“Green” Interventions

Coaching goals: (coach will generally be a resource for the person contemplating or planning a critical conversation with a colleague)
• Overall: To assist people in achieving resolution at an informal level
• Help the requestor coordinate the necessary resources
• Help prepare for the Be Wise restorative conversation

Coaching resources
• Stress First Aid
• Be Wise conversation framework
• Attention/awareness/Self-mastery practices
• Fostering positive emotion practices
• Self care, compassion practices
• Communication skills

Documentation
• No formal documentation
**“Yellow” Interventions*  

---

**Coaching goals—Meeting #1:**
- Explain the coaching process
- Review confidentiality, gain Release of information
- Debrief the event
- Foster trust, openness to learning
- Encourage self reflection and perspective-taking
- Offer stress measurement
- Based on the event offer particular resources
- Develop an action plan

---

**Coaching goals—Meeting #2**
- Touch base on the action plan
- Review the stress measurements
- Review subsequent experiences, successes
- Update the action plan

---

**Coaching resources**
- Awareness/self mastery practices
- Communication practices
- Stress first aid
- Self care basics
- OSCAR conversation framework
- Fostering positive emotion practices
- Referral to FEAP if needed
- Assessment tools (optional)

---

**Coaching process**
- Referring party meets with referred party to recommend Level 1 and provides Letter of invitation. Letter includes link to stress assessment, though most will not complete this prior to first meeting.
- Coach contacts the supervisor (Department Chair, Division Chief, or manager) to better understand the circumstances
- Meeting #1: Coach meets 1:1 with the involved person, debriefs the event, works with the involved person to achieve a state of openness to the restorative conversation
- Offers stress assessment (to be debriefed at meeting #2)
- Coach also develops an action plan, using the coaching resources, particular to that individual’s circumstance
- Determines whether facilitator is needed for the conversation to be successful. If so, engages a facilitator through FEAP
- Meeting #2: Coach meets 1:1 with the involved person one month later to review the action plan, the results of the restorative conversation, and to discuss the results of the stress assessment.
- Revision of action plan going forward.

---

**Documentation**
- Letter back to supervisor documenting only in general terms that the faculty member participated in the coaching sessions

---

*NOTE: when supervisor contacts a coach for assistance, coaching assistance will be offered to both complainant and the ‘actor’. See separate intervention for complainant*
“Orange” Interventions*

Coaching goals:
• Debrief the event
• Foster trust, openness to learning
• Encourage self-reflection and perspective-taking
• Debrief the stress assessment
• Engage the actor in the mini-ECCS course
• Develop an action plan specific to this actor
• Follow up in the 6 month interval
• Provide documentation to supervisors

Coaching resources:
• Mini ECCS (6 1 hour meetings with the coach) covering topics of self-awareness, understanding triggers (genogram), communication and resilience skills.
• Stress assessment

Coaching process:
• Letter from supervisor outlining required participation in the mini-ECCS and the stress assessment
• Coach contacts actor and set up meeting times
• Coach and actor meet together for each of 6 one hour sessions as outlined in coaching manual
• Coach prepares actor for a restorative conversation with the reporter
• Action plan for the actor including plan for re-integration
• Follow up at 1, 3, 6 months

Documentation:
• At the conclusion of the six sessions the coach prepares a letter indicating the faculty member’s completion of the mini-ECCS course, the action plan and progress to date

*NOTE: when supervisor contacts a coach for assistance, coaching assistance will be offered to both complainant and the ‘actor’. See separate intervention for complainant
“Red” Intervention*

- Managed through a referral to Physician Wellness program (for physicians) or FEAP (for staff)
- Full Effective Communication and Coping Skills (ECCS) course, which includes stress assessment, understanding triggers (genogram), self-awareness, communication and resilience skills.
- Close follow up (1, 3, 6 months) and re-entry plan through the physician wellness program.

*NOTE: when supervisor contacts a coach for assistance, coaching assistance will be offered to both complainant and the ‘actor’. See separate intervention for complainant
Coach role for complainant

• Coaches may be deployed to assist the complainant in managing the aftermath of a difficult event. In this instance, coach roles include
  – active listening,
  – acknowledgment of the emotions,
  – assisting with the preparation for a restorative conversation and/or subsequent interactions with the actor or with similar situations.