



**Chat Transcript:
Idea Collective on Workplace Resilience
Week 1 - Why Resilience?**

14:03:44 - Lori Thomas:

Learn more about Go365 by Humana here: <https://www.welcoa.org/providers/go365-by-humana> or email them directly at GetWellness@humana.com.

14:04:20 - Lori Thomas:

WELCOA's Year of Resilience <https://www.welcoa.org/blog/announcing-welcoas-focus-for-2021/>

14:04:21 - Jason Lauritsen:

Good afternoon everyone! Thrilled to be back again for this year's idea collective.

14:05:52 - Lori Thomas:

WELCOA Members - add all 15 Fireside Chats to your Idea Collective experience for only \$50: <https://shop.welcoa.org/product/idea-collective-add-on-2021/>

14:07:39 - Jessica Moore:

Hi all, Jessica Moore joining from Blue Cross Blue Shield of Vermont!

14:07:50 - Lori Thomas:

Registered participants will be able to view the recordings from each of the five Idea Collective sessions as well as any resources as they become available using this link:

<https://shop.welcoa.org/event-resources/>

You must be logged in to gain access.

14:08:10 - Lori Thomas:

In LinkedIn, search for WELCOA Connect: Idea Collective on Workplace Resilience and click Join!

14:08:22 - Sara Martin:

@Jessica, Hi!! Glad you are here! :)

14:08:34 - Lori Thomas:

Learn more and register your team for free at wisdomlabs.com/resilience-challenge

14:09:00 - Lori Thomas:

Learn more and register for each of these upcoming WELCOA Events here:

<https://www.welcoa.org/training/>

14:13:46 - Debra Lafler:

Head: Contemplative; Heart: Melancholy but hopeful

14:14:21 - Jason Lauritsen:

Head is a 7-8. Heart is a 6 today (have some stuff that feels unresolved...)



14:17:39 - Jenny Green:
Friendly reminder when using the chat to select "All panelists and attendees" so everyone can see your message and join the conversation!

14:19:08 - Amy Hebl:
Head is a 6 (feeling overwhelmed and like I don't have focus); Heart is 9 - Life is GOOD!

14:19:36 - Stuart Chittenden:
I recognize that experience Lori shared about the post-conference "down" or "what now" feeling. Glad that her and WELCOA's proactive response is the Fireside Chats opportunity.

14:20:04 - Noby Takaki:
Agreed. It's so hard to implement these great ideas you learn about at conferences.

14:20:31 - Erin Schad:
head is 5, heart is 7

14:20:55 - Tiffany Iliadis:
Head and heart are excited to learn more effective techniques to help people lead healthier lives

14:20:58 - Patti Elliott-Harmon:
Head- Swimming/Busy; Heart- excited!

14:21:02 - Stephanie Jones:
Head is excited, heart is open and eager to learn more

14:21:10 - Kelsey Lang:
Head is a 7-8 (pretty motivated for a Monday!) heart is an 8 (I feel grateful for a relaxing weekend to start fresh for the workweek)

14:21:10 - Tracy Gallo:
My head is clear and focused - so glad to be able to attend and my heart is full, enjoying a beautiful day and feeling supported

14:21:11 - Fredna Holmgren:
head is reflective today, savoring the present moment. Heart is calm and full. Very excited to be a part of this.

14:21:12 - Ann Meade:
Head 10 - so full of things to do, changes and trying to break new ground. Heart - 5 uncertainty is hard

14:21:15 - Sarah Sims:
Head is overwhelmed by the access to so much information and balancing my energy management. Heart is grateful that I get to sit amongst other pros who care about the health and wellness of our workplace!



14:21:17 - Karyn Richmond:

Head is very overwhelmed. Heart is very happy & excited for this series! :)

14:21:19 - Lori Thomas:

WELCOA's Definition of Wellness: <https://www.welcoa.org/blog/definition-of-wellness/>

14:21:26 - Kathy Halliday-Fields:

Head is 5, Heart is an 8 grateful but feeling a little overwhelmed...

14:21:27 - Trish Isaak:

Head is overwhelmed and heart is happy that things are calming down.

14:21:28 - Julie Stiles:

Head 6 - a little fuzzy this Monday. Heart 7 - good but dealing w/ some interesting work challenges.

14:21:33 - Noby Takaki:

Head feels busy and anxious. Heart feels open to learning and new experiences.

14:21:49 - Lindsey Peters:

Head is at a 7; Heart is at a 10 - overwhelmed, but full of positivity

14:21:52 - Michelle Castillo:

Head is Everywhere and Heart is Motivated and Excited.

14:22:06 - Heather Sittler:

Head is hurting because of a tension headache I can't kick; Heart is good - I'm happy with life right now!

14:22:31 - Maddison Bezdicek:

Head is busy but ready to tackle the week; Heart is excited for new ways to learn and apply new strategies and be part of the WELCOA network.

14:22:32 - Pamela O'Reilly:

Head is a 9--feeling super inspired and focused today; heart is grateful to be here and learning and happy my anxiety is low today!

14:22:57 - Rachal Walsh:

Head is a 6 o7....lots going on and I feel I'm being pulled in a million directions. Heart is an 8...some family stuff going on but lots to be grateful for.

14:23:25 - Lucy Gilles-Khoury:

Head is anxious and needs to focus. Heart needs to feel more filled with trying these skills.

14:23:26 - Ali Kamen:

Head feels all over the place but ready to learn. Heart feels grateful to be here to learn and connect.



14:23:37 - Jennifer Lechman:

Head is a 5 - feeling overwhelmed with too much to do. Heart is a 7.... worrying about some family stuff but overall good.

14:23:57 - Kimberly Sandmaier:

I love how's your head and how is your heart! I want to use that in my own meetings. Head is overloaded but my heart is happy and grateful.

14:23:59 - Carla Lopez:

Carla joining from Texas... head is clearer than last week after suffering the effects of weather and heart is energized to learn more strategies to share with our workforce :) Sending lots of positive vibes to all!

14:24:13 - Casey Shambayati:

Heart and Head are both struggling to stay above water. Feeling overwhelmed, fatigued, unfocused and anxious.

14:24:15 - Sheila Bannister:

@ Jennifer L, right there with you

14:24:52 - Debra Cheek:

Head is busy with various projects-7. Heart is heavy learning of 3 family/friends with aggressive cancer diagnosis this weekend. Day at a time....being grateful for present is my go to....

14:25:26 - Joan Alewine:

Hang in there Casey!

14:26:19 - Sheila Bannister: Be sure to tap in to your social connections to help you Casey.

14:27:30 - Pamela O'Reilly:

Casey, sending you positive vibes and virtual hugs for your anxiety and fatigue. We've all been there. You can do this!

14:27:31 - Kayla Smith:

Head is a 5 or 6 - lots going on in many different directions and its a bit hard to organize it all. But, heart is an 8-9: so many exciting, new things are in progress right now and I am hopeful about the potential and where I am steering my life.

14:27:52 - Fred Schott: I first got turned on to the concept of resilience about fifteen years ago, as a result of this (at the time) ground-breaking piece by.... Yes, WELCOA.... You guys are the true pioneers! <https://chapmaninstitute.com/wp-content/uploads/2014/09/E-05-Resilience-Article.pdf>

14:28:07 - Robin Wood:

Head is full and looking for best ways to move forward for our organization. Heart is hopeful!



14:28:47 - Diane Pierpont:

Head is a 7, leaning towards 8 and heart is remaining positive. I keep thinking... I am "WOMAN"... I can do anything!

14:29:06 - Candace Alfonso:

My head is busy and my heart is full of anxiety.

14:29:14 - Ryan Wolf:

Thanks for taking the "soft" out of resilience :) There's plenty of hard data around this topic.

14:29:54 - Noby Takaki:

Agree with Ryan

14:30:01 - Fred Schott:

Head and heart are, as always, intertwined and always affecting each other

14:31:58 - Lori Thomas:

Learn more about WELCOA Premier Provider Unmind:

<https://www.welcoa.org/providers/unmind/>

14:32:18 - Sarah Collins:

Seeing that the WELCOA is comprehensive, why do you continue to use "Wellness" vs "Wellbeing", which most organizations have changed to reflect the overarching goals of total wellbeing

14:32:19 - Lori Thomas:

Take the resilience survey (Collaboration of WELCOA and Unmind):

<https://www.welcoa.org/2021-employer-resilience-survey/>

14:32:29 - Pam Norton:

heart is saddened by death of a friend, head is full with much work to do

14:33:09 - Heather Bennett:

Head is full of work to be done. Heart is happy to have resources to help EEs.

14:33:16 - Joan Alewine:

Sorry for loss Pam! I lost my brother-in-law last week!

14:33:34 - Jessica West:

Agree

14:33:35 - Tricia Zamora:

I am doing it!

14:33:38 - Debra Cheek:

Agree to do survey!



14:33:40 - Dahna Batts:
Will do.

14:33:41 - Patti Elliott-Harmon:
Will do!

14:33:42 - Katy Glazebrook:
will do!

14:33:42 - Christian Ampania:
Agreed

14:33:42 - Judy Smith:
will do.

14:33:44 - Pamela O'Reilly:
So sorry Pam and Joan--sending you virtual hugs.

14:33:44 - Debra Lafler:
will do

14:33:44 - Emily Kral:
Agreed'

14:33:45 - Tracey Witkowski:
Agree

14:33:46 - Victoria Rand:
Committed

14:33:46 - Sonam Desai:
will do!

14:33:46 - Heather Bennett:
Absolutely!

14:33:47 - Kim Salber:
Head is all over the place trying to balance work life: rolling out new projects and trainings for the company; and home life excitement with our first child joining the world within the next 5 weeks. My heart is overflowing knowing that there are so many resources and such an amazing community like WELCOA to share additional support.
Agree to doing the survey

14:33:47 - Stephanie Jones:
plan to do today

14:33:47 - Renee Taylor:
working on it now



14:33:48 - Tiffany Iliadis:
Sure

14:33:48 - Tracy Gallo:
will do

14:33:49 - Jessica Moore:
Done

14:33:50 - Teri Palmer:
Will do

14:33:50 - Audrey Wright:
done!

14:33:51 - Abby Barta:
Will do

14:33:51 - Nereida Yanez:
Done

14:33:53 - Kelly Harnish:
I will complete the survey.

14:33:53 - Noby Takaki:
Will respond to survey!

14:33:53 - Andrea Galloway-Smith:
Will do!

14:33:55 - Candace Alfonso:
Done

14:33:55 - Amy Shafer:
I'll do it!

14:33:55 - Jennifer Lechman:
Sure

14:33:55 - Susie LaCrosse:
ok!

14:33:56 - Pam Norton:
will do

14:33:58 - Tara McPherson:
Will do!

14:33:58 - Rick Mulder: Will do.



14:34:09 - Jami Zanetta:
Happy to help with the survey!

14:34:10 - Cheryl Engel:
Will do!

14:34:12 - Priscila Fortune:
Agree to complete the survey.

14:34:18 - Cindy Beaman:
will do survey

14:34:20 - Lauren Dlugosz:
done!

14:34:20 - Lindsey Peters:
done!

14:34:20 - Robin Wood:
Will do!

14:34:27 - Lucy Gilles-Khoury:
Done

14:34:35 - Andrea Cardenas:
will do :)

14:34:38 - Andrea Sonntag:
How is Unmind different than EAP? Are organizations moving away from EAPs, and moving toward platforms like Unmind or Sanvello? Off topic, but wanted to remember to ask!

14:34:46 - Sara Martin:
The Burnout & Resilience in the Workplace Infographic provides common signs of burnout and ways to build resilience in the workplace:
<https://www.welcoa.org/resources/burnout-resilience-workplace/>

14:35:24 - Ali Kamen:
will do!

14:35:26 - Sara Martin:
The Quick Guide to Decrease Burnout & Build Resilience provides new insights around self-compassion, focus, and dealing with negative emotions in a healthier way:
<https://www.welcoa.org/resources/quick-guide-decrease-burnout-build-resilience/>

14:36:00 - Sarah Sims:
where can we find the information Lori is referring to?
I see it now!



14:37:04 - Tracey Witkowski:
Will we receive all the links after the webinar?

14:39:19 - Lori Thomas:
Registered participants will be able to view the recordings from each of the five Idea Collective sessions as well as any resources including the chat as they become available using this link: <https://shop.welcoa.org/event-resources/>
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14:41:38 - Fred Schott:
Vic Strecher has done some really cool stuff around purpose... and has put his findings into graphic novel format— now *that* is really cool Check it out:
<http://www.dungbeetle.org>

14:42:55 - Lisa Elsinger:
Survey done

14:43:00 - Sarah Collins:
survey done!

14:43:27 - Wendi Sanderson:
Will do!

14:43:45 - Pamela O'Reilly:
Fred, thanks for the link. That's so cool! I love graphic novels. :)

14:44:23 - Sarah Collins:
survey done!

14:44:34 - Erin Schad:
work/life balance and burnout

14:44:38 - Tricia Zamora:
Communication

14:44:41 - Stacey Vanden Heuvel:
Burnout

14:44:43 - Marisa Jacobs:
Reaching remote workers

14:44:44 - Stephanie Jones:
I think our employees don't have the skills (or don't realize) they have the skills to be resilient

14:44:50 - Lindsey Peters:
self-care



14:44:59 - Alicia Dobrzeniecki:
Working with kids/family home

14:45:01 - Andrea Cardenas:
I am managing a lot of our COVID-19 response (return to work, following public health guidance, etc.) so I have little time to promote any new wellbeing resources

14:45:02 - Sarah Collins:
I work in healthcare and the ideology for self-care is very limited. Healthcare doesn't invest in self-care

14:45:02 - Heather Bennett:
Employees are burning themselves out. They feel they need to be "on" all the time. Most of us are working from home 80% of the time.

14:45:02 - Andrea Sonntag:
bc I am just an individual contributor, so I can only do so much with ideas. How do I get this to a higher level

14:45:02 - Sheila Bannister:
I work as a consultant for a broker, so it is difficult as an "outsider" to affect change within these organizations.

14:45:04 - Noby Takaki:
Not a lot of support from the c-suite. Not given the resources to truly support employees.

14:45:04 - Kelsey Lang:
Taking time out for myself

14:45:05 - Sharon Hailey:
It seems like burnout is a catch-22... once employees are experiencing it, it's difficult to reach them

14:45:05 - Stephanie Jones:
setting boundaries between work-life balance and working from home

14:45:06 - Audrey Wright:
Upper management support. Personal burnout.

14:45:06 - Robin Dewar:
Burnout and getting information to employees without work email

14:45:16 - Tiffany Iliadis:
Craving connection, but everyone working remotely

14:45:16 - Pam Norton:
burnout / disconnected team



14:45:18 - Lucy Gilles-Khoury:
engaging the manufacturing folks

14:45:20 - Samantha Yocke:
Engaging employees virtually

14:45:21 - Julie Stiles:
Organizationally so much just long lasting trauma from cover, the world situation etc., plus lots of work, so people are being challenged beyond what is normal

14:45:21 - Pamela O'Reilly:
We're SO busy, we don't take the time to take steps to consider our own resilience/mental health.

14:45:23 - Ali Kamen:
Turning work off when it's right down the hallway from the kitchen, bedroom, etc. On a broader scale, many of our employees are having the same challenges. I need to practice what I preach and take a "virtual commute" each day at the end of the work day

14:45:26 - Barbara Levercom:
Remote workers and work life balance

14:45:26 - Janet Nodorft:
Big organizational challenges are job burnout and stress at home.

14:45:26 - Bridgette McCullough:
how to help employers assess burnout and then measure impact of interventions

14:45:28 - Tara McPherson:
Discussing the issues and not acting on them as an organization to provide employees with resources to make them more resilient

14:45:31 - Kim Salber:
remote working and managing distance learning

14:45:33 - Andrea Sonntag:
50/50-- Some employees are doing better with WFH, some are worse

14:45:33 - Joan Alewine:
Have been working remotely for almost a year now. Finding it difficult to "connect" with my team!

14:45:33 - Victoria Rand:
Transitioning back to the office.

14:45:39 - Holly Glaubitz:
We have a bunch of staff working in the incident command structure of the covid response so work loads have increased. We are really working hard to educate managers and supervisors on how to work with employees whose workloads have changed/increased.



14:45:47 - Kimberly Sandmaier:
No separation work/home- more demands with both.

14:45:49 - Sarah Collins:
YES! to Andrea- ditto!

14:45:52 - Ana Hernandez:
Organizational worries around finances that is felt throughout the organization.

14:45:55 - Debra Cheek:
Yes, remote workers and skilled team members
Do we need a Campaign? - educating managers? Not sure where to start!

14:45:57 - Nereida Yanez:
More C level buy in to ensure conversations/wellbeing are kept top of mind and trickle down naturally to employees

14:45:58 - Christian Ampania:
Feeling connected to the organization as a whole

14:46:00 - Noby Takaki:
SAME ANDREA!

14:46:02 - Sara Martin:
<https://www.welcoa.org/covid/>

14:46:02 - Kyla Greenwell:
We have lots of resources, but trying to engage the population and help turn the work environment into a more supportive and resource-using group to build resiliency is hard!

14:46:05 - Abby Helnore:
Boundaries with the working at home life now.

14:46:19 - Andrea Sonntag:
Yes to boundaries!

14:46:22 - Joan Enoch:
We have employees that continue to work on-site (70%) and remove (30%) - these groups have had very different experiences over the past year

14:46:25 - Jami Zanetta:
Our employees have become busier due to pandemic. Wellness initiatives seem like one more thing for them to do and additions to their stress/burnout rather than the solutions they could be

14:46:35 - Bridgette McCullough:
interventions that address culture and leadership.. not just personal resilience



14:46:36 - Sara Martin:

<https://www.welcoa.org/covid/#toolkits>

14:46:37 - Pamela O'Reilly:

I never thought I'd say this, but I really miss my commute as a way to transition from work to home.

14:46:44 - Jennifer Lechman:

Loss of connection with team due to remote work and team overwhelmed with work.

14:46:46 - Rachael Waltz:

Communications - having to be careful about what and how we are sharing due to oversight from Corporate Comms and leadership due to tough times, restructuring, etc.

14:46:53 - Pam Norton:

disconnected team & burnout

14:47:11 - Tracey Witkowski:

OMG I miss my commute and my train family.

14:47:15 - Kyla Greenwell:

Wonderful, thank you!

14:47:23 - Edwina Larson:

Remote workers who are exempt expected to be on all the time and those who are non exempt are not allowed any overtime, so the exempt employees end up picking up the slack.

14:47:40 - Lucy Gilles-Khoury:

Absolutely

14:47:53 - Audrey Wright:

Edwina!!! Yes!!!

14:47:55 - Sarah Berkane:

We have a lot of initiatives but it seems not enough...

Our employees lack real social connections

14:47:56 - Julie Stiles:

I've always worked remotely and our entire team is remote - super important to create your own boundaries when you work from home

14:48:03 - Michelle Carbery to Panelists:

I miss the energy our team created when we were together! We feed off of each other and it's not as easy to do online.

14:48:03 - Candace Alfonso:

Many employees are struggling with not being able to talk to people face to face. Teams just isn't enough for them, but we will be transitioning back to the office. Many also struggling with not being able to leave the house, sometimes work is the only way to get out!



14:48:13 - Lisa Elsinger:
@Edwina - yes...our faculty and staff are always on...

14:48:15 - Casey Shambayati:
Feeling disconnected with clinical staff onsite vs remote work

14:48:27 - Andrea Galloway-Smith:
Getting employees to re-engage with wellness

14:49:19 - Chelsea Brown:
Wellness peeps are the best. :) #biased

14:49:19 - Lucy Gilles-Khoury:
Love Wellness People!!!

14:49:28 - Stacia Carroll:
Survey completed

14:49:32 - Sarah Sims:
Wellness people are the BEST!

14:49:42 - Stephanie Jones:
Agreed!

14:50:30 - Debra Lafler:
WELCOA - can you link Jason's blog post on resilience from a few months ago here?

14:50:33 - Pamela O'Reilly:
Yes! Wellness people are awesome.

14:51:36 - Sara Martin:
Check out Jason's blog post here:
<https://jasonlauritsen.com/2021/01/the-management-imperative-for-2021/>

14:51:56 - Debra Lafler:
Thank you

14:52:55 - Debra Cheek:
Organizational Development & corporate survey

14:53:09 - Ryan Wolf:
<https://news.gallup.com/businessjournal/183614/employees-responsible-engagement.aspx>

14:54:07 - Sarah Collins:
Wellbeing is under Employee Engagement and we fall under Organizational Development, which under Human Resources



14:54:21 - Priscila Fortune:

For employees to be responsible for their own engagement, intrinsic motivation needs to exist.

14:54:54 - Debra Lafler:

Sounds like ideas on wellness too (traditional - biometrics, weight, stress, etc.)

14:55:11 - Sarah Berkane:

I think it's a shared responsibility

14:55:21 - Julie Stiles:

^^ agree

14:56:42 - Lucy Gilles-Khoury:

agree Deb Lafler!

14:56:51 - Pamela O'Reilly:

YES! If an employee is struggling, it's immediately about "fixing" that employee through negative messaging, and not an examination of what's wrong.

14:56:53 - Debra Lafler:

:) Hi Lucy!!!

14:57:20 - Julie Stiles:

Yes - it's a tough balance to find, between helping the employee build resilience but also look at the organizational side of what's going on that's leading to burnout

14:57:36 - Noby Takaki:

Yes Julie! well said!

14:58:22 - Stacia Carroll:

Everybody is carrying an invisible & incredibly heavy burden #CompassionCounts

14:58:59 - Andrea Sonntag:

what's an example of an organizational side of burnout? Like not having flexibility?

14:59:02 - Pam Stumbaugh:

Spot on - compassion first. Listening to our struggling employees, sometimes just talking helps them understand that you really do care about their well being

14:59:11 - Bridgette McCullough:

yes! a culture of compassion and empathy is so impactful

14:59:41 - Audrey Wright:

Yes, compassion and empathy. Working parents, especially moms, are expected be available around the clock without the normal support systems in place (school, family, childcare).



15:00:23 - Cindy Beaman:

Resilience then is knowing how to respond and having tools in your tool chest when faced with adversity.

15:01:05 - Chelsea Brown:

I dig the Cobra Kai analogy and may use it too. Credit will be given. :)

15:02:07 - Sarah Collins:

our physicians do not like the word resilience as they feel it puts the blame on them to make the system better. we are looking for other terminology. WE LOVE COMPASSION TRAINING, Emotional Intelligence is a critical component.

15:02:29 - Ryan Wolf:

Compassion can be a developed and trained skill -

<https://www.sciencedaily.com/releases/2018/05/180522170049.htm>

15:02:42 - Noby Takaki:

I love all these resources!

15:04:24 - Kimberly Sandmaier:

Thank you for all these great resources!

15:05:33 - Lisa Elsinger:

We also need to listen for what is not being said, the non-verbal aspects

15:05:42 - Lori Thomas:

This is exactly how the Collective is designed! Thank you all for being active participants and sharing resources with each other!

15:05:46 - Joan Alewine:

So true Lisa!

15:05:53 - Stephanie Jones:

very true, but can be hard to read body language virtually

15:07:00 - Tricia Zamora:

so many staff scared to talk about mental health issues that might be causing them to feel stuck, late, other behaviors. How do managers build trust to open that conversation.

15:07:09 - Angie Rhodes:

In April 2020, we stood up a weekly Managers check in and a weekly employee check in. Our CHRO has guided us to continue these check in sessions into 2021. The purpose of these is to check in with managers and staff to really get a pulse as to how they are doing, share stories, and learn from each other. I appreciate Jason's perspective and I would love to invite him to present to our managers! Thank you for bringing Jason back to WELCOA to present.



15:08:24 - Sheena Pracyk:

I know one team leader that scheduled a weekly virtual meeting not for work but for the team to get together to just check in with each other & support each other. Over the year they have become more aware of each other as people not just colleagues. Sometimes they share laughter, at times they have shared sorrow but above all it is shared!

15:09:22 -Sheena Pracyk:

I know one team leader that scheduled a weekly virtual meeting not for work but for the team to get together to just check in with each other & support each other. Over the year they have become more aware of each other as people not just colleagues. Sometimes they share laughter, at times they have shared sorrow but above all it is shared!

15:09:49 - Sarah Berkane:

agree ! and difficult to be yourself virtually

15:10:10 - Andrea Sonntag:

Love it! I do a virtual coffee chat with 3 other co-workers to help maintain connection and it's so nice

15:11:15 - Andrea Sonntag:

Love it! I do a virtual coffee chat with 3 other co-workers to help maintain connection and it's so nice

15:11:26 - Lisa Elsinger:

Yes - virtual is a real challenge. Sometime we can tell by tone of voice, degree of facial expression, posture on camera, etc. Sometimes we assess quite accurately - other times we're way off.

15:11:35 - Stephanie Jones:

I like to call it surviving to thriving. the goal is to survive right now, then we can move to thriving

15:11:47 - Megan Kocchi:

Last week I was re-listening to a training I missed and they brought up caregivers / supervisors experiencing Compassion Fatigue. And I could resonate as I am feeling this in a big way right now, but it's good to hear how important it is to maintain this and the why.

15:11:52 - Kimberly Sandmaier:

This is great! I would love to share these tips with my management. I struggle with many things you have provided as examples and can use the compassion. I started a "sunshine committee" for our team to spread kindness and small doses of love to our team to help.

15:12:42 - Priscila Fortune:

My manager started a Happy Hour Meeting on Thursdays from 4 -5 pm just for the team to chat and share about what's happening I know my team better now than before covid.

15:13:12 - Martha Hagmaier:

This was great, Jason! Thank u!



15:13:13 - Debra Lafler:
WELCOA - can you post that link here?

15:13:23 - Tiffany Iliadis:
thank you!

15:13:39 - Noby Takaki:
Thank you Jason, very enlightening!

15:13:44 - Pamela O'Reilly:
Thank you Jason!

15:14:07 - Rick Mulder:
Great presentation Jason.

15:14:11 - Rachael Waltz:
Thank you Jason. I really appreciate your perspective.

15:14:18 - Stacia Carroll:
Such a hope filled and helpful presentation :)

15:14:24 - Jason Lauritsen:
Here's the link: <https://gettalk.at/ic21>

15:14:56 - Lisa Cummings:
We have a new program called Talent Care, where Managers need to have a personal conversation with each member on their team each week. It sounds similar to what Jeff was talking about.

15:14:59 - Stacia Carroll:
Reminded and affirmed about the power of compassion

15:15:02 - Lucy Gilles-Khouri:
It's not just about resilience skills, more about compassion right now.

15:15:03 - Marisa Jacobs:
Help Til it Hurts was my big realization

15:15:17 - Ana Hernandez:
My thoughts...Compassion from top down is the foundation and employee resilience skills then blossom

15:15:26 - Debra Cheek:
Yes, compassion is key.

15:15:30 - Stephanie Jones:
Compassion, remembering to have it regardless of who you are working with



15:15:33 - Andrea Sonntag:

I have lots of work to do is my realization, and compassion

15:15:43 - Debra Cheek:

Yes, compassion is key.

15:15:44 - Janet Nodorft:

Compassion is key and needed more. I need to be more of a human being - treat others better and be kinder to myself.

15:15:46 - Nereida Yanez:

Agreed Ana!

15:16:17 - Derek Bell:

Plus... too often any mention of mental health means to look to our EAP team for solutions... and while EAP is incredible, we, in wellness have a significant role to play....

15:16:27 - Noby Takaki:

My realization is that I am part of the problem with thinking that resilience and development lie w/the employee and I need to step back and look at the larger strategy and re-examine my bias.

15:16:34 - Julie Stiles:

Struggling a little with the idea of how much to go into people's personal lives, since just had a convo today w/ another leader about scope of managers and where the line is/should be, especially given the skills of our managers

15:16:35 - Sheena Pracyk:

Some healthcare professionals are concerned about being "labeled" with burnout as it raises the question as to whether they are "coping" or in any way "impaired". Terminology can be really key in these discussions.

15:17:33 - Joan Alewine:

My realization is how important it is to help your employees through their "storm" and then helping them to see the "rainbow" when the storm has passed!

15:17:46 - Stephanie Jones:

great phrasing Joan!

15:17:52 - Sarah Sims:

Great point, Julie. Some employees are uncomfortable about having these conversations with their colleagues or managers.

15:18:09 - Lucy Gilles-Khoury:

Overall providing the knowledge through training may not be good timing. teaching resilience shouldn't become "just one more thing I have to do"



15:18:51 - Bridgette McCullough:
vulnerability is key, Julie. Be open and honest about things you're dealing with helps other employees know they can share what they are facing or feeling... if they want to.

15:19:10 - Julie Stiles:
+1 Lucy - one of the big challenges I face is how to do well-being stuff without it being another thing people feel like they have to do

15:19:41 - Lucy Gilles-Khoury:
Julie S - I've been up against that realization for the past few years.

15:19:47 - Pam Stumbaugh:
Julie - great point...it has to HELP them, not be another item on the never ending To Do list :)

15:20:10 - Sarah Collins:
I was hoping to get the sheet on helping with team meeting warm ups. Is that included in the five items I received

15:20:24 - Debra Lafler:
YES!

15:20:38 - Julie Stiles:
Lucy we should talk! :-)

15:20:43 - Andrea Cardenas:
Yes- putting out more resources to build skills that help people cope can make the recipient feel like it's one more thing to do! I'm looking forward to doing some surveying/assessment to see what people think they need so I can put out resources that fit what they say they want. Some of it feels like framing what people are feeling, coping it a normal response to the situation they've been going through- it's not that you are deficient. Feeling burned out after a year of pandemic makes you human

15:20:46 - Debra Lafler:
And we struggle with resilience too! :)
VULNERABILITY!

15:21:06 - Lee McDonough:
Amen Lucy, we have very limited time we can work with/ contact the exact ee's we are burning out...

15:21:09 - Amy Hebl:
We talk a lot about the purpose or greater good of the service we provide. By all levels acknowledging the greater purpose of our work, it helps to weather the storm.

15:21:16 - Tricia Zamora:
Yes! I have been sharing info on self-compassion key to developing mindset for self-care and resilience



15:22:08 - Jason Lauritsen:

Thank you all for being here and for the great work you are doing. Your work matters so much.

15:22:20 - Tricia Zamora:

Thank you! Thanks for the assessment. That was a great awareness exercise today.

15:22:34 - Lucy Gilles-Khouri:

Julie Stiles - my email: lucy.gilles-khouri@molsoncoors.com

15:22:34 - Julie Stiles:

Thanks Jason for presenting today! :-)

15:22:34 - Sheena Pracyk:

Thinking of your organizations, how prepared are your managers and leaders to be skilled to have these conversations? Often leaders & managers are promoted due to business skills and accomplishments not those in the realm of their personal interactions. When you have one that can do this - are they the exception?

15:22:44 - Lori Thomas:

WELCOA Members - add all 15 Fireside Chats to your Idea Collective experience for only \$50: <https://shop.welcoa.org/product/idea-collective-add-on-2021/>

15:22:50 - Kimberly Sandmaier:

Thank you All!

15:22:57 - Robin Wood:

Yes! I see self-compassion as a skill that can help build resilience.

15:23:17 - Stephanie Jones:

This was really informative. Thank you for offering this series, I'm looking forward to the upcoming sessions!

15:23:30 - Judy Smith:

Thank you!

15:23:37 - Pamela O'Reilly:

This was SO fabulous! I'm so inspired now to go out and do compassionate things!

15:23:37 - Lori Thomas:

Please share your feedback with us about today's session:

<https://www.surveymonkey.com/r/20210222-idea>

15:23:38 - Sarah Collins:

what do you have tomorrow?

15:23:45 - Audrey Wright:

Great content. The wheels are turning.



15:23:46 - Jennifer Lechman:

Leaders are dealing with the same issues their employees are dealing with and I don't think the majority have the tools to have the hard conversations.

15:23:48 - Fredna Holmgren:

This was great. Truly thought provoking and totally enjoyable. Thank you!

15:24:02 - Andrea Sonntag:

What is one idea you all might have to help implement what we learned today? I'm thinking a reminder to tell employees to be kind to themselves with some quotes. Today was so helpful, thank you!

15:24:23 - Sarah Collins:

THANK YOU!!!! fantastic!

15:24:30 - Andrea Sonntag:

Agreed, Jennifer! Leaders are human, and struggling with their own stuff too

15:24:34 - Kim Jeanson-Mateo:

Thanks so much, this was wonderful!

15:24:37 - Nereida Yanez:

Thank you!

15:24:38 - Karyn Richmond:

Thank you

15:24:43 - Tiffany Iliadis:

thank you again!

15:24:43 - Sharon Hailey:

Thank you!