

***This is a draft version of the workbook
and is subject to further change.
Please do not circulate beyond your
team.***



Compassionate Employers

CHAPTER 1- Worksheet: individual activity

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Worksheet: individual activity

Leading resilient teams

Our workplace plays a large role in supporting our wellbeing. Workload, staffing, supervision, leadership, culture, psychological safety, fairness and access to support all shape whether people can stay well at work. As managers we may not be able to influence all the challenges our teams face.

However, what we can do is model techniques and behaviours that support wellbeing and team resilience.

Leading by example is fundamental in supporting team resilience. If we are not contributing to a culture where wellbeing is prioritised, it makes it really challenging for your team to look after themselves and each other.

Below are some ideas of small things we can do to support this.

Important note!

Individual activity guidance

- You do not need to answer any questions that feel too personal, unsafe or difficult.
- Pause at any point.
- If this content brings up distress, speak to someone you trust and access your organisation's support routes, such as your manager, supervision, occupational health, Employee Assistance Programme, HR, GP or urgent support if needed.

Be kind to yourself. These are some ideas of things for you to reflect on, not a strict 'to do' list.



Individual reflection: Consider small ways you can lead by example and support team resilience.

Area	Actions	What can you do today?
Recognise impact of the work	Openly acknowledging that caring work can impact us makes our team feel less alone. -Destigmatise the concept of compassion fatigue and burnout. - Be mindful of the team's cumulative exposure to trauma.	
Working sustainability	Do you take your lunch break? Do you book annual leave? Or do you work overtime regularly? If we don't show our team a healthy approach to work, we cannot expect them to do the same.	
Self-care	If we prioritise work life balance, we show others that it is important. - Openly value activities outside of work. - Be flexible with others' family/caring responsibilities. - Encourage others to prioritise self-care.	

The calm in the chaos	Help the team to weather the storm. - Be clear on policies and procedures so if something happens you are prepared and can respond calmly. - Support staff in recognising the bigger picture of the situation. If all hands on deck are needed, make sure people have recovery time.	
Staff voice	Champion staff feedback - both positive and negative. - Ensure people feel listened to even if immediate outcomes are unlikely. - Pass on feedback to senior management.	
Check in	Regularly check in with your team about how they are feeling - not just about how they are performing. - Ask how people are in 1 to 1 meetings and really listen. - Ask them what practical support would help and implement if possible.	
Positivity	Positivity can go a long way in supporting staff morale. - Praise effort and good work. - Be an ambassador for celebrating small successes.	

Adapted from Mathieu¹

References

1. Mathieu F. The compassion fatigue workbook: creative tools for transforming compassion fatigue and vicarious traumatization. New York: Routledge; 2012.

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