

FIVE
BLOCKS
COACHING

Compassion: Health, Wellbeing and leadership

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Compassion is a crucial aspect of care
vital in the care provided
linked to the prevention of burnout in
staff

In this session we will explore:

How leaders can use a **compassionate approach** to support their teams with their resilience and well-being.

The role of **self-compassion** and the value of coaching for leaders will be addressed.

The outcomes of a **coaching programme** with care home leaders following the COVID-19 pandemic will be shared.

The role of **compassionate leadership** In terms of equality, diversity and inclusion in practice will also be considered.

A bit about me:

Nursing homes/ care homes:

Nurse, educator, PhD, programme lead, Australia, USA

Executive coach :

Five Blocks Coaching

Florence Nightingale Foundation

Senior lecture in Nursing:

Masters in Healthcare Leadership

World Health Organisation

Compassion

A virtuous response that seeks to address the suffering and **needs** of a person through relational understanding and action
(Sanso et al, 2021)

**Concern for the well-being of another
and a response from that concern**

Why is compassion important?

RISK

Burnout

- Lower quality of care
- Increase in errors... patient/resident safety.. harm and death
- Personal toll on wellbeing
- Financial implications

(Trzeciak and Mazzarelli , 2019)

What do the risks look like in your organisation?

Compassion

Reflect for a moment when was your most recent experience of **showing** compassion in your work role?

When was your most recent experience of being **shown** compassion in your work role?

When did you last show yourself **self-compassion**?

On a scale of **0-10** how important is compassion in a leader?

The care home leader in the arena

It is not the critic who counts;

not the *person* who points out how the *care home leader* stumbles, or where the doer of deeds could have done them better.

The credit belongs to the *person* who is actually in the arena,

whose face is marred by dust and sweat and blood;

who strives valiantly;

... who does actually strive to do the deeds;

who knows great enthusiasms, the great devotions;

who spends *themselves* in a worthy cause;

who at the best knows in the end the triumph of high achievement,

and who at the worst, if they fail, at least fails while daring (*caring*) greatly,

so that their place shall never be with those cold and timid souls who neither know victory nor defeat.

(paraphrased Theodore Roosevelt, 1910)

The importance of self compassion

Allows the care professional/ member of team to build **resilience** against **stress** and **burnout**

Awareness of need allows care professionals to simultaneously attend to and monitor **patients'/residents', colleagues' and their own needs**

by developing greater feelings of empathy, kindness and equanimity for patients, colleagues and for themselves

(Sanso et al, 2021)

Compassionate leadership: important for your team members

- Attending
- Understanding
- Empathising
- Helping

Michael West (2021)

Attending: paying attention to the other and noticing their suffering or needs

Understanding: understanding the cause of the person's distress or concern

Empathising: feeling and expressing an authentic empathic response

Helping: taking thoughtful, skilled, appropriate action

Note 1: Equality, diversity and inclusion in practice can be addressed

I SEE YOU

I HEAR YOU

I KNOW YOU

I UNDERSTAND YOU

I AM HERE TO SUPPORT YOU

Note 2: Not necessarily a soft option may require candid conversations

From the individual to the horizon

- Individual in front of you
 - Residents
 - The team
 - The organisation
-
- Society
 - The country
 - The world

CARING GREATLY: Support for care home leaders

Compassionate leadership with compassionate leaders

- Attend- Understand- Empathise- Help
- Safe space to share their experience of Covid as professionals
- Provided individual coaching

Self compassion and compassionate leadership

Compassionate coaching

Person: explains issue

Coach: summarizes and shares how they feel hearing this

Coach: asks clarifying questions

Coach and person: explore more deeply and develop possible future approaches

Person: shares how they now feel about the issue and outlines actions they commit to undertaking

3 years

**Compassionate
coaching**

Compassion

- Relationships
- Team dynamics
- Expectations regarding workload
- Identity in their role and how this is valued (or not)
- Culture of the organisation
- Importance of self-compassion

Conclusion 1: Importance of compassion

Compassionate leadership benefits staff and residents

Compassionate coaching helps leaders and team members to fulfil their potential

Call to action:

Develop organisations where individuals work in a **culture of compassion** with **compassionate leadership**

Culture of compassion in healthcare organisations:
compassion for and by people

Consider coaching in your organisation

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