

*Strategies for
Workforce Resilience*

S p e c t r u m H e a l t h c a r e G r o u p





Objectives

Resilient Leadership

Enhance relationships and well being of frontline staff

Fostering a resilient and stable workforce



Importance of Personal Connection

“The heart of leadership is connection, and connection is about empathy, curiosity and emotional courage.”

-Brene Brown





Challenges Faced on the Frontlines

1. Burn Out
2. Job shift shock
3. Poor management and leadership
4. Quiet Quitting
5. Lack of Recognition and Feedback

(HRDailyAdvisor.com)

**How do these impact
Employee Morale & Engagement?**



Challenges Faced on the Frontlines

1. Turnover
2. Job related injuries and assaults
3. Dis-engagement
4. Vicarious Trauma and Secondary Traumatic Stress

(TalkSpace.com)

How Does this Impact Employee Well-Being & Effectiveness?





Employee Turnover: Addressing the Revolving Door

Supervisors: 17.37%

Clinical professionals: 22.91%

Top level executives: 24.61%

Licensed practical nurses: 26.43%

Registered nurses: 29.36%

Administrative support: 32.24%

Mental health workers/psychiatric aides: 37.17%

(OpenMinds.com)

Staff Registered Nurses: 22.5%

Certified Nursing Assistant (CNA): 33.7%

Physician Assistant (PA): 13.5%

Physical Therapist: 12.6%

Medical Technologist: 17.8%

Pharmacist: 10.6%

Radiologic Technologist: 10.2%

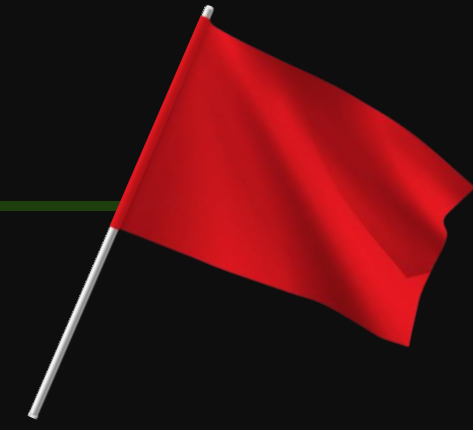
Patient Care Tech (PCT): 32.3%

(www.dailypay.com)





Unveiling Burnout: Recognizing the Red Flags



- Do you question the value of your work?
- Do you feel removed from your work and the people you work with?
- Have you lost patience with co-workers, customers or clients?
- Do you lack the energy to do your job well?
- Is it hard to focus on your job?
- Do you feel little satisfaction from what you get done?
- Do you feel let down by your job?
- Do you doubt your skills and abilities?
- Are you using food, drugs or alcohol to feel better?
- Have your sleep habits changed?
- Do you have headaches, stomach or bowel problems, or other physical complaints with no known cause?

(MayoClinic.org)



Strategy

Planning system
a plan of action
Cluster of decisions
what actions to

Strategies to Increase Employee Retention

- Employee retention and engagement are closely connected, with engaged employees being more likely to remain with an organization ([Santhosh, 2023](#)).
- Incentive loyalty, provide opportunities to grow, elevate your purpose, prioritize culture and connection ([Breitling, 2021](#)).
- Importance of tailoring retention strategies to the unique needs and challenges of mental health professionals.



Building Resilience Together

I heard stories about people cultivating Wholehearted lives despite adversity. I learned about people's capacities to stay mindful and authentic under great stress and anxiety, and I heard people describe how they were able to transform trauma into Wholehearted thriving.

-Brene Brown

Resilience and accountability go hand in hand. In order to bounce back from adversity, we need to be willing to take responsibility for our actions.

-Simon Sinek

The most resilient people ask for help early and often and surround themselves with a good network.

-Cy Wakeman



Fostering Workplace Appreciation

5 Languages of Appreciation

- Words of Affirmation:
- Quality Time:
- Acts of Service:
- Tangible Gifts:
- Physical Touch:

Implementation

- Praise, encouragement, or recognition.
- Spend meaningful time with employees
- Providing practical assistance and support
- Offering physical tokens of appreciation
- Appropriate physical gestures such as handshakes, high-fives, or pats on the back.

(Five Languages of Appreciation in the Workplace | Dr. Gary Chapman & Dr. Paul White)



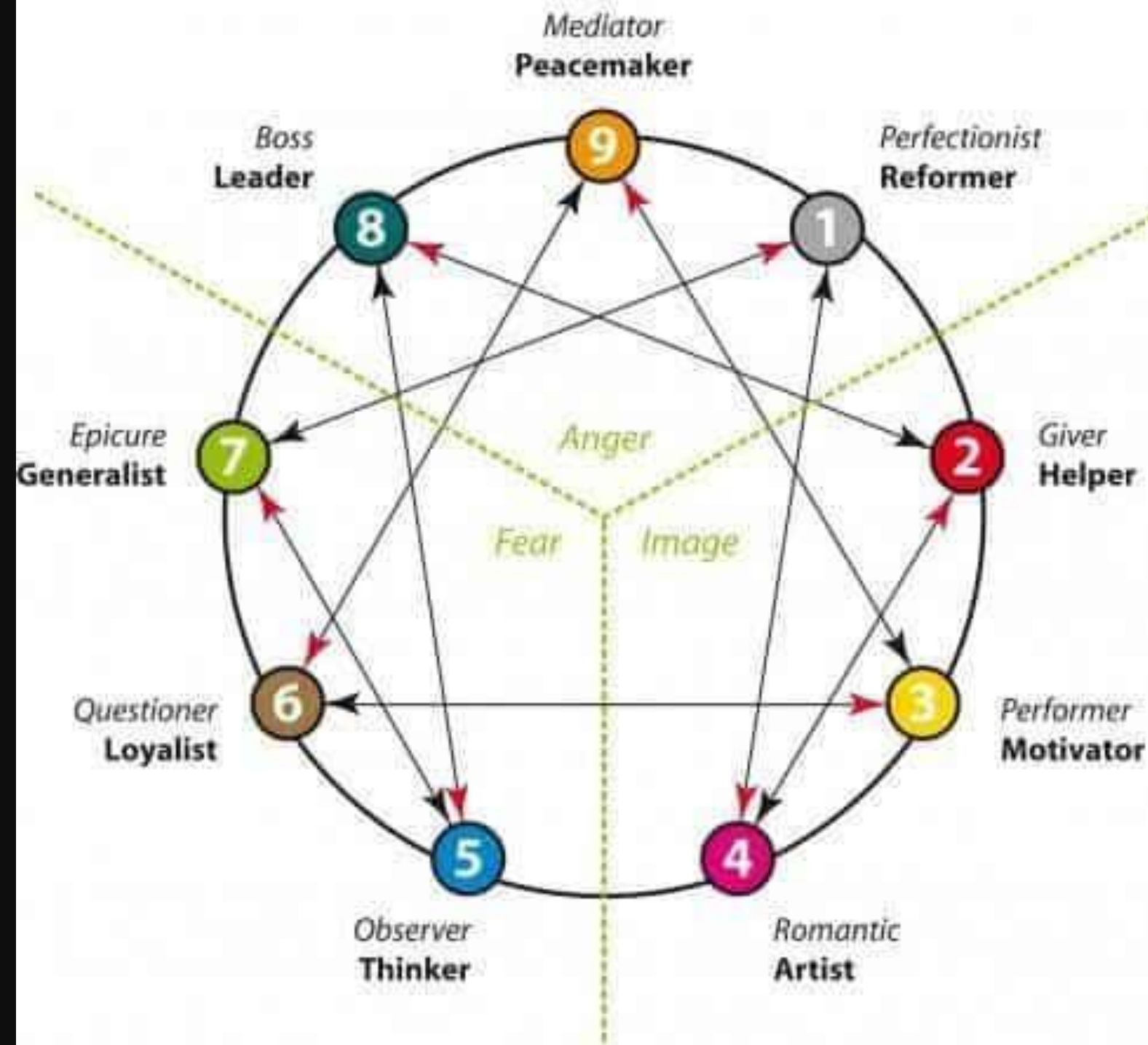
Leveraging Tools for Professional Development

Enneagram

A personality theory that describes nine personality types, each with a basic fear, desire, and predictable behavior pattern in times of stress and security.

Benefits

- Improved Self Awareness
- Enhanced Communication
- Conflict Resolution
- Team Dynamics
- Development



Empowering Your Workforce

Personal Connection
Recognize the Red Flags
Strategize for Retention
Build Resilience
Foster Appreciation
Leverage Tools

GO EMPOWER!!!



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