

***Heartfelt Service:  
The Antidote to Stress,  
Burnout, and  
Compassion Fatigue***

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***A Quick Orientation***

- *Be a student*
- *Reflect vs. analyze*
- *Look for insight, not information*

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***Purpose***

*Shed light on a deeper truth about  
heartfelt service that is often  
unrecognized and unappreciated*

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## ***Objectives***

- *Explore the nature of heartfelt service*
- *Distinguish the difference between heartfelt service and “head-felt” service*
- *Discuss how heartfelt service serves as a prevention and an intervention with regards to stress/burnout.*

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## ***What does Heartfelt Service mean to you?***

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## ***Heartfelt Service***

- *Is the essence of the spirit behind social work.*
- *Is not a skill, personality trait, or strategy to be implemented.*
- *Is an innate, natural resource.*
- *Is a default setting in human beings*

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***Heartfelt Service is the result of taking action from a clear mind and a full heart.***

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***It's a direction, not a destination***

***"Headfelt"***

*From overthinking (working from assumptions, ideas, concepts and beliefs.)*



***Heartfelt***

*To being more present and responsive to the moment*

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***It's a direction, not a destination***

***"Headfelt"***

*From getting lost in your expectations, judgments, and convictions*



***Heartfelt***

*To listening with curiosity and openness*

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***It's a direction, not a destination***

***"Headfelt"***

*From ego-driven  
purpose (It's about  
me.)*



***Heartfelt***

*To more humility  
and an  
acknowledgment  
of the bigger  
picture*

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***Stress, burnout, and compassion  
fatigue can't exist in the presence of  
heartfelt service***

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***The biggest barrier to experiencing  
more heartfelt service is the belief  
that there can be a barrier.***

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*“The one who wishes to  
do good must knock at  
the gate...  
For the one who loves,  
the gate is always  
open.”*



*- Anthony De Mello*

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***For more information***

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