.be/DLu2CFDBJk0>

*“Self-care is giving the world the best of you, instead of what’s left of you”
Katie Reed*

How do we protect our ability to provide authentic caring?

- ▶ *What does self-care look like for you?*
 - ▶ *Work life?*
 - ▶ *Personal life?*

- ▶ *Self Care Quiz*

Laughter and Joy are key...

- ▶ Stanford Graduate School of Business -
Eric Tsytsylin, Brand and Creative Leader
- ▶ Challenging organizations to embrace humor to increase productivity
- ▶ <https://www.youtube.com/watch?v=Nju6yel062Y&feature=youtu.be>



Why Humor??... Let's Ask Forbes

1. Morale Booster
2. Stress Buster
3. Humanizing
4. Ah-Ha moments
5. Trust Builder
6. Productivity Promoter



Smith, Jacquelyn "10 Reasons Why Humor is a Key to Success at Work" <https://www.forbes.com/sites/jacquelynsmith/2013/05/03/10-reasons-why-humor-is-a-key-to-success-at-work/#258900ad5c90>

How do we put this all together?



Thank you!

Questions?