

3. TEAM REFLECTION BY RIGA CITY COUNCIL, LATVIA



RIGA CITY
COUNCIL

CONTEXT

Latvia faces lasting impacts from the Covid-19 pandemic — health issues, loss of loved ones, and emotional toll. The ongoing war in Ukraine and Latvia’s proximity to Russia added further stress. Social workers and healthcare staff face chronic challenges: stressful conditions, high workloads, and low pay, exacerbating burnout risks.



KEY OBJECTIVES



Improve psycho-emotional well-being among care professionals

TARGET POPULATION



- Care staff: social workers and healthcare workers.
- Colleagues with similar professional challenges

IMPLEMENTATION PROCESS



- Preparation Phase:
 - › Translation & adaptation of training materials
 - › Hiring specialists: psychologist and interpreter
- Trainer Training: 4 sessions in August 2023
- Institutional setup: social care centres & shelter
- Session Rollout
- Supervision by practice owners

KEY ACTIVITIES



- Team Meetings: structured group discussions and reflection sessions facilitated by a specialist.
- Workbook Exercises for stress management strategies
- Buddy Approach

KEY OUTCOMES AND IMPACTS



- 4 groups, 50 participants, 8 meetings (2 meetings/group), 4 municipal social care institutions
- Significant benefits in stress management, communication & mutual support
- Enhanced team cohesion
- Stronger buddy systems

CHALLENGES & MITIGATION STRATEGIES



- Scheduling conflicts
 - › Gather group information beforehand
- Group dynamics
 - › Prefer small and homogeneous groups
- Sustainability
 - › Plan budget and secure resources

AREAS OF SUCCESS



- Extremely positive supervisory impact
- Improved active listening, mutual support, and problem-solving
- Positive shifts in handling stress.
- Plans to integrate strategies for long-term impact

CONCLUSION



The “Team Reflection” practice implemented by the Riga City Council has proven to be a valuable initiative in supporting the psycho-emotional well-being of care professionals improving stress management, team cohesion, and stronger support networks.