



## **Week 1 Chat Transcript: Inner Circle – Prevent Burnout & Build Resilience**

00:16:56- Nicole M:

Yay Welcoa is the light at the end of my tunnel of work from home!

00:17:13 - Lori Thomas:

Oh Nicole that is lovely! Thank you! <3

00:24:25 - Lori Thomas:

What are the signs of burnout you are seeing in your organization?

00:24:50 - Brandee Gerow:

Increase in leave requests.

00:25:30 - Nicole M:

Exhausted, tired of being triggered, don't want to go to work...disengaged employees. I have looked this up and they say apathy and being irritable are also symptoms.

00:25:34 - Lucy Gilles-Khoury:

impatience and irritability

00:25:42 - Pamela O'Reilly-Procon:

So much irritability!

00:25:47 - Teresa Branson:

stress, compassion fatigue and turnover

00:25:56 - iPad:

increase in illnesses and anxiety

00:26:02 - Michele Smallidge:

Not engaged employees- in both work and their own wellbeing

00:26:10 - Emily Miller:

stress, turnover, irritability, tiredness

00:26:16 - glaubh1:

I work for public health, so a lot of our employees have been redeployed to doing COVID work. We are seeing a lot of irritability, compassion fatigue, and stress. All also compounded by social injustice and the murder of George Floyd.



00:26:40 - Penni Perri:  
Managers experiencing compassion fatigue when it comes to supporting employees

00:26:42 - Nicole M:  
yes, and more possible riots this week

00:27:00 - Lauren B:  
disengaged employees.

00:27:04 - jmackeen:  
short tempers

00:27:09 - Andrew Bainbridge:  
Increase in anxiety and stress. Which leads to turnover and conflict.

00:27:13 - Trisha Vorachek:  
Witness little joy at workplace

00:27:14 - Annmarie Loughnane:  
Leave increase, low productivity, stress with remote working, family balance...

00:27:16 - jmackeen:  
misunderstandings

00:27:16 - Gilana Vosberg:  
Calling-in more often, shorter fuse, and lots of feedback on feeling stressed more

00:27:34 - Lori Thomas:  
Increase in errors or lower quality of work than normal

00:43:46 - Michelle Wright:  
Providing flexibility in schedules

00:44:09 - Brandee Gerow:  
Creating ways for employees to stay connected while working from home.

00:44:24 - Vicki:  
Providing mental health resources - EAP, carrier resources, etc.

00:44:39 - Pamela O'Reilly-Procon:  
Flexible schedules, care packages, office equipment, happy hours, coffee chats, messages from leadership, emphasis on mental wellness and resources.



00:44:46 - Gilana Vosberg:

Looking into and working on getting a better EAP, bringing in speakers on burnout, and often having mindfulness practices.

00:44:49 - Nicole M:

Self-care around the fringes - get out to exercise or eat well, take mental breaks etc.

00:44:57 - Michele Smallidge:

we offer virtual meditations sessions through dial in and Zoom- our spiritual department offers it and it is fully supported by leadership

00:45:14 - iPad:

joining WELCOA

00:50:00 - Lori Thomas:

We welcome everybody to turn on their cameras so we can see your smiling faces!  
We want to attempt to connect as best as possible in this digital world!

00:50:55 - Andrew Bainbridge:

Yes

00:50:57 - glaubh1:

Oh yes

00:50:59 - Lori Thomas:

Yes

00:51:01 - Michelle Wright:

Yes! Especially in the beginning!

00:51:03 - Denise.Guess:

absolutely yes

00:51:05 - Emily Miller:

Yes

00:51:15 - Lauren B:

yes.

00:51:15 - Pamela O'Reilly-Procon:

I have a chronic anxiety disorder, so.... YES.

00:52:19 - iPad:

my puppies!



00:52:52 - jmackeen:

I am in safe place and healthy

00:52:55 - Michele Smallidge:

this will pass

00:53:00 - Trisha Vorachek:

That my company I work for is recovering and I have a job

00:53:09 - Nicole M:

I have food to eat, I have coffee, and I have a quiet place to live

00:53:13 - Pamela O'Reilly-Procon:

I'm with my family, I have a job, and I have great friends.

00:53:13 - Trisha Vorachek:

My family is healthy

00:53:18 - Vicki:

The sun will rise tomorrow!

00:53:18 - Denise.Guess:

I have great snacks

00:53:23 - Trisha Vorachek:

I have good access to great healthcare

00:53:27 - Lori Thomas:

My incredible work family that supports each other

00:53:36 - Denise.Guess:

more time to spend with family

00:53:39 - Emily Miller:

I am healthy, my family is safe, and my fiancé is safe

00:53:40 - glaubh1:

I am able to work from home

00:54:01 - iPad:

I can sing and dance all by myself

00:54:03 - Casey Shambayati:

Have more time learn new skills and hobbies



00:54:14 - Penni Perri:  
Today I was able to help someone else.

00:54:21 - Trisha Vorachek:  
Mood bumping up

00:54:24 - Michele Smallidge:  
smile

00:54:25 - Pamela O'Reilly-Procon:  
I just started to feel more positive.

00:54:32 - Lucy Gilles-Khoury:  
comforting

00:54:38 - iPad:  
smiles

00:54:39 - jmackeen:  
You stop focusing on the negative

00:54:42 - Denise.Guess:  
there are small things that we take granted that actually truly make us happy

00:54:42 - Nicole M:  
feel calmer for a minute

00:54:43 - Lauren B:  
felt grateful

00:54:53 - Lori Thomas:  
Feels like a hug from a friend

00:55:17 - Lori Thomas:  
@Gina - I love that! Sing and dance as if nobody is watching!

01:03:22 - Lori Thomas:  
I made a point to sit outside on my porch during lunch today!

01:03:27 - Lucy Gilles-Khoury:  
completed data mining for report

01:03:36 - Andrew Bainbridge:  
Took a walk at lunch for a wellness break.



01:03:37 - iPad:

I cleaned the floors!

01:03:38 - Michele Smallidge:

I hung artwork I had for 6 months

01:03:39 - Nicole M:

get outside, go for a walk, taking a shower is always a win

01:03:41 - Denise.Guess:

I completed my open enrollment HRIS programing ahead of time

01:03:46 - Trisha Vorachek:

Started cooking healthy meals

01:03:47 - Lucy Gilles-Khoury:

went grocery shopping

01:03:48 - Emily Miller:

I completed a project AND did a load of laundry

01:03:49 - Lauren B:

Listened to my favorite podcast outside over lunch

01:03:50 - Teresa Branson:

Taking time for yourself. Sitting outside now first time doing a training outside for 6 months.

01:03:50 - glaubh1:

Got my workout in early this morning so I don't have to do it this evening

01:03:52 - Michelle Krassopoulos:

made sure I made the time to attend this Zoom Meeting!

01:03:54 - Candice West:

I got my 5-year old son to school on time today!

01:03:57 - Sara Martin:

I meal planned for myself this week so I could eat plenty of vegetables!

01:03:58 - Trisha Vorachek:

Read book by lake

01:03:59 - Michelle Wright:

completed 6 months of filing!



01:04:00 - Nicole M:  
podcasts are great

01:04:03 - Gilana Vosberg:  
Physical activity every day for 2 weeks

01:04:08 - Pamela O'Reilly-Procon:  
I stood up for myself at work, drove downtown, and am sitting outside enjoying the back yard.

01:04:12 - Nicole M:  
audible books and neighborhood walk

01:04:12 - Penni Perri:  
I took a walk this morning and listened to an inspiring podcast

01:04:43 - jmackeen:  
Read a book instead of more screen time

01:04:52 - Nicole M:  
sense of freedom, dignity, and sanity

01:05:01 - Lori Thomas:  
I love feeling more in control and feeling the power to be proactive versus reactive

01:05:02 - iPad:  
I noticed I felt free

01:05:06 - Emily Miller:  
sense of accomplishment

01:05:07 - Andrew Bainbridge:  
Hits the mental "reset" button

01:05:11 - glaubh1:  
Ditched cable so I am reading more

01:05:13 - Teresa Branson:  
Sense of peace and centering

01:05:30 - Denise.Guess:  
nice to take time for myself

01:05:30 - Michele Smallidge:  
a bit more satisfied



01:05:37 - Gilana Vosberg:  
Feeling like small steps help me to have the mindset that I can do anything

01:14:23 - Lori Thomas:  
Watch for a follow up email from me with the materials Stella mentioned earlier and your homework for next week.

01:15:01 - Lucy Gilles-Khoury:  
warm "fall" weather

01:15:02 - Vicki:  
My grandson is at my house!

01:15:06 - Michele Smallidge:  
my beautiful family, my health, and my supportive friends

01:15:10 - Andrew Bainbridge:  
My great kids!

01:15:11 - Trisha Vorachek:  
I'm grateful for being able to work from home.

01:15:18 - jmackeen:  
Health, family, my job, working out

01:15:19 - Emily Miller:  
my fiancé

01:15:24 - Nicole M:  
grateful for nice weather, relatively good health, and coffee

01:15:30 - Trisha Vorachek:  
Family and my pets

01:15:32 - Lauren B:  
I'm grateful for the sunshine, my dogs and the yummy lunch I ate today.

01:15:33 - Penni Perri:  
my coworkers

01:15:36 - Denise.Guess:  
Grateful for quiet time

01:15:36 - Nicole M:  
friends and family



01:15:40 - Pamela O'Reilly-Procon:  
My family, my dogs, my job, and my faith

01:15:42 - Adam Paige:  
My WELCOA family!

01:15:46 - Brandee Gerow:  
Healthy family, working from home, ability to meet needs

01:15:470 - Trisha Vorachek:  
my lakehome

01:16:08 - Annmarie Loughnane:  
Family, friends and health

01:17:23 - Nicole M:  
this is super good

01:17:30 - Trisha Vorachek:  
Focus on what I know

01:17:34 - Denise.Guess:  
Acknowledge simple wins

01:17:35 - glaubh1:  
Focus on what you know

01:17:39 - Emily Miller:  
play mindset reframes

01:17:40 - Pamela O'Reilly-Procon:  
I'm going to pick self-compassion, because I'm really bad at that.

01:17:44 - Casey Shambayati:  
acknowledge simple wins!

01:17:44 - Lucy Gilles-Khoury:  
label emotions

01:17:45 - Nicole M:  
Simple wins

01:17:45 - Michele Smallidge:  
label emotions



01:17:47 - Lauren B:  
gratitude

01:17:53 - Annmarie Loughnane:  
Focus on what you know

01:18:06 - Penni Perri:  
Acknowledge simple wins

01:18:10 - Denise.Guess:  
this was very helpful...thank you

01:18:26 - Trisha Vorachek:  
Thank you, Stella! Great stuff.

01:18:27 - Penni Perri:  
Thank you! Really enjoyed it

01:18:31 - Joan Harwell:  
thank you

01:18:31 - Annmarie Loughnane:  
Thank you. This was helpful

01:18:34 - Michele Smallidge:  
thank you!!

01:18:35 - jmackeen:  
This was great!

01:18:41 - Pamela O'Reilly-Procon:  
Thank you all. That was so amazing!

01:18:43 - Gilana Vosberg:  
Thank you!

01:18:48 - Nicole M:  
THANK YOU!!! You save me today. Gracia!