

## On-Demand Team Development: Virtual Global Team Development

### Organization's Background

This client is an HR Leadership Team at a Global Pharmaceutical Organization who needed on-demand coaching during the COVID-19 pandemic.

### Objective

To provide a rapid set of tools and practices to assist the HR team members to manage stress and burnout.

### What We Accomplished

- Each participant reported a positive and calming effect from the contemplative practice.
- Most participants reported that it helped them to disconnect from the workday and immerse themselves in 10-15 minutes focusing on joy and love.
- More than two-thirds of the team members reported engaging in physical exercise more since the last session.
- Several participants reported replacing the decompression time they used to enjoy from their commutes to work with new activities.
- Two participants requested the 30-minute meditation as a recorded practice that they could use at home.
- All of the participants received shorter meditations they can use throughout their days.

### The Challenge

Under the intense pressure to perform in the midst of the COVID-19 pandemic for their internal clients (globally distributed team members of a pharmaceutical company), these 14 HR team members self-reported that they were suffering from extreme burnout, stress, insomnia, and/or general overwhelm.

Their clients needed immediate responses and support on new policies related to remote working, juggling unexpected childcare and schooling responsibilities within the workday, lack of access to daycare, elder care facilities, and summer camps. The 14 HR team members, themselves, reported working 12-hour days minimum, with back-to-back WebEx meetings. The HR workers were neglecting their physical and mental health in order to keep up with the workload, while also struggling with the same issues their clients faced, i.e. lack of access to child and elder care.

### TLD Group's Solution

Two virtual WebEx sessions were facilitated by the coach. Each session was attended, at least partially, by the entire team. The first session provided space for each team member to respond to three questions:

- How have your expectations of yourself as a working person changed since the COVID-19 lockdown?
- How have your day-to-day circumstances changed since the COVID-19 lockdown?
- What self-care or wellness practices have you tried in the last year, and which are you still doing through the COVID-19 lockdown period?

The first two questions were designed to give each person the space to share and reflect on any dissonance between their expectations of themselves and their new, often radically-shifted reality. The final question was designed for the coach to get a snapshot of the extent to whether the team members were using self-care practices at all.

For the time between the virtual sessions, the coach assigned one contemplative practice for all participants, and recommended and provided a score of others, as individual interest and circumstances permitted. The second virtual session was divided into two parts:

- A thirty-minute instructional experience practicing each of the seven steps of superconscious meditation.
- Participants shared the results of their contemplative practices and provided an update on their well-being.