



Collaboration Network

NATIONAL SUPPORT NETWORK

Today's Purpose

Supporting vulnerable customers day in, day out can take a toll. When emotional energy runs low and empathy starts to feel like a burden, we enter the territory of compassion fatigue. It's not burnout exactly, but it can become burnout if left unaddressed. This session explores how we can recognise early signs, normalise the conversation, and build protective practices that keep teams well and present.

Together, we can go further



Collaboration Network

Today's Presenters

Helen Beaumont Manahan
& Cat Divers



Special Webinar: Recognising and Responding to Compassion Fatigue

Special Webinar:

When Caring Costs Too Much

Recognising and Responding to Compassion Fatigue

When Caring Costs Too Much

Recognising and Responding to Compassion Fatigue

27 August 2025 | 10:00-11:00 | Online

Supporting vulnerable customers can take its toll. Learn how to spot the signs of compassion fatigue and protect team wellbeing, before burnout sets in.

Delivered by the National Support Network

Join us for this essential conversation



Cat Divers



Helen Beaumont Manahan

27th August 2025 | 10.00 - 11.00

Online via Zoom

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HELLO 😊

WHAT WE'LL EXPLORE TODAY



What Compassion Fatigue is



What it costs us



How to spot the signs



Ways to protect and overcome



What action we'll take



What do we mean by
“Compassion”?

Pity

Feeling sorry for someone
at a distance

Sympathy

Feeling concern for someone
without fully sharing their state

Empathy

Seeking to understand
someone's state/feeling
with them

Compassion

Sensitivity to suffering with a
commitment to alleviate and
prevent it



Plot twist: What 'Compassion Fatigue' really means

- **NOT** 'exhaustion from too much compassion'
- Fatigue usually arises from empathic distress + high exposure + too little recovery
- Boundaried compassion (**concern + proportionate action**) reduces distress and supports closure

Singer & Klimecki (2014) and Gilbert (2017)

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Care



Act

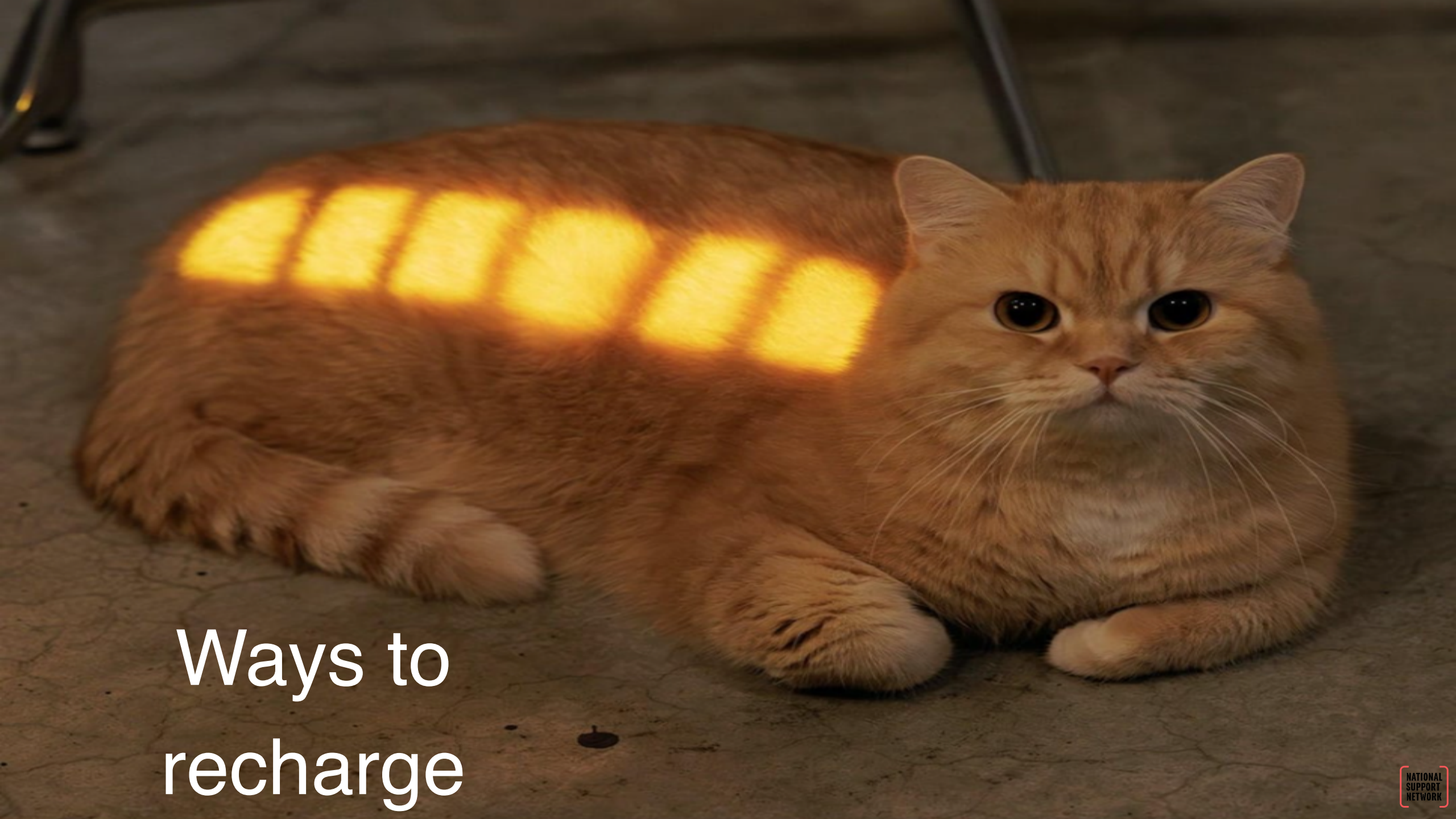


What are the
signs we might be
experiencing
compassion fatigue?

- Irritability or detachment from customers' concerns
- Loss of patience or frustration with routine queries
- Emotional numbness
- Not believing/not trusting customers' lived experience
- Feeling we are being manipulated
- Short, transactional answers
- Flat, cynical or unwelcoming tone
- Zoning out or missing steps
- Easily "triggered"
- Black/white thinking
- Unable to 'look on the bright side'
- Neglecting self-care, team engagement or usual boundaries
- Dread before shifts
- Feeling physically or emotionally drained after work



...And what else?



Ways to
recharge

FIVE PROTECTIVE

STEPS

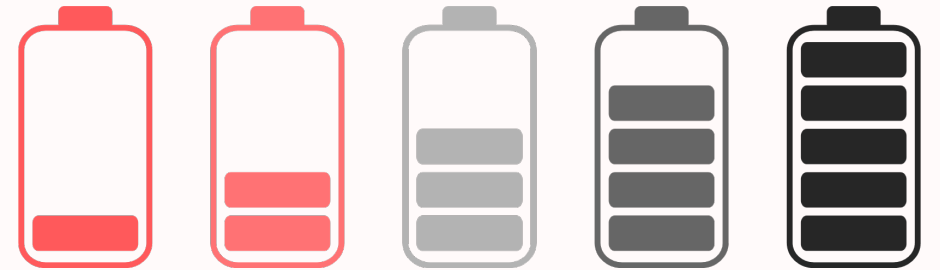
Pause

Notice

Rate

Name

Breathe



1% ←————→ 100%

FIVE PROTECTIVE STEPS

Pause



Take a moment

Notice



Tune in: body and mind

Rate



Rate your emotional energy 1% - 100%

Name



Name the feeling

Breathe



Reset with paced breath



Compassion Satisfaction: a protective buffer to Compassion Fatigue

- Positive emotional reward from helping others
- Higher compassion satisfaction = lower compassion fatigue and burnout
- Build it with reflection, recognition, and seeing impact
- Facilitate through training, coaching, debriefs, and celebration



Overcoming Compassion Fatigue: What's working in your teams?

BOOSTING COMPASSION SATISFACTION AND REDUCING COMPASSION FATIGUE

Compassion is sustainable when culture, systems, and habits work together.



Practical Habits

- Self-check-ins: noticing & “name it to tame it”
- Micro-pauses and paced breathing
- Mindfulness practice
- Boundaried exits from emotional overload



Team Culture

- 60-second “battery level” standup check-ins
- Peer support
- Normalise asking for help - and taking wellbeing/time out breaks/debriefs
- Leaders model support
- Celebrate success

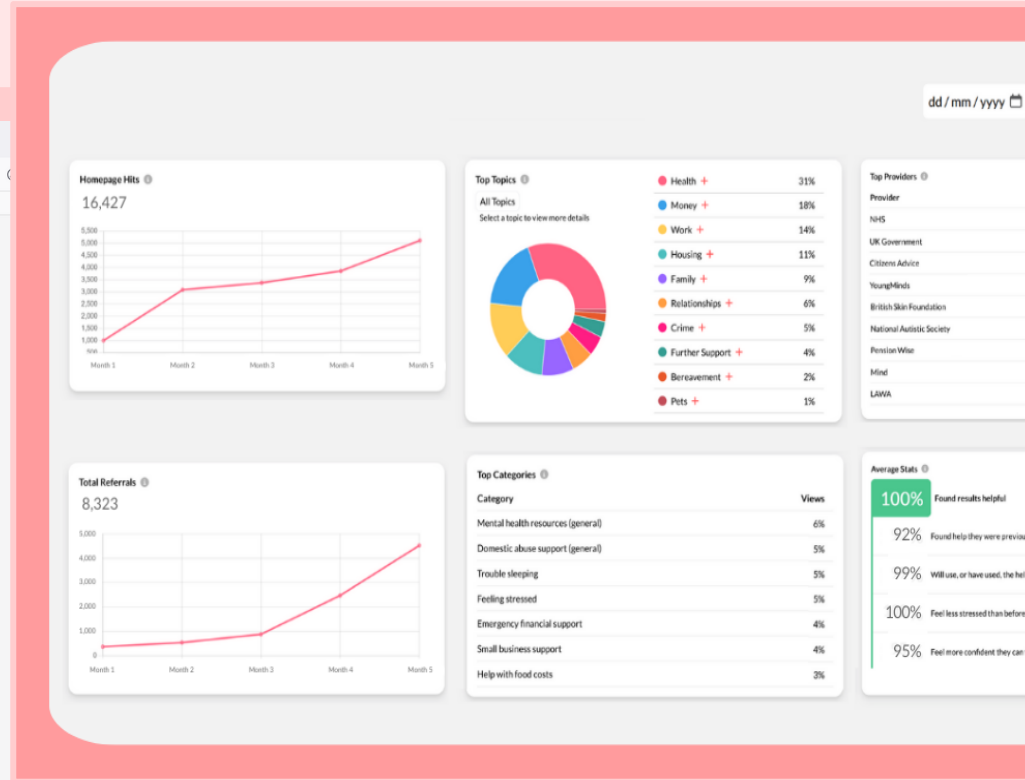
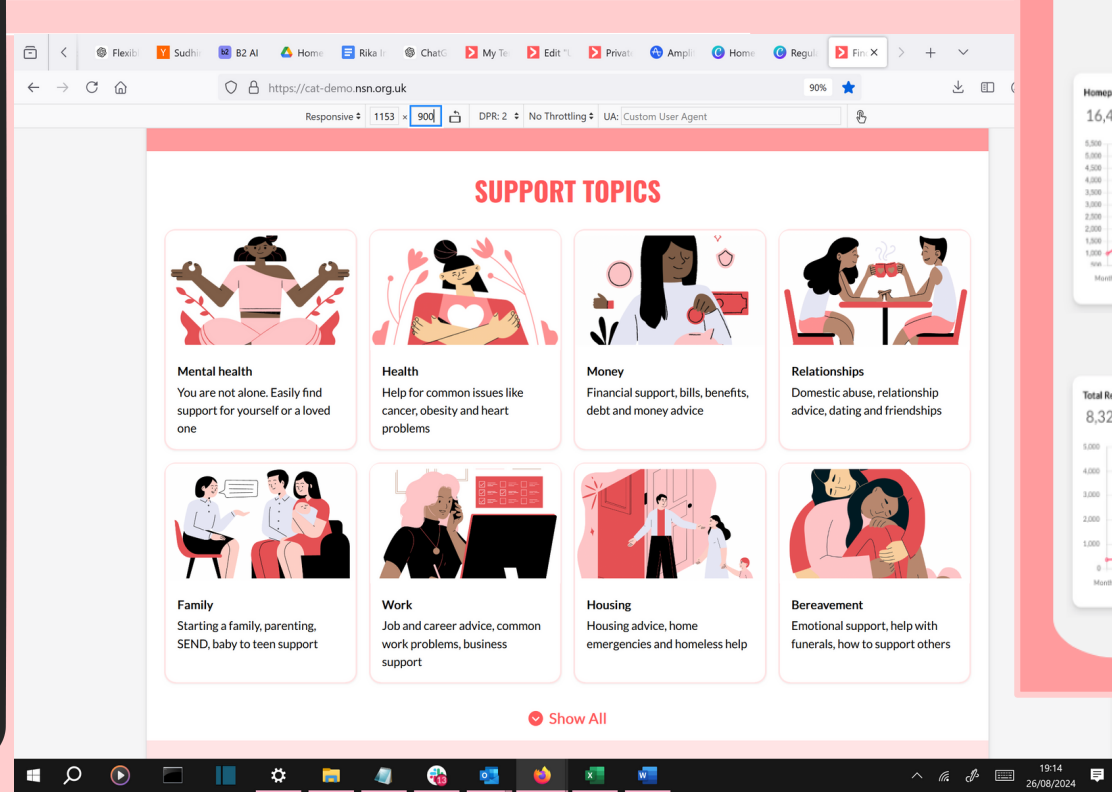


Skills & Systems

- Plan in place for early signs
- Emotional intelligence training
- Systems & processes that enable compassion
- Strengths and opportunities captured through QA/coaching
- Empower action – review tools & KPIs

SIGNPOSTING WITH COMPASSION

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IDEAS AND REFLECTIONS

- **What resonated today?**
- **What's one action to take back to your team?**
- **What else?**

**THANK YOU. ANY
QUESTIONS?**

CONTACT DETAILS

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INFO

