

# Growing and Leading in Case Management

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## Disclaimer

- No Disclaimers
- No Disclosures
- No Financial relationships

## Agenda

- Self Doubt vs Confidence
- Compassion Fatigue and Burnout
- Professional Coaching
- Marketing Yourself
- Power Words

## Objectives

- Discover techniques to boost self-confidence and overcome self-doubt in your career
- Differentiate between burnout and compassion fatigue and identify strategies to cope
- Develop effective strategies to showcase your skills and expertise

## Barriers to Growth

- Self doubt
- Second guessing
- Imposter syndrome
- Attributing positive outcomes to luck
- Timidity



## Leaders Promote a Positive Image

### Actions and Attitudes

- Poise
- Confidence
- Strength
- Resilience
- Don't apologize
- Don't ask permission
- Learn to think differently, choose strength



## Burnout vs Compassion Fatigue

- Both compassion fatigue and burnout involve exhaustion
- Compassion fatigue and burnout stem from different sources
- They manifest themselves differently



## Compassion Fatigue

- Compassion fatigue comes from consistently dealing with others' trauma
- Can lead to a decreased ability to empathize or show compassion
- Symptoms
  - Psychological
  - Physical

# Burnout

- Burnout is defined as a state of emotional, physical, and mental exhaustion due to chronic stress, it is the long term effects of unmanaged stress
- Symptoms
  - Psychosocial
  - Somatic

## Ways to Reduce Burnout and Compassion Fatigue

- Set boundaries
- Practice self care
- Share responsibilities
  - delegate, ask for help
- Connect with others in a similar situation
- Seek professional support
- Coaching



## Coaching

- A professional development strategy where a coach works with an individual to unlock their potential, enhance their performance, and achieve their goals.
- The aim of coaching is to improve leadership and management performance
- Addresses personal and professional growth
- Provides assistance in setting objectives and overcoming barriers
- Guides clients in adopting behaviors that align with their goals

## The Coaching Experience

- Why seek coaching
- Dealing with negative feelings
- Looking for positive affirmation
- Identifying goals and next steps
- Steps in the process
- Outcomes



## Owning Your Success



- Self discovery in understanding how good you really are
- Are you a resource?
- Were you promoted?
- Is your resume powerful
- Evaluations
- Outside involvement – volunteer work

## Resume

Your resume tells your story

It is important to know how to tell your story

- Own Accomplishments
- Power Words
- STAR Method
- Create your elevator story
- Create a Bio



## Online Presence



- Online content offers national recognition
- The benefits of using LinkedIn
- Create your LinkedIn profile

## Join an Association



- Offers peer support
- The opportunity to learn from many leaders
- Offers opportunities for professional growth
- Branding yourself



## Summary

- I earned my success
- I deserve this compliment, job, seat at the table
- I will own my accomplishments
- I will take charge of my present and future



## References

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