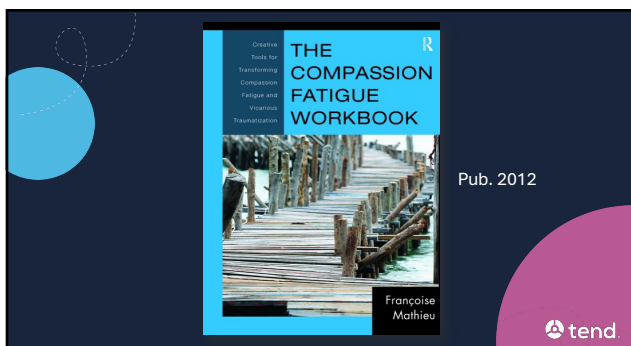




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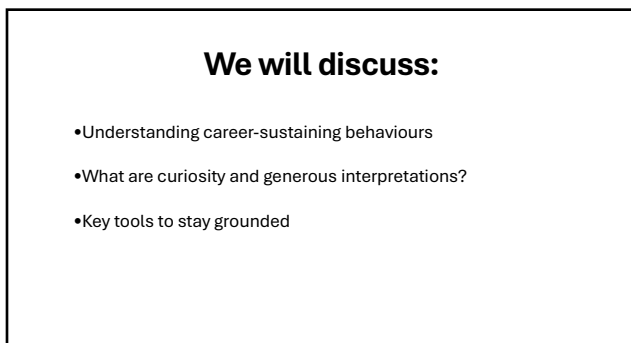
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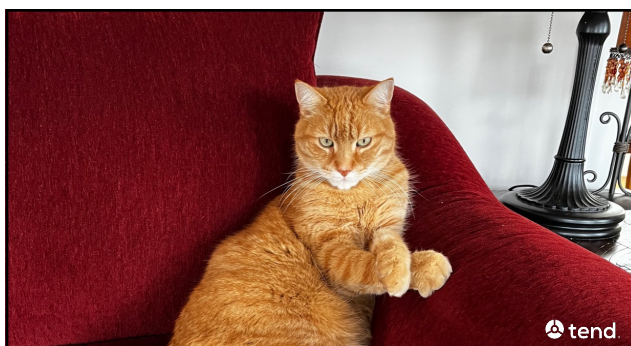
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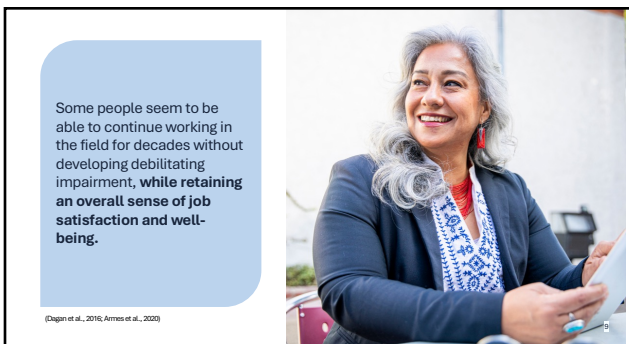
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Understanding **career-sustaining behaviours** (CSBs)

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Career-Sustaining Behaviours (CSBs)

- > **Mastery:** a sense of confidence and competence in our ability to do the work.
- > For new staff, **not having time to learn and grow** on the job can be very stressful.
- > This is equally true for front line staff and **new leaders**.

10

10

Polls

Poll #1: Think of a colleague, current or past, who seemed to stay well on the hardest days at work. What made the difference?

- Boundaries
- How they recharged
- Connection with others
- Their outlook on people
- Hard to say

11

Social support is the number one **protective factor**



12

Cultivating Curiosity

13

Polls

Poll #2: When someone's behaviour is hard to deal with, what's your first reaction?

I try to figure out what's going on with them
I focus on getting through it
I take it personally more than I'd like to
Depends on the day

14



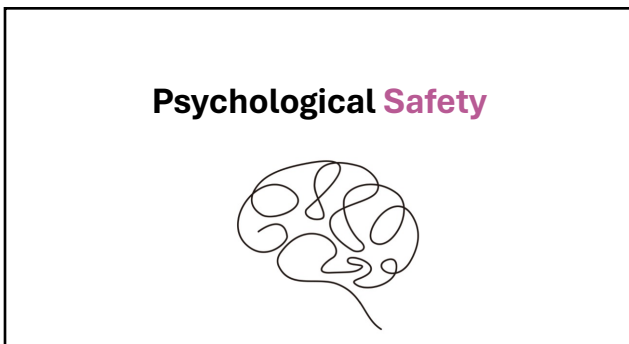
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Psychological Safety



“A belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.”

Amy Edmondson (2018)
The Fearless Organization

19

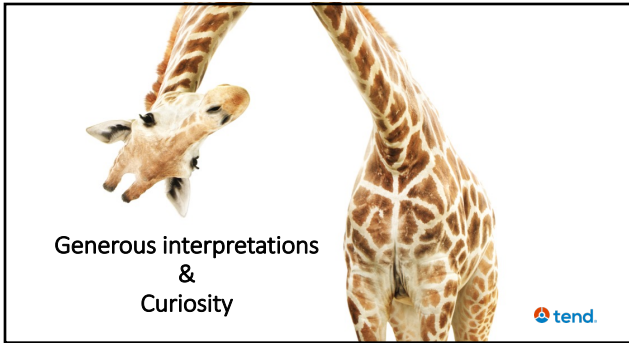


Our **internal state** dictates our
cognitive capacities

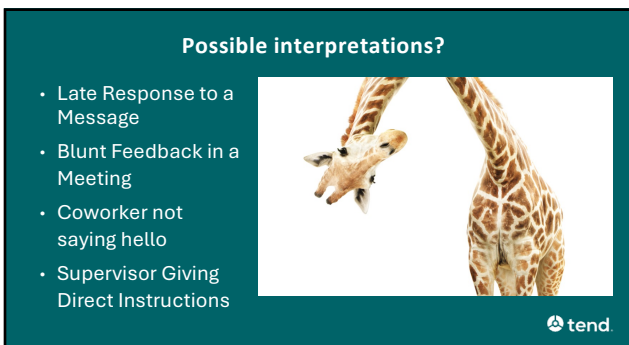
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Tired vs. depleted?



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Polls

Poll #3: What helps you reset on a hard shift?

- Alone time
- Time with a coworker
- Getting up and walking around
- A snack
- Fresh air

26

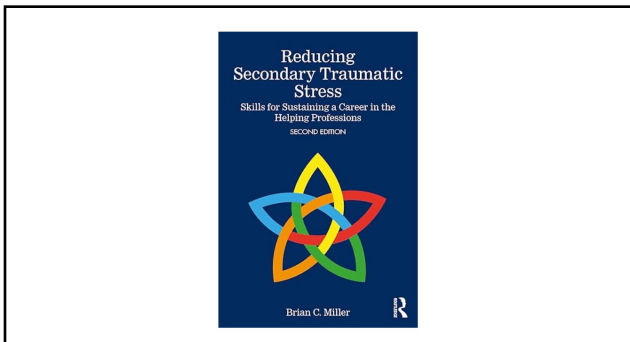
Lesson learned:

Who you immediately report to matters more than where you work.

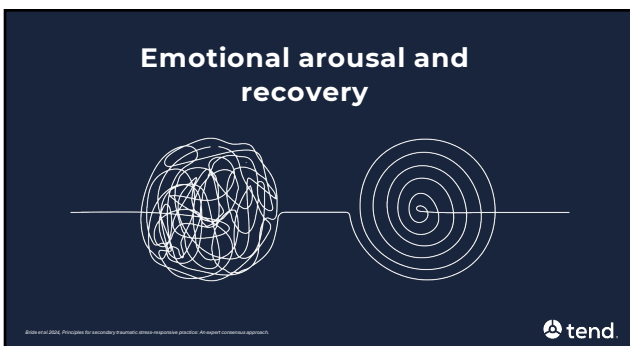
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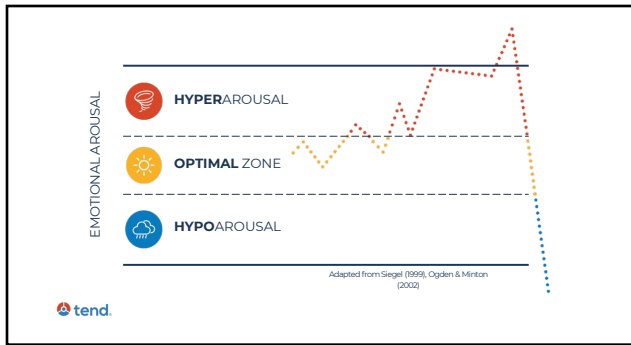
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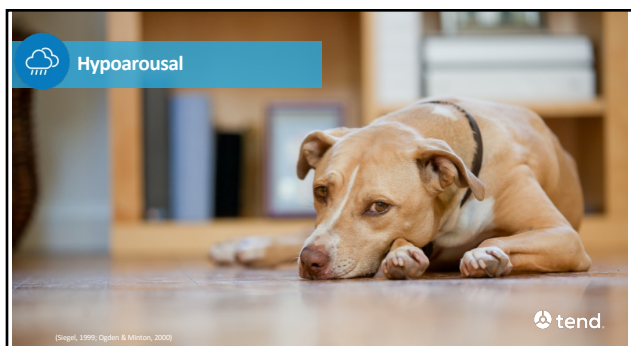
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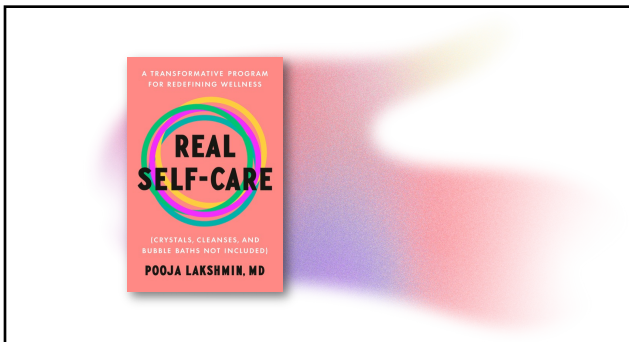
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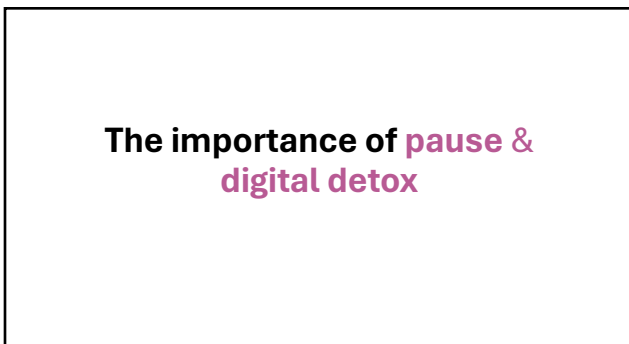
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Lesson learned:
**Cultivate “Belles Rencontres” to
fuel the heart and soul**

38



“Belles rencontres”

A significant, often
unexpected **human**
connection that enriches
our perspective and brings
our **shared humanity** to
light.

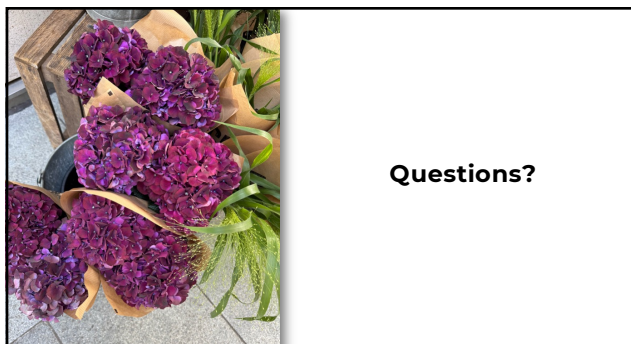
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