



**Providence
Health Care**

How you want to be treated.

SUBMITTED ON BEHALF OF OCCUPATIONAL HEALTH & SAFETY AND THE PHC
MISSION TEAM

Join us for a renewed dialogue series: **Cultivating Peace and
Compassion in our Lives and Communities**



We're pleased to bring back an updated and refreshed series. These are online and interactive group sessions facilitated by our EFAP provider [Homewood Health](#) and are open to all PHC staff and medical staff. We are aiming to continue and build on the valuable conversations held last year during this dialogue series. This renewed series will focus on various themes in alignment with PHC SISTER Values, allowing for broader discussion.

We are offering six supportive sessions recognizing the impact of global events related to conflict, political and economic uncertainty, climate crisis, social challenges and more. These sessions are a time to share dialogue and your perspectives with colleagues, and to get support from a Homewood Health expert facilitator. There will be discussion

about strategies and practical steps that we can take to foster hope, resilience, look after ourselves and to navigate times of uncertainty.

Providence Health Care is committed to providing psychological safety and supportive, caring work environments for everyone at the organization.

Session dates and topic/themes

There will be six sessions offered focusing on three topic areas. There are two date options for each session topic/theme. If you are unable to attend the first date option, you can sign up for the following one.

1. **Establishing Work/Life Harmony with Spirituality and Stewardship**
Date 1: Thursday, May 1, 1-2PM
Date 2: Wednesday, September 10, 9:30 – 10:30 AM
2. **Addressing Conflict and Negativity with Integrity, Trust and Respect**
Date 1: Monday, June 9, 1-2PM
Date 2: Wednesday, October 8, 1-2PM
3. **Advancing Excellence Through Curiosity and Active Listening**
Date 1: Tuesday, August 12, 12-1PM
Date 2: Monday, November 24, 1-2PM

**** Gloria Cook will also be available to offer 1:1 support for one hour after each meeting. Information will be provided at the sessions on how to reserve time with Gloria for the post-session 1:1.****

Registration is required

1. To create a safe space where you can share your experience (if you choose), both sessions are capped at a maximum of **20 participants**.
2. **Please go to this link to register yourself for one of the above sessions:**

<https://forms.gle/ZcWMsVdpoEcDCa1V8>

3. **A calendar invite with an access link will be sent to you after you've registered.**

Session Descriptions

1. **Establishing Work/Life Harmony with Spirituality and Stewardship** on May 1, 1pm to 2pm and September 10, 9:30 – 10:30 AM

Description: Regardless of who we are, the stage of life we are in or the various roles we play, in today's world, many of us feel overwhelmed by competing demands. When we are afforded the time to clarify our values, we are better able to focus on the things that matter most and show up with compassion for others. This session will encourage participants to reflect on what is most meaningful to them personally and professionally, identify areas in their personal and work life that may benefit from additional attention and develop strategies to effectively prioritize their time, energy and focus.

2. **Addressing Conflict and Negativity with Integrity, Trust and Respect** on June 9, 1pm to 3pm and October 8, 1-2PM

Description: Conflict and negativity may stem from many different sources and, when not carefully attended to, can easily spread to infect a workspace. Research also shows that when people find themselves adjacent to situations that may require intervention, they are less likely to do so when there are others present. There are many reasons we may choose not to speak up in accordance with our values, including perceived levels of respect, trust and the bystander effect.

On the contrary, when trust and respect are fundamental to the work environment and high value is placed on integrity, we are better poised to manage conflict and negativity and to act with courage in situations that necessitate intervention. This highly action-focused session will review strategies to defuse conflict and negativity so that difficult situations can be resolved respectfully, and cooperation and trust can flourish.

3. **Advancing Excellence Through Curiosity and Active Listening** on August 12, 12pm to 1pm and November 24, 1-2PM

Description: Many of us find comfort in action rather than discernment, however, it is possible to increase quality and achieve excellent results by taking the time to slow

down, remain curious and open so that we can truly listen to the messages we are receiving. A common misconception is that listening simply involves keeping quiet and hearing what the speaker has to say. True listening does not just happen; it is a complex and active process in which a conscious decision is made to attend to and understand the person speaking. This does not always come naturally and there are many potential barriers to active listening. Fortunately, it is a skill that can be acquired and developed into a fine talent with practice. During this session, participants will explore strategies for effectively listening to and responding to patients and colleagues to strengthen relationships and effectiveness.

Facilitator:

Gloria has worked extensively in the areas of managing stress and change. Improving communication and reducing conflict are other key areas of focus. Gloria's M.A. in Counselling, along with more than 20 years of clinical practice, have taught her a great deal about the journey of people's experience. Gloria brings this experience in a dynamic and engaging way to each meeting or workshop in order to assist people as they move toward their goals. Gloria is best known for the solid clinical background she brings to workshops where stress, mental health and/or communication skills are key components.

Adrienne Castellon, Director, Mission Engagement
(ACastellon@providencehealth.bc.ca).

Resources

- **Explore PHC's Mission, Vision, and Values!** Strengthen your connection to our shared purpose—**register now** for the online course on LearningHub: [PHC Mission, Vision, Values - LearningHub](#)
- **Mission Resources** <https://connect.phcnet.ca/our-story/mission-vision-values/mission-resources>