Shifting our Locus of Control:

Mitigating Burnout and Supporting Staff

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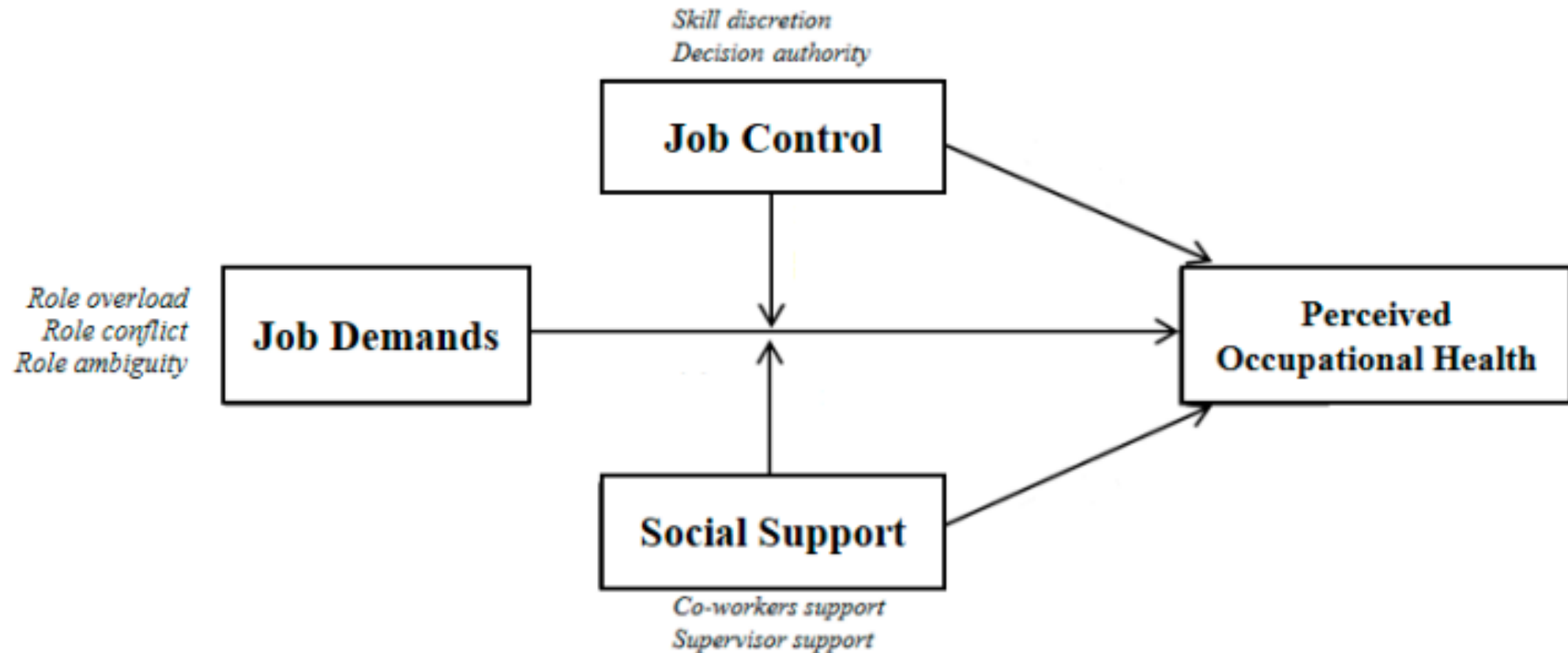
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Setting the Stage

- Project focused in Life Skills service line
- Bachelor's and Peer-level staff teach core "life skills" to clients (e.g., budgeting, anger management, medication management, healthy relationships)
- Life Skills providers also implementing standardized curriculum for teaching skills

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Understanding Burnout

Del Pozo-Antúnez, José Joaquín, et al. "Effect of a job demand-control-social support model on accounting professionals' health perception." *International journal of environmental research and public health* 15.11 (2018): 2437.

What we tend to focus on

Not within our direct control	Within our direct control
• Client show rates • Client progress on treatment goals/outcomes	• How we show up in a session with a client

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Practice Profile

- How you show up is just as important as what you're doing and teaching in a session
- How you show up impacts client engagement, team environment
  - Boundary setting
  - Strengths-based
  - Trauma-informed
  - Collaborative with client
  - Collaborative with team
  - Managing energy

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Boundary Setting

Optimal	Developmental	Unacceptable
Always re-affirms boundary clearly but supportively. Connects boundary back to treatment goal. Doesn't blame client or Centerstone. • "Remember, I can't lend you money because it's not part of your treatment. How might it relate to a goal we've been working on…maybe budgeting?"	Mostly re-affirms boundaries. May not make connection to treatment goals. May blame Centerstone. • "Remember, I can't lend you money. I'm sorry, but it's just Centerstone policy!"	Doesn't re-affirm boundary or connect back to treatment goals. May make allegiances with client over Centerstone. May blame client. • "I'll lend you money just this once. I know you'll pay me back." • "Stop asking me for money! You know I can't do that. You're going to get me fired!"

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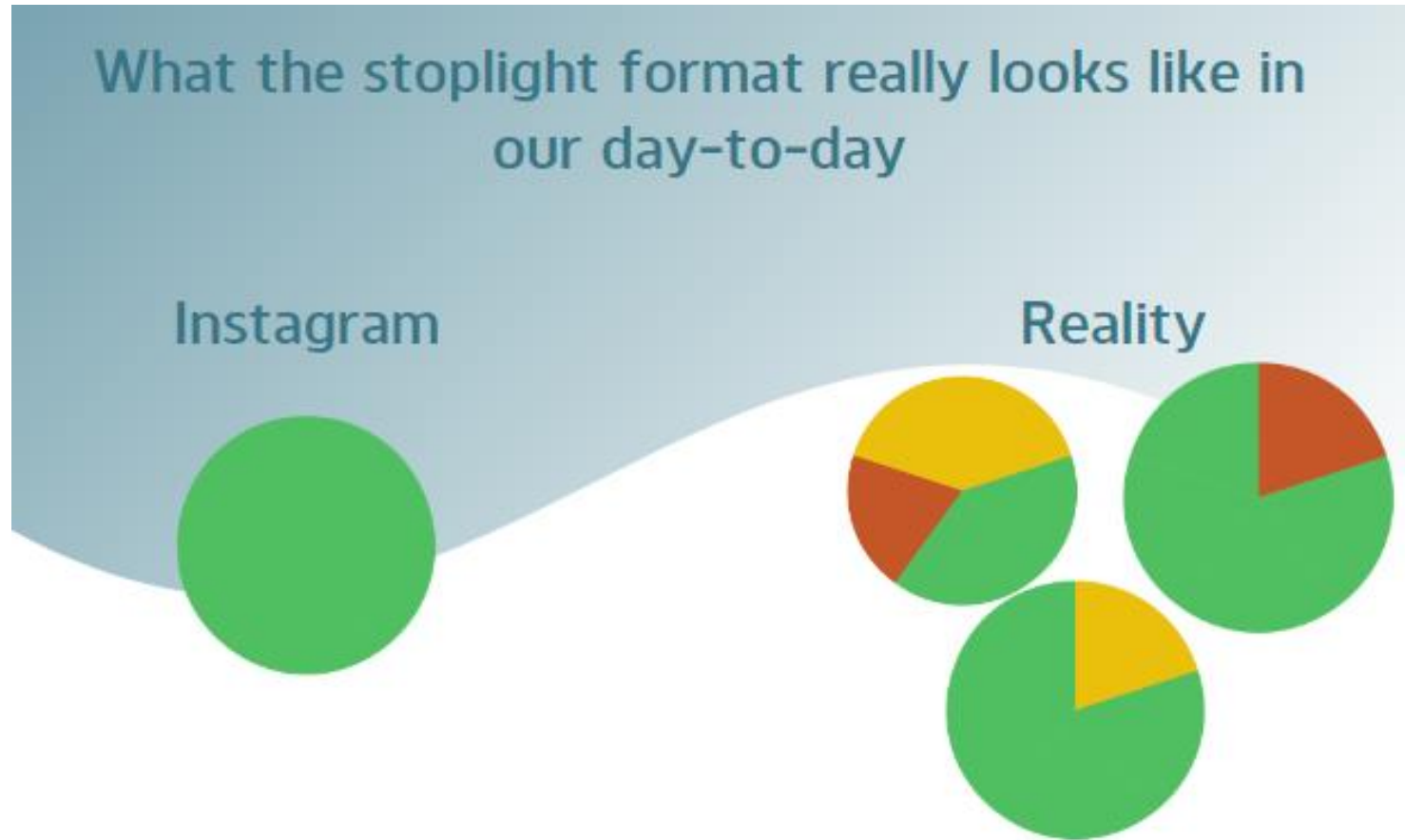# What shifting our focus sounds like

Old way	New way
• "Let's look at your caseload and your hours of care. Where are we at with our numbers this month? What strategies do you have in place to get your clients seen?"	• "OK, you're struggling with this client…let's dig into what might be going on. Sounds like boundary setting could be at play here. Tell me about the last time you set a boundary with the client…ok, sounds like you were able to affirm the boundary, but what about connecting it back to the treatment goal?"

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Creating a Culture of Coaching

What the stoplight format really looks like in our day-to-day

Instagram

Reality

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Creating a Culture of Coaching

Culture Builder/Connector

Sunshining Yellow:

Normalizing and de-stigmatizing having things you need to work on

The Practice Profile is a tool about growth, but it can feel hard to admit you have things you need to work on. Like most things, though, there's power in numbers. When we can get everyone sharing about their growth areas, it helps team members feel like they're not alone...like having something they need to work on is normal, not a failure, and we're in this together.

Basic information:

- Setting: anytime/space you're with a team (group supervision, team/admin meetings)
- Time: 5-15m depending on mode (talking vs Zoom chat) and # of people in your group
- Materials: none

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What we heard

- Remembering to use it and not beat myself up about being in yellow or red. Collaborating with my team and supervisor to hold me accountable.

- Being mindful of the colors and trying to grow toward the green.

- I would appreciate follow up by my supervisor to help me stay mindful of how I'm doing in each of the pillars.

- Not to be scared that you may not know everything. It really helped me with self reflection and self awareness.

- Better ways to support those I supervise including how to better normalize their experiences.

- This training made it feel possible to be human with our clients rather than a detached arm of a CMHC.

- Use the practice profile to have my reports rate their performance on challenging cases and to assist in identifying how they might improve if needed.

- I think the consistency of supervisors using the practice profile will make the difference in whether we can master these concepts and turn it into a culture rather than a tool.

- I think that in general, it was very refreshing to see that others struggle with the same types of things I do and we are not alone either.

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What we will see first

At new hire

- Practice Profile introduced
- Trainings watched by new hires
- Initial Assessment of 6 practice profile pillars

Group Supervision

- PP integrated into problem solving conversations
- PP sometimes get the a focus spot in the agenda

Individual Supervision

- Resources used in problem solving for case consultation
- Formal assessment of skills and coaching

Provider Day-to-Day

- PP part of session planning
- Able to access and use skills from pp in session
- Identify supervision needs related to resources

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Thank you!

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