

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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Addressing Key Workforce Needs in Healthcare



Based on thousands of workshops delivered across healthcare organizations, ComPsych has identified four key training areas to support healthcare employees.

- Managing burnout, stress, and compassion fatigue
- Supporting workforce stability for continuity of patient care
- Strengthening leaders in high-demand healthcare environments
- Equipping frontline staff for complex patient interactions

Managing Burnout, Stress, and Compassion Fatigue

Healthcare environments require more than traditional approaches to well-being. Burnout, stress, and compassion fatigue are not occasional challenges—they are persistent conditions of healthcare work.

Training is most effective when it provides practical, in-the-moment strategies while reinforcing ongoing support. Organizations are increasingly integrating these sessions into broader well-being efforts to ensure relevance and accessibility.



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 healthcare 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

Maintaining workforce stability in healthcare requires supporting employees beyond the workplace. ComPsych's work across the sector highlights that caregiving responsibilities, high levels of illness and injury, and financial stress are key drivers of disruption in attendance and focus at work.

Organizations are using training to help employees navigate these challenges proactively—supporting a more stable workforce, reducing strain on teams, and maintaining continuity of services in environments where unplanned absences can place additional strain on staff and disrupt patient care delivery.

“It was a great webinar with really useful information and tips for caregivers that are struggling with burnout. It has relieved some of my anxiety and helped me think about the situation in a new light.”

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

Recommended Workshop Titles

- Helping a Loved One Through Difficult Times
- Mental Health Impacts of a Medical Diagnosis
- 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



Equipping Frontline Staff for Complex Patient Interactions

Frontline healthcare roles require navigating emotionally complex and high-stakes interactions with patients, families, and colleagues every day. Training that builds communication skills, supports de-escalation, and strengthens confidence in difficult conversations can improve both employee experience and patient outcomes—particularly in moments involving patient distress and time-sensitive situations that require clear, compassionate communication.

“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*

Strengthening Leaders in Healthcare Environments

In healthcare settings, leadership directly shapes employee experience, team stability, and patient care. ComPsych’s work across healthcare organizations highlights that managers need practical tools to support staff through stress, communicate effectively in high-pressure moments, and maintain performance in evolving care environments, particularly as organizations onboard new healthcare leaders and adapt to changing workforce demands.

Recommended Workshop Titles

- Deescalating Potentially Violent Situations
- Developing a Growth Mindset
- Initiating Difficult Conversations
- Providing Customer Service to Bereaved Callers
- Resiliency: Bouncing Back After a Setback



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

—Attendee, *Mental Health Awareness for Leaders*

Recommended Workshop Titles

- Coaching vs. Directing: A Guide for Leaders
- High-Impact Feedback: On the Spot, On the Floor
- Managing Staff Through Stressful Situations
- Mental Health Awareness for Leaders
- Preventing Employee Burnout



Training Engagement & Utilization in Healthcare

Healthcare organizations are leveraging training at scale to support employees in high-demand environments. Based on thousands of workshops delivered across the sector, engagement data from ComPsych workshops show strong participation, with employees actively interacting, applying strategies, and returning to recorded sessions when live attendance is not possible—ensuring continued access in fast-paced care environments.

Engagement Metrics

 **4.6 / 5**
Avg. Content & Facilitator Ratings²

 **50%**
Engaged in Webinar Chat²

Among organizations offering **10+** workshops annually, nearly all saw increases in attendance and engagement, with several also demonstrating gains in GuidanceResources® utilization.^{2,3}

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

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



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

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

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



Training *Insights*

Recommendations and Best Practices

The five recommendations and best practices below reflect key approaches healthcare organizations are using to maximize the impact of training initiatives and support employee well-being through the effective utilization of ComPsych workshops.



1

Training aligned with clinical schedules increases participation.



Healthcare employees often navigate unpredictable and demanding schedules. Offering multiple sessions, access to recordings, and opportunities to attend during designated times helps ensure employees can participate in training.

“

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 hope to put it to use.

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

“

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*

2

Timely training addresses evolving healthcare workforce needs.

Training is most effective when it reflects the real-time challenges healthcare employees and teams are facing. Aligning workshop topics with current organizational priorities—such as burnout, staffing changes, or leadership transitions—helps ensure relevance and increases engagement.





Training *Insights*

Recommendations and Best Practices



“

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

3

Training demonstrates commitment to healthcare staff well-being.

In high-demand healthcare environments, offering training conveys that employee well-being and development are priorities. Encouraging participation—and making space for employees to attend—can reinforce a culture of support and investment in staff.



4

Training reinforces awareness of GuidanceResources® among healthcare staff.



Workshops serve as a key touchpoint for increasing awareness of available support resources. ComPsych integrates reminders about GuidanceResources into training and encourages employees to access support. Employee utilization in healthcare is associated with strong outcomes, including more than 70% reporting reductions in workplace distress and absenteeism.⁴

“

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 GuidanceResources.com and the app as a resource.

—Attendee, Coping with Compassion Stress



Training *Insights*

Recommendations and Best Practices

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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*

5

A consistent training cadence sustains impact in healthcare settings.

Ongoing access to training helps reinforce learning and build lasting habits over time. A consistent cadence of workshops keeps key topics visible, supports continued work-life skill development, and encourages employees to stay engaged with available training and support in fast-paced patient care settings.



¹ Sources: American Hospital Association. (2025). *2026 Healthcare Workforce Scan: Executive Summary*. <https://www.aha.org/system/files/media/file/2025/12/2026-Health-Care-Workforce-Scan-Executive-Summary.pdf>; Canadian Institute for Health Information. (2025). *Overtime and Staffing Challenges in Canadian Hospitals*. <https://www.cihi.ca/en/health-workforce-overtime-and-staffing-challenges-in-hospitals>; National Academy of Medicine. (2019). *Taking Action Against Clinician Burnout: A Systems Approach to Professional Well-Being*. The National Academies Press. <https://doi.org/10.17226/25521>; World Health Organization & World Innovation Summit for Health. (2022). *Our Duty of Care: A Global Call to Action to Protect the Mental Health of Health and Care Workers*. https://www.who.int/publications/m/item/wish_report.

² ComPsych BoB Industry Utilization 2025 by Health Services customers.; ComPsych GRA Utilization 2025 by Health Services customers with 10+ Training Events in 2025.

³ ComPsych BoB LOE Training Q1 2024 – Q1 2026 by Healthcare customers.

⁴ ComPsych Mental Health Support for the Healthcare Industry. <https://www.compsych.com/industry/healthcare>

About ComPsych®

ComPsych® is the worldwide leader in organizational mental health, well-being, and absence management, dedicated to igniting human potential in workplaces across the globe. For over 40 years, we have combined the best in technology with unmatched human expertise to help individuals and their organizations thrive. Our GuidanceResources® and AbsenceResources® solutions deliver end-to-end mental health, well-being, work-life, health navigation, and absence support to more than 75,000 customers worldwide, touching more than 160 million lives across 200 countries. Visit compsych.com to find out why 40% of the Fortune 500 choose ComPsych® for their mental health and absence management needs.

Igniting Human Potential Worldwide