



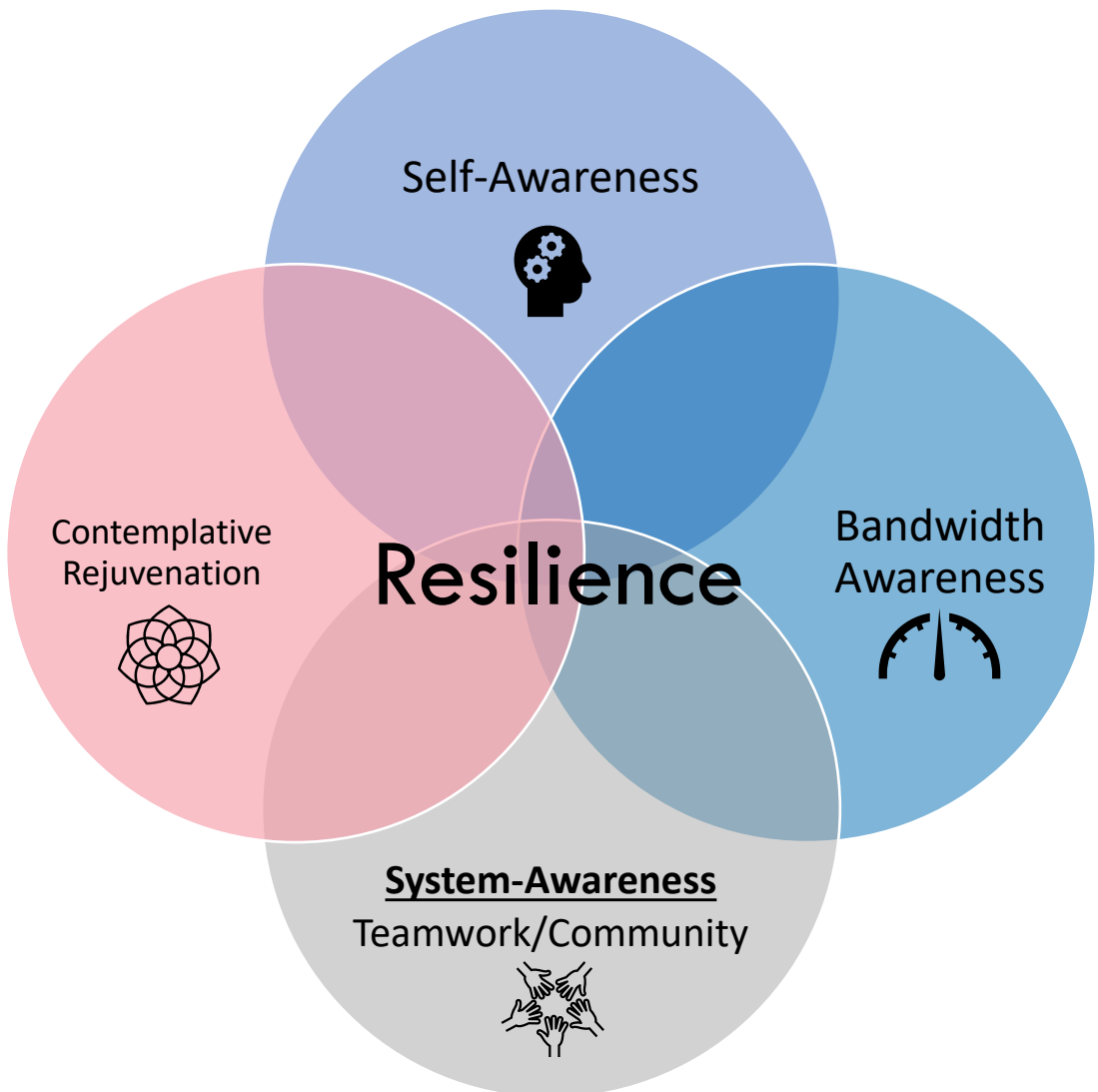
Careficient

HEALTHCARE BURNOUT

Master Class Workbook

Building our Resilience Capability

4 Dimensions of Resilience



Building our Resilience Capability

Dimension of Resilience: Self Awareness

Self-Awareness





What is Awareness?

Building resilience starts with a simple practice of connecting with our Awareness.

Taking time - a quick pause and connecting with the part of ourselves that can simply notice & witness what is - a powerful ability we all possess.

We hear the idea of mindfulness a lot but what does it really mean? Have we ever watched ourselves? Really experienced our mind? Take a minute; watch.

Seriously, take 30 seconds and practice what it feels like to actually notice your thoughts and our body sensations.

When we sit, breathe into our body, just be **here**.

We can experience our body, we can hear what is going on around us. We can also watch and experience what is going on in our mind, see or hear our thoughts; as an observer.

Notice. There is an observer. Who is the observer? The observer is *our* **AWARE self**. The part of us that can hold and embrace all parts of ourselves.

- The part of us that is capable of creating the future of our dreams
- The part of us that is scared to do that
- The part of us that will critique, judge, and nit-pick every action to protect the part of us that is scared.
- and many, many, many more parts!

The AWARE self can see and hold space for all the parts of us- the part of us that wants a big title, a big paycheck, a big degree. The part of us that fails, that is human and needs forgiveness, and the part of us that forgives.

To the AWARE self - it's all okay - it just observes; with compassion.

The practice of noticing is where we begin. Personal and professional development is an emotional journey. If we want to live in a better world, look within. Each one of us creates the world we live in; every thought, every word spoken, and every action; our reality is of our own making. It is our perceptions and interpretations that make it so.

Taking responsibility for ourselves, our perceptions, our interpretations, thoughts, words, actions, and reactions is the beginning of our creative process. We can shape our world, our life, our career, and our contributions any way we want. **It starts with awareness.**

"Knowing yourself is the beginning of all wisdom."— Aristotle



Write your Owner's Manual



Your "Owner's Manual" is a tool to help you better understand and care for your most important asset—you! Just as you would refer to a manual when your phone or computer malfunctions, this guide will help you navigate your own physical, intellectual, emotional, environmental, and spiritual energy. To get started, set aside time in a quiet space to complete the form.

I operate and work best when...

	Power Energizers	Energy Drains
Physical		
Intellectual		
Emotional		
Environmental		
Spiritual		
Things to avoid		



Strengths Self Inquiry Journaling Exercise

What is a strengths self-inquiry?

One might define the word “strength” as, “A strength is something I do well.” We propose that a strength is an activity that makes us **feel** strong. Strengths have the qualities of yearning, restoration and presence.

Journaling exercise instructions:

Give at least five answers to each of the questions below. Work to uncover authentic work activities that restore you energetically.

(Coaching tip: Be willing to dig deep, ask: “What more, What more, What more?”)

1. What type of work or activities give me energy?
2. What kind of work do I find myself losing track of time – becoming so engrossed in that I feel that I could do it forever?
3. What kind of work do I find myself looking forward to with anticipation and excitement?
4. What kind of work activities make me feel fulfilled and restored after completing?



Need help knowing your strengths?

Did you know that character strengths are positive personality traits that reflect our basic **identity**, produce positive outcomes for ourselves and others, and contribute to the collective good? These strengths are categorized into six broad virtue categories: wisdom, courage, humanity, justice, temperance, and transcendence.

To discover which strengths are most closely associated with your **identity**, take the VIA Character Strengths Survey. By completing the survey, you will receive a personalized report that highlights your top strengths, providing insights into **your unique identity**.

If I ask you to pause right now and name your top 7 strengths of character, can you do it?

The VIA Institute on Character offers a free, scientific survey to help you discover your greatest strengths. Take this simple, 10-minute character test and discover your greatest strengths. **Each person has a truly unique character strengths profile.**

The VIA Character Strengths Survey [*Get to know your greatest strengths.*](#)

[Take the VIA Survey Here](#)



Turning Values into Behaviors Exercise

Instructions

- List your top values in the first column
- Next, reflect, do these values show up in my life? How so?
- In my life, specifically during my work, when are my values challenged to be reflected in my behavior?

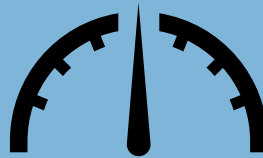
Please use the table below to reflect and bring awareness to how values show up or don't show up in your day to day behavior:

Values	How does this value show up in my life right now?	When is this value challenged?
<i>My highest value is:</i>		
<i>My 2nd highest value is:</i>		
<i>My 3rd highest value is:</i>		
<i>Another value I'd like to practice is:</i>		
<i>Another value I'd like to practice is:</i>		

Building our Resilience Capability

Dimensions of Resilience: Bandwidth Awareness

Bandwidth Awareness





Positive Vision Technique

Instructions

Our brain cannot distinguish between what we see with our eyes and what we visualize in our mind. MRI scans have proven the same experience occurs physiologically for those who imagine a sunset versus those who see a sunset live. Visualizing in a present-day ideal can help build a habit of being the ideal version of self.

It is a very powerful technique because it combines visualization with the practice of 'emptying out', as well as the awareness to 'embrace all that is' and finally in the last step, with the reality we must 'surrender' to things that are out of our control. This technique is recommended daily.

1

EMPTY OUT. With the right hand raised, speak out your concerns, worries, fears, projections and negative thoughts, until you feel "emptied out" and left with room for positive thoughts. Lower your right hand.



2

POSITIVE VISIONING. With the left hand raised, speak in PRESENT tense about your vision for the ideal situation, behavior or goal. How would you like your reality to be? What does living out your values and contributing your strengths look like? Feel free to speak in detail until you are satisfied that every detail is complete. Lower left hand.



3

EMBRACE BOTH SIDES. Gently place your right hand, which represents the worried aspect of your mind, over your heart. Take a deep breath. Now place your left hand over your heart and hold your visioning side. Hold them both over your heart and say, "I will do my best and what will be will be." Take another deep breath.



Boundaries 101: Resentment Inventory



Take a Resentment Inventory

Taking an inventory of where you might be harboring resentment in your relationships can help provide a snapshot of where a need is not being met, a boundary needs to be established, or where a boundary has been violated.

Throughout the day and after interactions with others that leave you feeling frustrated, angry, or upset, use the chart below to ask yourself: Who was I with? What was the frustration? What was the feeling? What was the underlying need?

EXAMPLE:

Situation: I was telling my friend Betty a heartfelt story and she interrupted me right in the middle to tell me about a conflict she had with her partner the night before.		
What was the frustration?	What was the feeling?	What was the underlying need?
I felt dismissed when she interrupted me while I was telling her something important.	Angry, hurt, unimportant	To feel understood, heard, valued, and important.

Resentment Inventory Worksheet

Use the charts below to inventory situations or interactions that leave you feeling frustrated, angry, or upset.

Situation:		
What was the frustration?	What was the feeling?	What was the underlying need?

Boundaries 101: Resentment Inventory



Resentment Inventory Worksheet

Use the charts below to inventory situations or interactions that leave you feeling frustrated, angry, or upset.

Situation:		
What was the frustration?	What was the feeling?	What was the underlying need?

Situation:		
What was the frustration?	What was the feeling?	What was the underlying need?



Boundaries 101: Listing needs

Upon reflecting on various situations, these are my top needs right now...

1.

2.

3.



Use 'I' Statements to communicate your needs

Practicing open, honest communication is sometimes trickier than it seems. This can be especially true when we are dealing with conflict or feeling burned out. In these instances, we may say hurtful things or things we don't mean while attempting to express our needs or emotions.

Using "I" Statements can be a straightforward way to communicate how you feel, while simultaneously owning your feelings and outlining the details of the problem as you perceive it.

There is a simple formula for using "I" Statements. Included are some helpful examples to get you started. Fill in the blanks to practice crafting your own "I" Statement.

When _____ [situation, context, challenge] happens,
I feel _____ [emotion].

My request is _____[desired dynamic or behavior].

For example:

Instead of: "You always make me late because you never tell me our plans in advance."

Try:

"I feel stressed out when you don't update me about our plans. Could we talk about our calendar at the beginning of the day?"

Building our Resilience Capability

Dimensions of Resilience: Teamwork

System-Awareness
Teamwork/Community





Careficient



Teambuilding Cards

Instructions for Using Activity Cards to build Psychologically Safe Teamwork

The next 2 pages contain activity cards you can print on 3x4 name badge labels or use as a reference for building psychologically safe connection. The cards are arranged in a specific order for optimal flow:

1. **Gratitude:** Begin every intentional connection with gratitude. By doing this, you help shift participants' minds from a state of alertness to one of calm and openness, enabling clearer thinking and problem-solving.
 2. **Managing Tension:** Once the team or team member feels safe, use these activities to address complex issues, problems, or needs with a constructive mindset.
 3. **Future Planning:** Use these activities to focus on the goals or vision of the group and collaboratively plan the steps to achieve them.
 4. **Teambuilding:** Conclude by connecting on a personal level. These activities help build rapport and trust, strengthening team relationships.
-

GRATITUDE

ROUND ROBIN STRENGTHS SHARE

Share 3 or more professional strengths you see in your teammate(s)

GRATITUDE

SHARE THE WINS

Share 3 ways that your teammate(s) showed up for you or the team or supported you or the team this week.

GRATITUDE

APPRECIATION

Share one action they did that made you feel appreciated.

MANAGING TENSION

MEETING COMMUNICATION NEEDS

What's one communication need you have and how can I best meet that need? Give me specific examples. (SWITCH)

MANAGING TENSION

NONVIOLENT COMMUNICATION

Have I said or done anything (consciously or unconsciously) that negatively affected you? Be specific but not accusational in your response.

Coaching tip: "Remember to use non-violent communication: "I feel _____ when _____ happens, my request is_____."

MANAGING TENSION

STOP/START/CONTINUE

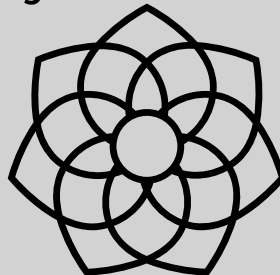
What is something I am currently doing that you would like me to continue? What is something new you would like me to start doing? What is something you would like me to stop doing?

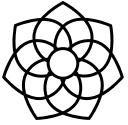
<div>ALLONE Consulting</div> <div>FUTURE PLANNING</div> <div>SUPPORTING SUCCESS Each teammate write one goal for the month on a piece of paper. Share: How can your teammate(s) best support your success? What does encouragement look like to you? Practice (start now), with a word of encouragement or support for each other. Set a reminder in your calendar to circle back on this goal at the check-in that lands closest to one month from now.</div>	<div>ALLONE Consulting</div> <div>FUTURE PLANNING</div> <div>CULTURE BUILDING What kind of culture do we want to create in our team? List 3 power words or phrases that sum up how we want our team to be. How can we start now in our professional relationship and teamwork?</div>
<div>ALLONE Consulting</div> <div>FUTURE PLANNING</div> <div>CAREER CONVERSATION What's your highest vision for your career and what you want to accomplish or contribute? What do you want to be known for? How can you help each other?</div>	<div>ALLONE Consulting</div> <div>TEAM BUILDING</div> <div>SHARE What did you do this month that you're most proud of? What about that makes you proud?</div>
<div>ALLONE Consulting</div> <div>TEAM BUILDING</div> <div>INSPIRATION What is one thing you can do to feel more inspired each day?</div>	<div>ALLONE Consulting</div> <div>TEAM BUILDING</div> <div>GROWTH MINDSET What was this week's lesson?</div>

Building our Resilience Capability

Dimensions of Resilience: Contemplative Rejuvenation

Contemplative
Rejuvenation



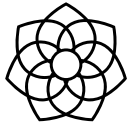


Tree of Contemplative Practices



The Tree of Contemplative Practices is a visual guide to exploring various practices that nurture mindfulness, self-awareness, and emotional resilience. Its roots represent the foundational intentions of these practices, while the branches categorize different approaches like stillness, generative practices, and others. This tree invites you to discover and cultivate practices that resonate with you, supporting your journey toward greater awareness, balance, and well-being. **The below is an example.**





Tree of Contemplative Practice

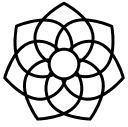


Careficient

Instructions for Completing Your Tree of Contemplative Practices

- 1. Reflect on Your Current Practices:** Consider the activities that help you feel grounded, present, and connected to your soul. Meditation, journaling, walking in nature, or creative expression may all be part of your contemplative path.
- 2. Let Go of Judgment:** This is a space for self-discovery, free from the inner critic. Your practices are for you alone—there is no right or wrong way to engage. Whether you write poetry, draw, dance, or sit in silence, allow yourself to explore without expectation or the need for validation.
- 3. Place Your Practices on the Tree:** The roots represent your foundational intentions—mindfulness, connection, or renewal. The branches hold different types of practices, such as stillness-based (meditation, breathwork) or generative (writing, movement). Feel free to create your own categories.
- 4. Include What Feels Right:** Contemplative practices are deeply personal. If something nourishes your spirit—gardening, playing music, or simply watching the sunrise—it belongs on your tree.
- 5. Reflect and Commit:** Once your tree is complete, pause to notice any insights. Which practices energize you? Which ones could you engage with more often? Choose one to focus on in the coming week.

Your tree is a living guide to your inner journey—let it evolve as you grow.



My Tree of Contemplative Practices



The Tree of Contemplative Practices

The Center for Contemplative Mind in Society
www.contemplativemind.org

Take One Action to build your Resilience Capability

What is one action I can take within each of the 4 Dimensions of Resilience:

Self-Awareness:

Bandwidth Awareness:

Teamwork:

Contemplative Rejuvenation:

