



RENEWAL for Leaders and Supporters
to
RESTORE Optimal Well-Being
and
REGENERATE Competence and Commitment to Ensure That
All People Supported Will Live to Their Fullest Potential

Session 1– Introduction

Supervisor, Manager, Administrator and Director Roles to
Develop and Support Team Members

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Outcome Objectives

As a result of the group training process and one with one executive coaching sessions...

1. Supervisors and Directors (S & D) will be **Renewed** by celebrating and integrating the more complete best practices that were learned during the COVID experience and;
2. S & D will be better qualified to **Restore** and **Regenerate** supporters to be more competent, committed and caring to consistently provide the best possible conscious care and support and other essential services to people supported and;
3. S & D will significantly enhance their self-awareness, self-understanding, self-management, self-expression, personal and professional development and;



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Outcome Objectives

continued

4. S & D will more consistently and completely facilitate the development and successful implementation of Person Centered Plans (PCP) and;
5. The improved PCP development and implementation process will significantly improve the likelihood that every person supported will live to their fullest Social, Vocational, Mental, Emotional, Physical and Spiritual Potential.



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Renewal, Restore and Regenerate

from

**Burn-Out
Space-Out
Tune-Out
and
Strike-Out**

to

Fulfillment, Satisfaction and Services' Excellence



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Question 1

How to Sustain Satisfactory Services When Working Conditions are Unavoidably Compromised (e.g. because of the COVID Crisis)

- Development of Mental Health Disorders and Lack of Emotional and Physical Well-Being
- Work Overload and Stressful Overtime due to Staff Shortages
- Compassion Fatigue
- Unreasonable Levels of Responsibility due to Inexperienced New Hires
- Inadequate 'Tools' to Do the Job, e.g. Loss of Community Support Opportunities
- Low/No Feelings of Meaning and Purpose
- Low/No Feelings of Control Over Roles and Responsibilities



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Question 1

Continued

- Ongoing Anxiety, Fears of Breakouts, Becoming Seriously or Fatally Ill
- Personal Social Isolation Resulting from Masks and PPE, etc.
- Unresolved Conflict Between Team Members due to Differing Views, like for example on Mandating Masking and Vaccines, etc.
- Loss of Working Relationships (due to Working from Home) that are Needed to Inspire and Nurture the Team's Feelings of Togetherness, Meaning and Fulfillment



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Unintended Contributors to Compromised Support Services

How Prevalent are the Outs?

Assessments
Self-assessments (S) Other Assessment (O)

	Don't Know	High	Somewhat	Low/No
Burn-Out				
- Feelings of Overwhelm/ Exhaustion/Anxiety/Depression				
- Negativity Towards the Job and Self				
- Team Members Conflict, Anger, Unforgiving				



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Unintended Contributors to Compromised Support Services

How Prevalent are the Outs?

Assessments
Self-assessments (S) Other Assessment (O)

	Don't Know	High	Somewhat	Low/No
Tune-Out				
- Loss of Confidence or Commitment				
- Low to No 'Wanting To' Do Parts of the Job				
- Low to No Caring/ Indifference				



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Unintended Contributors to Compromised Support Services

How Prevalent are the Outs?

Assessments
Self-assessments (S) Other Assessment (O)

	Don't Know	High	Somewhat	Low/No
Space-Out				
- Low to No 'Ability to Do' Parts of the Job				
- Inadequate Job Skills				
- Ineffective, Inefficient, Mistakes				



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Unintended Contributors to Compromised Support Services

How Prevalent are the Outs?

Assessments
Self-assessments (S) Other Assessment (O)

	Don't Know	High	Somewhat	Low/No
Strike-Out				
- Emotional Hijacks – Impatience/ Intolerance				
- Power Struggles				
- Withdrawn				



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Costs of Not Eliminating the 'Outs' (by Renewing, Restoring and Regenerating)

- People Supported – Continued Seriously Compromised Well-Being
- People Supported – Not Living to their Fullest Potential
- Leaders' and Supporters' Compromised Mental Health, Emotional and Physical Well-being
- Harmful Moral Distress – for Not Being 'Enough'
- Lack of Fulfillment, Meaning and Purpose
- Absenteeism and Presenteeism
- Staff Turn Over
- Disrespectful Communications
- Health Problems
- Wasted Financial Resources



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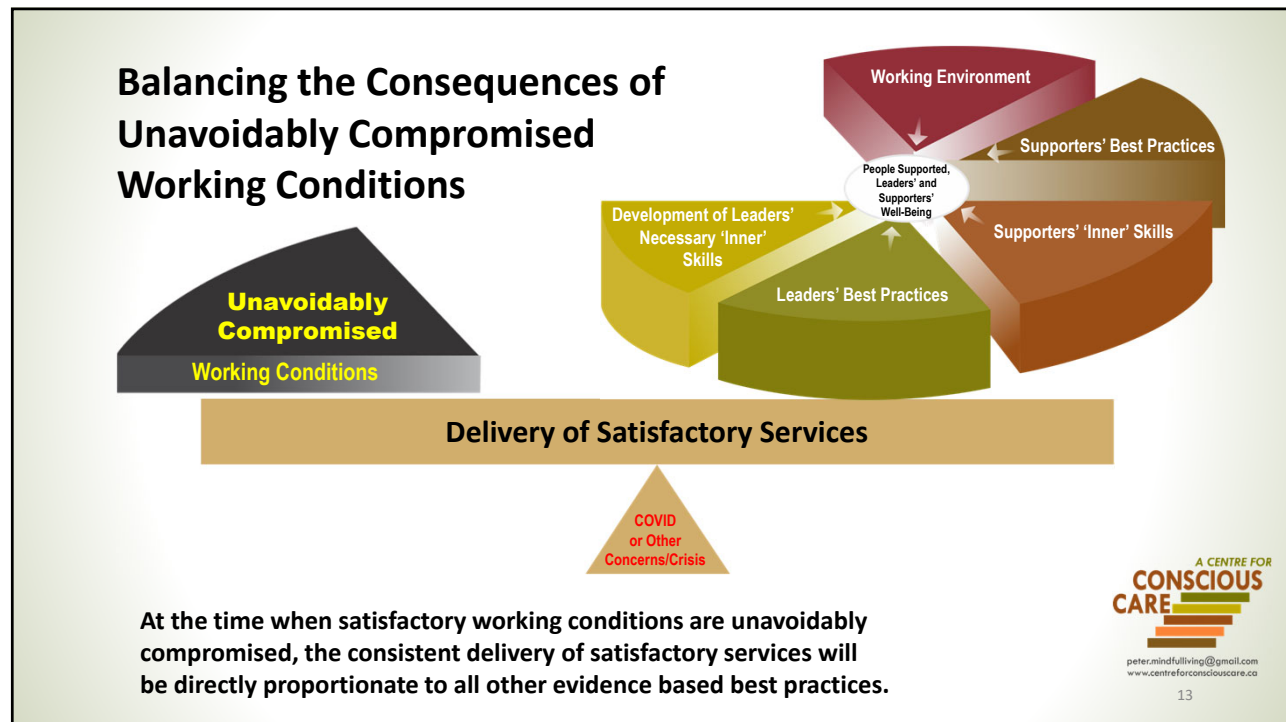
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Requirements for Renewing and Restoring Optimal Services

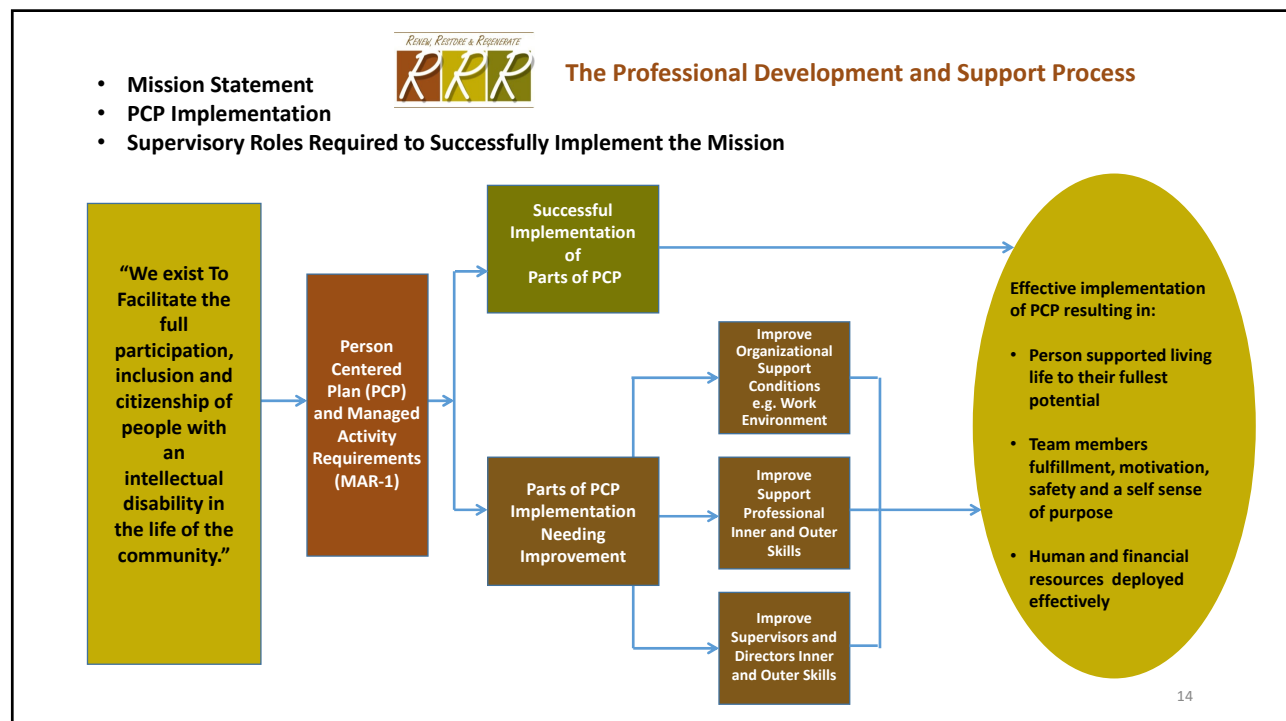


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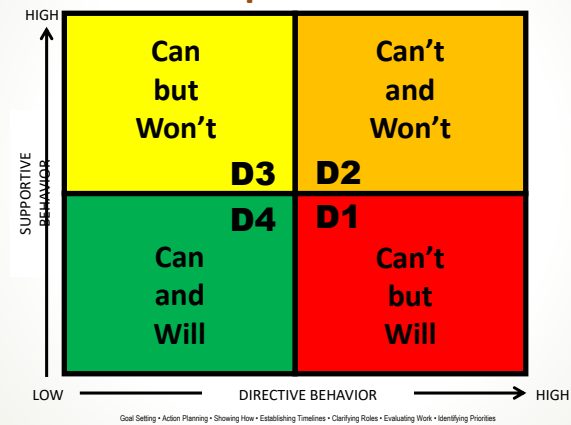
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Consider The Following Team Member (TM) Development Levels



For Each of the Many Roles and Responsibilities of Team Members,
they have One of the above Levels of Development?