



Chat Transcript – The WELCOA Pulse: What’s Working & What’s Not in Workplace Well-Being Programs



13:56:30 - Sara Martin:

Hi Welcome all!

Thank you for attending today’s WELCOA Pulse: What’s Working & What’s Not in Workplace Well-Being Programs. We’ll kick off right at the top of the hour. If you haven’t already, please take this survey that is part of the broader research project we will be sharing results from:

<https://www.surveymonkey.com/r/ROWI>

13:56:57 - Janelle Sandene:

Hi Everyone! Janelle from Madison, Wisconsin!

13:57:08 - Nichole Hanuscin:

Hi! Nichole from Ohio :)

13:57:18 - Sara Martin:

Hi Janelle! Welcome! I'm joining from Omaha.

13:57:21 - Jennifer Wiesjahn:

Hello! Jenn from La Crosse, WI!

13:57:22 - Sara Martin:

Hi Nichole!

13:57:32 - sandra harte:

Hello Everyone Sandy from Niagara Health Niagara Ontario

13:57:44 - krystal metzelthin:

Hello from Springfield Missouri

13:58:30 - Sara Martin:

Hi everyone! as we are getting ready to kick things off today, please take a moment to complete the survey at the top of the chat window

13:58:38 - Janelle Sandene:

I'll be back home in Omaha next week!

13:58:58 - Sara Martin:

@Janelle whereabouts?

13:59:38 - Nicole Marquesa:

Greetings and Thank you WELCOA



13:59:51 - Sara Martin:
Hi Nicole! Glad you're here!

14:00:23 - Tawana Chairs-Brown:
Hello Everyone. Tawana from St. Louis

14:00:33 - Kellie Winans:
Kellie Winans from Chicago!

14:00:33 - Ginnie Emmott:
Dallas

14:00:35 - Heather Evans:
Richmond, VA

14:00:37 - Perla Douglas:
From ABQ NM

14:00:37 - Rachal Walsh:
Hello from Colorado!

14:00:39 - Amy Butters:
Amy Butters from Plymouth, WI

14:00:39 - Lisa Bartoli:
From Boston area

14:00:39 - Andrea Lightfoot Bisson:
Tampa, Florida!

14:00:40 - Kathryn Halliday-Fields:
Kathy from Florida

14:00:40 - Heather Ferrell:
Hello! From Canyon, Texas

14:00:41 - Lisa Fahney:
Wisconsin!

14:00:42 - Julee Dennis:
From Paris Illinois

14:00:43 - Shawn Brossart:
Hello all. Austin

14:00:44 - Carey Shanley:
Buffalo, NY



14:00:44 - Kiley Huber:
Iowa

14:00:44 - Compensation and Benefits C/O Hesser:
Eagle River Alaska

14:00:44 - Martha Hagmaier:
Hello, Martha from San Fran!

14:00:44 - Shannon Seiferth:
New Hampshire

14:00:45 - Desiree B:
Hi Everyone! Desiree from San Diego, CA.

14:00:45 - Erinn Waltz:
Hello, Erinn Waltz, Des Moines, IA

14:00:46 - Amie Vilt:
Hi from Kansas City!

14:00:46 - Angie Toyne:
Hello from Austin

14:00:47 - Leigh Haugseth:
Chattanooga, TN

14:00:47 - Connie Cudnohowski:
Connie Wisconsin

14:00:48 - Allison Dondero:
Alli Dondero Connecticut

14:00:49 - Whitney Trent:
Indianapolis, IN

14:00:50 - Tianna Voda:
Marshfield WI

14:00:51 - Naomi Azama:
Honolulu, Hawaii

14:00:51 - Dawn Gillispie:
Hello from South Bend, IN

14:00:51 - Brittany Smith:
Cincinnati!



14:00:51 - Whitney Stauffer:
Lancaster, PA

14:00:51 - Katherine Warrendorf:
Hello from Vancouver Canada

14:00:52 - Janelle Sandene:
@Sara I grew up in Northwest Omaha.

14:00:53 - Sarah Plohocky:
Hi! From Wales, Wisconsin

14:00:54 - Jennifer Wiesjahn:
Anna from La Crosse, WI! Happy to be here!

14:00:54 - Ben Frank:
Chicago

14:00:54 - Michele Rippey:
North Carolina

14:00:54 - Lisa Hendrix:
Alabama

14:00:56 - Nicole Marquesa:
SF Bay Area

14:00:56 - Lisa Griebel:
northern Michigan

14:00:56 - Kari Stevens:
Hello from Wisconsin!

14:00:57 - Rachelle Rolf:
Hello from Omaha, NE

14:00:58 - Shannon Ricca:
Colorado!

14:01:00 - Kathy Kane:
Kathy Kane from Sheboygan WI

14:01:00 - Sarah Wheeler:
Lincoln NE

14:01:01 - Brooke Collins:
Hello There! Arizona here :)



14:01:03 - Nancy Workman:
Nancy - Asheville NC

14:01:06 - karen peters:
Tucson, AZ

14:01:07 - Elizabeth Derbes:
New Orleans

14:01:08 - Dawn Hunt:
Waterford MI

14:01:48 - Adam @WELCOA:
Today's WELCOA Pulse is sponsored by SentryHealth:
- Website: <http://www.sentryhealth.com/>
- WellOnMyWay Overview: <https://info.sentryhealth.com/wellonmyway-welcoa>
- Emerging Trends Guide: <https://info.sentryhealth.com/emerging-trends-report-welcoa>

14:02:23 - Cynthia Hickman:
hello from south jersey

14:02:29 - Allison Reinhardt:
Hi from Upstate NY!

14:22:56 - Wendy King:
Leadership drives culture. Those two answers are entwined

14:23:17 - Sarah Casey:
Enthusiastic CEO support doesn't always translate down the chain. Can be hard to ensure communication happens so employees can engage.

14:23:35 - Kyla Greenwell:
I think while leadership support would help the culture change, from the ground level it can be difficult to get rid of people glorifying overworking/no work-life balance

14:23:51 - sandra harte:
I believe culture in the org from "this is what wellbeing is so this is what you need to do" to "what does your wellbeing look like everyone?" is tough to overcome

14:24:01 - Haley Prophet:
Culture and environmental change as it pertains to the changes that the pandemic have left on the idea of a "corporate workplace" / campus / allowing for cultures to shift over time for the better to encourage purposeful living (well-being!!!).

14:24:11 - Sarah Collins:
Our leadership is voicing that wellbeing is foundational, yet they refer to EAP in organizational townhalls, even though there is a wellbeing department. I think it has to do with sr leadership, even though I report to SHRO, remember EAP



14:24:32 - Sarah Wheeler:

There is a lot of lip service supporting employee wellbeing but when it comes time for implementation of the strategic plan, I encounter lots of red tape and roadblocks preventing change

14:24:35 - Jasmine Stauffer:

it's the ROI and roadmap

14:25:03 - Jeanette Diamond:

When senior leadership changes (which is what happened where I am), it can be difficult to maintain the same level of support - and also maintain the understanding of the importance of this support both in person/live and financially.

14:26:18 - Janelle Sandene:

Where does everyone put financial wellbeing under WELCOA's 7 definitions of Wellness?

14:28:20 - Janelle Sandene:

Thank you Sara. We put it under Safety.

14:28:51 - Janelle Sandene:

I really like the idea of financial wellness and achievement!

14:33:53 - elizabeth Sullivan:

how are you suggesting the mental health is built into the wellness program

14:35:55 - Sara Martin:

5 gaps we saw through the first phase of our research:

- Financial Wellbeing
- Mental health
- Culture done purposefully
- Planning and Measuring "Returns"

14:36:55 - Sara Martin:

@Elizabeth, there are some actionable ideas in our most recent report on workplace resilience and mental health <https://www.welcoa.org/resources/2021-workplace-resilience-survey-report/>

14:41:31 - elizabeth sullivan:

thank you

14:42:35 - Alison Foster:

any data collection tools (survey questions) Welcoa has available that is inline with this type of data collection?

14:43:28 - Janelle Sandene:

How do you directly relate wellness strategy to turnover?

14:44:25 - Jeanette Diamond:

To share a scary comment that I heard several times within the span of a couple of months - I was told - and this is a quote....Wellness is not a priority here. What?



14:44:37 - Jasmine Stauffer:

in terms of wellbeing as a part of your wellness strategy should we be addressing leadership development training or core management training in wellbeing to be able to help support our wellbeing as in coaching on how to identify mental health issues, how to drive engagement etc?

14:46:13 - Whitney Stauffer:

Our biggest struggle right now is getting employee engagement. Especially since there are fewer opportunities to bring everyone together to encourage and educate. Most people skip/delete over e-mail communication or just don't "care" to be bothered if they don't believe in the benefits

14:46:50 - elizabeth sullivan:

i may have missed the initial conversation - did you speak about getting programs back after covid post financial issues and employees not return

14:46:52 - Dawn Hunt:

I agree Whitney - we are struggling with the same thing

14:47:20 - Heather Evans:

Whitney and Dawn - 100% with you!

14:47:21 - Jeanette Diamond:

We measure the following: aggregate claims for wellness participants vs. those who do not participate in wellness programs, aggregate biometric values for wellness participants, health risks in aggregate for the population, level of participation for our employees (engagement) - and in the future, would love to measure absenteeism as well as workers comp injuries.

14:47:37 - elizabeth sullivan:

i agree engagement is down dramatically now

14:47:45 - Nancy Workman:

We struggle with the same thing as the 2 comments above (- Wendy and Dawn)

14:47:53 - Megan Kocchi:

What are the best ways to track engagement?

14:47:54 - Mary Ryan:

Engagement is a struggle - difficult to engage with the remote employee population and union population.

14:47:58 - Jasmine Stauffer:

Yes Jim's case brings me to wellbeing and work/life integration are there recommendations for how to incorporate that as a wellbeing strategy

14:49:35 - Kellie Winans:

What are they looking to replace those original offerings with?



14:49:49 - Whitney Stauffer:

I find that if it isn't during work hours - employees aren't interested in engaging.....

14:49:52 - Sara Martin:

For those of you with direct questions about WELCOA resources, please send us a note at hello@welcoa.org so a Member Experience Liaison can reach out to assess your specific needs! We look forward to getting you the support you need

14:51:30 - elizabeth sullivan:

can you send us the access to that article

14:54:18 - Brooke Collins:

Would you mind sharing the HBR link mentioned?

14:56:46 - Jeanette Diamond:

I completed the survey - and sadly wish I could have answered retrospectively before we have senior staff level changes. We are still a great place and have an award-winning and awesome program...but just not as rich and robust as it was a few years ago.

14:57:02 - Janelle Sandene:

(I would like to answer "all of the above" to the poll question you just asked)

14:57:24 - Jasmine Stauffer:

Janelle agree

14:57:28 - Rachal Walsh:

Me too Janelle!

14:57:42 - Amy Butters:

Strategic Plan Toolkit

14:57:50 - Nichole Hanuscin:

Agree Amy!

14:57:53 - Jasmine Stauffer:

100%

14:57:57 - Nancy Workman:

Yes Amy!

14:58:01 - Sara Martin:

Reminder: Please take this survey that is part of the broader research project we will be sharing results from: <https://www.surveymonkey.com/r/ROWI>

14:58:24 - Jeanette Diamond:

Getting the measurements for outcomes in an affordable tool would be greatly appreciated.



14:58:28 - Nicole Marquesa:
Thanks very much WELCOA. Often times it's peer pressure and competition. High tide raises all boats.

14:58:31 - Amy Butters:
Thank you!!!! :)

14:58:38 - Whitney Stauffer:
thank you!

14:58:39 - Janelle Sandene:
Yes! Thanks!

14:58:39 - Tracy Oles:
Thank you!!

14:58:40 - Alison Foster:
Thank you!!

14:58:43 - Nichole Hanuscin:
Thanks!

14:58:50 - Nicole Marquesa:
Thank you WELCOA!!

14:58:50 - Brooke Collins:
Would you mind sharing the HBR link Steve mentioned?

14:58:51 - Janelle Sandene:
LOL!!!

14:58:59 - Tawana Chairs-Brown:
Thank you all!

14:59:05 - Julee Dennis:
Thank you!

14:59:05 - Jeanette Diamond:
Thank you

14:59:31 - Janelle Sandene:
That would be great!

14:59:36 - Kellie Winans:
Yay thank you!



14:59:38 - Adam @WELCOA:

Check out today's sponsor, SentryHealth:

- Website: <http://www.sentryhealth.com/>
- WellOnMyWay Overview: <https://info.sentryhealth.com/wellonmyway-welcoa>
- Emerging Trends Guide: <https://info.sentryhealth.com/emerging-trends-report-welcoa>

14:59:39 - Brooke Collins:

Thanks :)

14:59:51 - Adam @WELCOA:

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

<https://www.surveymonkey.com/r/20210511-pulse-purcell-vanyoder>