

**Flight Plan for Success**  
Adapting to Change and Building Healthy Workplaces

**NURTURING A HAPPY  
WORKPLACE:  
Strategies for Staff Wellbeing**




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**Nurturing a Happy Workplace:  
Strategies for Staff Well-being**

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**Experience:**  
Improving Quality in the Face of Healthcare Reform

*"Working to help organizations deliver the highest quality care possible, while improving the quality of life for those delivering the care!"*



- MTM Services has delivered consultation to over 1,000 providers (MH/SA/VD/Residential) in 49 states, Washington DC, Puerto Rico, Canada and The Netherlands since 1995.
- Leading CCBHC set up and/or TA efforts in more than 35 states across the country since the program's inception in 2014 (Statewide and Individual Centers).



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**What We'll Get From Our Time Together:**

- Learn tangible strategies you can start implementing in your workplace today to best support staff and boost staff well-being and engagement.
- Identify common barriers to staff and organizational well-being, and staff participating in our wellness initiatives, and gain tangible tools to overcome each barrier, allowing you to better leverage employee well-being as a catalyst for organizational growth.
- Discover the correlation between individual and organizational well-being and retention and engagement rates and therefore organizational success.
- See if you qualify to gain your own *free* well-being and engagement assessment tool to share with your people and get the pulse check on where your team stands on well-being and engagement!

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**Introduction**



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**Do employee wellness programs *really* work?**  
 The latest findings:

**Whether employee wellness programs work depends on the study, and some say that they may not be as effective as employers might hope:** (1)

**Healthier behaviors**  
 Some studies show that employees who participate in wellness programs report healthier behaviors, such as exercising more and managing their weight. (2)

**Cost savings**  
 Other studies show that wellness programs can reduce healthcare costs. For example, *Harvard Business Review* found that every dollar invested in an employee wellness program yielded \$4 in health care savings for the company. (3)

**No improvement in health measures**  
 However, some studies show that wellness programs don't improve health measures, such as blood sugar or glucose levels. (4)

**No improvement in job performance**  
 Some studies show that wellness programs don't improve job performance or how long employees stay at their jobs. (5)

**No improvement in well-being**  
 Other studies show that wellness programs don't improve employee well-being. For example, one study found that workers who participated in wellness programs were no better off than colleagues who did not. (6)

**Root problems aren't addressed**  
 Some say that mental wellness programs don't address the root problems in workplaces. (7)

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PART IV: MENTAL HEALTH

Summary:

Factors Assessed:	Employee Health Score Before Coaching	Employee Health Score After Coaching
<b>1. Mental &amp; Emotional Well-Being</b>	<b>67.7%</b>	<b>81.77%</b>
a. Self-rating	68.75%	81.25%
b. Emotional health	66.65%	82.30%
<b>2. Mindfulness Skills</b>	<b>56.25%</b>	<b>78.13%</b>
a. Coping skills	62.50%	75%
b. Self-awareness score	50%	81.25%
<b>3. Stress Management</b>	<b>47.39%</b>	<b>72.88%</b>
a. Resiliency score	56.25%	87.5%
b. Burnout score	43.75%	56.25%

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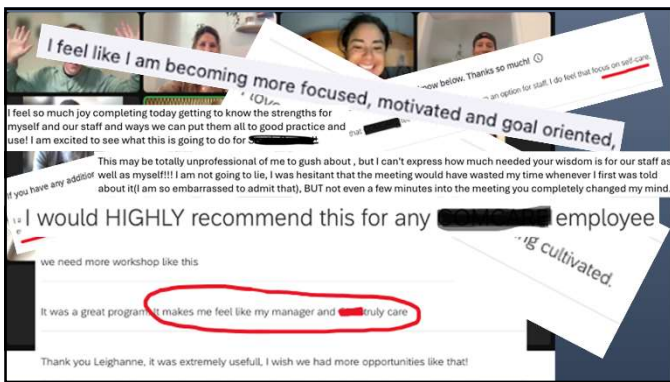
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*What makes these programs work?*

Objective #1:  
Learn **tangible strategies** you can start implementing in your workplace today to best support staff and boost staff well-being and engagement.

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**PLATINUM**  
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### What makes these programs work?

- When the programming is **PERSONALIZED** for your staff.
- When leadership participates and promotes the programming.
- When the programming is easily accessible and flexible.
- When the program is **COMPREHENSIVE** & provides a variety of support modalities available to our team:
  - Meditation classes
  - Light movement classes
  - Healthy habit & team building workshops
  - Nutrition education & resources
  - Peer-to-peer recognition system
  - Health coaching
  - Focus groups
  - **Wellness in leadership training**

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### What activity has the power to **boost motivation, productivity, energy, & enhance overall well-being?**

This workout was just what I needed today, and I didn't even know it! Thank you!!!!

I honestly did not feel like coming today but I am SO glad I did.

The best energy booster in the middle of the day. Thank you!




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### Using movement to boost mental well-being at work:

- The neurotransmitters released during exercise enhance **energy, passion, interest & MOTIVATION.**
- Need to **focus** on an important project? Do 30 minutes of aerobic activity first!




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### Using movement to boost mental well-being at work:

The mild stress of exercise raises our neurons stress threshold, which explains why people who move daily report being...

- 1. **More productive.**
- 2. Better able to handle their workloads.




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### Movement is one of the #1 tools we have to fight depression!!!



Every 50 minutes of weekly exercise correlated to a 50% drop in the odds of being depressed.

Just 15 minutes of fun exercise a day is the equivalent of taking an anti-depressant!

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### Movement induces extroversion

- Movement creates & grows neurocircuits used for thinking AND interacting.

*"The vigor and motivation that exercise induces helps establish and maintain social connections."*

- Dr. John Ratey, American physician & best-selling author




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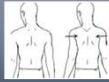
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### How To Move More While Working:

- Implement the 20-sit & 10-stand/walk ratio.
- Switch to walking meetings.
- Take walk breaks at lunch.
- Instill "movement nudges."
- Virtual exercise classes or light movement classes.
- Gift friends / co-workers gift cards to activewear brand.
- Step challenges with co-workers.
- Simple movement at the desk: arm circles, shoulder retraction, etc.
- Make communicating the importance of physical wellbeing an expectation for managers.




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### "I'm too busy to get a workout in..."

- **Break it down:** Start with 5 squats a day. That's it! Next week, add another 5.
- **Make it flexible:** Move body 150 minutes this week...however you get there is up to you.
- **Habit stack:** Every time you pour coffee, do 5 counter push-ups.
- **Practice hesitation statements:** "I follow through with my word, therefore I go for a walk today regardless of whether or not I feel like it."
- **Implementation intentions:** "IF I start to feel like I'm dragging, THEN I will immediately put on my sneakers and go for a 10-minute walk...before I talk myself out of it."



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### Social & Emotional Dimensions of Wellness

#### True Or False:

Communing with a stranger can make us as happy as communing with a loved one.

#### True Or False:

We are much more productive & deliver far better results if we have a best friend at work.



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### Social & Emotional Dimensions of Wellness

Friendships at work...

1. Increase speed and efficiency
2. Are associated with higher rates of employee happiness = ↑ retention + engagement.



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### Enhancing Social & Emotional Well-Being

- Almost ALL forms of social time boost mood.
- Even short interactions can have a *transformative effect* on our life and sense of well-being. Brief moments are central to our emotional experience.



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### How to Boost Social & Emotional Well-Being at Work:

- Virtual Shout Out's

Go Kailyn!!! I can give a high five on that one too... She's so good at what she does and loves it too!

Whoop Whoop! 🎉 Thank you so much! I do my best!

I definitely want to second that one!!!! That is so true.

This made my day 😊

The shout out's are especially encouraging.

Thanks, Leighanne! Would it be possible for you to send my **shout out** to me? I want to put it somewhere I can see it to remind me that I am appreciated.

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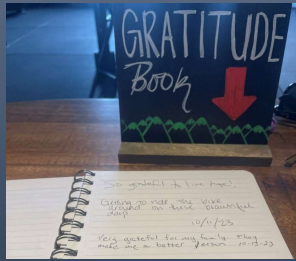
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### How to Boost Social & Emotional Well-Being at Work:

- Kudos Box
- Catch Someone Doing Something Right Jar
- Group Gratitude Journal
- Peer Reward System:  
"Who here helped you succeed the most this month?"
- Spark your meetings:  
Connection before content




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### Other Ways to Boost Social & Emotional Well-Being at Work

#### Spark your meetings ...

1. What does success look like for you this month?
2. Are there ways you can think of that you would like to make an EVEN bigger difference?
3. What are top priorities right now? What can we do to help?
4. What are you most proud of (in the last three months)?
5. What did you learn this past month?
6. How do you prefer to be acknowledged for your work?
7. What is keeping you motivated?
8. What can I do to help you be successful?
9. Do you see the impact that you are having? If not, what can we do to change that?
10. What strength of yours do you get to use most frequently at work?

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**"The wise man doesn't give the right answers,  
 he poses the right questions."**

- Claude Levi-Strauss

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# Why don't people participate?

## Objective #2:

Learn the three most common objectives that keep our people from participating in our well-intended wellness initiatives and *how to overcome them*.



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## Participation may be low because...

- #1: Staff questioning the motive of the service being offered.
- #2: Staff questioning if they can truly benefit from the service being offered.
- #3: Low feelings of self-efficacy.
- #4: Lack of follow-up: Employees may only continue participating if they receive follow up support.
- #5: Employees feel as though they don't have the time.
- #6: Lack of communication: Employees don't know the details of the program or have not seen buy-in from leadership.



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## Overcoming Barriers To Participation:

**Barrier #1 and #2: Staff questioning (1) motive of the program & (2) if they can truly benefit from the service being offered.**

- Involve staff in decision making.
  - Employees who **STRONGLY AGREE** that their voice is heard at work are 4.6 times more likely to feel empowered to perform their best work!

Q25 - You are taking the HC-3 assessment because your organization wants to learn more about how they can best support you. Which of the below support modalities would you benefit most from / partake in if given the opportunity? You can check more than one if you would like.

Item	Check Count
Virtual movement (simple workout) classes.	28
Team coaching sessions to build team morale & use group accountability to reach personal goals.	26
Virtual meditation classes.	17
A peer-to-peer mentoring system.	17
Education, expertise, support, & accountability on building & maintaining healthy habits.	16
None of the above, I don't need any additional support.	16
Workplace focus groups so my voice can be heard.	13
Strengths assessment & education on playing to my strengths to create a flourishing life.	22
Workplace ergonomic training (setting up your workstation to prevent workplace injury).	0



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In order to increase participation rates, creative approaches to meeting employees' needs are required. Previous research shows that by addressing employee preferences and perceived barriers, the likelihood of achieving and maintaining better health and well-being will be significantly increased [17]. This information can be obtained prior to the start of the program by distributing a needs and interest survey to all employees and would ensure that the topics presented were relevant and appropriate for the intended audience.

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### Overcoming Barriers To Participation:

#### Barrier #3: Low feelings of self-efficacy.

- Give employees autonomy.
- It's employees' choice to participate. Our job is to (1) demonstrate enthusiasm & participation and (2) explain the benefits and WHY we are doing this.
- Offer services that boost self – efficacy (i.e., physical activity classes).

**Results:** The mean age of REG was 23.34±3.67 years and SG was 22.66±2.67 years. It was found statistically significant differences in terms of self-efficacy, self-esteem and body awareness between groups and the results of participants who were doing exercise regularly were much better than sedentary ones (P<0.001).

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### Overcoming Barriers To Participation:

#### Barrier #4 - #6: Lack of follow-up, time, & communication.

- Organizations need experts.
  - According to most experts, wellness programs can often be more effective when using an outside vendor, especially for smaller companies, as they bring specialized expertise, a fresh perspective, and access to a wider range of programs and resources, which can be challenging to manage in-house.
- Give flexible options (LIVE personalized sessions AND recorded sessions).
- Incorporate wellness sessions into the workday, embedding wellness into your culture.
- When leadership participates AND promotes the program, participation rates are substantially higher.

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# What is possible when we successfully overcome these barriers & support our people in their well-being?

Objective #3:  
Discover the correlation between organizational well-being and retention and engagement rates and organizational success.



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## Why does this matter?

- Around 70% of staff is disengaged at work.
- The cost of having employees who are suffering:
  - 61% higher likelihood of burnout often or always
  - 48% higher likelihood of daily stress
  - 60% higher likelihood of daily worry
  - Double the rate of sadness and anger
- Thriving employees have 53% fewer missed days due to health issues & are **3 times** more likely to stay with your organization!



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## Why does this matter?

- 93% of behavioral health care workers have experienced burn out.



- 82% report emotional exhaustion.
- 70% report trouble sleeping.
- 68% report physical exhaustion.
- 63% report work-related dread.
- And over half report physical health symptoms & compassion fatigue.



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75% of medical costs are due to mostly PREVENTABLE conditions.

*Despite spending more on healthcare than any other nation, Americans are living shorter, unhealthier, unhappier lives compared to other developed nations.*

-The Commonwealth Fund, 2022




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**We Can Create These Results:**

- Clinicians who are well cared for are more likely to provide compassionate and effective care, **improving patient outcomes and satisfaction.**
- For every dollar companies invest in wellness programs, they save over \$3 on medical costs and nearly \$3 on absenteeism.
- Decrease rates of burnout by 13% within 3 months of program implementation.
- Organizational performance is more than 2.5 times greater in organizations where employees report that health & well-being is well managed.
- Employees report **being better able to handle stress.**
- Employees report being *more physically active.*
- **95% of employees agree or strongly agree that they gain valuable tools from our wellness program they now apply daily.**
- 93% of employees now say that their well-being is *equally as important* to them as their salary.




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Investing in the well-being of our employees is no longer considered a “nice perk” in successful organizations...

*It's a must.*




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## How can we start producing these results?

### Objective #4:

Gain your own *free* well-being and engagement assessment tool to share with your people and get the pulse check on where your team stands!



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## To ELEVATE, we must first EVALUATE:

### We assess to...

- Identify organizational strengths.
- Determine employee pain points & multiple *personalized* solutions for your organization to address those pain points.
- Serve as a diagnostic tool to prescribe specific action items & services your team will benefit the most from.
- Track success annually.



**SCAN HERE to see if you qualify to receive my assessment tool *for free!***



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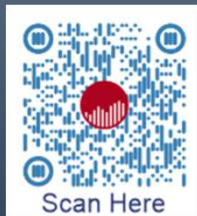
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## If your organization uses the DLA-20, this is for you!

To bring wellness into your workplace and into consumers of the DLA-20 to help boost scoring outcomes & measurable quality of behavior



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Thank you!

Questions?

Contact me at

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## Flight Plan for Success

Adapting to Change and Building Healthy Workplaces



CE REQUEST



EVALUATION



EVENT WEBSITE

**TAMHO Annual Conference**  
and Awards and Recognition Ceremony

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