

CASE STUDY

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# Pause2Care

## From Pause to Conscious Action.

An immersive journey designed to help disconnect from autopilot, reconnect with purpose, and translate reflection into sustainable impact.

# 1 Context & Client Challenge



The client, a public sector entity, aimed to strengthen the personal and professional skills of its multidisciplinary technical teams within the social action field. These teams faced critical daily challenges, namely:

#### **High Emotional Demand:**

Constant exposure to contexts of extreme social vulnerability.

#### **Need for Enhanced Multidisciplinary Collaboration:**

The nature of the role required effective communication, coordination between different specialities, and greater internal cohesion.

#### **Burnout and Misalignment of Purpose:**

A lack of structured spaces for reflection to align personal purpose with the professional mission and prevent exhaustion.

#### **Direct Impact on Service Quality**

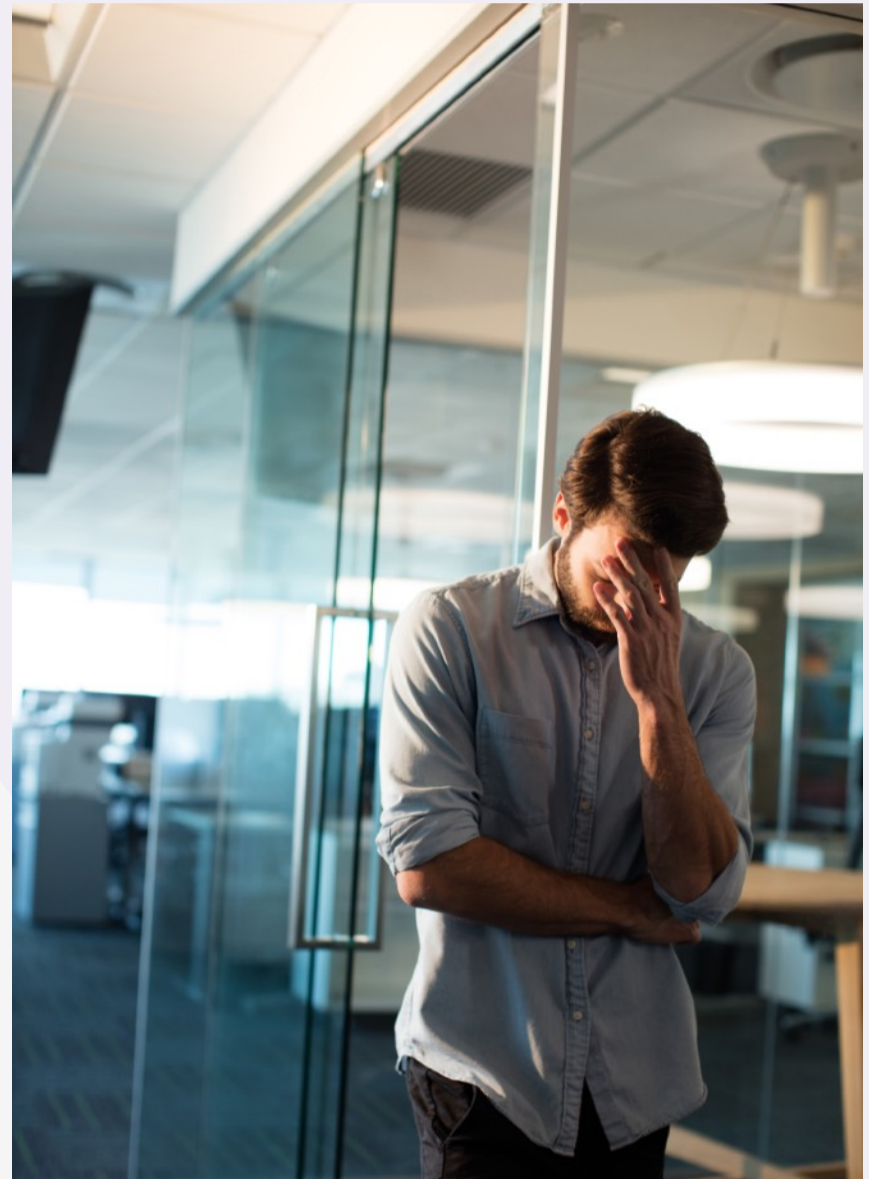
The client recognised that investing in people was essential to ensuring a more empathetic, consistent social intervention tailored to the community's real needs.

The challenge was to design an intervention with a real impact on the ground: **strengthening professionals to improve the organisational response.** In practical terms, the goal was to empower social action technicians to respond with greater competence, balance, confidence, and awareness to human and operational challenges, while simultaneously promoting individual well-being, team cohesion, and quality of service.

# 2 The Solution

## Thrive Partners Approach

To meet this challenge, Thrive Partners designed **Pause2Care** as a journey structured into three complementary stages: **diagnosis, development, and consolidation.** This architecture ensured coherence, customisation, and practical transfer to the real-world work context.



1

## Pre-Programme: Diagnosis and Engagement

Before the program launch, structured preparatory work was conducted, including:

- **Individual Diagnosis:** Identifying needs, expectations, and priority development areas.
- **Alignment:** Strategic communication to build commitment, involvement, and psychological safety before the journey began.

## 2 Programme: Development and Experience

The path combined collective sessions, individual support, and practical application:

- **In-Person Group Sessions:** Focused on self-awareness, communication, and emotional management. The *Purpose Mining* gamification technique was used for individual purpose discovery, alongside *Points of You* tools to facilitate perspective expansion, unlock difficult dialogues, and generate deep visual insights into social intervention challenges.
- **Online Individual Sessions:** Dedicated moments for deepening personal purpose and defining a **guiding motto**.
- **Reporting and Practice:** Delivery of progress reports and inter-session tasks, ensuring the immediate application of content within the professional context.

The methodology favoured a participatory, experiential, and transformative experience based on:

- Practical exercises
- Individual and collective reflection;
- Collaborative dynamics;
- Structured sharing moments;
- Visual facilitation and gamification tools.



## 3

### Post-Programme: Consolidation

- **Follow-up Session:** Review of individual action plans and a collective assessment of the programme's impact.

# 3 Critical Success Factors

The programme's success was built upon five structural pillars:

**Experiential Methodology:**

Alternating between collective and individual work, using the power of visuals (Points of You) to generate empathy and new solutions.

**Climate of Trust:**

Facilitation focused on proximity, ensuring a safe space for vulnerability and sharing.

**Total Customisation:**

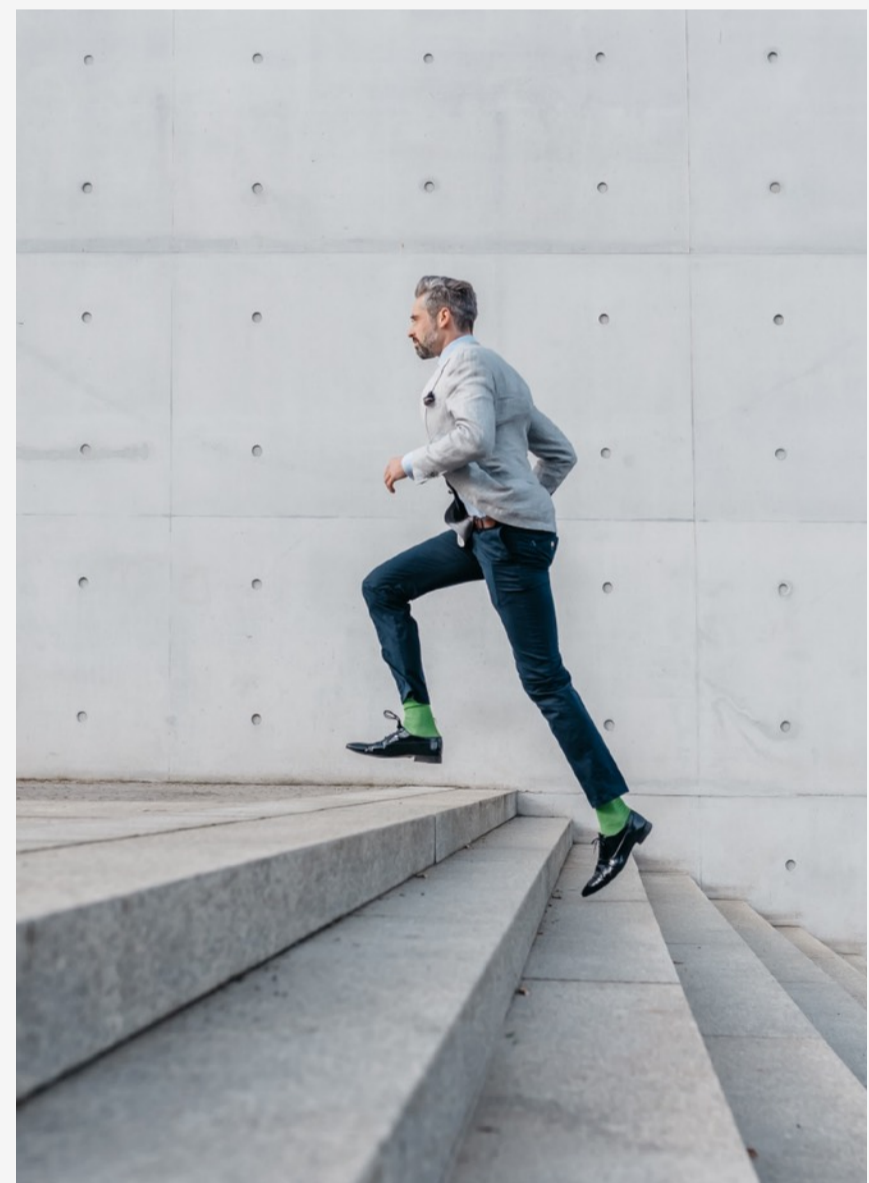
Tailoring content to the specific challenges identified in the initial diagnosis, increasing perceived relevance and participant buy-in.

**Focus on Purpose:**

A direct link between individual well-being and the organisation's social impact.

**Creating Space to Pause, Think, and Refocus:**

In a sector driven by urgency, Pause2Care introduced a structured pause with strategic value, allowing professionals to recentre themselves to better care for others.



# 4 Results & Impact

To meet this challenge, Thrive Partners designed **Pause2Care** as a journey structured into three complementary stages: **diagnosis, development, and consolidation**. This architecture ensured coherence, customisation, and practical transfer to the real-world work context.

The path combined collective sessions, individual support, and practical application:

- **NPS (Net Promoter Score): 81%**, reflecting a high level of satisfaction and recommendation.
- **Emotional Strengthening:** Increased confidence and the acquisition of practical tools to face complex challenges, resulting in greater emotional resilience and well-being.
- **Team Cohesion:** Reduction of professional isolation through the sharing of obstacles and the reinforcement of mutual trust.
- **Alignment of Purpose:** Greater awareness of individual motivations, personal value, and professional/life positioning.
- **Practical Application:** Individual action plans created a concrete bridge between reflection and execution, with a direct impact on daily practice.

## What this programme offers organisations:

- Professionals better prepared to handle demanding contexts;
- More cohesive and collaborative teams;
- Higher relational quality in service delivery;
- Reduced risk of burnout and demotivation;
- Reinforcement of commitment to the organisational mission;
- Creation of a more humane, conscious, and sustainable culture.

# 5

## Representative Testimonials

Participants described the programme as:

*"A transformative experience."*

*"A process of self-reflection and self-knowledge that provided me with a foundation for life."*

*"An essential space for reflection."*

*"I feel more confident to face the challenges of my work."*

*"It helped me align my priorities and purpose."*

*"It was important to realise I am not alone in my challenges."*

*"It helped me stop and think about what really matters."*

**Pause2Care** was designed as a capability-building and development journey for professionals operating in demanding, high-pressure environments, where increasing levels of organisational fatigue and loss of focus are often observed. Its main objectives are to strengthen self-awareness, emotional regulation, sense of purpose, communication and team cohesion.

By fostering greater individual and collective awareness, the programme promotes more conscious behaviours, contributing to improved performance and the quality of day-to-day interactions, in a consistent way over time.



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