

Resilience Coaching Circles Battle Burnout and Stress

A regional hospital system's innovative leadership approach increased staff resilience, strengthened a sense of community, and helped maintain high performance during the disruption of COVID.

Program Elements

- › **SIX-MONTH, INTERACTIVE PROGRAM**
- › **SMALL GROUPS OF 5-6 LEADERS**
- › **CROSS-FUNCTIONAL TEAMS**
- › **DIVERSE MIX OF FUNCTIONS, TENURES, AND GENDER**
- › **ONE 60-MINUTE SESSION PER MONTH**

Situation

Mary Washington Healthcare was in the process of transforming its leadership model when COVID hit. An internal engagement survey deployed before the pandemic determined the complex demands and unrelenting pace accompanying the director level placed these individuals under extreme stress. Those in this critical role suddenly faced a clear burnout risk. Administration worried about how directors could maintain performance and lead their teams while battling complexity, isolation, and stress.

Challenge

Directors needed a space to practice resilience, connect with their peers, and recharge for continued COVID related demands. Moreover, directors were the critical link to their units' well-being and ability to maintain job performance. The challenge was building an impactful yet cost-efficient program that could intervene during intense stress, provide a place to learn new skills, and deepen connectivity.

Approach

The solution was resilience coaching circles. These small groups met once a month for six months to discuss strategic themes such as reducing stress, empowering through delegation, and the importance of taking care of yourself to continue to care for others.

Participant Testimonials

"I most benefited by learning tools that I could apply to my everyday work and personal life."

"Having time to connect with peers, share what I am focused on, build accountability for myself and learn from them was extremely valuable. I found my group to be grounding and inspiring."

"Connecting with leaders that I wouldn't normally interact with and learning about the various techniques they use with their teams."



Mary Washington
Healthcare

Capabilities Covered

- › High performance despite unrelenting demands
- › Leading through change
- › Reducing stress
- › Increasing resilience
- › Developing a growth mindset
- › Focused mindfulness
- › Empowered responses
- › Compassion and connectivity
- › Sustainable positive habits

Featured Consultants



KATHY KIERNAN,
SENIOR COACH,
LEADERSHIP COACHING
+ DEVELOPMENT



THERESA MOORE,
MANAGING DIRECTOR,
LEADERSHIP COACHING
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