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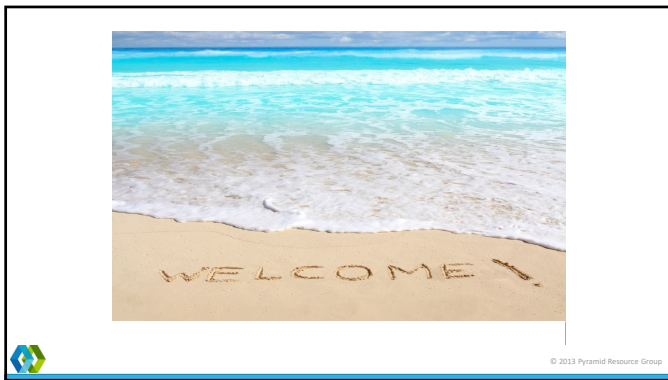
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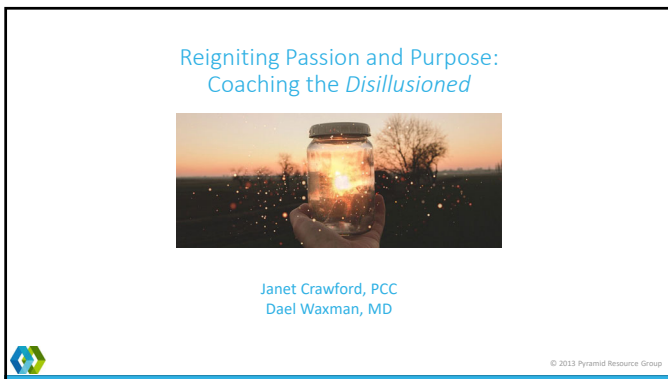
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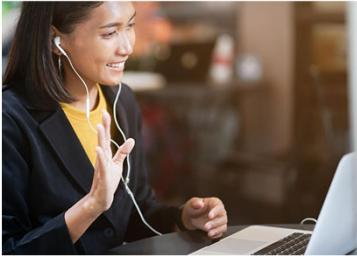
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### Arriving and Setting Intention



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### Overview



**Disillusionment**

- Context
- Definition
- Continuum
- Roots
- Barriers

**Coaching: Reigniting Passion**

- How do we meet the disillusioned?



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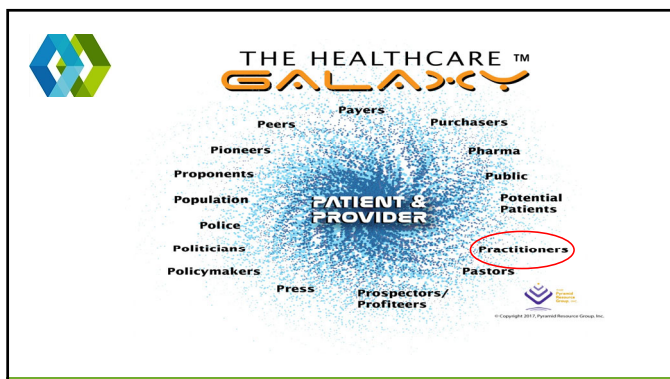
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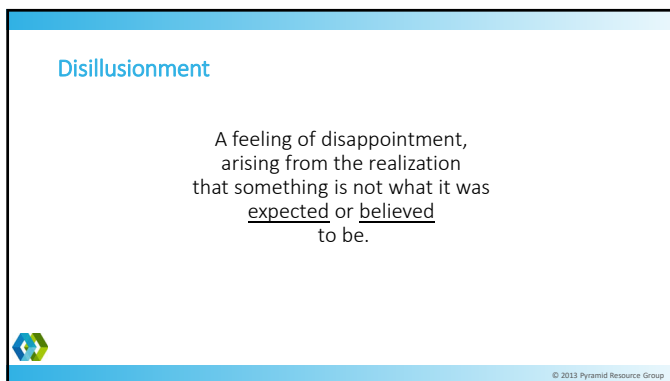
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In other words....



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### Thriving – Burnout Continuum

Burned-out ..... Surviving ..... Fine ..... Well ..... Thriving



Moral Distress



Disillusioned



Overworked

Pre - Burnout

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### Burnout – Mismatch theory (Maslach)

Personal Factors + System Factors =

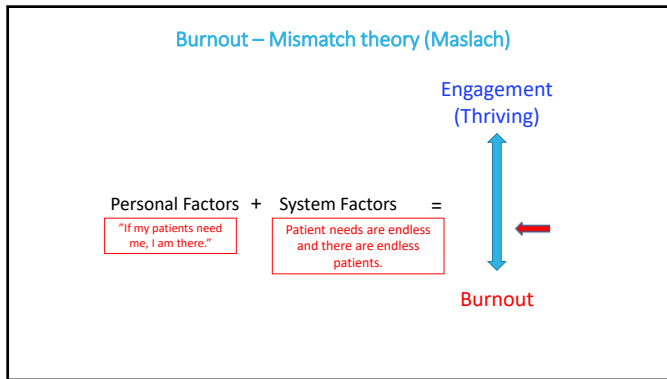
"I am happiest when I am in the OR. I get a great deal of satisfaction in solving problems surgically."

↑documentation, not enough anesthesiologists, efficiency pressures, chaotic environment

Engagement  
(Thriving)

Burnout

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**Disillusionment – Your Experience**

Take 2-3 minutes to write about a time in your life in which you were disillusioned. It can be professional or personal.

What showed up in your thinking during that time?

What might others have observed in you during that time?

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**Disillusionment – Your Experience**

Breakout: (Pairs)

Take 5 minutes each to share your story.

Listeners: curious and reflective listening

We'll tell you when to switch

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## Disillusionment – Your Experience

What did you hear:



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## Dimensions of Disillusionment

Amplitude:

“not what I was expecting” vs. “I wasn’t expecting THIS!”

Timing:

cycle in and out (coaching impt. resource when "in")

Continuum:

disillusionment ----- gratification



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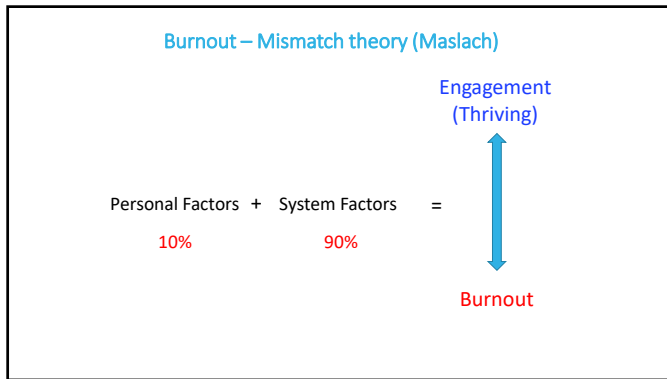
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## Roots of Disillusionment



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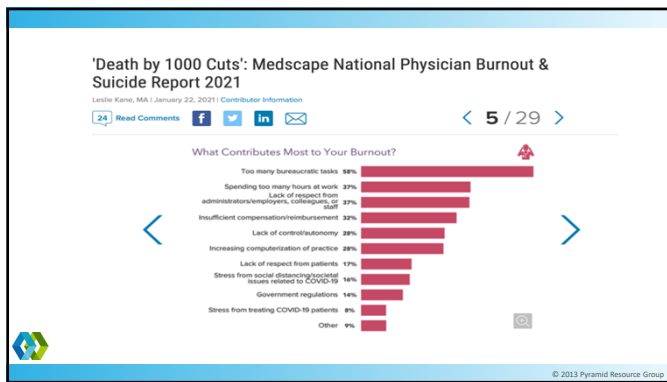
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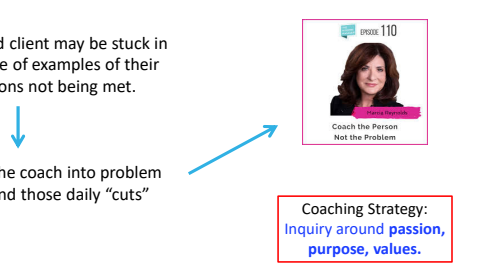
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### Roots of Disillusionment: Implications for Coaching

A disillusioned client may be stuck in the multitude of examples of their expectations not being met.

↓

This can pull the coach into problem solving around those daily "cuts"



**Coaching Strategy:**  
Inquiry around **passion**,  
**purpose**, **values**.

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What questions would you ask to elicit passion, purpose, and values?

What would you be listening for?

What would you be looking for?

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In coaching : now the client is moving toward creating space for things that they are passionate about....



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### Barriers – Themes Common to Healthcare Professionals

Financial trap :	debt, lifestyle
Image/identity:	"I don't know anything else" family, community expectations
Investment:	time (years) family sacrifice delayed gratification
Entrainment:	everyone stays, even if miserable endurance is a virtue suffering is a virtue



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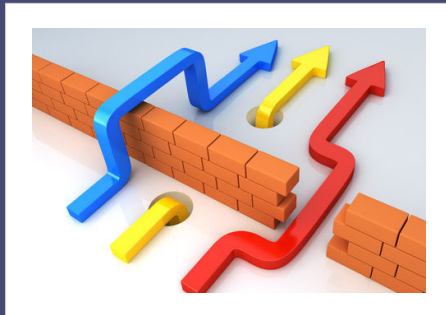
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### Transcending Barriers



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### Summary – Coaching the Disillusioned Session 1

- What is disillusionment?
- What did we learn from our own experiences?
- Roots of disillusionment: general and healthcare
- Professional expectations of healthcare professionals
- Passions and Purpose of healthcare professionals
- Barriers
- Moving Forward



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Take notice and reflect on disillusionment talk and behavior in those around you and yourself. Make notes to yourself to discuss next session.

Examples of disillusioned healthcare professionals:

- that you lead
- that you work with
- that you coach

How would you coach this individual?



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## Discussion



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