

Demonstrating Care throughout the Employee Lifecycle

Wellness Council of Wisconsin Annual Conference
Track: Moral Courage

October 29, 2020

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Agenda

- Connect authentic caring and employee well-being, satisfaction and productivity
- Review the employee lifecycle and the touchpoints for care and well-being
- Discuss new ways of demonstrating care and compassion



What's the Connection? Caring and Well-being

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“Unlocking the Power of Caring”

| | “Caring” Company | “Non-Caring” Company |
|---|---------------------|-------------------------|
| Rate health/wellness as high | 57% | 39% |
| Report poor health | 8% | 21% |
| Report very high stress | 17% | 41% |
| Report work is satisfying | 52% | 25% |
| Proud to be associated with their company | 68% | 19% |

Everyday Health and Global Wellness Institute, “Unlocking the Power of Company Caring – the Path to Improving Employee Wellness: A Survey of American Works,” September 2015.

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Love Your People

- Work at Love, Love at Work, Kim Harrison
 - Love is generous and generative
 - Our ability to give love and receive love are directly related
 - Placing another's self-interest above that of our own
 - Acting from a place of an open heart or closed heart

<https://www.welcoa.org/resources/work-love-love-work/>

Wellness

- Health
- Meaning
- Safety
- Connection
- Achievement
- Growth
- Resiliency



<https://www.welcoa.org/resources/definition-of-wellness/>

Consider this...

- Activity based programming alone doesn't create lasting change
- Remote work makes it more challenging to connect with peers
- Find ways integrate care and love into standard business practices
- Embody WELCOA Benchmark 2 collaboration. Who can we collaborate with to demonstrate authentic caring and love for our people?



Activity

How do you demonstrate care for those you support?



Employee Lifecycle

What is it?

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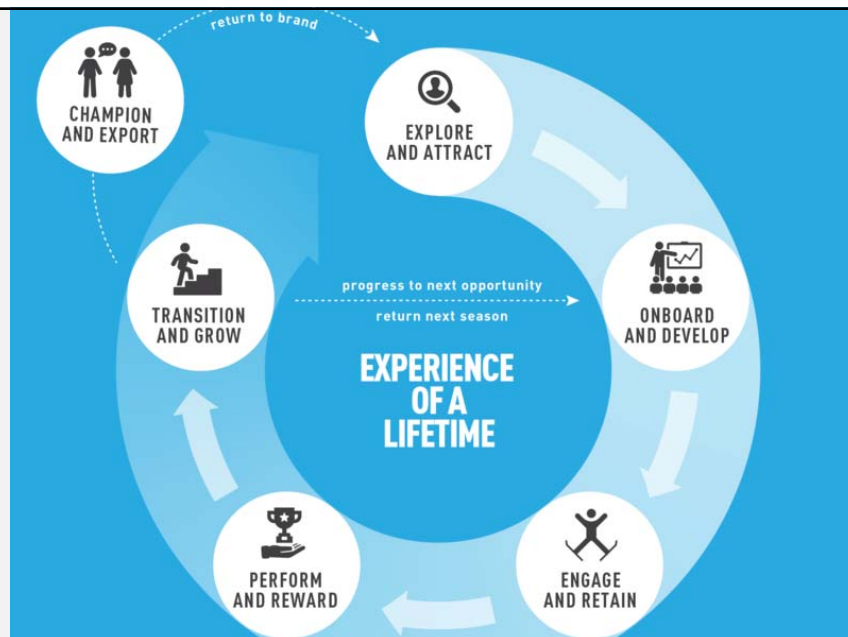


Image designed by Claire Eckstrom, June 27, 2019. Accessed via <https://dribbble.com/shots/6699439-Employee-Lifecycle>

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Well-being/Care Touchpoints



Explore and Attract

Will new employees/candidates be excited to work for your organization?

Vision:

to be a leader among public employee benefit systems by focusing on the well-being of our members through financial stewardship, high-quality and valued services, innovative solutions, and customer engagement.



Explore and Attract: Values

| | |
|------------------|--|
| Integrity | <ul style="list-style-type: none">• We earn the trust of our members by keeping our promises. We maintain their confidence by adhering to the highest standards of ethical conduct in all of our activities. |
| Respect | <ul style="list-style-type: none">• We appreciate the diversity of those we serve, and we treat each individual with respect. We listen to our members, are helpful and courteous, and make their needs our highest priorities. |
| Quality | <ul style="list-style-type: none">• We believe in providing quality service that is timely, accurate, thorough and accessible. We approach the challenges of the future by continuously improving our service through creativity and innovation. |
| People | <ul style="list-style-type: none">• We strive to develop employees to their full potential, and foster diversity and team effort. Enthusiasm, skill, dedication, and pride in their work make them our most valuable assets. |



Explore and Attract

Job Announcements

- Value your well-being; be aware of personal strengths and challenges and work toward finding balance for yourself.
- Support your colleagues' well-being including an environment of respect, collaboration and professionalism.



Explore and Attract

Interview questions

- How do you envision this position supporting the mission and vision of the organization?
- Please provide an example(s) where you've demonstrated the organization's values of integrity, respect, quality and people which contributed to a positive work environment for your colleagues/peers?



Onboard and Develop

Consider whether new staff have support when getting to know the work and culture.

- What are expectations?
- What resources are available to support them?
 - Consider the value of peer mentors/coaches
 - Consider providing info on EAP/wellness program, break rooms/quiet spaces, ergonomically appropriate office equipment, accommodations, workplace flexibility policies, emergency protocols, etc.



Onboard and Develop

Consider whether new staff will have opportunities to develop skills that give them energy and increase their sense of well-being/purpose to accomplishing the mission/vision.

- Consider opportunities outside traditional role-based learning to help build energy, resilience and overall well-being.



Engage and Retain

How will staff know you care?

- Consider asking staff how they're doing personally.
 - Do you remember things that are important outside of work and inquire about it?
- Does our team have opportunities to discuss ways we want to stay connected and have fun together (team building)?



Engage and Retain

Other considerations:

- Is there space for staff to get away from their desk to recharge, take a personal phone call, meditate or pray?
- Are new ideas welcomed, supported and approached with curiosity?
- Are we creating an inclusive environment?



Perform and Reward

Considerations/talking points for performance review process:

- Do staff feel fulfilled in their work and that it has purpose?
- Will you recognize staff efforts and successes?
- Do you know how staff/ team like(s) to be recognized/rewarded?



Perform and Reward

Supervisor Goals

Additional consideration for supervisors...

- Create/sustain an environment of respect, collaboration and professionalism within your work unit so staff feel included and comfortable expressing their needs and goals without fear of judgement or retribution.



Transition and Grow/ Champion and Export

Consider whether staff are supported when transitioning to a new role inside or outside the organization.

- Are staff encouraged to try new things without being pushed too hard?
- If a colleague is leaving, will staff/team feel supported or overworked with covering open tasks?
- Are there protocols to support staff during times of transition?
- Are there procedures documented that clearly outline processes/responsibilities?



Summary

Explore and Attract

- Mission/Vision/Values
- Job announcements
- Interview questions

Onboard and Develop

- Clear expectations regarding culture
- Resources
- Training



Engage and Retain

- Personal connections
- Environment
- Team building

Perform and Reward

- Performance review process
- Supervisor goals

Transition and Grow/Champion and Export

- Transition processes
- Encouraged to grow



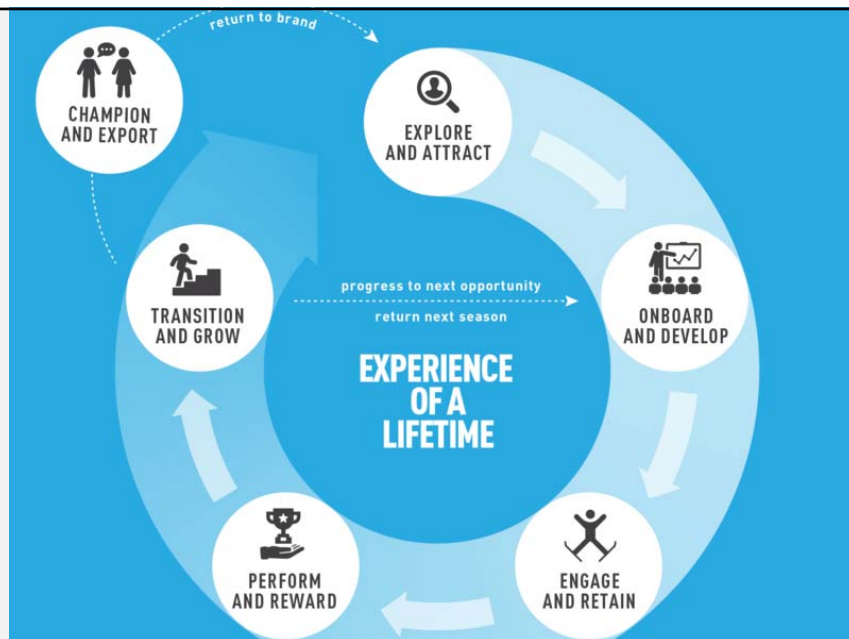


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“When it get harder to love, let’s love harder.”

Van Jones



Thank you



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