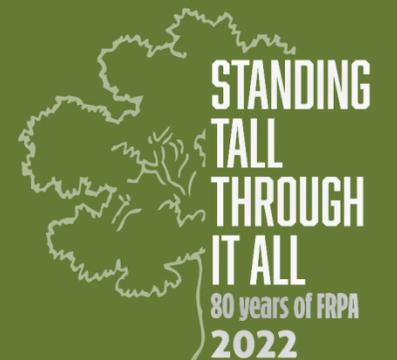




**Welcome to the 2022 FRPA Conference!**  
**August 29 - September 1, 2022 | Orlando, FL**



# Creating, Leading & Sustaining a Well Culture





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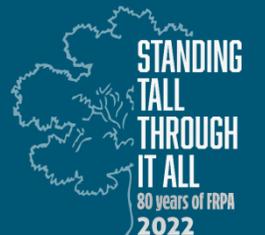


# LEARNING OBJECTIVES

1. Explore the critical elements of a well culture at work, and how a culture that does not embrace these elements hurts the organization and the community you serve.
2. Discuss how to prevent, recognize, mitigate and remedy workplace concerns of excessive stress, burnout, fatigue, along with resources to consider.
3. Define and describe ways you can effectively support and advocate for a well culture within your own teams and departments, as well as your larger organization.

# The Value of a Well Workplace

Attract & retain top talent  
Make work fun & enjoyable  
Individual/team growth & thriving  
Satisfied, productive & healthy employees  
Huge impact on community & beyond



# Total Well Being

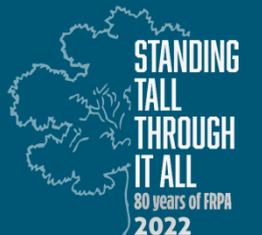
Physical, social, financial, intellectual, environmental, emotional, spiritual, occupational wellness

Health along the continuum:

Prevention, health promotion, disease management

Purpose in work; belonging; safety

Reaching full potential (THRIVING)



# Emphasis on Sound Body & Mind

1 in 5 adults (AND 1 in 5 children) have a mental health condition

Leading cause of disability, absenteeism & loss of productivity

2019, suicide was 2<sup>nd</sup> leading cause of death ages 10-34 years

Anxiety, depression & substance abuse are most common

# Work Related Stressors

Salary

Workload

Lack of opportunities

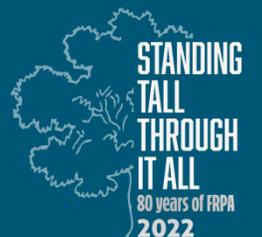
Work that is no longer engaging or challenging

Lack of social support

Little control

Conflicting demands

Unclear expectations



# “Outside of Work” Stressors

Home environment

Personal relationships

Family dynamics

Illness

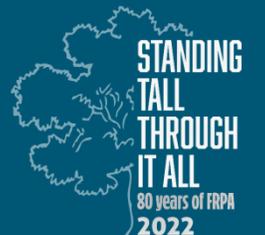
Caregiving responsibilities

Finances

Mental health

Physical health

Our own internal voices of fear & doubt



# Impact of Unmanaged Stressors in the Workplace

Impaired health (total)

Burnout

Poor performance/customer service

Toxic teams & environment

Loss of morale

High absenteeism

Low productivity

Bad press

High turnover



# Stress as a tool to Reach Potential

Potential for business performance:

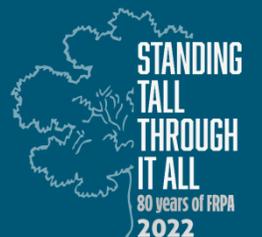
Pushing past limits

Challenges that promote growth & success

Higher engagement

Higher performing teams

Employee & customer loyalty



# Recognizing Burnout

Chronic fatigue +/- or pain

Physical symptoms-headaches, digestive issues,

Higher frequency of illness

Poor performance

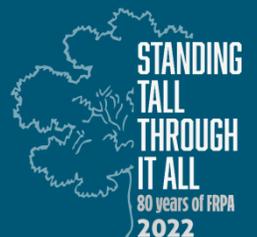
Forgetful

Isolated

Anger

Detachment/apathy

Loss of enjoyment



# Recognition & Connection: How Can I Help?

Ask the question

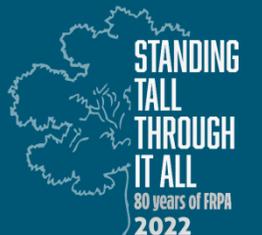
Respect privacy & boundaries

Express concerns

Listen & withhold judgment

Be supportive

Connect to resources

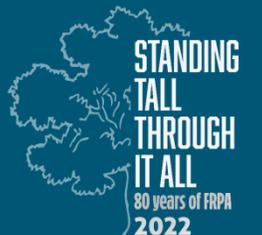


# High Engagement at Work

Passion & purpose

Committed to organization & community

Disengaged employees trade time for money,  
are checked out AND will destroy morale if  
you allow them to



# Driving Engagement at Work

Meaningful work

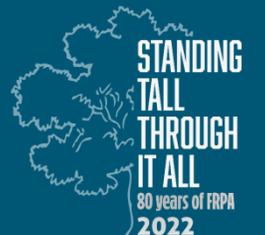
Autonomy

Psychological safety

Strong teams

Down time (FUN)

Growth opportunities

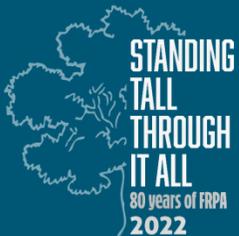


# Driving Engagement at Work

Trust in management

Positive work environment

Remaining competitive in the marketplace



# 5 Languages of Appreciation

Words of Affirmation

Quality Time

Acts of Service

Tangible Gifts

Physical Touch



# 5 Dysfunctions of a Team

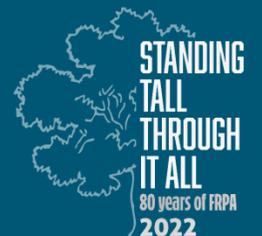
Trust

Conflict

Commitment

Accountability

Results



# Leadership Role in Well Culture

Share the vision

Support the vision (culture, policies)

Serve as a role model

Hold employees accountable

Engage your leaders

Spend time hiring

Innovation

Monitor & celebrate success



# Evolution of Focus on the Employee

What do employees need to work?



What do employees need to work better & faster?



How do we motivate employees to perform better?



How do we create an organization where people want to show up & do their best work?

# Recruitment & Retention

Organizational belief that your people are the most important investment

Employee centric & customer centric

Thinking beyond the traditional benefits & perks



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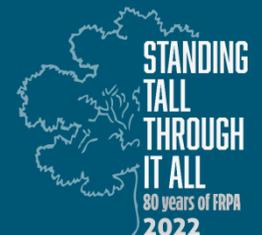
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# Thank You!

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