WORKFORCE SOLUTIONS JAM

OCTOBER 20, 2026



H.R.1. Part 4: Beyond Burnout: Sustaining the Workforce Through H.R.1

NATIONAL COUNCIL for Mental Wellbeing | HMA | The College for Behavioral Health Leadership

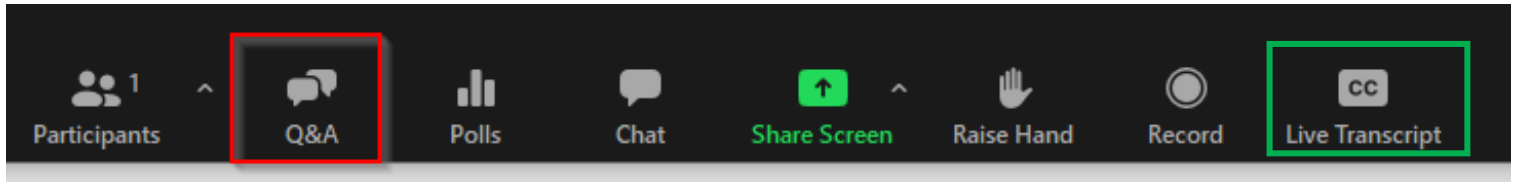
Housekeeping & Accessibility

- Please introduce yourself in chat: Name, location, organization
- A recording and slides will be emailed to you within the week
- ASL interpretation is being provided at this event - the ASL interpreter will be spotlighted
- Live captioning is available – click the "show captions" button to see the transcript
- If you have technical difficulty, please chat "Hosts and Panelists" to try to troubleshoot
- Q&A is available – click on the Q&A feature to ask a question or upvote

Live ASL interpretation provided by:

Language World

(916) 333 5247
info@languageworld.com



Chat Code of Conduct

Welcome! This is a respectful, inclusive space for shared learning.

Engagement is encouraged – please share resources and reflections in chat!

Please keep comments:

- **Relevant** to the topic
- **Respectful** of all identities and perspectives
- **Free of hate speech, spam or promotions**



Inappropriate comments will be removed.

Thanks for contributing to a thoughtful discussion!



NATIONAL COUNCIL
for Mental Wellbeing

HMA

The College for Behavioral
Health Leadership

What is the Workforce Solutions Jam?

A monthly webinar to build national momentum and encourage collaboration through The Workforce Solutions Partnership

- Learn innovative new practices
- Stay informed about ongoing efforts
- Engage with subject matter experts
- Hear about new legislation
- Take action!

Navigating H.R.1: Preparing the Behavioral Health Workforce for What's Next

Session 1

What Leaders Need to Know Now

Tuesday, July 21st

Session 2

From Policy to Practice: Preparing Providers for Implementation

Tuesday, August 18th

Session 3

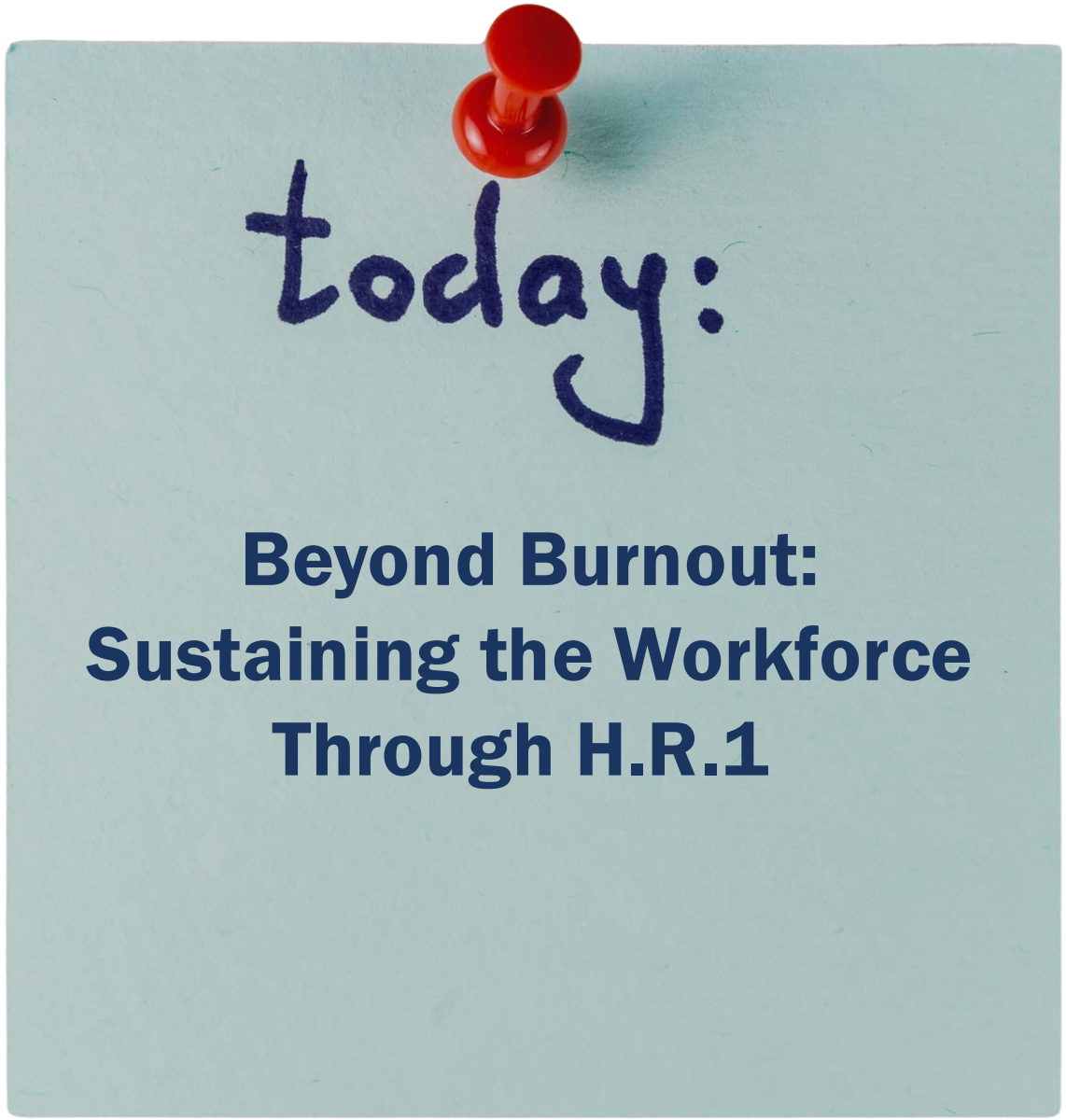
Leading Through Change: Protecting the Workforce, Mission, and Organization

Tuesday, September 15th

Session 4

Beyond Burnout: Sustaining the Workforce Through H.R. 1

Tuesday, October 20th


today:
Beyond Burnout:
Sustaining the Workforce
Through H.R.1

Agenda

- Welcome
- Topic Introduction
- Panel Introduction and Presentation
- Panel and Q&A
- Next Steps

Topic Introduction



Meet Our Panelists



Kara Guerriero, MPH

INCITE Consulting Founder and CEO



Tony Zipple SCD, MBA,

Senior Consultant & Talent Optimization, INCITE Consulting

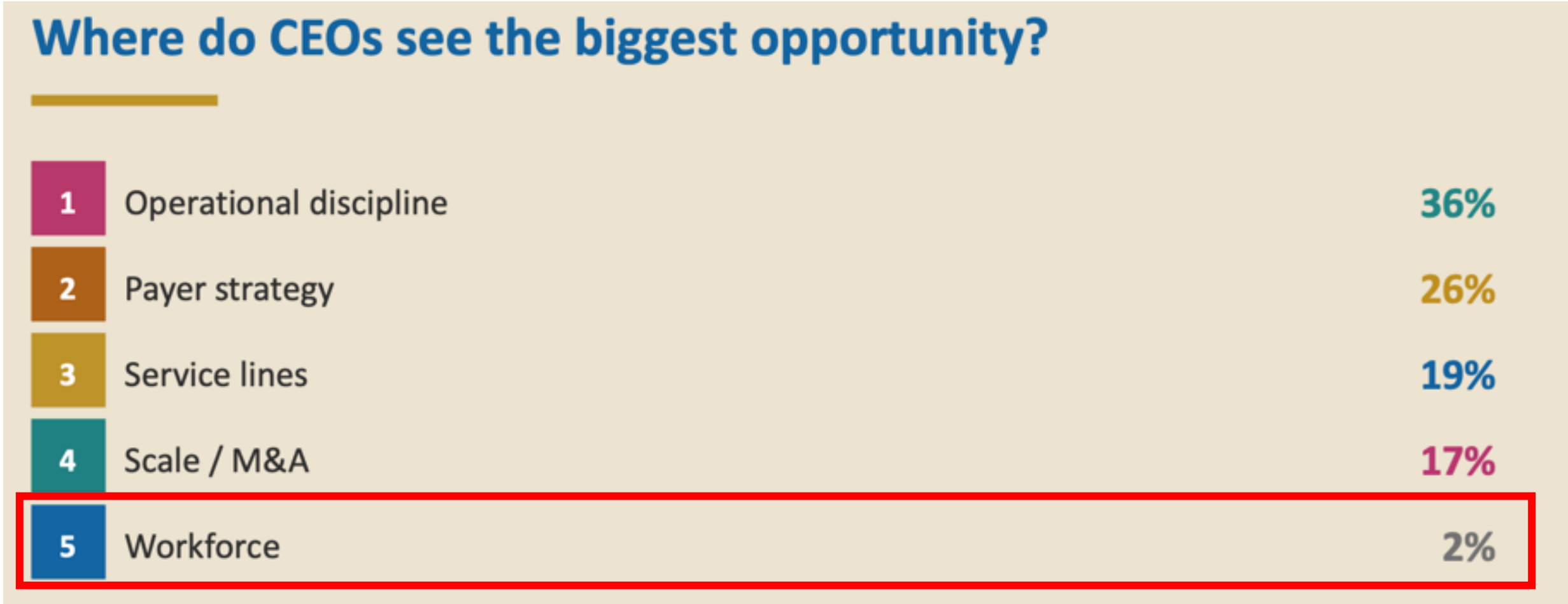
What are the biggest problems you faced this week?

Jot them in chat



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Almost Every Problem Is A People Problem… But CEOs Often Ignore This Reality





Our work is Tough Stuff!

A 2023 study published by the National Council for Mental Wellbeing found that 82% of behavioral health workers say their passion for working in the industry is unwavering.

93% of behavioral health workers said they have experience burnout.

60% say they are kept up at night thinking about those not able to access the care they need.



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Working Genius Founder
Patrick Lencioni

Not Finance. Not Strategy. Not Technology.

It is the teamwork that remains the ultimate competitive advantage, both because it is so powerful and so rare.

We can impact change!

A meta-analysis found that studies reported 21-67% of mental health and substance use providers report

high levels of burnout

and consequences of such burnout include poor physical and mental health, low workplace quality, decreased quality of care, and poor client recovery.



Morse G, Salyers MP, Rollins AL, Monroe-DeVita M, Flagler C. Burnout in mental health services: a review of problem and its remediation. Add Policy Ment Health. 2012;39(5):341-52-

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CONSULTING SOLUTIONS

From the field, for the field.

Behavioral health professionals who became consultants, partnering with community behavioral health organizations to build healthy workplaces.





Healthy Organizations.
Happy Staff.
Better Care.

Kara Guerriero, MPH
Founder + CEO
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Tony Zipple, ScD, MBA
Senior Consultant, Talent Optimization
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What we do

- **Organizational Health and Workforce Development**
- **Clinical Excellence and Training Programs**
- **Grant Writing & Program Management**
- **Strategic Planning and Advisory Services**

Based in Charlotte, NC
– Woman Owned Small Business –
– Working Genius Certified –
– Predictive Index Certified Partner –

Social Connection Is Foundational To Success



56% Increase in job performance

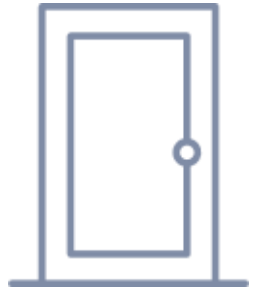


67% increase in employer net promoter score

We Are Better When We Are Connected



75% decrease in sick days



50% reduction in turnover



1800% more employee promotions

Deloitte Insights Nov 23, 2021


“When you are really close with the people that you work with, it just feels different. You're excited to go to work. You want to solve the problems that the organization is facing, because you care about the people.”
-Hannah Lomax, Gallup Senior Business Solutions Consultant

Stronger Teams Get Better Results

The importance of socially connected leadership

Building inner resilience

Tools for building connection and happiness

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Self-Knowledge + Self-Care



Reciprocal Self-Disclosure



Encouraging the Heart



Gratitude + Compassionate Leadership



Reciprocal Self-Disclosure Builds Stronger Teams

Bi-directional revealing personal thoughts, feelings, experiences, or information to another person.

- When a colleague shares personal struggles or experiences and the other person shares similar experiences, emotional bonds are strengthened
- When a supervisor uses careful self-disclosure, it can humanize them making them more approachable and encourage authentic dialogue
- Reciprocal self disclosure is foundational in building trust, joy, and long-term satisfaction

Encouraging the Heart

Words of

- **Affirmation**
- **Recognition**
- **Support**

Build

- **Motivation**
- **Perseverance**
- **Resilience**
- **Connection**
- **Joy**





Do We Love our Colleagues?

- **"Love is that micro-moment of warmth and connection that you share with another living being. It allows you to really see another person, holistically, with care, concern, and compassion." – B. Fredrickson**

- **These interactions trigger heart rhythm and neurochemical production in a way that positively influences immune function, emotional regulation, and resilience**

- **These moments of positivity resonance can occur with anyone, even strangers**

- **Our relationships, social connections, and overall life satisfaction improves**

We Can be Compassionate & Connected & Still Have High Standards

- Compassion is noticing what staff need and leaning in
- Compassion is not indulgent & does not lead to weakness
-
- Managers can have high standards and still respond to employee struggles with kindness & encouragement
- Supportive & educational supervision is compatible with accountability



The Power of Small



Micro-kindnesses: small, low-effort actions that build psychological safety over time:

- Remembering something they mentioned last week
- A two-line note of appreciation
- Thanking someone specifically, not generically ("the way you handled that client call" vs. "good job today")
- A smile & greeting by name

The Five Dysfunctions of a Team

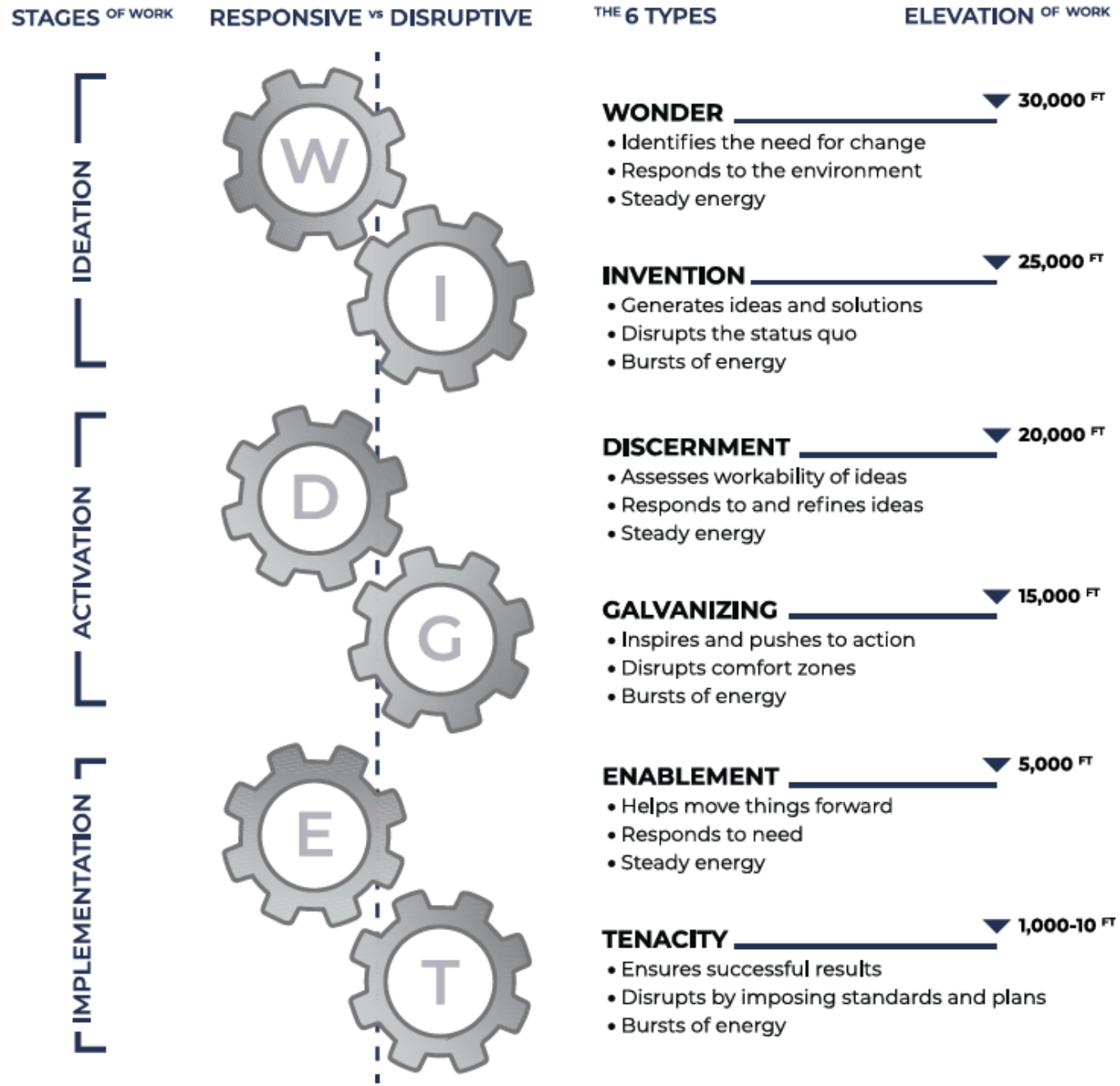
A FRAMEWORK FOR IMPROVING TEAM DYNAMICS AND EFFECTIVENESS



Patrick Lencioni + tablegroup
THE ORGANIZATIONAL HEALTH PEOPLE

Working Genius

Maps to the steps of bringing any project to fruition.

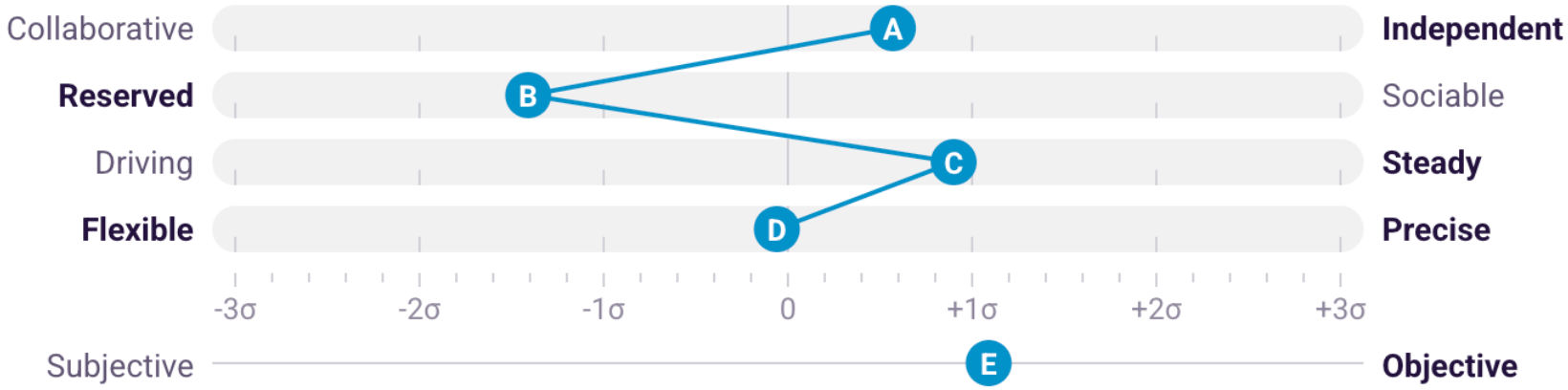


Predictive Index

Everyone is perfect just the way they are.

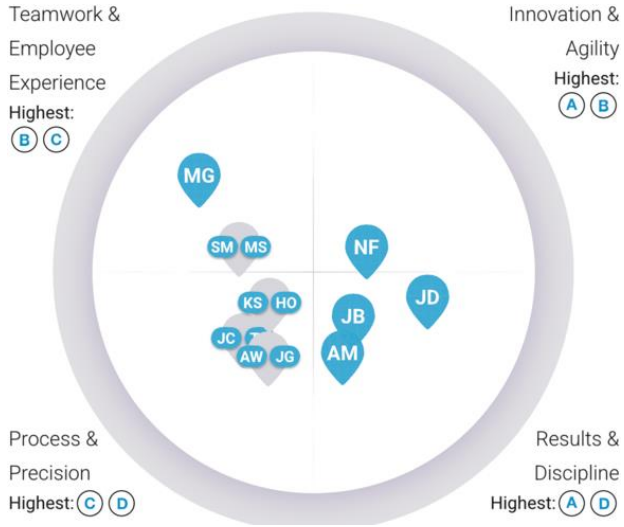
Individual Behavioral Map

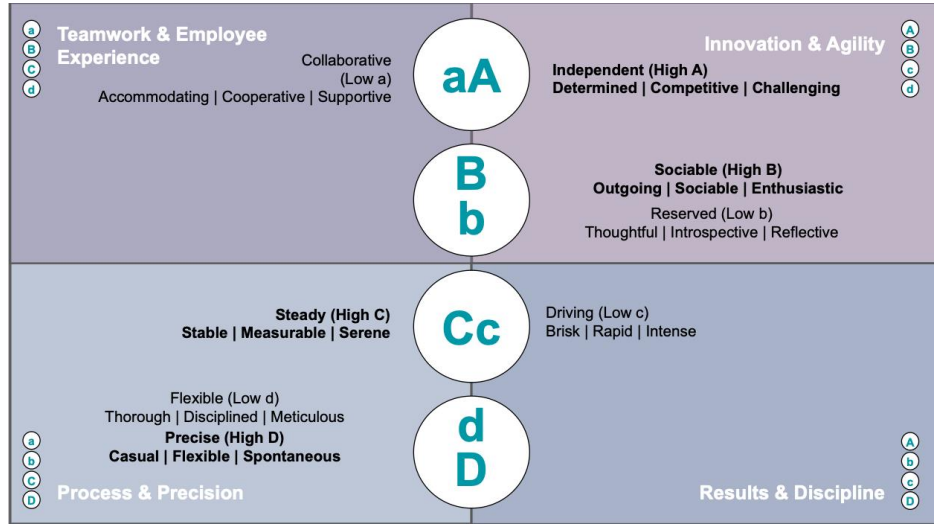
Four drives: Dominance, Extraversion, Patience, Formality



Team Map

Complementary strengths and likely points of friction





Predictive Index Certified Partner

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Thank you!

https://bit.ly/inciteHMAwg



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Q&A

TAKEAWAYS & REFLECTION

We want your feedback!



Scan the QR code, or type this link into your browser:

https://www.surveymonkey.com/r/CTWBKFP

Have a suggestion for a future presentation?

Scan the QR code, or type this link into your browser:

https://www.surveymonkey.com/r/workforcesolutionsjam

JOIN US AT THE NEXT WORKFORCE SOLUTIONS JAM!

"Enhancing Clinical Practice Through Technology"

November 17, 2026

at 10:00am PT / 1:00pm ET

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