

# “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.