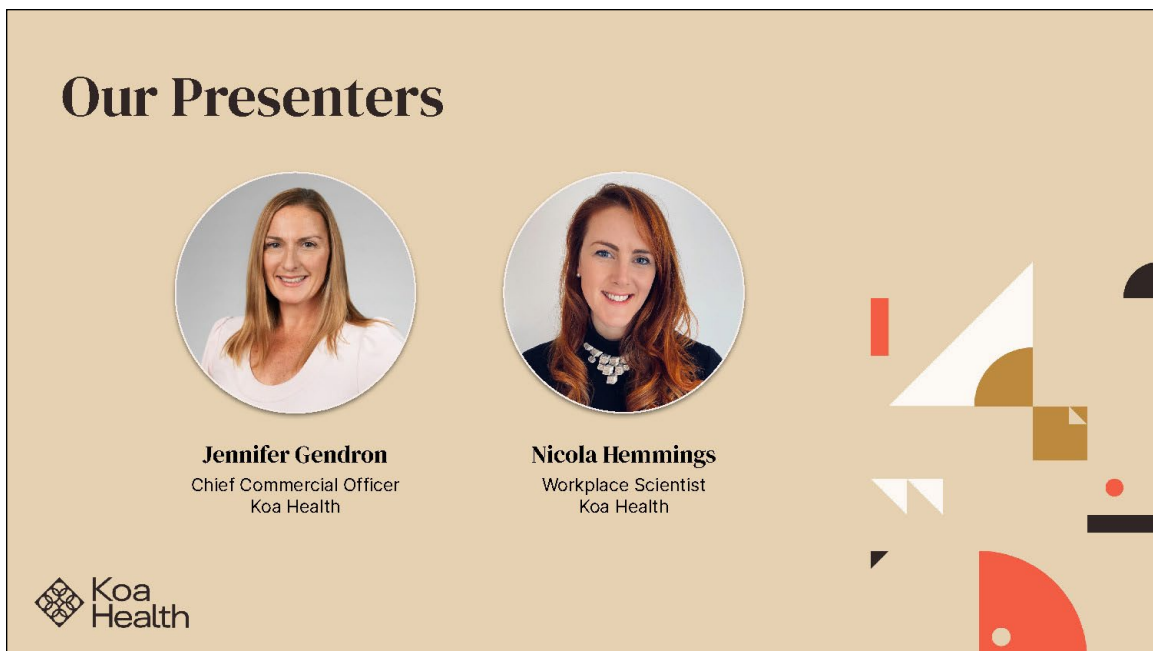


WELCOA PPN Spotlight Webinar (December 2, 2021)
Koa Health – Empowering Managers to Support Mental Health

Nicola Hemmings, Workplace Scientist – Koa Health; Jennifer Gendron, Chief Commercial Officer – Koa Health



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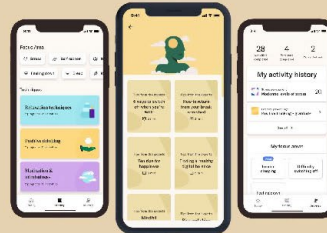
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Introducing Koa Health

OUR MISSION

To create simple, personal and accessible mental health support by combining evidence, cutting-edge tech and user-centred design.



OUR VISION

Mental health, for all.



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What we'll cover today

- Defining burnout
- How your peers are thinking about burnout in their 2022 initiatives
- Manager-driven initiatives to address burnout
- Company-wide prevention strategies
- Q&A



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Koa Health

“Burnout is a syndrome conceptualized as **resulting from chronic workplace stress** that has not been successfully managed. It is characterized by three dimensions: feelings of energy depletion or exhaustion; increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job; and reduced professional efficacy. Burnout **refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life.**” - World Health Organization

Burnout is a result of your company culture, not your employees.

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Burnout: A birds-eye view

84% American workers that cite poorly trained people managers as a source of stress	85% of workers report that work itself negatively impacts their mental wellbeing	190B Annual estimated cost of burnout for employers	92% of employers expanded their mental health benefits in 2021
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Koa Health


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We are on the path to burnout.



Over the past 12 months, **87%** of respondents have seen an increase in turnover, absenteeism, productivity loss, presenteeism, or a combination of all 4.


94% of survey participants cited burnout as their **greatest mental health concern for employees going into 2022.**




Data from 2021 Koa Health / WELCOA survey

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Mental Health at Work: Future Outlook



96% report that their investment for mental wellbeing will stay the same or increase for 2022.



100% anticipate mental health support continuing to be a need for the next 3-5 years.



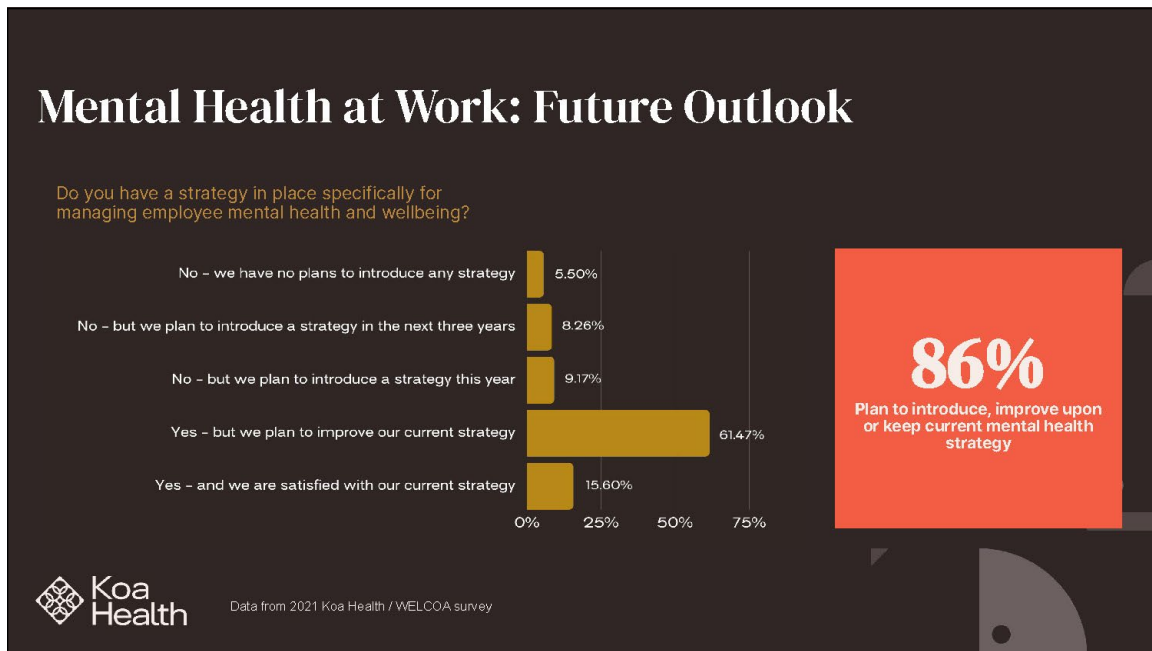
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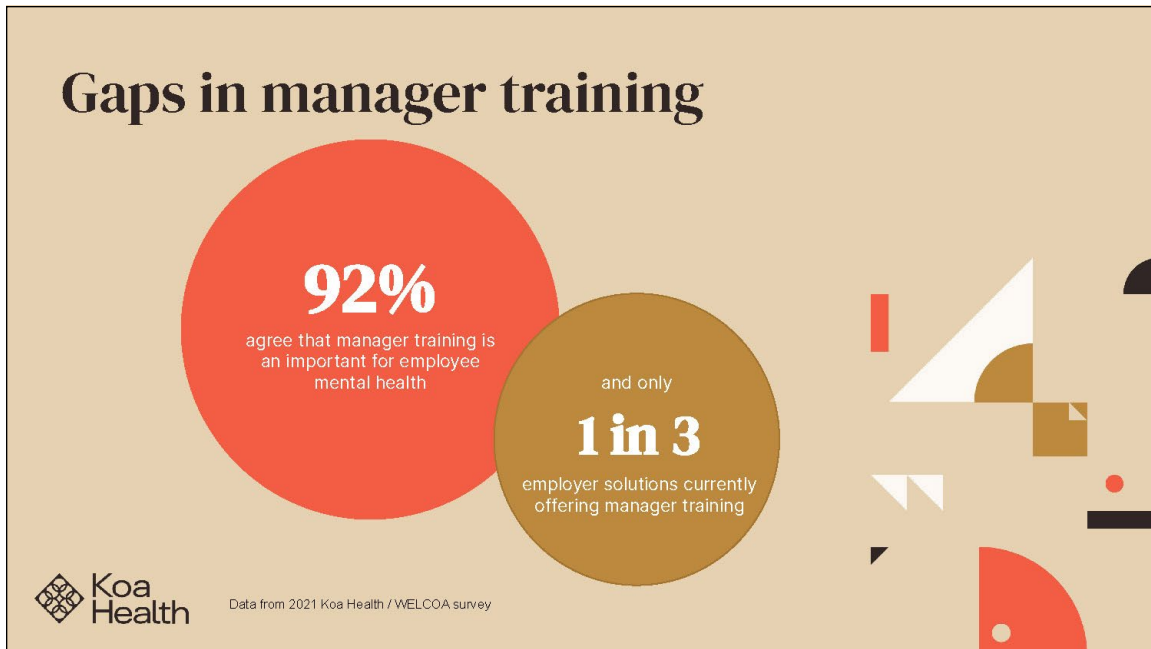


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Manager driven strategies to prevent burnout



- 1) Tackle persistent stressors
- 2) Give employees autonomy**



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Manager driven strategies to prevent burnout

- 1) Tackle persistent stressors
- 2) Give employees autonomy
- 3) Lead with authenticity**



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- 4) Provide support and resources**



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Manager driven strategies to prevent burnout

- 1) Tackle persistent stressors
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- 3) Lead with authenticity
- 4) Provide support and resources
- 5) Address relational conflict**



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Manager driven strategies to prevent burnout

- 1) Tackle persistent stressors
- 2) Give employees autonomy
- 3) Lead with authenticity
- 4) Provide support and resources
- 5) Address relational conflict
- 6) Drive with purpose**



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Prevention must be a company-wide priority



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Company-wide strategies

Top-down Approach

- Leading by example
- Prioritizing mental health at all levels of organization
- Requires leadership buy-in





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Company-wide strategies

Manager Training

- How to identify symptoms of burnout
- Action plan for employees identified as high-risk
- Privacy practices
- How to manage their own wellbeing



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Company-wide strategies

Wellbeing Action Plan

- Create a joint wellbeing action plan with employee
- Formalized, structured conversation with direct reports
- Part of bi-annual check in

Questions to include:

- “What will help you maintain your wellbeing at work?”
- “What situations have you found challenging?”
- “How can I better support you?”
- “What can I do to reduce the impact of stressors?”



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Preventing Burnout

Internal

Culture
Managers
Leadership

External

Accessible Benefits
Partners that provide
resources across the
organization



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Questions

www.koahealth.com

Get in touch
info@koahealth.com

Contact:
Jennifer.Gendron@koahealth.com
Nicola.Hemmings@koahealth.com



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