

NURSE COACHING PROCESS TO SUPPORT BEREAVED STAFF

1 ESTABLISHING RELATIONSHIP AND IDENTIFYING READINESS FOR CHANGE

- Allow relationship with staff to evolve
- Ensure confidentiality and safety
- Demonstrate therapeutic presence
- Release fixed ideas of where staff “should be”
- Create a healing and supportive environment:
 - Debrief in non-clinical space
 - Make room physically comfortable
 - Have tissues available
- Set ground rules
 - All information shared is confidential
 - Phones silenced
 - “Talking stick” to promote one person speaking at a time



2 IDENTIFYING OPPORTUNITIES, ISSUES, AND CONCERNS

- Open-ended questions for self-reflection or group discussion:
 - What is the biggest challenge at work right now?
 - Do you have specific fears or worries about working right now?
 - What brings you joy in your work?
 - What meaning or purpose do you find in your work?
 - How have you dealt with recurrent loss during COVID-19?
 - How do you cope with the grief you experience at work?
 - What has gotten you through hard times in your life in the past?



3 ESTABLISHING STAFF-CENTERED GOALS

- Assist staff in identifying SMART goals for wellbeing
- Help staff identify strategies to achieve goals
- Assist to identify additional resources available to support staff in achieving goals



4 CREATING THE STRUCTURE OF THE COACHING INTERACTION

- Facilitate open exploration and alternative approaches
- Understand that goals and needs will evolve as staff heal
- Assist staff to create action plan as appropriate



5 EMPOWERING AND MOTIVATING STAFF TO REACH GOALS

- Help identify other tools to assist in self-care, awareness, reflection, etc.
- Continue to foster supportive team environment



6 ASSISTING STAFF TO DETERMINE THE EXTENT TO WHICH GOALS WERE ACHIEVED

- Promote staff autonomy in identifying their own needs
- Support staff to identify which ongoing team practices best suit them
- Be flexible, open, and nonjudgmental as staff express evolving needs



EMPATHETIC COMMUNICATION TIPS (ADAPTED FROM BACK ET AL., 2009):

1. Start with your staff's agenda
2. Track both the emotional and cognitive data gleaned from staff
3. Stay with the staff, moving forward one step at a time
4. Articulate empathy explicitly



5. Talk about what you can do before you talk about what you can't do
6. Start with big-picture goals and processes before nitty gritty
7. Give staff your complete and undivided attention

ADDITIONAL BEREAVEMENT RESOURCES

- Complicated Grief: <https://complicatedgrief.columbia.edu/wp-content/uploads/2020/04/Managing-Bereavement-Around-COVID-19-HSPH.pdf>
- WHO Psychological First Aid: https://www.who.int/mental_health/publications/guide_field_workers/en/
- Grief During COVID-19: [https://www.jpsmjournal.com/article/S0885-3924\(20\)30207-4/fulltext](https://www.jpsmjournal.com/article/S0885-3924(20)30207-4/fulltext)