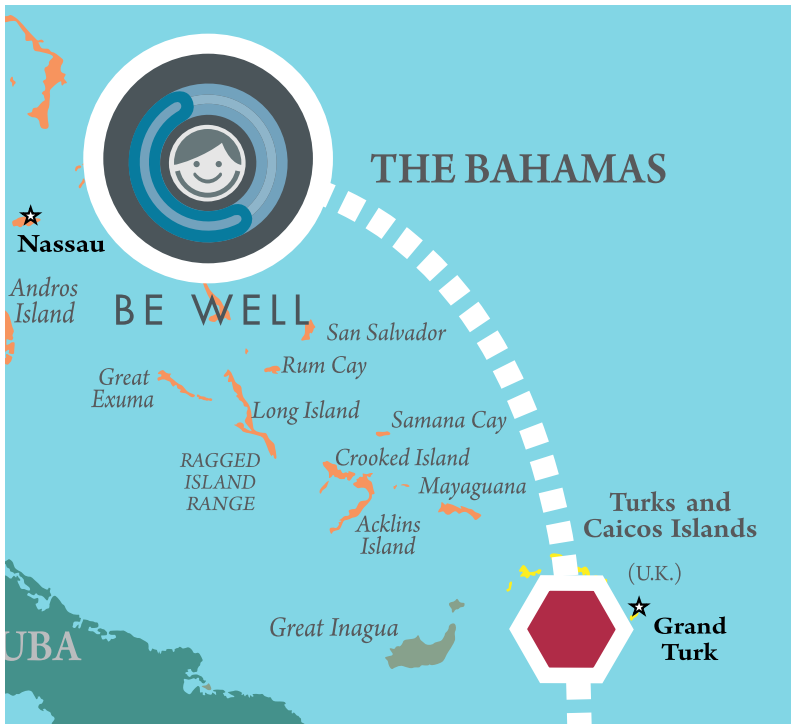


# Be a BEACON

## Facilitator Guide



ONLINE





Port of Call



ONE

Self-Awareness

EXCURSION

10 MINUTES

Well-Being

EXCURSION

10 MINUTES

Stress

EXCURSION

10 MINUTES

## HELP! LIFESAVER LINE

If you need assistance with the Be Well Port of Call, please email your question to:  
[BeABeacon@beaconhealthsystem.org](mailto:BeABeacon@beaconhealthsystem.org)

or call the Exceptional Experience Consultants:

**Lori Allen 574.647.4131**  
**Dawn McCaskill 574.647.7296**





## Overview

### Introduction

This touch point provides an opportunity for associates to share new learning and practice techniques from “Be Well.”

This port of call contains three timed excursions

Excursion 1: 10 minutes

Excursion 2: 10 minutes

Excursion 3: 10 minutes

You can choose to facilitate them all at once, or pick whatever you can work into a standing meeting and go for it. It’s up to YOU!

### “Be Well” Overview

In “Be Well,” associates link their personal well-being with their ability to bring their best self to others.

Associates who complete “Be Well” are able to:

- Define self-awareness and its value.
- Identify the components of well-being: spiritual, emotional, physical, cognitive.
- List the benefits of being healthy across all four dimensions of well-being.
- List simple strategies for improving well-being.
- Identify two opportunities for improving personal well-being and happiness.
- Describe what is happening when we have a stress response.
- List some ways that being in a stress response (feeling stressed out) can impact you, a patient or colleague.
- List the ways to help shorten or reverse a stress reaction.

**3 MINUTES**

## Welcome

TOPIC	Script/Facilitation Prompts
<b>Welcome</b>	<i>Welcome the team and share your excitement for the Be a Beacon learning experience.</i>
<b>What We'll Cover</b>	<p>You are critical to Beacon's success – you are so important that we started this learning experience with a course on you and your well-being. And, that's the focus of our first touch point.</p> <p>Today we're going to spend some time talking about well-being and sharing ideas for building well-being. We'll even get a chance to practice some of what we've learned!</p> <p>Why? Because when we are able to take good care of ourselves, every part of our life today – and many parts of our lives tomorrow – thrives.</p>
<b>Guidelines</b>	<p>But first, some guidelines for our time together.</p> <p>I'm counting on really active participation. So, when I toss a question out or ask you to try something new, jump right in. Feel free to speak up if you are uncertain about what I've asked.</p> <p>And speaking of together – we are all in this journey together. I would like to ask each of you to approach this journey with an open heart and to support each other – and me – as we all learn together.</p> <p>Finally, let's have fun!</p>

## TOPIC

## Script/Facilitation Prompts

## How Are You Feeling?

The very beginning of “Be Well” talked about self-awareness – identifying how you are feeling. Take a moment of silence and reflect on how you felt coming into work today – stressed, excited, overwhelmed, happy?

*Accept all responses – the more, the better! “Bad” feelings are OK – no one is “up” every day, all the time.*

*To keep on time, control the conversation so that the focus is on quickly sharing feelings experienced, not the stories leading up to those feelings.*

*Then, quickly explore awareness of feelings and their influence:*

1. Ask associates to take a moment in silence to reflect on how they feel when they are at their best.
2. Ask for two to three associates to share what being at their best feels like.
3. Probe to uncover the positive impacts of when you feel your best.

**Ask:**

- Think about times when you feel your best – what happens to your energy level? Your outlook?
- How does feeling your best influence you when you are presented with a challenge?
- How can feeling your best influence others?

## Your Passion

One of the keys to self-awareness is knowing and bringing your passion with you. I’m really passionate about (*share your own passion – preferably one with which the team is not familiar*).

Who would like to share something they really love to do – something we might not know about you?

1. Accept two to three responses.
2. Brainstorm with the group how the passions shared might be brought to work, redirecting to appropriate ways to do this, if needed.

**Ask:**

- How can you bring your passion to work in little ways to keep your energy high and break up the day?
- How might we use our passions to make our workplace more fun, and to help our team and patients/coworkers?
- Wouldn’t it be fun if we (had a team lunch/training session/fun break) and shared our talents and passions? What would that look like?

Great ideas! Bringing our passions with us makes us happy AND helps us Be a Beacon for others.

TOPIC	Script/Facilitation Prompts
<b>Introduction</b>	<p>In the first online course, we learned the four components that make up well-being.</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• What are they?</li> </ul> <p>Answers: <i>Physical, Cognitive, Spiritual, Emotional.</i></p> <p>Draw the four icons for these components on a flipchart/whiteboard if available.</p> <ul style="list-style-type: none"> <li>• Physical – weightlifter</li> <li>• Cognitive – brain</li> <li>• Spiritual – lotus flower</li> <li>• Emotional – heart</li> </ul>
<b>Strategies</b>	<p>Ask associates to share two to three techniques per component – preferably techniques that they are actively practicing or techniques that weren't mentioned in the online course. Use the "Be Well" tip sheet as a reference.</p> <p>Explore further.</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• What did you try that was new?</li> <li>• What would you like to try?</li> </ul>
<b>Get Well</b>	<p>Sometimes we can have the best intentions to take care of our well-being, but life gets in the way.</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• What would you like to do?</li> <li>• What is keeping you from doing those things?</li> </ul> <p>Accept all responses and encourage associates to brainstorm ways to remove or work around barriers.</p> <p>Sometimes, we call these things "hurdles" or "obstacles."</p> <p>Explore how associates working as a team can help each other.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• LiGHT "Living in Good Health Together" Wellness Program</li> <li>• Walking club at work or with friends</li> <li>• Describe how you practice awareness</li> <li>• Help each other practice awareness</li> </ul> <p>Tip: Help associates access the LiGHT Wellness Program.</p>

TOPIC	Script/Facilitation Prompts
<b>Get Ready to De-Stress!</b>	<p>For this excursion, it is important that you prepare a calm, relaxing environment before your participants enter the room. You have been provided with a few supplies in your “Be Well” de-stress package to do just that! Please prepare your space as follows:</p> <ul style="list-style-type: none"> <li>• Dim the lights.</li> <li>• Play the music provided.</li> <li>• Once participants enter the room, ask if anyone is averse to the scent of lavender. If not, lightly mist the room with the lavender room spray.</li> <li>• A wonderful piece of dark chocolate is provided for you to hand out to each of your participants at the end of the excursion.</li> </ul>
<b>Stress Revisited</b>	<p>Good self-care gives you the reserves to manage stressful situations. And, we learned in the online course that a situation doesn’t need to be “bad” to be stressful – just experiencing uncertainty can be stressful.</p> <p>For example, even though you may have been excited about our time together, not knowing what to expect – if I was going to put you on the spot, for example – might have caused a little stress.</p> <p>And your response to stress happens so quickly – before your brain can even catch up!</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• Do you remember how fast?</li> </ul> <p><i>Answer: 200 milliseconds, faster than the blink of an eye!</i></p>
<b>Early Warning Signs</b>	<p>Fortunately, each of us has early warning signs that let us know when we are stressed. However, we don’t all have the SAME signs.</p> <p>My early warning signs of stress are ( _____ ).</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• How do you know when you are getting stressed?</li> </ul> <p><i>If associates are stuck, probe to help identify a stressful situation at work.</i></p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• When was the last time you felt stressed at work? What happened?</li> <li>• How did you feel physically?</li> </ul> <p><i>Possible responses:</i></p> <ul style="list-style-type: none"> <li>• Sweating</li> <li>• Squeaky voice</li> <li>• Dry mouth</li> <li>• Held breath</li> <li>• Sharpened senses</li> <li>• Butterflies in stomach</li> <li>• Quick breathing</li> <li>• Heart beating quickly</li> <li>• Tightened muscles</li> </ul>



# Stress, continued

TOPIC	Script/Facilitation Prompts
<b>Catch Up Practice</b>	<p>When we are stressed, we need to give our brains a chance to catch up. Let's take a moment right now – as we near the end of our touch point – to de-stress a little. It may feel a little silly at first, but let's practice some deep breathing – one of the best ways to catch up in a stressful situation.</p> <p><i>Lead associates through a deep breathing exercise.</i></p> <p><i>Ask associates to:</i></p> <ul style="list-style-type: none"><li>• Close your eyes and remind yourselves that you are a wonderfully unique person.</li><li>• Place one hand on your belly just below the ribs and the other hand on your chest. Consciously relax your belly.</li><li>• Take a deep breath in through the nose, and let your belly push your hand out. Your chest should not move.</li><li>• Breathe out through pursed lips as if you were whistling. Feel the hand on your belly go in, and use it to push all the air out.</li><li>• Repeat three times.</li></ul> <p><i>Ask associates to share how they feel. Encourage associates to try the "Catch Up" strategies that work best for them, which might also include taking a moment away from the stress and being gentle with themselves.</i></p>

# Be a BEACON



**2 MINUTES**

## Close Session

TOPIC	Script/Facilitation Prompts
<b>What's Next</b>	<p>Now that we are all relaxed, I'd like you to take what we've talked about into the rest of your day.</p> <p>Let's help each other "Be Well."</p> <p>Don't forget there are a few online courses to complete before our next port of call:</p> <ul style="list-style-type: none"><li>• Be Present</li><li>• Be Caring</li></ul>
<b>Close</b>	<p>Thank you for your great participation today!</p>



# BE WELL

BE WELL. BE HAPPY. BE A BEACON.

## Tip Sheet

### TOPIC 1

## SELF-AWARENESS

### ASK YOURSELF OFTEN...

- How you are feeling?
- What's bothering you?

### EXPLORE...

- What makes you feel good
- What feeling your best feels like
- Cues that let you know you need self-care
- Your top three values
- Your passion



### TAKEAWAY

Celebrate your own amazing,  
unique and wonderful self  
– every day –  
at home and at work!

### TOPIC 2

## WELL-BEING

### PHYSICALLY

- Exercise
- Eat well
- Sleep

### COGNITIVELY

- Keep learning
- Travel
- Start a hobby
- Try new things
- Engage with the world

### SPIRITUALLY

- Express gratitude
- Spend time in nature
- Keep a journal
- Practice the things that give you hope

### EMOTIONALLY

- Spend time with family and friends
- Laugh
- Keep an eye out for fun
- Help others

### TAKEAWAY

Take the time you need to  
take care of yourself

### TOPIC 3

## STRESS

### STRESS FACTS

It takes only 200 milliseconds for your brain to determine if a situation is threatening or helpful.

If your brain is uncertain, it assumes the situation is threatening, even if it isn't really.

It happens to all of us, and it happens so quickly, we can't stop it.

### EARLY WARNING SIGNS

- Sweating
- Butterflies in stomach
- Squeaky voice
- Quick breathing
- Dry mouth
- Heart beating quickly
- Held breath
- Tightened muscles
- Sharpened senses

### CATCH UP STRATEGIES

- Slow down
- Take slow, deep breaths
- Be gentle with yourself

### TAKEAWAY

Become aware of your  
stress response, then give  
yourself a moment.

