

Staff Burnout By Cary Cherniss

An examination of social work in both theory and practice. The authors present several models relevant to different aspects of social work.

Disturbed Behavior in the Elderly provides information pertinent to the needs of those giving care as well as of the elderly themselves. This book presents relevant topics of contemporary psychiatric importance. Organized into four parts encompassing 11 chapters, this book begins with an overview of the clinical, administrative, and interpersonal problems posed by the elderly patient with disturbed behavior. This text then examines the rational management of disturbing behavior among the elderly in health care and other residential settings. Other chapters consider the use of medications and psychotropic drugs in old age. This book discusses as well the great value of drug therapy in alleviating the sufferings of the elderly and helping them restore the equilibrium that has been disturbed by aging, physical disability, and shrinking socio-economic network around them. The final chapter deals with staff burnout, job stress, and low morale in dealing with the elderly. This book is a valuable resource for geriatric psychiatrists and caregivers.

Tie a Knot and Hang On is an analysis of mental health care work that crosses the borders of diverse sociological traditions. The work seeks to understand the theoretical and empirical linkages between environmental pressures and activities and how these intersect with organizations and individuals. The work draws upon a research tradition that sees the issue of mental health care in terms of institutional pressures and normative values. The author provides a description and a sociological analysis of mental health care work, emphasizing the interaction of professionally generated norms that guide the "emotional labor" of mental health care workers, and the organizational contexts within which mental health care is provided. She concludes with a discussion of emerging institutional forces that will shape the mental health care system in the future. These forces are having greater impact than ever before as managed care comes to have a huge fiscal as well as institutional impact on the work of mental health professionals. Scheid's book is a brilliant, nuanced effort to explain the institutional demands for efficiency and cost containment with the professional ethics that emphasize quality care for the individual. The book is essential reading for those interested in mental health care organizations and the providers responding to these seemingly larger, abstract demands. The work offers a rich mixture not just of the problems faced by mental health care personnel, but the equilibrium currently in place. An equilibrium that shapes the theory of the field, no less than the activities of its practitioners. Teresa L. Scheid is associate professor of sociology, at the University of North Carolina at Charlotte. She has published widely in the area, including major essays in *Sociology of Health and Illness*, *Sociological Quarterly*, *Perspectives on Social Problems*, and *The Journal of Applied Behavioral Science*.

This is a reprint. Original title was: *The Salaried Professional*. It is a practical guide to assist a professional working in a large organization to make effective choices about personal career development.

In the midst of American corporate attempts to regain competitiveness in both international and national markets, is the human element of importance? How do companies reconcile individual needs with organizational imperatives in the workplace

today? The Human Side of Corporate Competitiveness explores the possibilities of corporate strategies which allow companies to be both competitive in the marketplace and compassionate to their employees at the same time. This volume brings together distinguished contributors with varying backgrounds and perspectives to present an innovative and comprehensive resource. They analyze the causes of America's decline in competitiveness and propose strategies designed to improve organizational competence for today's marketplace. The proposed strategies highlight the increasing interdependency at the societal level. Special consideration is given to minimizing the detrimental effects of organizational decisions on: employee morale, the health and functioning of employees and their families, and the social fabric of the worker's community. Using examples of "technoservice" companies and new models of "high involvement" management, these incisive chapters show how employee well-being is frequently a necessary prerequisite in the new age of global competitiveness. This volume will be of interest to human resource, management and organizational psychology professionals, as well as to academics in management, human resources, and industrial relations. "A useful source of compelling information related to the emerging interest in the strategic management of human resources in organizations."
--Journal of Management

First multi-year cumulation covers six years: 1965-70.

Weaving together numerous richly detailed interviews and surveys with recent feminist literature on the role of caregiving in women's lives and investigations of women's involvement in home-based work, this book explores the daily lives of family day care providers. Margaret K. Nelson uncovers the dilemmas providers face in their relationships with parents who bring children to them, with the children themselves, with the providers' family members, and with representatives of the state's regulatory system. She links these dilemmas to the contradiction between an increasing demand for personalized, cheap, informal child care services and a public policy that subjects child care providers to public scrutiny while giving them limited material and ideological support. Nelson's discussions with day care providers reveal considerable tensions that emerge over issues of control and intimacy. The dual motivation of business and family gives rise to problems, such as how to maintain enough distance from the parents to set limits on hours while providing personal service in a family setting. Family day care providers often enter this occupation as a way to engage in paid work and meet their own child care responsibilities. This book looks at how they manage to negotiate a setting that simultaneously involves money, trust, and caring. Family day care represents one of the most prevalent sources of child care for working parents. It is an especially common form of care for very young children, yet it remains little studied. In the popular press, stereotypes—many of them negative—prevail. This book substitutes a thorough, detailed examination of this child care setting from a perspective that has generally been ignored—that of the caregiver. While providing useful insights into the role of caregiving in women's lives and the phenomenon of home-based work, it contributes to the ongoing policy debates about child care. In the series *Women in the Political Economy*, edited by Ronnie J. Steinberg.

In this comprehensive, practical, and gripping assessment of various forms of violence against women, Pamela Cooper-White challenges the Christian churches to examine their own responses to the cry of Tamar in our time. She describes specific forms of such violence and

outlines appropriate pastoral responses. The second edition of this groundbreaking work is thoroughly updated and examines not only where the church has made progress since 1995 but also where women remain at unchanged or even greater risk of violence.

Provides a systematic application of the major approaches to and principles of organization theory and behavior to public organizations of all kinds at all levels of governments.

Appropriate for programs in public admin and business admin.

Burnout -- the sudden, depressed loss of interest in and capacity for work -- is a particular problem in the social services. Cherniss seeks the causes of burnout in the individual, in his work, and in society as a whole, examining its dynamics and effects and suggesting preventative measures. 'This is a well-planned book on a fascinating subject which is dealt with succinctly in clear language, encouraging one to read it at one sitting.' -- Health Visitor, February 1982, Vol 55 'Cherniss provides a comprehensive, basic test of the burnout syndrome that is relevant to social work and makes excellent use of related research.' -- Social Work in Education, July 1983, Vol 5

Physicians and other helping professionals have created a practical, hands-on book that will aid in the identification and reduction of job stress. Nurses, physicians, thanatologists, and psychotherapists are among the growing number of health care professionals whose physical and mental health are being severely affected by work stress. This unique volume achieves what no earlier book has attempted for this specialized professional group. It offers a thorough understanding of professional burnout, elaborating how burnout develops and offering a model with which to identify job stressors. Professional Burnout in Medicine and the Helping Professions also offers an in-depth exploration of stress and burnout issues from the perspectives of specific medical and helping profession disciplines--physicians, nurses, social workers, psychotherapists, teachers, consultants, agency and hospital workers, funeral directors, and more. Experts in these fields examine the values, ethics, and morality of individuals, health care organizations, and society that may lead to burnout This in-depth and highly practical volume identifies the stages of disillusionment and offers successful intervention strategies for recognizing the signs and reducing or efficiently managing causative factors.

...management theories and research pertaining to human relations in business with attention given to ways to empower employees and to handle confrontations.

This book describes an approach to participatory management and leadership that has proven effective for organizations in U.S. and other western countries where people won't permit teambuilding to develop to the exclusion of individuality. The groundbreaking core of the book shows how this participatory management strategy, Person-Centered Leadership for Nonprofit Organizations, can be incorporated with great success into high stress nonprofit organizations. The book describes the leadership philosophy and day-to-day operations of an award-winning social service organization that targets youth and their families while successfully using person-centered strategies as the management model.

The Reality Game is for people who are, or who want to be, counsellors or psychotherapists. It is particularly useful for those training in humanistic or integrative psychotherapy and counselling. Discussing the skills and techniques used in both individual and group therapy, this is an essential guide to good practices for the professional humanistic counsellor or psychotherapist and also responds to the questions most often asked by those training in these disciplines.

Moving deftly among literary and visual arts, as well as the modern critical canon, Christopher Prendergast's book explores the meaning and value of representation as both a philosophical challenge (What does it mean to create an image that "stands for" something absent?) and a political issue (Who has the right to represent whom?). The Triangle of Representation raises a range of theoretical, historical, and aesthetic questions, and offers subtle readings of such

cultural critics as Raymond Williams, Paul de Man, Edward Said, Walter Benjamin, and Hélène Cixous, in addition to penetrating investigations of visual artists like Gros, Ingres, and Matisse and significant insights into Proust and the onus of translating him. Above all, Prendergast's work is a striking display of how a firm grounding in theory is essential for the exploration of art and literature.

This work examines the experience of women providing care to children, disabled persons, the chronically ill, and the frail elderly. It differs from most writing about caregiving because it focuses on the providers rather than the care recipients. It looks at the experience of women caregivers in specific settings, exploring what caregiving actually entails and what it means in their lives

Organizations around the world spend billions of dollars annually on training programs for managers and leaders, yet few if any address the important skill of how to recognize, acknowledge, and manage personal feelings. Here's the first book to offer you the tools and data you need to sell and implement emotional intelligence training within your organization. "Tom was a young engineer employed at one of the country's largest steel companies. He had been an outstanding individual performer, and now he was a new manager, leading a team responsible for producing steel for a major automobile company. After just one week on the job, Tom and his team met with over 20 engineers from that other company. It was a rude awakening. I sat in a room with maybe 20 or 25 of their engineers for the annual quality evaluation of suppliers. And I learned for the first time that we were in the bottom of the bottom quartile as a supplier. We had lousy quality, we had lousy invoicing, we had lousy on-time delivery. And this was my first general manager role! I had grown up as an engineer. And how did Tom respond to this unexpected shock? I had a holy shit moment! I had been in the job literally a week. So part of it was, 'Oh my God, what the hell am I going to do?' Also I thought about how my guys had been in the business for a while, and I thought, 'What the hell have you been doing?' And I was thinking, 'I'm going to clean house!' But then... I've learned that you just can't react viscerally every time something comes up because it just scares people away. So Tom listened attentively as the engineers from the auto company presented their litany of complaints. When they finally finished, he stood up and said, "I wouldn't blame you if you fired us as a supplier. But if you give us a chance to fix these problems, I guarantee you that that we will not have this kind of meeting next year." When Tom met with his team the next morning to discuss the situation, he started by just listening to them. They went on for some time complaining about how the company and their previous boss had made it impossible for them to provide good products and service. Rather than disagree with them or join in pointing fingers at others, Tom listened. "I didn't think about it at the time, but that first couple of hours was very cathartic for them. My focus was not on beating anyone up but rather, what can we do to fix this?" The team responded positively to Tom's approach. The next year when they met, the auto company told Tom that they "never saw any business turn around that quickly in one year." As a result, they began giving Tom's company more business, and Tom went on to a distinguished career, eventually becoming one of his company's top executives"--

How does emotional intelligence as a competency go beyond the individual to become something a group or entire organization can build and utilize collectively? Written primarily by members of the Consortium for Research on Emotional Intelligence in Organizations, founded by recognized EI experts Daniel Goleman and Cary Cherniss, this groundbreaking compendium examines the conceptual and strategic issues involved in defining, measuring and promoting emotional intelligence in organizations. The book's contributing authors share fifteen models that have been field-tested and empirically validated in existing organizations. They also detail twenty-two guidelines for promoting emotional intelligence and outline a variety of measurement strategies for assessing emotional and social competence in organizations.

Why are so many in the helping professions perceived as lacking idealism or commitment? *Beyond Burnout*, based on a unique, in-depth, longitudinal study, explores the source of this problem. Professionals describe in their own words what happened to them when their idealism collided with the realities of their work.

First published in 1992. Routledge is an imprint of Taylor & Francis, an informa company. *Stress and Work* focuses on the problem of stress from various angles and perspectives and provides empirical findings relevant to different occupational settings. It provides comprehensive research literature, which has been divided along the following theoretical perspectives: Occupational Stress and Burnout; Work–Family Conflict and Stress; Positive Stress Management; and Stress and Spirituality. This volume will be a resource-book for researchers and practitioners of management, psychology, sociology, and behavioral sciences. The prospective reader of human society and human nature will find this volume to be of immense utility.

This book, first published in 1985, examines issues such as the discussion of goals and rationales for charging for online searches, conflicts between reference and other library departments, how to provide quality service and who is best suited to provide it.

Here is a unique and authoritative reference for assessing and diagnosing nutritional problems, developing a nutrition plan, implementing and evaluating care, understanding cultural attitudes, counseling the patient and family, controlling many troublesome symptoms through nutrition, and understanding illness-specific considerations. It provides forms and charts, and discusses the health care professional's role and personal considerations for the nutrition specialist.

Be an agent of positive, enduring change with these specific strategies gleaned from the MicroSociety® program and apply them to your school improvement efforts.

Staff Burnout Job Stress in the Human Services SAGE Publications, Incorporated This book is a call to action to parents, youth workers, policymakers—anyone who works for and worries about the next generation—to recognize and promote the values of caring in public and private life. It is about teenagers—those who no longer need the care given to babies and children but who still need support and guidance. Diana Mendley Rauner offers a rare focus on youth development as a process of experiencing care and learning social responsibility. Much public discussion of youth focuses on individual achievement and a limited set of markers of success, on the one hand, and increasingly punitive responses to failure on the other. Missing from these discussions is an appreciation for the importance of caring and social responsibility both in the environments we create for young people and in our expectations of how they should act and what they should become. "They Still Pick Me Up When I Fall" develops ideals for caring interaction, articulating specific behaviors and habits for practitioners as well as policies and practices that characterize caring organizations and caring societies.

Each chapter begins with a profile of a youth-serving organization, drawn from the fields of education, youth work, and counseling. Throughout, an intellectual framework for care is interwoven with the voices and experiences of the youth workers and young people involved in the struggle to create a caring society. WHAT COMMON FACTORS CONNECT THE DEATH OF MARY SANDERS DURING A SIMPLE SURGICAL INTERVENTION, CHERNOBYL NUCLEAR DISASTER, AND THE COSTA CONCORDIA SHIPWRECK? WAS IT A FATAL MINDSET, DEFECTIVE EQUIPMENT, AN ACT OF DESTINY OR...? IT IS THE HUMAN ERROR THE THREAD THAT BINDS THESE (AND MANY OTHER) TRAGIC EVENTS. HOW TO BEST PREVENT, MANAGE AND MITIGATE ITS EFFECTS AND CONSEQUENCES IS THE SUBJECT OF STUDY BY CPT. FERDINANDO RESTINA.

John Rowan argues that if men are to escape from their old roles and the new pressures of social uncertainty they need to be initiated into a new kind of masculinity, but that this process must be personal to each man. He explores how therapy can help or hinder the process of transformation. Written for men who are looking for a new way of understanding their predicament as well as psychotherapists and counsellors working with men, *Healing the Male Psyche* is packed with useful information and exercises and supported by a wide range of references.

How do companies reconcile individual needs with organizational imperatives in the workplace today? In the midst of American corporate attempts to regain competitiveness in both international and national markets, is the human element of importance? This volume explores the possibilities of corporate strategies which allow companies to be simultaneously competitive in the marketplace and compassionate to their employees and proposes strategies designed to improve organizational competence for today's marketplace.

A rapidly growing number of people experience psychological strain at their workplace. In almost all industrialized countries, absenteeism and turnover rates increase, and an increasing amount of workers receive disablement benefits because of psychological problems. This book, first published in 1993, concentrates on a specific kind of occupational stress: burnout, the depletion of energy resources as a result of continuous emotional demands of the job. This volume presents theoretical perspectives that had been developed in the United States and Europe, discusses methodological issues, and examines organisational contexts. Written by an international group of leading scholars, this book will be of interest to students of both psychology and human resource management.

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