



Chat Transcript from the WELCOA Special Event: How to Buy Well-Being Solutions

13:31:12 - Megane:
Raleigh, NC

13:31:13 - Leah:
Waltham, MA

13:31:13 - Amanda:
Green Bay, WI

13:31:15 - Jami:
Hanover, VA

13:31:16 - Erin:
Champaign, IL

13:31:17 - Aimee:
Franklin, WI

13:31:18 - Suzanne:
Lindon, UT

13:31:18 - Bryan:
Albuquerque NM

13:31:18 - Teri:
Helena Montana

13:31:20 - Hung:
Orange, CA

13:31:20 - GABY:
Mexico City

13:31:21 - Teresa:
Brighton, UK

13:31:21 - Corrie:
Chicago, IL

13:31:21 - Andrea:
Vallejo, CA

13:31:22 - Chase:
Portland, OR



13:31:22 - Rachel:
Cincinnati, OH

13:31:23 - Wendy:
Evansville, IN

13:31:24 - Amy:
Chicago, IL

13:31:24 - Lisa:
St. Louis, MO

13:31:25 - Carson:
Santa Cruz, CA

13:31:25 - Melissa:
Wisconsin

13:31:25 - Courtney:
Nashville!

13:31:25 - Sarah:
Milwaukee WI

13:31:26 - Sarah:
Sioux City

13:31:26 - David:
Grand Rapids, MI

13:31:26 - Jeff:
Indianapolis, IN

13:31:27 - Marian:
Louisville KY

13:31:27 - Jeff:
San Francisco Bay Area

13:31:28 - Matthew:
Cranford, NJ

13:31:28 - Matthew:
Hello from Somerville. MA! Also, rainy here!

13:31:28 - Lucy:
Atlanta, GA



13:31:29 - Jennifer:
Philadelphia, PA

13:31:30 - Patrick:
Austin Texas!

13:31:31 - Angel:
Chandler, Arizona

13:31:31 - Holly:
Salt Lake City, Utah

13:31:31 - Amanda:
Louisville, KY

13:31:32 - Meghan:
Dallas, TX!

13:31:32 - Jessica:
Wisconsin

13:31:33 - Kathryn:
Fort Walton Beach Florida

13:31:36 - Ann:
Charlotte, NC

13:31:37 - Glenda:
New Brunswick Canada

13:31:37 - Julee:
IL

13:31:38 - Leah:
Miami

13:31:38 - Heather:
New Hampshire

13:31:39 - Megan:
Grand Island NE

13:31:40 - Kylene:
KS

13:31:54 - Jeff:
Southern California :)



13:31:54 - Ann:
Charlotte, NC

13:31:56 - Bill:
Phoenix

13:31:56 - Ashley:
Bucks County, PA

13:31:57 - Dawn:
MN

13:32:00 - Randy:
AZ 😊

13:32:01 - Sarah:
La Crosse, WI

13:32:03 - Eric:
Kohler, Wisconsin

13:32:05 - Katherine:
Greetings from Canada

13:32:09 - Mikayla:
Brooklyn, NY

13:32:12 - Scott:
Louisiana

13:32:18 - Samantha:
Greensboro, NC

13:32:19 - Patricia:
Pewaukee WI

13:32:25 - Debbie:
Derby, Kansas

13:35:25 - Kathy:
Birmingham, AL

13:35:58 - Rachel Broering (WELCOA):
Hello!

13:36:25 - Lori Thomas (WELCOA):
Learn more about WELCOA's Premier Providers here: <https://www.welcoa.org/providers/>



13:37:19 - Gary:
Hello from Ohio

13:37:26 - Lori Thomas (WELCOA):
Interested in becoming a WELCOA Premier Provider?
Learn more and apply here: <https://www.welcoa.org/premier-provider-network/apply/>

13:37:58 - Hailey:
Hello from Seattle! Excited for the sessions today :)

13:42:19 - Lori Thomas (WELCOA):
Learn more about the 7 Benchmarks and access the toolkits for each here:
<https://www.welcoa.org/resources/7-benchmarks/>

Take the WELCOA Checklist here: <https://www.welcoa.org/get-started/checklist/>

Learn more about the 2021 Well-Being Trailblazer Awards here:
<https://www.prnewswire.com/news-releases/well-being-trailblazers-awarded-for-transforming-the-workplace-live-on-july-14-301308308.html>

13:55:56 - Rachel Broering (WELCOA):
97.2% of respondents said well-being and support will be critical when it comes to attracting and retaining talent in the future.

14:03:11 - Nathan:
Great point there about “major life events as social determinants of health.” :)

14:14:26 - Amy:
Seems like ERG's are a great way to gather feedback.

14:15:33 - Robin:
At the end of the year, it would be great to ask employees to report what their new year's resolutions will be and how their employer can help them to be successful in 2022. Talk about intrinsic motivation!

14:17:24 - Shira Wilensky (Panelist):
Creative idea: we had a customer that was refusing an employee survey, but really wanted to get feedback. We posted 1 question a day for a week, in the break room, then gave employees stickers to place next to their preferred answer!

14:17:41 - Sadie:
Very good point here

14:17:45 - Wendy:
Shira, smart idea!

14:18:15 - Jami:
That's a great idea, Robin! Thank you for sharing.
I like Shira's idea too! Great way to get feedback without an official survey.



14:30:29 - Matthew:

"razzle dazzle" gets people to show up and play the game, proof of concept keeps them coming back for more

14:34:20 - Robin:

Shira, great idea - like a vendor summit to precede implementation! Sets everyone up for success and breaks down barriers within the organization and amongst partners.

14:37:19 - Maryam:

Thank you, DEB! 100% engagement is idealistic but not realistic

14:37:41 - Susan:

Re: vendor summits - important to hold vendors accountable to any joint or vendor-specific action items and outcomes. Have held summits and then minimal or no follow up.

14:39:59 - Robin:

Deb, you're so right about 2 clicks. Time is the #1 barrier, so that extra click could be the difference between engagement and walking away.

14:46:42 - Teresa:

Great analogy - only sporting one I've actually understood ;)

14:47:05 - Maryam:

Love that, Chetan, thank you! 😊

14:50:59 - Mettie:

To @Maggie's point about KPI's, a few KPIs we measure with our Mental Health Safety Manager Training are:

- Increase in manager's comfortability level addressing mental health (i.e., knowing the do's and don'ts of talking about mental health, what resources are available, etc.)
- Have they referred an employee to a mental health resource in the last eight weeks?
- Increase in confidence knowing how to safely (and appropriately) intervene in a mental health crisis.

14:57:00 - Amit:

Great to see you all of you! Thank you.

14:58:44 - Randy:



14:59:22 - Sara Martin (WELCOA):

Deb! I love this

15:00:11 - Amy:

Thanks!!!

15:00:11 - Randy:

Thank you! To making lives better!



15:00:32 - Sharon:
Thank you everyone!! So informative!

15:00:50 - Susan:
Thank you, Panel!! Very informative

15:01:33 - Mettie:
Phenomenal panel, thank you!

15:01:59 - Adam @WELCOA:
Koa Health's demo slides may be downloaded here: <https://info.koahealth.com/hubfs/US-Marketing-Resources/SD-2021-10-27-Welcoa-How-to-Buy-Wellbeing.pdf>

15:02:25 - Deb Smolensky, NFP (Panelist):
Thanks for all the comments and questions! Very helpful and insightful.

15:21:45 - Deb Smolensky, NFP (Panelist):
Yes! Love that @Marisa

15:30:06 - Uthona:
Amen

15:34:55 - Mettie:
I second @Uthona's AMEN, to Matt's point about evidence based therapeutic approaches that achieve measurable results.

15:36:41 - Adam @WELCOA:
Insurights' demo slides may be downloaded here: <https://s3.amazonaws.com/welcoa-assets/pdf/misc/20211027-Insurights-Live-Demo.pdf>

15:47:15 - Iszy:
Thank you for listening to Unmind's innovator presentation and tuning in today! You can reach Matt directly at matt@unmind.com or feel free to contact us at hello@unmind.com

15:47:52 - Jennifer:
Really great event, thank you - so insightful!!

15:47:59 - Adam @WELCOA:
Your feedback is important to us! Please complete the survey for today's event: <https://www.surveymonkey.com/r/20211027-buy-wellbeing-solutions>

15:48:45 - Carson:
Thank you

15:48:46 - Mary:
Great Job Sara and the Panel. Quite informational. Thank you to Jennifer, Marisa, Matt and Wendy!