



Addressing Key Workforce Needs in Health Care Through Employee- Focused Training

Presented by ComPsych® Corporation



Agenda

- How employee-focused training can address key workforce needs in health care
- Insights from health care employee engagement and utilization trends
- Recommendations for maximizing training impact and sustaining engagement

Learning & Organizational Excellence

Industry Report



Training Insights for the Healthcare Sector

In healthcare, miracles are happening every minute—as well as tragedies.

—Healthcare Leader

Support for Healthcare Employees and Leaders

Healthcare organizations operate in high-demand environments where stress, burnout, staffing challenges, and the physical and emotional impact of patient care are ongoing realities of the work.¹

Based on thousands of workshops delivered across the sector, ComPsych® recognizes that supporting healthcare employees requires approaches that respond to these conditions—providing practical, accessible strategies that employees can use in the moment while reinforcing access to ongoing support.

This report shares insights from ComPsych's work with healthcare organizations and highlights key approaches for supporting employees and leaders through effective utilization of our training programs.



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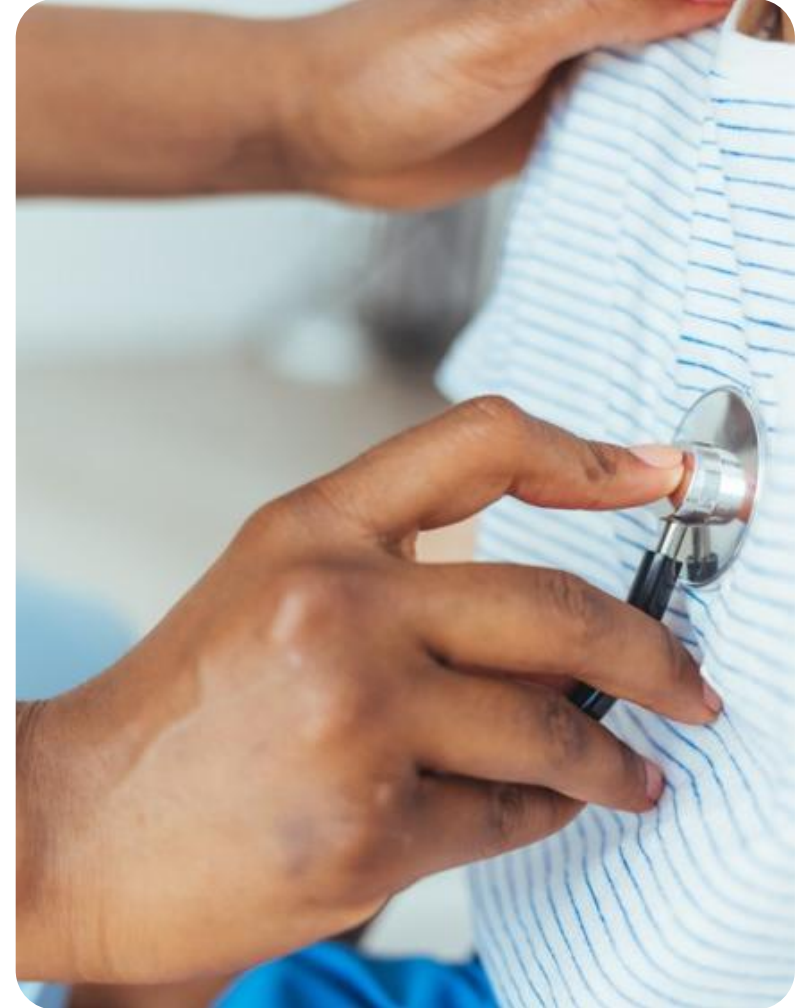
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Health Care Workforce *Realities*



In health care, miracles are happening every minute—as well as tragedies.

—Health Care Leader



Sources of Health Care Workforce *Insights*



Thousands of
workshops
delivered



Session
attendee
feedback



Session
engagement
trends



Resource
utilization
patterns



Organizational
learning
impact



Which workforce need is top-of-mind for your organization right now?

- A) Managing burnout, stress, and compassion fatigue
- B) Maintaining workforce for continuity of patient care
- C) Strengthening leaders in high-demand roles
- D) Equipping frontline staff for complex patient interactions
- E) Multiple of the above



Addressing Key Workforce Needs in Health Care

Addressing Key Workforce Needs in Health Care



1. Managing Burnout, Stress, and Compassion Fatigue
2. Supporting Workforce Stability for Continuity of Patient Care
3. Strengthening Leaders in High-Demand Health Care Environments
4. Equipping Frontline Staff for Complex Patient Interactions



Managing Burnout, Stress, and Compassion Fatigue

Health care employees routinely navigate job demands that can contribute to burnout, stress, and compassion fatigue. Employee-focused training can provide practical strategies that support resilience, well-being, and healthy coping.



Recommended Workshop Titles

- Avoiding Burnout: Self-Assessment Methods and Strategies for Self-Care
- Coping with Compassion Stress
- Managing Worry and Anxiety
- Relaxation “Micro-Moments” and Winding Down Techniques

“ *Very informative. I appreciated the understanding that health care workers are naturally more empathetic and tend to take on the burden of others.*

—Attendee, *Coping with Compassion Stress*

Supporting Workforce Stability for Continuity of Patient Care

Workforce stability is influenced by factors both inside and outside of work. Training can help health care employees navigate these challenges while supporting engagement and continuity of patient care.



Recommended Workshop Titles

- How Physical Pain Can Impact Your Mental Health
- Sleep: An Essential Component of Health and Well-Being
- The Sandwich Generation: Balancing Your Personal Life with the Needs of Your Older Parents or Loved Ones
- 10 Strategies for Improving Your Finances

“It was a great webinar with really useful information and tips for caregivers that are struggling with burnout.”

—Attendee, *The Sandwich Generation: Balancing Your Personal Life With the Needs of Your Older Parents or Loved Ones*

Strengthening Leaders in Health Care Environments

Health care leaders play a critical role in supporting employees through stress, change, and patient care demands. Training can strengthen leadership skills that support engagement, communication, and workforce stability.



Recommended Workshop Titles

- High-Impact Feedback: On the Spot, On the Floor
- Managing Staff Through Stressful Situations
- Mental Health Awareness for Leaders
- Preventing Employee Burnout



This information was timely in our current health care environment. I learned valuable tips I can use in future conversations, both professionally and personally.

—Attendee, Mental Health Awareness for Leaders

Equipping Frontline Staff for Complex Patient Interactions

Frontline health care employees frequently navigate emotionally complex interactions with patients, families, and colleagues. Training can build communication, resilience, and deescalation skills.



Recommended Workshop Titles

- Deescalating Potentially Violent Situations
- Developing a Growth Mindset
- Initiating Difficult Conversations
- Providing Customer Service to Bereaved Callers



This is a great topic. I work with new doctors and I think a growth mindset is something we need to value and practice more in our work.

—Attendee, Developing a Growth Mindset



Training Engagement and Utilization in Health Care

Training Engagement and Utilization *Insights*

Among organizations offering **10+** workshops annually, nearly all saw increases in attendance and engagement, with several also demonstrating gains in utilization of employee support resources.

“*Burnout is a huge topic that needs to be addressed in our workforce.*”

—Attendee, *Avoiding Burnout: Self-Assessment Methods and Strategies for Self-Care*



TOP
8

Most Requested Workshop Titles

1. Mental Health Awareness for Leaders
2. Avoiding Burnout: Self-Assessment Methods and Strategies for Self-Care
3. Balancing Work and Life
4. Healthy Lifestyles: Changing the Way You Think About Diet and Exercise
5. Running on E: Adding Energy and Passion to Your Work and Life
6. Connecting Mind and Body for Healthy Living
7. Managing Worry and Anxiety
8. Stress: A Way of Life or a Fact of Life

What Drives Engagement

- Relevant and Practical Examples
- Authentic Storytelling
- Resource Awareness
- Evolving Curriculum Offerings

“

The facilitator was engaging, offering real-life examples and actionable insights.

—Attendee, *Stress: A Way of Life or a Fact of Life*



4.6 / 5

Avg. Content & Facilitator Ratings



50%

Of Attendees Engage in Webinar Chat



Recommendations for Maximizing Training Impact

Make Training Accessible to Employees

- Offer multiple sessions
- Align timing to clinical shifts
- Provide opportunities to revisit recordings



“ I am looking forward to the recording as I was in the ICU working and had to step away. The information was very informative and I plan to put it to use.

—Attendee, Sleep: An Essential Component of Health and Well-Being

Align Training with Workforce Needs

- Select timely topics
- Relate to current challenges
- Address organizational priorities
- Balance broad appeal and nuanced needs



“

The insights shared were needed and relevant to our department right now. As a new supervisor, I'm thankful for the opportunity to grow in my new role.

—Attendee, Avoiding Burnout: Self-Assessment Methods and Strategies for Self-Care



Training as a Commitment to Employee Well-Being

- Encourage participation in training
- Arrange coverage for employees to attend
- Connect training to broader well-being initiatives



“ I am so thankful the organization partners with outside resources for instructive life learning and making job wellness a priority. A truly outstanding offering. Thank you! —Attendee, Walking for Mental Health

Reinforce Awareness of Available Support Resources

- Use training sessions and follow up communications to remind employees of available support resources
- Engage well-being champions or ambassadors in spotlighting training and support resources

Employee utilization of support resources in health care is associated with strong outcomes, including more than **70%** reporting reductions in workplace distress and absenteeism.

(ComPsych, 2026)



I enjoyed the webinar and it was reassuring to be reminded that there are resources available 24/7 to help us practice healthy coping skills. I will be using the website and app as a resource.

—Attendee, Coping with Compassion Stress

Establish a Consistent Training Cadence

- Treat training as an ongoing source of support rather than a one-time event
- Repeat topics to keep them top of mind
- Release workshop schedule on a regular basis



“It is easy to attend a one-hour virtual workshop. I would love to see more webinars like this offered regularly—we need these reminders more often.”

—Attendee, *Building Respectful Relationships*



Which recommendation presents the greatest opportunity for your organization?

- A) Aligning training implementation with clinical schedules
- B) Connecting training to timely organizational needs
- C) Leveraging training as part of a culture of well-being
- D) Reinforcing awareness of resources through training
- E) Scheduling a consistent cadence of training



Turning Insights Into Action

- 1 Review your calendar against key workforce needs
- 2 Assess access for clinical and frontline staff
- 3 Prioritize 1–2 priority topics to address next
- 4 Connect training to broader well-being initiatives
- 5 Reinforce support resources at every touchpoint
- 6 Track training outcomes and resource utilization



Igniting Human
Potential Worldwide

Investing in the People Who Make Patient Care Possible

Actionable training connected to workforce needs can strengthen employee well-being, organizational resilience, and continuity of patient care.

Consistent training is associated with stronger engagement and utilization of support resources. Applying implementation best practices can turn training into an ongoing investment in people and patients.

Thank you!

