



## Amplify Your Impact: Leverage Your Champions / 08-16-2023

00:33:41 JA: Hi Jen!

00:34:29 TG: HURRAH!!!

00:35:12 TG: I LOVE that Jen!

00:39:23 EC: The organizations wants wellness but doesn't back it with a budget and time allowed for staff to participate or give the time to develop it

00:39:53 DR: Will this presentation be available to us after today?

00:40:00 EC: The organizations wants wellness but doesn't back it with a budget and time allowed for staff to participate or give the time to develop it

00:40:12 WW: Yes, the replay will be available next Wed.

00:40:17 SH: Yes E!

00:40:18 SB: Yes

00:40:19 WS: Yes

00:40:19 MJ: yes

00:40:19 MP: Yes

00:40:19 KB: yes yes yes!

00:40:20 KM: Yes

00:40:20 MM: yes

00:40:20 KB: Yes

00:40:20 MC: yes

00:40:21 BL: yes

00:40:21 MD: yes

00:40:21 HJ: YES

00:40:21 KA: YES!

00:40:22 EZ: Yes

00:40:22 JL: Yes!

00:40:22 MB: yes  
00:40:22 HS: yes  
00:40:22 CF: yes  
00:40:22 JE: yes  
00:40:23 LF: yes  
00:40:23 LF: yes  
00:40:23 SL: Yes  
00:40:23 SR: yes  
00:40:23 LJ: yes  
00:40:23 AC: Yes  
00:40:23 KE: Yes  
00:40:23 KS: yes  
00:40:23 KF: Yes  
00:40:24 JM: yes  
00:40:24 EC: yes  
00:40:24 TC: yes  
00:40:24 EK: yes  
00:40:24 RW: yes  
00:40:24 LB: Yes  
00:40:24 DC: Yes!  
00:40:24 SC: Yes  
00:40:24 LH: no  
00:40:25 PH: yes  
00:40:25 ST: Yes  
00:40:25 LF: Yes  
00:40:25 LR: yes  
00:40:25 CL: yes  
00:40:25 SC: YES!  
00:40:25 CR: yes!  
00:40:26 JS: yes

00:40:26 JB: Yes  
00:40:26 SW: No  
00:40:26 SN: yes  
00:40:26 CB: yes  
00:40:26 LG: Yes  
00:40:26 JP: yes  
00:40:26 KM: yes  
00:40:27 TI: Yes  
00:40:27 KB: yes  
00:40:27 JM: Yes  
00:40:27 CY: Yes  
00:40:28 TO: yep  
00:40:28 RC: yes  
00:40:28 SS: Yes  
00:40:28 EA: Yes  
00:40:28 KW: no  
00:40:28 TL: yes  
00:40:29 CM: Yes  
00:40:29 AL: yes  
00:40:29 KR: yes  
00:40:31 DS: Yes  
00:40:31 HL: yes  
00:40:31 RS: yes  
00:40:32 AG: yes  
00:40:32 RP: yes  
00:40:32 LS: yes  
00:40:32 LM: no. keep it to 30 min once a month.  
00:40:34 EB: yes  
00:40:35 CH: yes  
00:40:36 SD: yes

00:40:36 HK: No  
00:40:37 SH: yes  
00:40:38 BG: yes  
00:40:38 MW: some  
00:40:38 AC: yes  
00:40:40 HS: yes  
00:40:44 HS: Yes  
00:40:44 AE: Pitfall #1 - Yes  
00:40:44 EG: yes  
00:40:46 JD: yes  
00:40:46 AP: Yes  
00:40:50 MO: yes  
00:40:51 SH: Sometimes  
00:40:52 ML: yes  
00:40:53 KW: no  
00:40:56 WS: yes  
00:40:59 EW: yes  
00:40:59 SS: this is a perfect topic! we are just getting started with our wellness committee!  
00:41:00 BM: No  
00:41:01 CF: yes  
00:41:01 TC: at times  
00:41:02 KL: Lots of miscommunication  
00:41:02 RP: yes  
00:41:02 CB: yes  
00:41:03 BL: yes  
00:41:04 SW: Yes  
00:41:04 HK: Yes  
00:41:04 SB: yes  
00:41:05 SH: No  
00:41:05 EG: no

00:41:05 LF: no

00:41:07 MD: sometimes

00:41:09 ST: Yes

00:41:09 EC: yes

00:41:10 PP: Yes but will not provide TA if they don't have more commitment.

00:41:10 KM: No

00:41:13 LMM: no

00:41:13 TO: yes

00:41:15 MO: yes

00:41:15 KE: Yes

00:41:15 SH: yes

00:41:18 TL: no

00:41:19 LH: no

00:41:19 RS: yes

00:41:21 EB: no

00:41:23 HJ: yes, they have expectations, and we have expectations, they don't always align

00:41:23 JS: no

00:41:23 SC: Yes

00:41:25 CE: It is a self-fulfilled prophecy. The hustle culture disables wellness and people too exhausted to "do" wellness.

00:41:30 SR: Thank you...That is a real struggle as a new Wellness Leader

00:41:32 AC: No

00:41:43 AE: Pitfall #2: Organizational management lack of clarity - too many opinions and no one wants to set the expectation.

00:42:06 MC: lack of focus

00:42:24 AE: @ C, Ed.D - good point - hustle culture

00:42:29 SD: Yes - lots of vacancies still make for overworked employees. Some folks feel "shamed" by campaigns around physical activity and nutrition.

00:42:43 SB: yes

00:42:47 MM: yes

00:42:48 HK: Yes

00:42:48 LJ: yes

00:42:49 AC: Yes indeed

00:42:51 LM: yes

00:42:52 MP: yes

00:42:53 SH: yes

00:42:53 SH: Checklist type

00:42:55 EG: yes

00:42:56 BL: yes

00:42:58 KE: Yes

00:42:59 JS: yes

00:43:01 KW: sometimes

00:43:01 KM: Yes

00:43:02 SW: YEs

00:43:07 EB: YES

00:43:07 RP: yes

00:43:08 LH: yes

00:43:16 MO: no

00:43:17 MC: yes, lots of checklists but no end goals

00:43:19 SR: no

00:43:22 AE: Pitfall #3: trying to fill everyone's needs; however, if this truly our role

00:43:24 HJ: Virtual meetings make it tough to increase the engagement of the attendees and we can't host in person which affects the meeting

00:43:32 CF: yes, but without the "checklist" it seems like there is limited meaningful action. a catch 22!

00:43:49 MW: hard to measure engagement regardless of checklist

00:43:51 JA: Hi C! Hi M!

00:44:01 CF: Hi Joy!! :)

00:44:28 LMM: trying to keep my volunteer champions with limited time, simple engagement activities.

00:44:40 TC: yes- engagement is a perennial/chronic issue

00:44:46 EB: yes

00:45:01 RS: yes

00:45:01 HK: Yes

00:45:03 JS: yes

00:45:05 CY: yes

00:45:09 HJ: We have guest speakers to teach more in-depth on our monthly topics

00:45:10 AE: Pitfall #4: Organizational management - all about the engagement numbers. Wellness advisors program managers are about the experience.

00:45:11 LS: yes-

00:45:12 TG: Our Champions are integral to our strategy and engagement - we couldn't do it without their insights and inputs

00:45:13 MW: Hi Joy

00:45:14 RP: yes

00:45:15 TL: yes

00:45:25 WW: From KN:

00:45:28 EA: sometimes

00:45:28 WW: Overtactical for the committee members or tactical for wellness coordinator? Or both? The meetings become a to-do list for everyone?

00:45:29 LS: And the experience should be focusing on 'being in the moment'.

00:46:08 AE: Both

00:46:15 HS: As a person who manages chronic pain, I have a heart for those who are unable to participate in physically-based challenges.

00:47:16 WW: "Just to clarify, when you say committee, you're referring to ERGs right?"

00:47:37 RP: yes

00:47:48 RS: yes

00:47:49 JS: yes

00:47:59 TO: absolutely yes

00:48:00 LS: That's what I do

00:48:06 TG: so are we talking about committees or champions

00:48:06 EA: yes, but will not provide TA if they don't have more commitment.

00:48:16 EB: yes

00:48:16 HK: Yes

00:48:16 MM: yes

00:48:19 KA: YES yes yes

00:48:20 PP: When I begin with a site and their wellness team, they are all introduced to the 7 Benchmarks and how they will be our roadmap. That has been discussed ahead of time with the leader of the organization that there is a process and not wasting the team's time. Leaders love the term "benchmarks!". I also do the Gallup Q12 with just the team to find out how they feel about their workplace and why they are serving, their why, passion.

00:48:25 SH: YES

00:48:26 SR: yes

00:48:32 KM: Yes

00:48:33 MB: Yes

00:48:35 SB: YES

00:48:36 SO: Yes

00:48:36 MP: yes

00:48:36 JA: Yes Heather, me too (Hi Heather ;))!

00:48:37 TB: our champions programs are separate and included in committee work but have a different strategy entirely

00:48:41 CH: yes

00:48:49 CF: Yes, this one hits hard for our public service based org

00:48:49 MC: yes

00:48:50 LM: I try to keep their role limited since they are volunteers with "real" jobs.

00:48:51 PH: We just concluded a future of work task force where we specifically looked at work flexibility, employee value proposition, and well-being. The feedback we received from our employees bled across all 3 of these areas, meaning that well-being includes all of these. Maybe we need to focus on how to treat the whole person.

00:48:58 JA: Thank you, Shelby!

00:49:04 MJ: yes

00:49:10 SO: Hi Joy!

00:49:46 SB: Negative nellies on the committee, never a positive comment



00:49:47 TG: not being in conversation with all of your employees

00:49:47 LF: Mostly just doing challenges

00:49:55 LS: Access to resources - 'Budgeting'

00:49:56 LM: HR doesn't really support my work, so I am acting in a stealth manner.

00:49:57 KR: Ambiguous budget

00:49:59 AN: I am expected to create the agenda, facilitate, take all the notes, share the notes and share the invite for next meeting

00:50:01 AC: Agreed Crystal on public service

00:50:08 TO: walls hit by champions in terms of department acceptance of wellness

00:50:09 LJ: Active participation from leadership.

00:50:11 VC: Lack of leadership support

00:50:11 BB: Getting employees engaged and good participation

00:50:13 AE: Pitfalls #5: Wellness Programs coordinators - taking care of ourselves.

00:50:17 KB: Challenging trying to promote things when marketing/comms aren't supportive

00:50:21 JML: Being able to connect with workforce who do not have a regular 9 to 5, or a desk job like public safety.

00:50:26 EC: no budget

00:50:31 LMM: Getting metric, data to share to prove engagement.

00:50:32 NC: Not having leadership's "buy-in" or engagement on workplace wellness. Employees don't feel they have the permission to participate.

00:50:34 JG: Leadership not being ACTIVELY supportive or participating

00:50:37 RW: Who manages the committee/network of champions? Sometimes resources can be tight on teams. Finding the balance between managing and empowering others

00:50:44 RD: Lots of ideas but no one wants to do the actual work

00:50:47 KW: How to support/engage virtual employees- not enough activities for them. We do a lot of local events.

00:50:48 LR: Getting employees engaged and getting the higher-ups involved.

00:50:50 HF: Lack of support at the supervisor/manager level for employee participation.

00:50:50 KH: When I ask for input or ask questions I get crickets :-)

00:50:57 PH: Make sure leadership understands the importance of well-being and supports all related work

00:50:57 JR: Verbal buy-in from leadership, but no real support with participation, etc

00:50:57 SH: limited communication channels

00:51:02 MP: Managers or supervisors just "taking the role" because it's "easier"

00:51:03 TC: not tailoring wellness for the wide variety of needs and employee characteristics, including the notion of "wellness" being a white, dominant culture "luxury".

00:51:04 TO: crickets for sure!

00:51:09 CD: I think we forget wellness could happen in micromoment conversations with people and not programmatic, So the pitfall is the culture is in the wrong paradigm.

00:51:13 MC: organizational leadership doesn't allow volunteers to take time out of day to participate.

00:51:13 LS: Trying to do things and you get - Noo

00:51:14 CB: no accountability

00:51:14 LR: HR always getting in the way.

00:51:24 KS: Leadership says one thing but gives no resources

00:51:34 JA: Yes K!

00:51:36 CF: Champions that only want to promote "their way" of approaching wellness rather than the mission/purpose of the overall program. Ie- someone does CrossFit so they try to push everyone to do CrossFit as the solution to everything

00:51:42 DS: Not having leadership buy-in as a result, not having a budget.

00:51:42 HJ: Lack of buy-in from leadership can be bought back through health savings, using research to show that getting employees healthier decreases healthcare/insurance cost, helps us all

00:51:44 HF: Old-school approaches to still wanting to see ROI in \$\$\$

00:51:54 JC: I am the well-being manager and lead a committee. we have a great budget but still the pitfalls resonate with me

00:52:07 DD: Food, make it fun

00:52:09 JM: Provide wellness champion incentives for those who are more engaged.

00:52:10 LS: incentives, and expanding my budget

00:52:14 MC: snacks

00:52:15 NF: No budget, just starting off.

00:52:15 HG: We offer dinner for our Staff Wellness Advisory Group

00:52:15 EB: Competing "champion" networks or not aligned initiatives that embed employee well-being in the rollout of projects

00:52:16 LS: Make it fun

00:52:16 MF: INCENTIVES

00:52:17 LM: 30 min. meetings once a month. Most of it is over email.

00:52:22 NF: Looking for a great kick-off tip

00:52:23 KE: Leaders say one thing but give no resources

00:52:24 SC: A game-changing article from HES years ago that influenced my mindset on my role as the well-being specialist of a geographically dispersed health system was the comment that "people are showing up to work at your organization to do the job that they were hired to do. Not to participate in your wellness program."

This required me to think differently on how to leverage the passion of my colleagues to infuse wellness at work to help individuals flourish at home and work.

00:52:26 LB: guest speakers on topics

00:52:27 HJ: I open with stretches, have guest speakers

00:52:28 SP: Build Rapport with the committee/champion members

00:52:35 LR: give \$5-10 Starbucks gift cards

00:52:35 HS: We've been "doing wellness" for so long that it feels really stale. The same thing year after year after year.

00:52:36 LG: Use data to show how we are making positive change!

00:52:39 TB: Provide education on what well-being resources are available

00:52:40 SB: Make it part of professional development

00:52:40 JAE: Place this in one's Job Descriptions and then merit participants on their comp

00:52:41 NC: Making it interactive rather than passive.

00:52:42 AM: incentives, divisional competition

00:52:42 RW: We have a budget for "grants" for our Champions to be able to design their own local initiatives. We also do a lot of networking and recognition in our meetings

00:52:43 LF: have them serve for 2 years and change committee members frequently

00:52:44 KR: Promote connection so champions feel it's fun to join and are supported

00:52:44 TG: We have a budget and we engage with our employees as a whole every year, Focus Groups, surveys - do what engages people not what we think we should be doing or what is easy

00:52:55 AM: wellness funds from health care providers

00:53:00 MB: Top leaders recognize the committee and their efforts

00:53:02 SH: It's more time-consuming but smaller group meetings

00:53:03 HG: They will be noted as authors on a Wellness Policy - so resume builder a bit ;)

00:53:12 NC: Offering both in-person and virtual options.

00:53:13 WELCOA Webinars: "With a growing Champion Network, what are some indicators that suggest we may need more than one Wellness Coordinator leading the Champions?"

00:53:16 CD: Engagement/Wellness is, does the organization care about us. How can we convey this caring?

00:53:19 TG: Leadership support is also key

00:53:23 SW: Include serving on the wellness committee as part of their job description

00:53:24 SC: All well-being initiatives are rooted and aligned with the mission, vision & values of the organization

00:53:30 LB: All well-being initiatives are rooted and aligned with the mission, vision & values of the organization

00:53:35 PH: We are planning to have bylaws for the committee to help provide a compass and boundaries of the champion role

00:53:38 MW: We have a budget of wellness dollars from our medical plan. Trying to provide a variety of topics - aiming for 30 minutes for shift workers with a short lunch. virtual cooking, financial literacy, mindfulness education. Sending surveys after classes to gauge interest

00:53:46 CD: Yes

00:53:49 EB: Yes, more than 1 is needed

00:53:52 CB: Because of COVID, most of our meetings have been virtual; I'm working on doing more in-person meetings to make it personal

00:53:55 LM: Send a note of appreciation to their manager.

00:53:57 TG: Making sure well-being is a part of your culture - just the air we breathe

00:54:11 LB: @Tracy - 100%

00:54:29 SR: If employees submit yearly requirements we give discounts on their medical premiums

00:54:34 AM: Yes more than 1 is needed

00:54:49 TG: @L - you are singing my song!

00:55:09 TG: Also - being sure to support Managers, help them help you!

00:55:18 LS: First meeting next month

00:55:51 TG: We are so much better together!

01:03:11 TG: GREAT book by Priya Parker "The Art of Gathering"

01:03:23 TG: How we meet and why it matters

01:03:34 JA: Great book and her training is good too!

01:03:43 CF: Yes, her training was fantastic!

01:03:49 MM: Amen HF!

01:04:44 TG: What is the thing you are solving for and what is the root cause :)

01:05:24 JA: Not a problem to solve but creating a Great Place to Work and a culture of caring

01:05:38 PH: Well-being is culture-changing, so the Champions need to be change agents

01:07:12 TG: If we utilize a coaching model - we can get to the same end by asking questions and not being directive and that also can create more ownership and engagement

01:07:27 JA: Love it Tracy!!

01:07:59 TG: I am with you Joy!

01:09:33 SB: I frame participation as a professional development opportunity, learning to collaborate cross-departmentally, leadership, speaking, etc.

01:09:41 LJ: Our champions recently said they do it for the CONNECTION

01:09:42 MC: More ownership of opportunities available to them

01:09:42 SC: Meaning & connection

01:09:43 CD: Connection, idea sharing

01:09:43 JM: To be an 'expert' in the wellness committee and a form of leadership in the company

01:09:45 LJ: Opportunity to be seen as a leader in the wellness space

01:09:49 CD: Purpose

01:09:50 JR: Building community pursuing positive, healthy goals

01:09:50 LB: Positive people and support of well-being among employees

01:09:56 SW: Creating a better culture within their own department, the purpose of positively impacting others

01:09:59 CF: Feel more connected to the group/mission/program, also professional development if they are hoping to move into formal leadership roles

01:09:59 MJ: Option to learn and lead wellness

01:10:11 LM: They believe in wellness and they enjoy providing their department with info. I provide and the time commitment is limited which they appreciate.

01:10:13 EC: Seeing their teammates improve their wellness, it also made the unit more cohesive

01:10:14 RW: Creating a movement and being a part of it - a healthy work culture

01:10:15 JA: Social connection, leadership development, and providing critical input

01:10:16 LE: The ability to influence the program & represent their department

01:10:17 TH: I'm expected to be the leader and collaborator. Meet bi-monthly with Wellness Champions (WC). I share resources (have guest speakers) with them from both wellness and benefits spaces. They know it for themselves but can share with their teams. Share resources already available but not known or forgotten.

01:10:22 SH: In it for them: opportunity to share passion, collaborate and connect with others, self-development - likely opportunities to plan, organize, or learn about something they may not in their "paid" role

01:10:25 SS: People wanting to share their experiences with health and wellness

01:10:26 KR: Alignment with our organization's mission and values

01:10:30 CQ: Bottom line is better health outcomes.

01:10:37 EB: Access to information about system initiatives (being in the "know"); social connection, influence over activities and events; swag; CEs, professional development, recognition

01:10:39 RH: Input and options. The want to be healthier

01:10:46 DB: Being agents of change

01:10:56 TG: I think the only way to know WWI for them is to ask them - since everyone is as different as their reasons for participating

01:10:56 KE: Support employees in wellness program

01:11:37 CB: Bridging the gap between wellness and health insurance and creating a program that focuses on getting employees healthy, happy, and productive

01:12:48 LM: Created a Teams channel to share content with the champions.

01:13:14 SH: Dynamic: it is every changing and ever evolving. Look at the past few years, we've all had to approach wellness differently through vastly different means.

01:13:15 TH: Yes, Lora! Works great!

01:13:16 LS: Would this be ideal for the champion's first meeting? I just started this.

01:13:40 EB: We offer 1:1 connections as well as summits 3-4x per year with a consistent monthly newsletter; our team also offers the opportunity to support champions in their department huddles or meetings

01:14:46 TH: Thank the Champions! I call them out occasionally in the monthly wellness newsletter.

01:15:08 NF: Can we get a copy of the chat? A lot of great ideas here. Kudos!

01:15:59 EB: We also added a "Champion Spotlight" to the newsletter so we can showcase a champion success story every month - our champions love hearing what other champions are doing to be successful

01:16:08 JA: Love those debriefings right C and S!!!

01:16:24 CF: 🎉

01:16:30 LMM: When a champion provides me with feedback or an idea, I put it in the agenda and give them CREDIT for bringing it up and an opportunity for other champions to learn from each other.

01:16:43 SO: @J - YES!

01:16:48 RH: 🎉

01:17:06 LB: @E, your program sounds extremely similar to what we've done. Would love to connect and learn how you're taking it to the next level

01:17:47 SC: I have over 50 Wellness Ambassadors across my health system. These colleagues are messengers & influencers that share available opportunities & resources at our organization and in our broader community. They also serve as encouragers to promote well-being. We do not convene in person but communicate consistently & regularly virtually.

01:17:59 TG: For those who are looking to help people leaders "buy in", there are several recent Forbes articles outlining the fact that Employee Well-being is intrinsically tied to Customer Experience. As we know, you can't pour from an empty cup, and healthy and resilient employees will be more innovative, happier, and provide a better customer experience.

01:18:40 WELCOA Webinars: Previous question was: "With a growing Champion Network, what are some indicators that suggest we may need more than one Wellness Coordinator leading the Champions?"

01:18:58 JE: Excellent point @TG

01:19:01 SC: My Wellness Ambassadors also have a Well Wall aka bulletin board in their work area, and I supply monthly resources that they print, display & share

01:19:02 EB: In dealing with conflict, we hear barriers around virtual vs. in-person access to activities/events, or site vs. site equity - usually, we start by asking questions to better understand what the staff would like to see or what would work for their areas, and often we ask them for a solution or idea to the issue they are bringing up

01:19:04 LS: Newsletter idea is great and doing a spotlight

01:19:07 HG: I love what you said, we want to move from getting through the day, but living the day.

01:19:18 TG: @J - thank you! It has been super helpful for us

01:19:18 HE: For those who have used a Teams channel for their champions, do you monitor that? Just would want to be sure it doesn't turn into a complaint box or go sideways!

01:19:30 AN: For more engagement, I started to think that maybe an "agenda" item is to have one dept/location champion do a spotlight on what they are doing well and/or have expressed interest in

01:20:01 CD: I think the wellness survey establishes the needs of employees.

01:20:02 SO: I do hope there is an opportunity to have the chat transcript - too many great ideas to keep up with during the webinar

01:20:03 DD: Do you all share prompts in the group chat? We have one but no one uses it :(

01:20:06 LM: I need to become best friends with the marketing person who does our all-employee newsletter. I can't get the word out to all employees since the business needs of the company come first. Boo hoo.

01:20:07 MB: We used Google Spaces for an online forum and it was great. Easy to share files, ideas, etc.

01:20:23 KR: Yes, I managed and monitored the Google Space

01:20:32 AC: HE - Re: Teams. We put all of our Wellness Champion resources on a SharePoint site in Teams and update that SharePoint monthly, monitor the chat daily. It's working well but is feeling a bit stagnant after a few years of that process now.

01:20:39 MB: Yes



01:21:01 TG: @L if you can figure out

01:22:06 HG: I made a Google website that has each dimension of wellbeing or focus area (e.g., Creating Positive Climate/Culture) and then I capture what each champion is doing and link everything in one place under those labels. Our Champions are crazy creative!

01:22:12 EK: T, that is excellent advice!

01:22:15 AS: We provide one week to "recognize" our champions and pull in supervisors and work units to celebrate their champions.

01:22:23 TG: Maybe a way to engage committee members is to outline specific roles and responsibilities within the team and give flexibility around those. Examples: Action team - those who are responsible for logistics, communication team - a way to create accountability and make for ease of transition if folks are not able to fulfill requirements

01:22:30 HS: I love the idea of sharing what will be asked in advance of the meeting to allow time for people that prefer to process before answering.

01:22:31 LMM: Such great ideas!! Thank you.

01:22:40 TB: @M Yes, agree!

01:22:42 MP: What is one thing that

01:22:53 MM: @H our Wellness Champion Teams channel is overall a very positive space. Mostly used for questions, and I share updates there. Looking to upgrade it next year building out some wellness tip pooling/sharing documents, etc. We have a Total Well-being Yammer page that is popular too

01:22:59 LS: Love Jen's idea of the bad ideas as a facilitation tool!!!!

01:24:09 TH: @H - same here. Wellness website with dimensions. Updated monthly. Links within monthly newsletter take them right to wellness web pages or benefits pages if highlighting a benefit program (EAP for example)

01:24:25 AS: We created a survey for our champions to use to find out the needs of their team/work units. They can then customize what they bring to their team.

01:24:28 TG: @J sooo TRUE!! They provide valuable info.

01:24:49 KL: Will you be compiling all the resources and ideas to be sent out? It was hard to keep track of everyone's great suggestions and ideas.

01:24:51 JAE: Excellent point @TG

01:25:06 EC: What are their barriers too?

01:25:09 TG: Well-being is not something we do to employees or for employees; it is something we do with employees.

01:25:13 JA: I think also offering things that are in different formats helps reach the folks that are hard to engage (self-paced, off-site programs, etc).

01:25:42 WW: OutliersMustBeEmbraced; Our organization offers Orange Frog workshops & prioritizes positivity & happiness in the workplace

01:27:42 CQ: For many wellness activities, they seemed to be geared toward those that are already practicing wellness activities such as physical activity, eating well, etc. Any suggestions on increasing reach to those that have physical challenges or not doing so well emotionally?

01:28:47 BB: Metrics are so dependent on the current health status of the population, I feel.

01:29:09 JAE: @AS we should have a whole WELCOA webinar on metrics collected for 2023! and future state.

01:29:11 VR: This was great! Thank you so much for all the great information and to everyone who shared!

01:29:14 KL: Thank you to all the ideas in the chat, I would love for these to be sent out to attendees.

01:29:18 LS: Please send a copy of this chat - so many good ideas and thoughts.

01:29:19 TG: Thank you, Rita and Jen!

01:29:31 ER: What type of metrics are people collecting?

01:29:48 TG: @E it's less a "percentage of participation" and more of active engagement in conversations and committee initiatives.

01:30:25 MM: Feedback from employees, both formal and informal, can be a good indicator of success.

01:30:25 JA: I think it's less a "percentage of participation" and more of active engagement in conversations and committee initiatives.

01:30:42 AN: This was wonderful, and inspiring!

01:30:54 AS: We use a 2% benchmark engagement at each location. We also ask a series of questions at each champion offering to ensure we are getting consistent data.

01:31:19 EK: # of champions, newsletter views, team engagement, presentation/department collabs with department reach, headspace utilization, challenge/event participation, program participation, champion network turnover and retention %, wellness app usage, # of debriefings, pulse poll (staff

satisfaction vs. departments with champions vs. without); employee injuries, employee turnover hotspots and more

01:31:38 EK: We are aiming for 3% of the organization, stretch goal for 5% :)

01:31:43 JE: A mindful minutes challenge was the most successful wellness challenge we've ever done!

01:32:16 WW: Thank you everyone!

01:32:16 ET: Thank you!

01:32:17 WS: Thank you!

01:32:18 TG: Thank you, Everyone, great conversation!

01:32:19 MB: Thank you!

01:32:19 RW: Thank you!

01:32:19 SR: Thank you!

01:32:20 SG: Thank you!

01:32:22 TH: Thanks so much!

01:32:23 TG: Thank you!

01:32:24 AB: Thanks!

01:32:24 SC: Thank you!

01:32:25 SG: Thank you!

01:32:25 JD: Thank you!

01:32:26 JA: THANK YOU!!!!!!!

01:32:26 HS: Thank you!!

01:32:26 BG: Thank you!

01:32:27 MB: Thank you!

01:32:27 RB: Thank you!

01:32:27 SH: Thank you!

01:32:27 SG: Thank you!

01:32:28 JD: Thank you!

01:32:29 LS: Thank you!

01:32:30 KB: Thank you!

01:32:31 BC: Thank you!

01:32:33 EB: Thank you!  
01:32:33 ER: Thank you!  
01:32:37 AW: Thank you!  
01:32:39 SM: Thank you!  
01:32:42 MB: Thank you so much, wonderful conversation!  
01:32:48 KL: Where will the toolkit be available at?  
01:32:55 WELCOA WEBINARS: Section for Members.  
01:32:55 MM: Thank you!  
01:33:19 NF: This has been greatly useful.

(End of conversation)