

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



Compassionate Employers

CHAPTER 2- Worksheet: individual activity

Created by Madeleine Smith, Healthcare Wellbeing Manager. Supported by
Melanie Taylor, Lucy Carpenter and Maaïke Vandeweghe.

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Worksheet: individual activity

Case scenario reflections

Compassion and psychological safety become especially important when people are going through something big in their personal lives. When employees are dealing with things like grief, illness, or caregiving, it can impact on how they show up at work. They may be afraid of making mistakes, of being seen as unreliable, of not being able to focus.

In hospice settings where our work means being close to people's lives and their losses, it can be very challenging for our teams when facing their own struggles.

Reflect on the following case examples, and how your hospice would support a staff or volunteer member in each case.

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 sensitive scenarios and may bring up personal experience. Take a break at any point.

It is OK if you don't know all the answers. Take your time with these scenarios and if you need further guidance, ask your HR team.



Individual reflection: Consider how you/your hospice would approach each scenario.

Scenario:

A colleague shares with you they have been diagnosed with a life limiting illness. They say they do not want to share more but will need to attend hospital appointments.

Think about:

- *how you would open the space for an honest conversation*
- *what support and adjustments you can offer*
- *what are the signs that might suggest more support is needed?*

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Scenario:

You are a close team and know that your colleague and their partner have been going through IVF treatment. Your colleague was excited to share the news that they were expecting a baby. A few months later they were very upset and said their partner had had experienced a miscarriage. They ask if they can go home to look after their partner.

Think about:

- *how you would open the space for an honest conversation*
- *what support and adjustments you can offer*
- *what are the signs that might suggest more support is needed?*

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Scenario:

An employee gets in touch to say her brother has recently been diagnosed with terminal cancer. She doesn't know what the prognosis is but wants to know what flexibility can be offered so that she can take her brother to appointments and spend time with him in the coming weeks and months.

Think about:

- *how you would open the space for an honest conversation*
- *what support and adjustments you can offer*
- *what are the signs that might suggest more support is needed?*

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Scenario:

A member of your team has been bereaved recently and her mother died at the hospice where you both work. She returns to work, but she is struggling emotionally when delivering care to patients who remind her of her mother. She seems distant but she wants to stay at work.

Think about:

- *how you would open the space for an honest conversation*
- *what support and adjustments you can offer*
- *what are the signs that might suggest more support is needed?*

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