

# Connect M.O.R.E.

*Guiding and supporting staff to engage more compassionately*



## Why Connect MORE?

Evaluating workshops with staff that aim to increase person-centredness exposed a dichotomy. Staff who came into health care because they felt it would be engaging found in reality their experience to be somewhat different. They encounter obstacles in the workplace that prevent full engagement, or they limit their level of engagement as a protective mechanism. One workshop participant described it as: *“a disconnect; if we could just find that point of connection it would all work better for everyone”*.

*... success in the care environment depends less on materials, techniques or clinical skills, and more on what goes on inside and between the people in the care situation. Most important is the presence or absence of connection: it's the parts working with, or against, one another!*

*Consumer Rep. (2015)*



Staff indicate that they can be left feeling guilty or negative about themselves and their role which impacts, not only on the care they give, but also on patients' experience of care and their own sense of being supported by colleagues and the organisation. Furthermore they stated that attempts to cover up their feelings could make them appear heartless and uncaring. There's a tendency to look to others to fix this problem, to managers or organisational executives rather than to seek understanding and solutions within. The aim of this program is to guide staff to engage through self-awareness and resilience to manage emotionally demanding situations.

*Staff are guided through self-reflection and a variety of activities that enable them to:*

Connect **MORE** through...

- ... **M**indfulness (about self, others, their purpose and tasks in hand)
  - ... **O**ffering (to contribute in ways that suit the individual rather than doing to or for)
  - ... **R**egarding (with positivity towards self, others and their work)
  - ... **E**mpathic listening and concern (to ease discomfort for others)
- ... ..leading to increased engagement and compassion for self and others



## **This program is practical, accessible and doable**

Using active learning workshops to clarify values, purpose and professional identity, scenario-based learning and critical dialogue, activities for developing empathy and compassion, reflection on practice, and development of individual and team action plans.

Evaluation is designed in collaboration with participants to demonstrate increased engagement, compassion and sense of wellbeing, and aims to use existing data and readily available tools.

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