



Chat Transcript from the WELCOA Pulse Preventing Burnout & Building Resilience with Stella Grizont

00:22:54 - WELCOA Webinars:

Learn more about CHC Wellbeing and the employee programs they offer at <https://www.chcw.com>

00:23:21 - WELCOA Webinars:

WELCOA Members - Check out our latest Member trainings on the WELCOA Institute:

<https://institute.welcoa.org/?shw=newest#nav-tabs>

00:23:59 - Bob Russell:

Bob from Canada

00:24:59 - WELCOA Webinars:

Join us on Dec. 8 with Arianna Huffington! Free but space is limited: <https://www.welcoa.org/ppn-special-event/>

00:26:30 - WELCOA Webinars:

Learn more about what WELCOA has to offer - join us Thursday, Nov. 19 at 2 PM CT for WELCOA101 <https://bit.ly/35BzmGG>

00:28:03 - Jill Harvill: Richland, Washington

00:28:07 - Janette Berry: Wisconsin

00:28:09 - Julie Yuhas: Lincoln, NE!!!

00:28:10 - Susan Robinson: Susan from Oklahoma

00:28:12 - Rebekah Thacker: Arkansas

00:28:12 - Patrick Howser: Little Rock, AR

00:28:12 - Jen Ford: Southern California

00:28:13 - McKenna Schmidt: Wisconsin

00:28:13 - Marzella Backus: Arkansas

00:28:14 - Valerie Ferland: Concord, NH

00:28:14 - Rachal Walsh: Colorado

00:28:15 - Mark McKenna: New York

00:28:17 - Morgan McFarlane: Nashville, Tennessee!



- 00:28:17 - Vicki Towriss: Saskatoon
- 00:28:18 - Heather Smith: Arkansas
- 00:28:18 - Christina Hamilton: Arkansas
- 00:28:20 - Johnna Cunha: Memphis
- 00:28:21 - Vicki Fry: CT
- 00:28:25 - Nereida Yanez: Sacramento, CA
- 00:28:26 - Barbara Petrauskas: Switzerland
- 00:28:29 - Audrey Wright: Washington!
- 00:28:32 - Bekki Westphal: Appleton WI
- 00:28:32 - Jennifer Prince: Calabasas, CA
- 00:28:34 - Laurie Ferris: Oakland, CA
- 00:28:35 - Earl Cabellon: Maryland
- 00:28:37 - Sarah Mealey: Minnesota!
- 00:28:38 - Bob Russell:
Criminal Justice System Reform via restorative justice
- 00:32:59 - Fred Schott:
Post-traumatic growth— bingo!
- 00:33:36 - Bob Russell:
lots of that going on now
- 00:42:23 - Bob Russell:
personal reflection at the end of day to put things into
perspective
- 00:43:36 - Susan Robinson:
I have partnered with EAP and we host "The Huddle" meetings for state employees. Safe place for
them to share frustrations, and we cover coping and stress management skills.
- 00:43:53 - Ali Kamen:
We started offering weekly hip hop classes via zoom for the kids of the employees at our company
to give parents a break and kids an opportunity for some feel good exercise. We also are looking to
incorporate some of the great new Microsoft Teams wellness tools they are adding to their Teams
system like. "virtual commutes"



00:44:27 - kerri shantz:
1:1 wellness/life/health coaching for employees

00:46:02 - Nereida Yanez:
@Ali - thanks for sharing! We use Teams too, so I look forward to seeing what they add

00:46:04 - Bob Russell:
FYI I am taking a college course in COACHING and sure this topic will be coming up in the classroom discussion

00:47:15 - Cindy Hickman:
Yes, we have added an EAP

00:47:32 - Cindy Hickman:
We check up on each other to see how they are

00:47:41 - Sheila Bannister:
One of my clients recently hosted a virtual cooking demo that had positive feedback.

00:47:43 - Ryan Sheets:
we implemented a relaxation room for any employee to utilize. In the room we have a sound machine, dark environment, and a really nice massage chair. It is used almost every minute of the day!

00:47:47 - Ali Kamen:
We mailed all employees a gratitude journal and launched a gratitude journal challenge

00:47:55 - Bob Russell:
sense of humour helps of course

00:50:10 - Jeena Breunig:
We have that. "Family block time" - allowed 2 hours/day for flexibility

00:50:12 - Bob Russell:
COVID-19 crisis is making work/life balance hard when working from home

00:50:22 - Johnna Cunha:
we host a manager roundtable to review those resources and give managers guidance on how to incorporate the poutices of performance but also be a people-focused leader. giving them ideas to share personal struggles with their team.

00:55:16 - Bob Russell:
Burnout if not caught is like a merry go round

00:56:00 - william mcpeck:
Why do we think employees need to give 100%? It is not physically or emotionally possible?

00:56:57 - Morgan McFarlane:
@william I think it is that "grind culture" mentality



00:56:59 - Bob Russell:
depends who you work with as your employer based on my experience in different industries

00:57:31 - Mark McKenna:
Think we are looking at mental/overall fatigue setting in with some of our employees due to all the stressors we have endured over the past 6-8 months.

00:57:33 - Lucy Gilles-Khoury:
State of the economy makes a difference

00:57:59 - Samantha Gale:
COVID fatigue

00:58:01 - Sheila Bannister:
clients want a return on investment without making an investment

00:58:02 - Judy Heatwole:
William, I hear Canadians saying that Americans work too long and hard and take it too seriously. No wonder they are the #1 best place to live four years running.

00:58:46 - Bob Russell:
TRUMP wanted the \$ compared to dealing with the COVID-19 crisis but FYI a whole different approach here in Canada

00:59:46 - Bob Russell:
yes, a much safer place here in Canada compared to the USA now

01:00:28 - Ali Kamen:
I want to share a low-cost benefit we just gave to our employees. Since exercise greatly impacts our mental well-being and all our gyms are closed, we brought "ClassPass a Home" memberships to our employees. Gives employees access to thousands of amazing fitness yoga boot camp Pilates classes. We only get charged for employees who sign up and it's less than \$10 a month per employee who signs up. Check it out. It's great!

01:01:07 - william mcpeck:
How are WELCOA and Stella seeing hybrid organizations address the needs of workers today who cannot work remotely while they are seeing their colleagues who can work remotely?

01:01:55 - Elizabeth Grabosky:
@Ali- thanks for sharing the class pass ideas

01:02:30 - Bob Russell:
As an adult educator we all can learn from each other here

01:03:05 - Dawn Talbert:
Yes- very interested in keeping morale up when addressing hybrid employees or those that cannot work remotely



01:03:35 - Susan Robinson:

I'm trying to get our executive leadership to let me conduct a survey to find out how people are doing. State has many levels of leadership you have to go through. Can be frustrating.

01:04:15 - Vicki Towriss:

could you reference some of the quick pulse questions one could ask anonymously?

01:04:50 - william mcpeck:

@Morgan - So as wellness professionals let's change the conversation to addressing the hustle and grind philosophy.

01:05:04 - Morgan McFarlane:

Agreed!!

01:06:27 - Lori Thomas:

WELCOA hosted a great conversation with Maggie Gough about the grind culture. You can find that recording here: <https://www.welcoa.org/resources/welcoa-pulse-maggie-gough/>

01:07:44 - Ryan Sheets:

do you have any suggestions for nurses and other support staff? We are seeing a huge amount of burnout with increased hours / covid cases with no potential end in sight. It has been very hard for our staff in Indiana. We are trying to not add things to their plate but need to help more.

01:09:23 - william mcpeck:

A continued focus on How To's will keep us stuck in the wellness paradigm we find ourselves in today. I agree with Stella that our focus needs to be on the inner game or inner skills. That really is our future.

01:09:58 - Jeena Breunig:

Does anyone have any ideas or are doing things about doing things for healthcare workers? I've heard "if I heard "self-care" one more time..." How do we help these people who can't take a break to go to the bathroom?

01:11:37 - Morgan McFarlane:

It would be amazing if more companies encouraged "Mental Health Days"

01:13:04 - Johnna Cunha:

we just added 3 additional vacation days and called them "respite/wellness days" our leadership designated those days and if staff has to work that day then they are given another day to take

01:13:23 - william mcpeck:

@Jenna - Change their perception. Who says they can't take a break or go to the bathroom? If an employee pees on the floor, I bet things would change quickly if what you say is in fact reality.

01:14:08 - Vicki Towriss:

We have a service to provide support to those people who have experienced sexual harassment in the workplace - free by experienced employment coaches. Very difficult to get people to take us up on this offer



01:14:15 - Ryan Sheets:

We have done a good amount at our hospital with Mindfulness / Stress reduction. Simple breathing techniques reinforced, and tools given over and over. Also working with our EAP to help offer unique tools for employees.

01:14:35 - Susan Robinson:

Can it be that they cross over into victimization? That is easy especially for those that are in the helping field.

01:14:48 - Stella Grizont:

<https://www.gallup.com/workplace/323228/remote-workers-facing-high-burnout-turn-around.aspx>

01:15:43 - Judy Heatwole:

I've been that person who couldn't get a break to go to the bathroom. It's because no one else wants to step in to take your place. It's inhuman and completely unnecessary.

01:17:13 - Neil McGillicuddy:

Allow the employees more control over things. Maybe we can't control everything, but having the ability to have some autonomy will take away burnout

01:17:13 - Sara Martin:

What is one thing that you are going to start doing differently in 2021 to better support mental well-being/resilience?

01:17:44 - Deana Kahle:

helping professionals need to be taught boundaries-they have to become their best advocate

01:17:47 - Lucy Gilles-Khouri:

awarding wellness incentive points for

01:17:50 - Morgan McFarlane:

Try to look over what I promote and ask myself does this add to the "grind culture"?

01:17:53 - Judy Heatwole:

We have focused on gratitude this month and it has been more uplifting than any other focus I can think of.

01:17:55 - william mcpeck:

Gallup and McKinsey both offer great resources on remote work and remote workers.

01:17:58 - Susan Robinson:

Getting leadership on board

01:18:02 - Ryan Sheets:

more engagement without staff to help break stigmas. It's okay, to not be okay. We are here to help

01:18:05 - Neil McGillicuddy:

Urge less work on weekends and evenings



01:18:09 - Jill Harvill:
more asking how they are doing and talking

01:18:09 - Sheila Bannister:
I have no idea what 2021 is going to look like so can't say just yet!

01:18:16 - Kayla Velie:
Improve communication to employees and more frequent check in points

01:18:18 - Vicki Towriss:
session on boundary settings and encouraging supervisors to show they care and connect with employees and how to do this

01:18:28 - william mcpeck:
2021 - focus on mental wellness

01:18:29 - Johnna Cunha:
providing add unlimited support for manager training and throughout the year

01:18:30 - Ali Kamen:
less focus on step challenges and more focus on programs to support emotional and mental well-being.

01:18:37 - Judy Heatwole:
When we had to cancel an annual employee lunch, we gave them more time off that day.

01:18:50 - Melonese Clarke:
Unplugging at the weekend

01:18:52 - Samantha Gale:
reaching out directly to employees who are obviously struggling and calling for help via timesheet comments.

01:19:00 - Mark McKenna:
More communication about resources available to employees.

01:19:08 - Stephan le Roux:
Resilience workshops based on coaching principles

01:20:36 - WELCOA Webinars:
Visit Stella's website: <http://stellagrizont.com/>

01:20:37 - Jennifer Prince:
more nature-based programs. everyone does their own nature experience and reports back. (on company time)



01:20:40 - Lori Thomas:

I will transcribe the chat for everybody, and we will post it as a resource with the recording of the call.

01:20:56 - Kayla Velie:

Thank you all for everything that you do. Shout out to all the healthcare workers. You are true heroes!

01:21:34 - WELCOA Webinars:

[FREE RESOURCE] Quick Guide - Decrease Burnout and Build Resilience.

Download your copy --> <https://www.welcoa.org/resources/quick-guide-decrease-burnout-build-resilience/>

01:22:10 - WELCOA Webinars:

Learn more about CHC Wellbeing and the employee programs they offer at <https://www.chcw.com>

01:22:32 - WELCOA Webinars:

Join us on Dec. 8 with Arianna Huffington! Free but space is limited: <https://www.welcoa.org/ppn-special-event/>

01:22:47 - WELCOA Webinars:

Please take a few minutes to give us your feedback on today's Pulse:

<https://www.surveymonkey.com/r/20201117-pulse-grizont>

01:23:15 - Morgan McFarlane:

Thank you!

01:23:21 - Janette Berry:

thank you

01:23:33 - Melonese Clarke:

Thank you

01:23:55 - Samantha Gale:

thank you!