Mini But Mighty Skills for Well-Being

Supporting a Colleague in Need
Learning Objectives

• Define the Power of One Theory
• Identify core coaching skills needed to support a colleague in need
• Explore ways to support a colleague in need
Meet Our Lead Faculty

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Burnout was a problem, now it's bigger and different

1500 Physicians surveyed by the Physicians Foundation; results compared to 2018 and 2020
Where do I begin to help?

- Is being there for one colleague enough?
- What if that is all I have to offer?
- Being there for others is one of the most impactful ways that we can serve the members in our community!
- The Power of One Theory - one person’s actions can change the lives of many.
  - One voice, one action, one choice to follow a value can have a huge impact
How can I really make a difference in someone else’s day?

• Use simple core coaching skills to help create and hold space for your colleague and give them permission to be where they are
  • Listen in empathic ways
  • Validate their feelings and experiences through your reflections
  • Try not to fix their problems for them.
3 Ways to Use the Power of One

Choose one person each day to check in with.

Check in with a colleague having a tough day.

Find time to connect with someone showing a pattern of not doing well or feeling overwhelmed.
The Daily Check-in

• Choose one person each day to check in with, using a simple phrase like “Hi! I wanted to check in and see how your day was going?”
• Asking how someone’s day is going is much more constructive than asking “how are you?” or “how are things going?”.
• This gives them permission to simply tell you about their day or dive in further if they want.
Tough Day
Check in

1) Good time? Make sure it’s a good enough time, where they don’t seem to be behind or in a rush (there is no perfect time, but some are definitely better than others). A walk by at the end of the day in the office, an elevator ride, or perhaps walking between meetings or patients are great times.

2) Simple reflection - “*Seems like today was a tough day*”. Wait for their response.

3) Listen to understand without trying to fix it. Reflect back what you’ve heard.

4) Invite them to talk more about it if they’d like that day, or another day.

5) Offer to do something kind, like bring them a cup of coffee, water, or a snack. Consider inviting them for a walk sometime.
When Someone is Not Doing Well

- Good enough time?
- Tell them what you’ve noticed and try to give a name to the emotions you’ve seen. You don’t need to be right – you just need to open up the conversation.
  - “I’ve noticed lately you’ve seemed down/anxious/frustrated/not yourself”
- LISTEN to understand, not to fix. Let them be where they are – remind them their feelings do not define them if they seem disappointed by their feelings. LISTEN some more.
  - “It sounds like you might need ____”
- Avoid toxic positivity or empty encouragements like “don’t be down” or “you’ve got this”
- Help them envision a future where they don’t feel like this:
  - “What would it look like if things were going better?” Listen, reflect.
  - “What’s one small thing you can do to work toward that?” Listen, reflect.
- Let them know they are not alone, and you can keep talking about this again.
  - “Would it help if I checked back in next week?”
It’s all about getting the conversation started!

• These ideas will help you get the conversation started.
• What ideas do you have?
• The ACP Physician Well-being and Professional Fulfillment resource page and the I.M. Emotional Support Hub have many additional resources that can help you harness the Power of One!
Access additional well-being resources
www.acponline.org/wellbeing
www.acponline.org/supporthub