



Recovery Champions

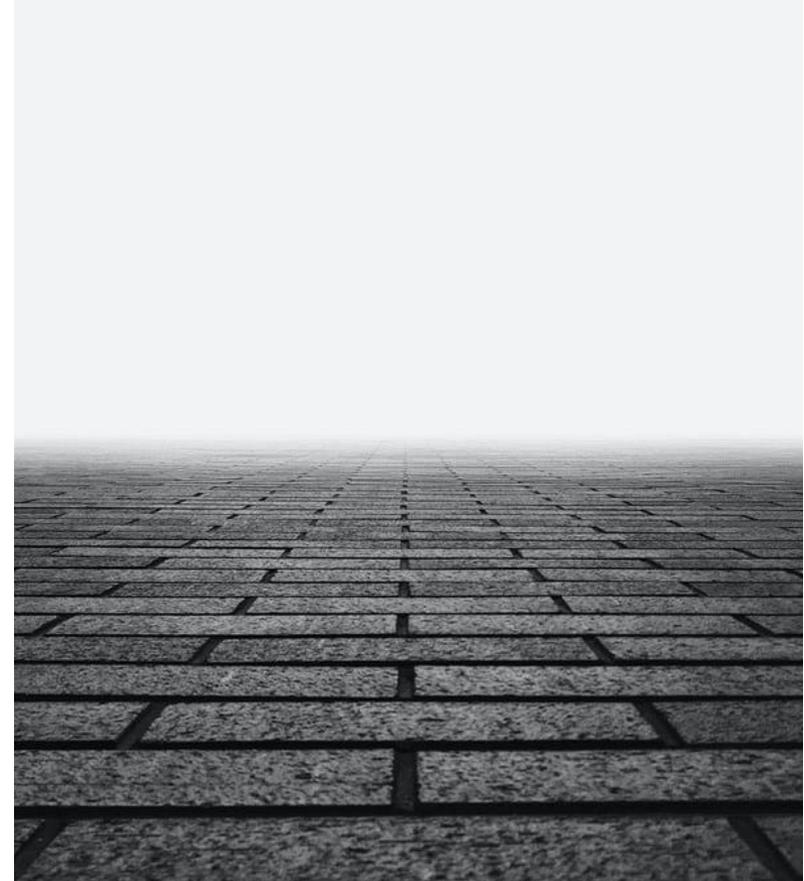
For Care Workers and Managers



WALL *how many frontline staff are about to hit the wall?*

*'The adrenaline
kept us going.
Now we've hit a
wall'*

Lucy Jenkins, frontline
Healthcare worker



THE CHALLENGE *are we prepared for Recovery?*

A survey of 1,257 physicians and nurses during the height of the COVID-19 pandemic in China found that about **50% of respondents reported symptoms of depression**, 44% reported symptoms of anxiety and 34% reported insomnia – *Scientific American*

More than **70% of care home managers** in England – surveyed between May and June 2020 – reported that they **had concerns about staff morale and their mental health and wellbeing** – *International Long-Term Care Policy Network*

“Health and care workers are highly resilient people [...] but **this current crisis has particular risk factors** - including fear for staff's own and their families' health and the loss of informal support networks because of social distancing” - *The British Psychological Society*



RECOVERY *a time of uncertainty transition and change*

There is going to be, by necessity, a period of change and transition from the abrupt and unforeseen circumstances of the pandemic, to what has come to be called ***the new normal***.

The future is uncertain and unpredictable, and **we can no longer assume** that we can draw on the past to predict the future.

Prepare your frontline teams by developing ***Recovery Champions***



CHAMPIONS

what our clients say about
our recovery programmes

'I saw and experienced the kind of virtuoso coaching that comes from a ruthless compassion and a commitment to making a difference with people... In our opinion, a finger in the air evaluation of its benefits and usefulness to the NHS would be about 9.5 out of 10'

Paul Gibbon, Independent NHS Assessor



THE PROGRAMME

A fresh, engaging, well-tested approach



Any team leader, supervisor or frontline health and care worker can be a ***Recovery Champion***

9-week programme via Zoom, WhatsApp and closed Facebook groups

Our most experienced course leaders delivering 6 on-line sessions of 75/120 minutes

Cohorts of 10-30 participants

Minimum impact on work schedules and rotas

Practice partners – buddies – to share the journey

Action Learning Groups for embedding the learning through the 9 weeks

Skill-building assignments and active practices, to inspire and engage

INNOVATION

We need to support our workforce, in an entirely new way

Recovery Champions is the most exciting new addition to our portfolio of market-leading support and development programmes for the health and care workforce

Based on **cutting edge findings** about **human communication and relationships**, it refers to **neuroscience** and research into **stress and trauma recovery**

Recovery Champions create a **culture of possibility over predictability**, a new and empowering context for themselves and others – **a context of positive and sustainable recovery**



Programme content *PART 1* *WEEKS 1-4*

Part One: Becoming a Recovery Champion

Onboarding (week 1)

- welcome
- intentions and outcomes
- commitment and roadmap
- what do we mean by recovery?
- what is a recovery champion?
- setting up action learning groups and practice partners
- enjoying the journey

Resilience – 1st (week 2)

- the qualities of resilience
- how we can influence our personal resilience
- overcoming the impact of the pandemic
- techniques for putting the past in the past
- sharing, feedback and coaching about how people are feeling

Resilience – 2nd (week 3)

- review of learning so far
- resilience – tools that support us beyond just bouncing back
- listening as empowerment
- sharing, feedback and coaching about how people feel and what they might still need

Programme content PART 2 WEEKS 5-9

Part Two: Being a Recovery Champion

Responding beyond circumstances (week 5)

- zones of control
- self-awareness and reflective practice
- the importance of perception
- reframing- as a tool for change
- findings from neuroscience

How stories transcend (week 7)

- what we mean by stories
- the power of positive storytelling
- building empowering stories
- tools and techniques for hearing possibility
- reframing stories that limit the future

Allowing for possibility (week 9)

- distinguishing possibility from probability and predictability
- possibility as a way of being and a mindset
- the barriers to possibility
- conversations for possibility
- possibilities beyond recovery
- completion of the programme

From week 5, Recovery Champions take their skills and practices into their organisations and their communities

A 9 week journey *to be experienced individually and in a team*

How we deliver it

Interaction

- Each participant is assigned a **practice partner**, for the 9 weeks
- At least **two of our most experienced coaches** are in charge of each cohort and facilitate every session
- **Zoom, WhatsApp and Facebook** guide the interaction, between sessions throughout the 9 weeks

Practices

- **Skill building exercises**, individually or with practice partners
- **Bridge assignments**, to be completed in between sessions
- **Action learning groups**, to take practices into the organisations and communities

Supporting material

- **Course e-booklet**, to have all relevant material in one place
- **Multimedia content** to support assignments and practices (e.g. specific videos)
- Course **certificate of attendance**

A mobile phone or laptop/tablet is all that is needed to become a Recovery Champion

FEEDBACK

from participants to our recovery programmes

'This has been, by far, the most stimulating, thought provoking programme I have ever been involved with. It has stimulated such deep thinking I didn't realise I had in me! I am sorry it has come to an end and would love to be involved in future cohorts and follow up sessions'

Participant to one of our programmes



This is, hands down, the best training I have ever done; it has changed my way of thinking, helped with many aspects of my life ... which has improved my feeling of worth and improved my confidence'

Another participant to one of our programmes

OUTCOMES

Wellbeing, productivity, return on investment, compliance

*An independent evaluation at the end of one of our programmes estimated that for every £1 spent there would have been a potential saving of £15 – a **15x return on investment***

*“I strongly believe that it is through this dissemination of open and honest communications that we will see a positive impact on the company, both in terms of staff morale – and **measurable business metrics**” - Sue Baverstock, Director of HR Somerset Care*

*“This first insight document focuses on adult social care [...] in particular highlighting **the impact of COVID-19 on staff wellbeing** and the **financial viability** of adult social care services” - CQC*

*“**For every £1** put into scaled up treatment for common mental disorders, **there is a return of £4** in improved health and **productivity**” - World Health Organisation*

*If a Recovery Champion helps to prevent **3 days absence** of any front-line staff, including themselves, the programme will have **already paid for itself** - any benefits beyond that become **pure upside***

*Over the last two decades, we have run tens of programmes for health and care organisations - the **average drop-out rate is less than 5%***

CARE *organisations our team has worked with*



Prince's Trust



LEADERSHIP *over 5 decades of organisational development and coaching experience*



Now is the time to turn our attention to something more positive, **changing the way we look after our workforce**. The first step is Recovery.

*Alessandro Alagna,
Simon Daly, Mo Cohen,
Sali Mustafic*

www.talentforcare.uk

It was hard to be prepared for the pandemic, **call us now to prepare for Recovery**: 01494 702 712 / alessandro.alagna@talentforcare.uk



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Thank you!