

Scan the QR codes below or click on the hyperlinked rows.

Build your confidence to hold performance conversations: Resources and tools





Courses and models for skill-building

Resource	Description	Access
Elevating Performance Conversations	Asynchronous 30 min e-learning on Learning Hub. Learn how to conduct and structure meaningful performance conversations that align with goals and mitigate burnout.	
Virtual Learning Labs	Complementary to the Elevating Performance Conversations course. Small group learning facilitated by Medical Staff. Develop confidence and abilities through discussion of concepts, tools and scenarios in a safe space.	Reach out to: MedicalStaff@vch.ca
Mastering Difficult Conversations course	UBC CPD accredited in person course to enhance foundational communication skills for the new or experienced Medical Leader.	
Psychological Health & Safety workshop	Community of Care small group learning facilitated by Medical Staff. Learn how to create psychologically healthy and safe environments.	Reach out to: MedicalStaff@vch.ca
Psychological Health & Safety in the Workplace - Overview for Medical Leaders	UBC CPD accredited asynchronous e-learning on Learning Hub. An overview of the Canadian National Standards and 13 psychosocial factors for health & safe workplaces.	
Introduction to Progressive Management Course	Interactive virtual session to facilitate understanding of the progressive management pathway and approach when encountering a gap in knowledge, skills or behaviors of medical staff. In alignment with updated VCH Medical Staff rules.	To be offered Fall 2025. Reach out to: MedicalStaff@vch.ca
Experience Cube	A conversation tool to guide feedback conversations to help remove blame and minimize defensiveness. Uses the four elements: Observations, Thoughts, Feelings and Wants.	
GROW model	A conversation model to provide a structured approach to coaching conversations which involves focused, intentional dialogues aimed at helping individuals develop, and achieve their goals through active listening, probing questions and collaborative goal-setting.	

Tools for building self-awareness



Resource	Purpose	Access
Strengths Deployment Inventory (SDI)	Understand self and leverage individual and team motivations, strengths, and behaviors, both in regular situations and under stress, to improve communication, build relationships, and manage conflict more effectively.	Reach out to: MedicalStaff@vch.ca
Leadership Circle Profile (LCP)	Understand one's creative competencies and reactive tendencies to unlock potential and improve leadership effectiveness. Integrates leadership skills, attitudes, influence, and effectiveness, providing a holistic view of a leader's strengths and areas for development.	Reach out to: MedicalStaff@vch.ca
Emotional Quotient Inventory 2.0 (EQI 2.0)	Measure and enhance one's emotional and social competence to promote effective human performance and development.	Reach out to: MedicalStaff@vch.ca
One-on-one Coaching	Shoulder to shoulder confidential support to move through leadership challenges.	Reach out to: MedicalStaff@vch.ca

Organizational teams available to provide support

Resource	Description	Access
Respectful workplace	Dedicated team to provide education, conflict resolution and team conflict consulting services to uphold the VCH Respectful workplace policy.	
Wellness resources	All medical staff can access the Employee Family Assistance Program (EFAP)	
	Team Critical Incident and Cumulative Stress Debriefings	
	Physician Peer Support Program	

Giving feedback to others: Tools to generate meaningful insight for discussion

Clinical Practice Performance

Tool	Purpose	Access
Multi-Source Feedback (MSF)	Insight on one's medical competencies based on the Royal College of Physicians and Surgeons CanMEDS physician competency framework. Includes a self-assessment component. <i>Relevant for NPs and Physicians.</i>	
Practice Profile reports	Gain insight on specific and meaningful practice metrics in relation to peers. <i>Relevant for Physicians.</i>	
Medical Council of Canada 360 (MCC360)	As above, required completion for Medical Staff designated as provisional status. <i>Relevant for Provisional status Physicians.</i>	

Leadership behaviours

Tool	Purpose	Access
Leadership Pulse check survey	Insight on one's leadership behaviors and their impact on others.	Reach out to: MedicalStaff@vch.ca

Note: Above resources are relevant to Medical Leaders in all Medical Staff groups (dentists, midwives, NPs and physicians), unless otherwise specified.

The annual review can be a powerful tool for leaders to advance both the quality of care and physician well-being when attention is given to the process and content of these conversations ^{1,2}.

References:

¹ Shanafelt T, Swensen S. Leadership and Physician Burnout: Using the Annual Review to Reduce Burnout and Promote Engagement. Am J Med Qual. 2017

² Levoy E, Vilendrer S, Dang R, et al. Physician perspectives of clinical performance feedback and impact on well-being: a qualitative exploration. BMJ open 2024