



System Office Colleague Care Team

Promoting a Culture of Colleague Resilience and Well-Being

Overview for System Office Leadership
July 2020

Agreements of an Effective Remote Participant

- Truly **FOCUS** your attention and energy on the task at hand (It is a myth that anyone can multitask)
- Be **GENEROUS** with your ideas, input, thoughts (we strongly encourage the chat or Q&A feature)
- If you have a camera on your computer, **USE IT** (It does a great job of creating community)

Note: This session is being recorded.

Today's Flow

- Reflection
- Who is the System Office Colleague Care Team?
- What is our work?
- What resources exist for our leaders?
- Where to go with questions, feedback, ideas?

Reflection

Our Mission

We, Trinity Health, serve together in the spirit of the Gospel as a **compassionate and transforming healing presence** within our communities.

Our Core Values

Reverence

Justice

Commitment to Those
Who are Poor

Stewardship
Integrity

Safety

*Now, more than ever, our Mission
calls us to be a transforming,
healing presence for those we serve
and for those WHO serve.*



Gratitude

Gratitude...goes beyond the “mine” and “thine” and claims the truth that all of life is a pure gift. In the past I always thought of gratitude as a spontaneous response to the awareness of gifts received, but now I realize that gratitude can also be lived as a discipline. The discipline of gratitude is the explicit effort to acknowledge that all I am and have is given to me as a gift of love, a gift to be celebrated with joy. Gratitude as a discipline involves a conscious choice. I can choose to be grateful even when my emotions and feelings are still steeped in hurt and resentment. It is amazing how many occasions present themselves in which I can choose gratitude instead of a complaint.... The choice for gratitude rarely comes without some real effort. But each time I make it, the next choice is a little easier, a little freer, a little less self-conscious.... Acts of gratitude make one grateful because, step by step, they reveal that all is grace (Henri Nouwen).



System Office Colleague Care Team



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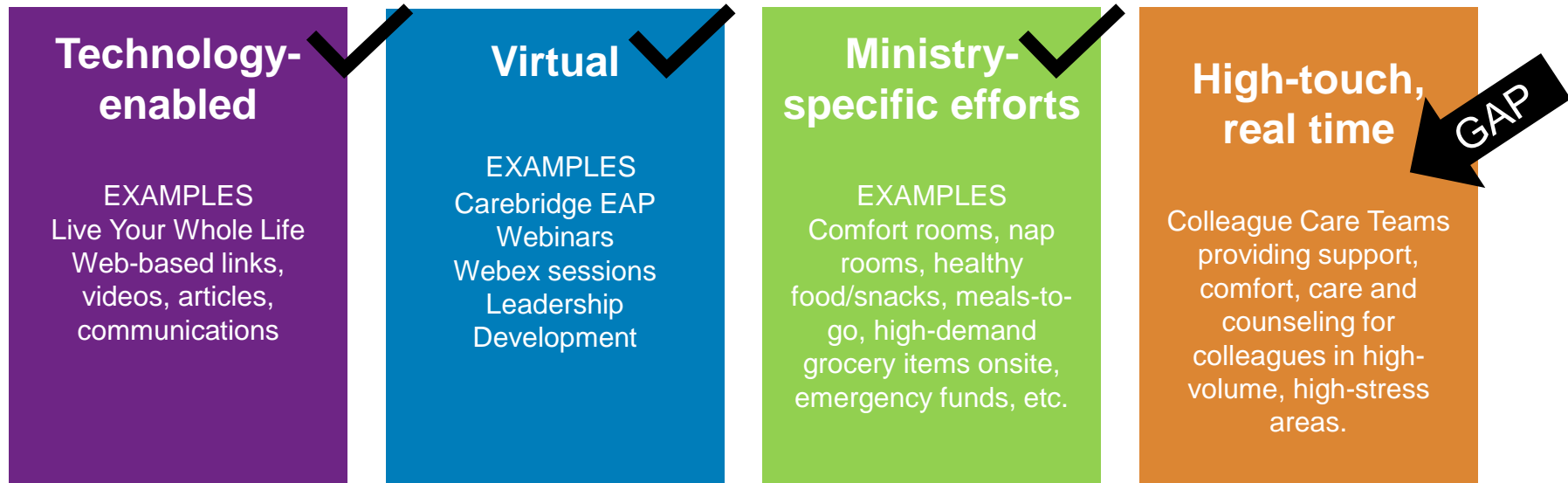
Julie Merrick
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Current Inventory of Resources and Efforts

The **GOOD NEWS**: Trinity Health has a robust and varied portfolio of health and well-being resources at both the system and individual ministry-levels.



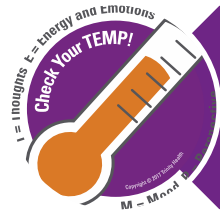
The **BIGGEST GAP RIGHT NOW**: To expand awareness and utilization of these resources by providing high-touch, real-time support, comfort, care and counseling for our colleagues in high-volume, high-stress work environments.

What is the work we do?

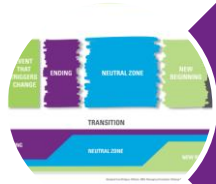
- Focus on Leaders – making them competent and confident in their support of colleague care
- Provide traditional rounding (virtual/call)
- Provide "eCards" to send to colleagues
- Develop a Group Rounding Approach, a community – for discussion and exchange. Start with All Leader Invite! (Today)

**To grow and sustain a culture of
colleague resilience and well-being!**

Three tools for practicing colleague care



Check Your Temp



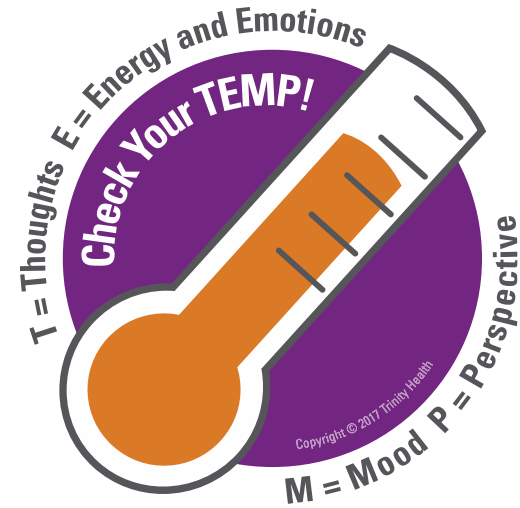
Bridges Transitions



Cards of Gratitude

Check Your TEMP

- Thoughts
- Energy/Emotions
- Mood
- Perspective



Our Chat-in--Check-in Question:

What is one word that briefly describes your TEMP (How are you thinking and feeling? What might be your mood or perspective) when it comes to the impact of the changes going on at Trinity Health on you both personally and professionally?

Transitions

Change and Transition are NOT the same

CHANGE

is the EVENT – *what's* changing

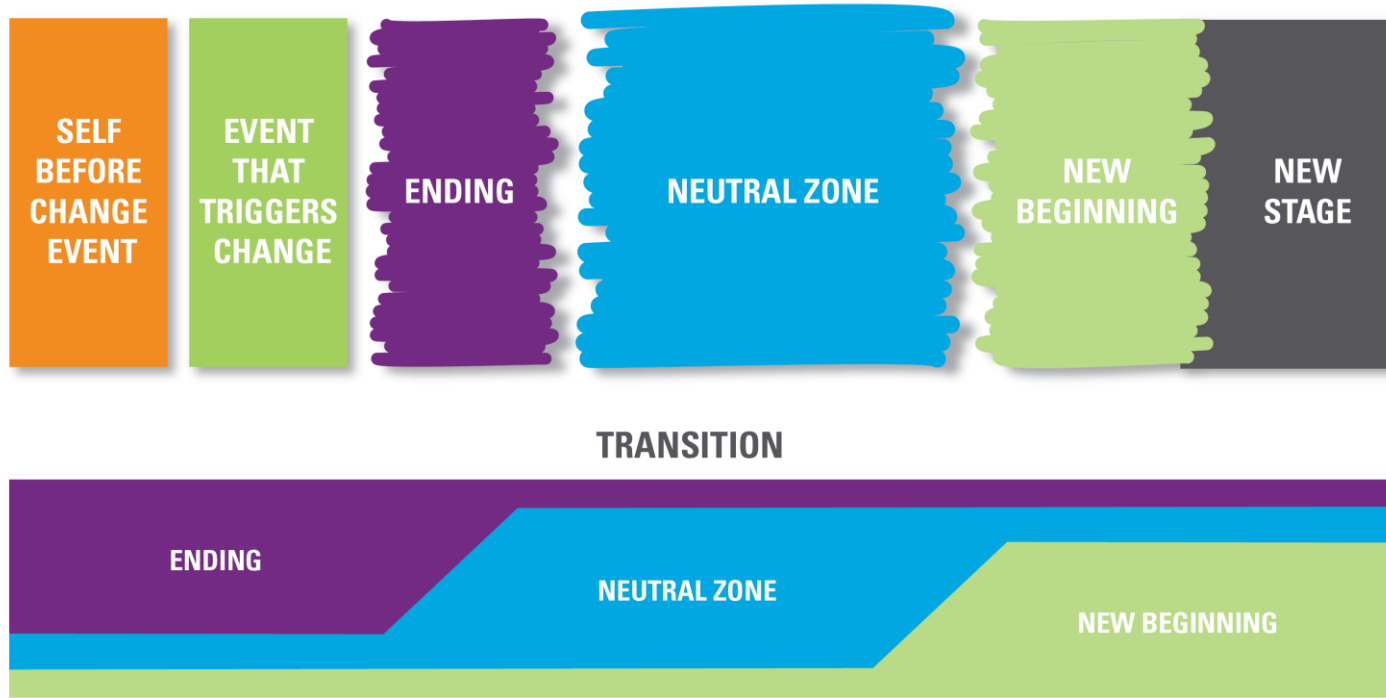
TRANSITION

is the IMPACT of change on people

It isn't the changes that do you in, it's the transitions.

Bridges, W. (2003). *Managing Transitions: Making the Most of Change*

Transition Tool



Adapted from Bridges, William. 2003. Managing Transitions: Making the Most of Change ©2015 Trinity Health – Livonia, Michigan

What you might be seeing, hearing, feeling...



Adapted from Bridges, William, 2003. Managing Transitions: Making the Most of Change ©2015 Trinity Health – Livonia, Michigan

ENDING – LETTING GO

- Experiencing denial, anger, bargaining and depression before acceptance and hope
- Wondering where I will fit in the new organization
- Suspecting I've been deceived by leaders or peers
- Losing my sense of identity
- Resisting change

NEUTRAL ZONE – NO LONGER AND NOT YET

- Feeling lost, frightened
- Being tempted to leave the organization
- Losing confidence in leadership
- Being less productive
- Hearing/repeating rumors
- Exploring options, being creative, feeling energized

NEW BEGINNING

- Trying on new behaviors
- Questioning confidence and competence
- “Freezing up” – waiting to see how others react to new beginning

Conversation Questions

ENDING

- **What, if anything, has ended (or could be ending) for me as a result of this change?**
- **What, if anything, have I lost (or stand to lose) in this change?**
- **What, if anything, have I gained (or could stand to gain) in this change?**
- **What will I need to let go of if I want to move forward?**

NEUTRAL ZONE

- **How am I doing (really) with accepting/embracing chaos, uncertainty and ambiguity as a way of life?**
- **What short-term goals can I set for myself during this uncertain time?**
- **What anchors do I have to rely upon?**
- **What opportunities do I see for myself/my team in the midst of the ambiguity?**
- **How am I renewing my energy?**

Supporting Each Other Through Transitions

- Be patient with yourself and with each other as everyone will move through the transition at their own time and pace.
- Be the calming force in the storm when things get crazy..behaviors can be contagious!
- Recognize that the *transitions*, not necessarily the changes, are what is causing the feelings of being unsettled.
- Appreciate and validate the loss that others on the team are feeling.
- When someone is acting in a way that you haven't experienced them before remember that it's not about you!
- Be fully present and listen for understanding during the times it is most needed.
- Expressing your feelings is a NORMAL and natural way to process grief and loss.
- Practice self-care and resilience by getting enough sleep, eating healthy and finding ways to renew your energy daily. By modeling self-care you are giving them permission to do the same

eCards of Gratitude



Thank you
for being such a
valued member of
the Trinity Health team.

We care about YOU and appreciate your service and support during these difficult times. Together, we are living our Mission to serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.



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ECards of Gratitude

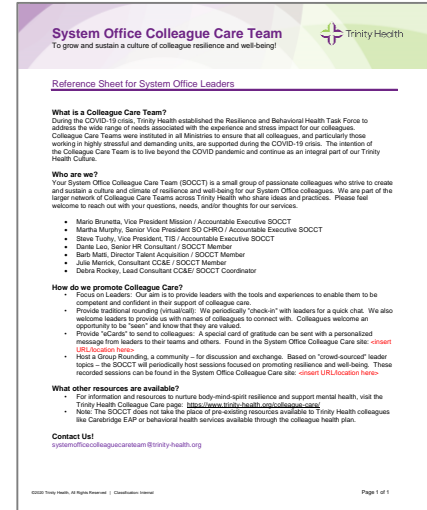


Your commitment makes a difference!
Thanks for all that you do.

Resources ALL LEADERS need to know

Resources all leaders need to know

- **Live Your Whole Life**
 - log-in at <http://mybenefits.trinity-health.org/lywl> or via the Virgin Pulse mobile app
- **Carebridge, (EAP)**
 - clientservice@carebridge.com or Carebridge (800) 437-0911
 - Visit www.myliferesource.com access code: **BKKR5**
- **Trinity Health Colleague Care**
 - For information and resources to nurture body-mind-spirit resilience and support mental health, visit the Trinity Health Colleague Care page: <https://www.trinity-health.org/colleague-care/>
- **System Office Colleague Care Team**
 - <https://www.trinity-health.org/covid-19-resources/find-a-resource/hr-guidance-manager-resources/>



Let's Chat

- What am I currently doing for my own resiliency?
- What are am I doing for my team's resiliency that is helping?
- What additionally, would help me as a leader help my colleagues?
- What can your ELT do to support you as leaders?



Please reach out

**System
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Team**

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