

Re-Framing Well-Being: Optimizing the Work and Learning Environment

Supporting Competence

Competence

Competence is a basic psychological need. It includes both the need to feel some sense of mastery (self-efficacy) and the sense of growing. These are often at odds with one another given that to grow one needs to move away from the comfort of mastery. In one large study making progress toward one's goals on a day to day basis was the best predictor of whether a team member had a "great day."

Audit for Threats to Competency

- Are there rotations that routinely undermine a sense of competence in learners? (constantly feel incompetent without growth)?
 - Why do they do this? Is it an individual, structure, process?
 - How might it be improved?
- Are there individuals who undermine your sense of competence routinely?
 - Faculty, fellow residents, nursing, administration?
 - How might this be addressed?
- Are there clinical situations, presentations, or procedures that routinely undermine a sense of competence?
 - How could these be mitigated? Are there educational programs that could help?

Actively Support Competence

- Are there courses, educational tracks, experiences, or simulations that are particularly good at building a sense of competence?
 - Can they be expanded, adapted to other fields, integrated into a senior resident teaching role?

- Are there opportunities for trainees/faculty who are particularly skilled at something to teach or supervise this skill?
 - Amplifies sense of competence
- Are there opportunities to build a mini fellowship that helps trainees develop specific competence in a narrow field?
 - Self-initiated projects that are highly meaningful and lead to growth

Faculty Development to Teach Competency Supportive Practices

- Deliberately pointing out areas of competency during clinical experiences
- Deliberately pointing out growth (compared to prior capability)
- Asking how faculty can support growth
 - Daily practice of starting with “What is your goal today?” and helping to work toward that goal
- Deliberate practice of asking people what they feel they have mastered so far (even if it is something very small like how to put in orders on the computer)
- Routinely asking “what can I do right now to help you hit your goals today?”