

Creating Psychological Safety and Wellbeing for a Stronger Workforce

Linda Golik
Health & Wellbeing Consultant

The Bellin Promise

I WILL **KNOW** YOU.

I WILL **SHOW** YOU RESPECT.

I WILL **GO** WITH YOU ON YOUR
JOURNEY.

I AM HERE TO **HELP** YOU.

Bellin Health Wellbeing Wheel





81,396 hours

What is the problem?

- Our nation is not well physically or emotionally
- Obesity and chronic disease rates continue to rise (up 66% to 74%)
- #1 health claim is anxiety and depression
- Health care costs continue to rise
- Burn out, quiet quitting and staff shortages (The Big Resignation) have become household terms for all of us
- ***By 2030, depression will be the world's most widespread disease.***

– – WHO World Health Organization

What are we missing?

- 50 million people left jobs in “Big Resignation,”
- But 4 out of 5 are still not happy with their jobs

What makes a bad job?

- Gallup poll about burnout sources
 - Unfair treatment at work
 - Unmanageable workload
 - Unclear communication from managers
 - Lack of manager support
 - Unreasonable time pressure

What do those 5 factors have in common?

YOUR BOSS!

A manager's effect on a workplace is so significant that Gallup can predict 70% of variance in team engagement just by getting to know your boss

***“Culture is how you
feel Sunday night
about going into work
on Monday morning.”***

Psychological Safety Definition

Psychological Safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.

US Surgeon General



Current Priorities of the U.S. Surgeon General

Protection from Harm

Connection & Community

Work-Life Harmony

Protection from Harm



Overview

The first Essential of this Framework is **Protection from Harm**. Creating the conditions for physical and psychological safety is a critical foundation for ensuring workplace mental health and well-being. This Essential rests on two human needs: **safety** and **security**.

A real-life story...

- Had more than 20 year career
- Toxic environment in the last few years
- Bullied by the boss
- Excluded in collaboration
- Problems sleeping
- Weight gain
- Daily tears and Sunday night blues

What happened?

I QUIT!!!

- Took a class the summer of 2019
- A role that combined wellness and media
- Divine intervention where I met my next leader

What has changed?

- I get to follow my passion of bringing wellbeing to life and helping people learn how life changing it is
- I have leaders who encourage me to use my strengths, listen to my ideas, and give me autonomy to be my best self
- My husband says “I finally got my wife back.”

What's in it for you?

- Businesses with engaged workers have 23% higher profits and lower absenteeism, turnover, and accidents along with higher customer loyalty
- When employees feel connection they are 30 times more likely to do great work, 3 times more likely to stay with an organization and 96% less likely to burn out

***Wellbeing at work should not be at odds with
anyone's agenda***

Where do we start?

- Human centered leadership
- Whole person approach
- Wellness isn't just a program it's a strategy
- Wellbeing woven into the way you do business – erase the lines
- DEIB – Now includes Belonging

4 C's of Belonging

- Comfort (Psychological Safety)
- Connection – purpose and meaning in work and connection with colleagues
- Contribution – people care what you think, you are part of decisions
- Commitment – care about being people and culture leaders

BENEFITS of Belonging



DECISION - MAKING

- **59%** increase in creativity, innovation and openness.
- **38%** better assessment of consumer interest and demand.

¹ McKinsey, "Why Diversity Matters"

² *Why Diversity and Inclusion Matter*, Catalyst Research June 2020



BUSINESS OUTCOMES

- **58%** more likely to improve company reputations.
- **25%** likelihood of financial performance above national industry medium.



RECRUITING & RETENTION

- **58%** more likely to attract top talent.
- **20%** more likely to retain talent.

Science behind “The Caring Culture”

- Amy Edmondson of Harvard work on psychological safety
- Leaders are inclusive, humble and encourage staff to speak up or ask for help
- Feeling safe in the workplace helps encourage experimentation that leads to innovation



Activity Time - Let's bring this to life

- I want you to think about a leader you have or have had that you believe truly cared about your health and wellbeing

		
Wellbeing Leader	You or Your Organization	Action Steps



A deep sense of love and belonging is an irreducible need of all people. We are biologically, cognitively, physically, and spiritually wired to love, to be loved, and to belong. When those needs are not met, we don't function as we were meant to. We break. We fall apart. We numb. We ache. We hurt others. We get sick.

— Brené Brown —

AZ QUOTES

Be You
Belong

Accept yourself as an individual with unique gifts and talents

Share your strengths with the community

By sharing, you influence and may even save a life



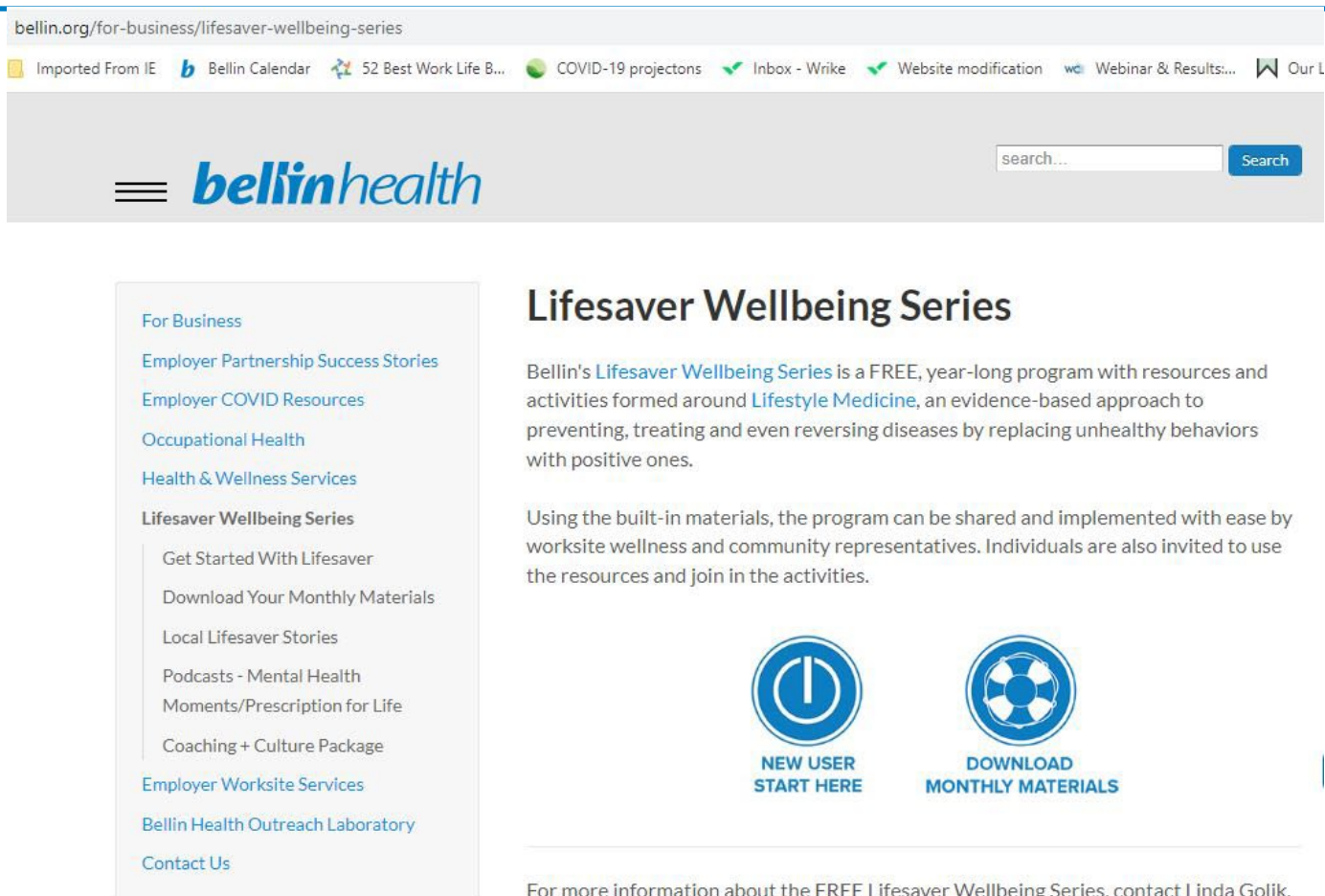
Be a lifesaver

Bellin Lifesaver Wellbeing

- 6 Pillars of Lifestyle Medicine
 - Sleep
 - Nutrition
 - Fitness
 - Stress Management
 - Avoiding Risky Substances
 - Healthy Relationships




bellin.org/lifesaver IT'S FREE



The screenshot shows a web browser window with the address bar displaying bellin.org/for-business/lifesaver-wellbeing-series. The browser's tab bar shows several open tabs, including "Imported From IE", "Bellin Calendar", "52 Best Work Life B...", "COVID-19 projectons", "Inbox - Wrike", "Website modification", "Webinar & Results...", and "Our L". The website header features the Bellin Health logo on the left and a search bar on the right. The main content area is titled "Lifesaver Wellbeing Series". On the left side of the page, there is a sidebar menu with the following links: "For Business", "Employer Partnership Success Stories", "Employer COVID Resources", "Occupational Health", "Health & Wellness Services", "Lifesaver Wellbeing Series" (which is expanded to show sub-links: "Get Started With Lifesaver", "Download Your Monthly Materials", "Local Lifesaver Stories", "Podcasts - Mental Health Moments/Prescription for Life", and "Coaching + Culture Package"), "Employer Worksite Services", "Bellin Health Outreach Laboratory", and "Contact Us". The main content area contains a description of the Lifesaver Wellbeing Series as a free, year-long program based on Lifestyle Medicine. It also includes two large buttons: "NEW USER START HERE" and "DOWNLOAD MONTHLY MATERIALS". At the bottom of the page, there is contact information for Linda Golik, Wellness Consultant, and social media icons for Facebook and YouTube.

bellin.org/for-business/lifesaver-wellbeing-series


Imported From IE Bellin Calendar 52 Best Work Life B... COVID-19 projectons Inbox - Wrike Website modification Webinar & Results... Our L


 search... Search

Lifesaver Wellbeing Series



Bellin's [Lifesaver Wellbeing Series](#) is a FREE, year-long program with resources and activities formed around [Lifestyle Medicine](#), an evidence-based approach to preventing, treating and even reversing diseases by replacing unhealthy behaviors with positive ones.

Using the built-in materials, the program can be shared and implemented with ease by worksite wellness and community representatives. Individuals are also invited to use the resources and join in the activities.

 NEW USER START HERE

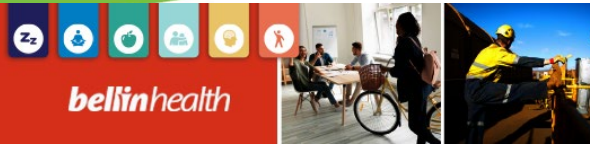
 DOWNLOAD MONTHLY MATERIALS

For more information about the FREE Lifesaver Wellbeing Series, contact Linda Golik, Wellness Consultant, at (920) 436-8668 or email wellnessconsultant@bellin.org.

Wellness at Work

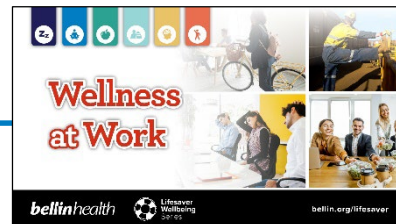
bellinhealth



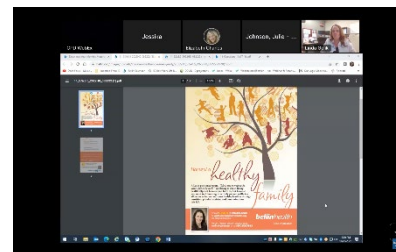
Poster (post onsite; available in Spanish)



Digital Display (available in Spanish)



Video (Monthly overview of materials and business brainstorming opportunity)



Podcasts



Engagement & Education

Wellbeing

Monthly, Ongoing

- **Lifesaver** (HR/Team Champion/ Care Team Member/Broker monthly topic/ tools to use - email graphic, social media graphic, poster, handout, digital display, interactive whiteboards available on-demand at bellin.org/lifesaver/downloads. Also posters mailed monthly upon request)
- **Podcasts** (engaging discussions to address all dimensions of wellbeing)

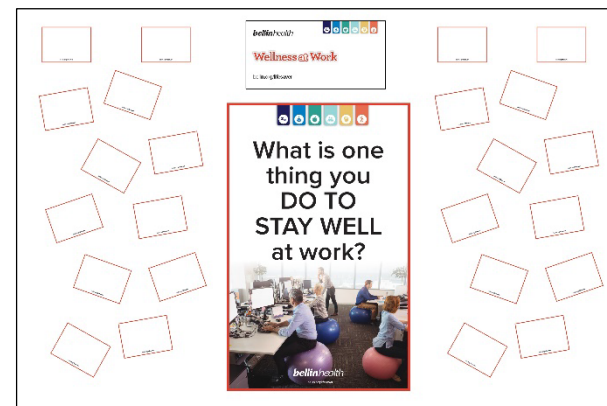
Educational Handout (available in Spanish)



Social Media Post



Interactive Whiteboard (Activity)

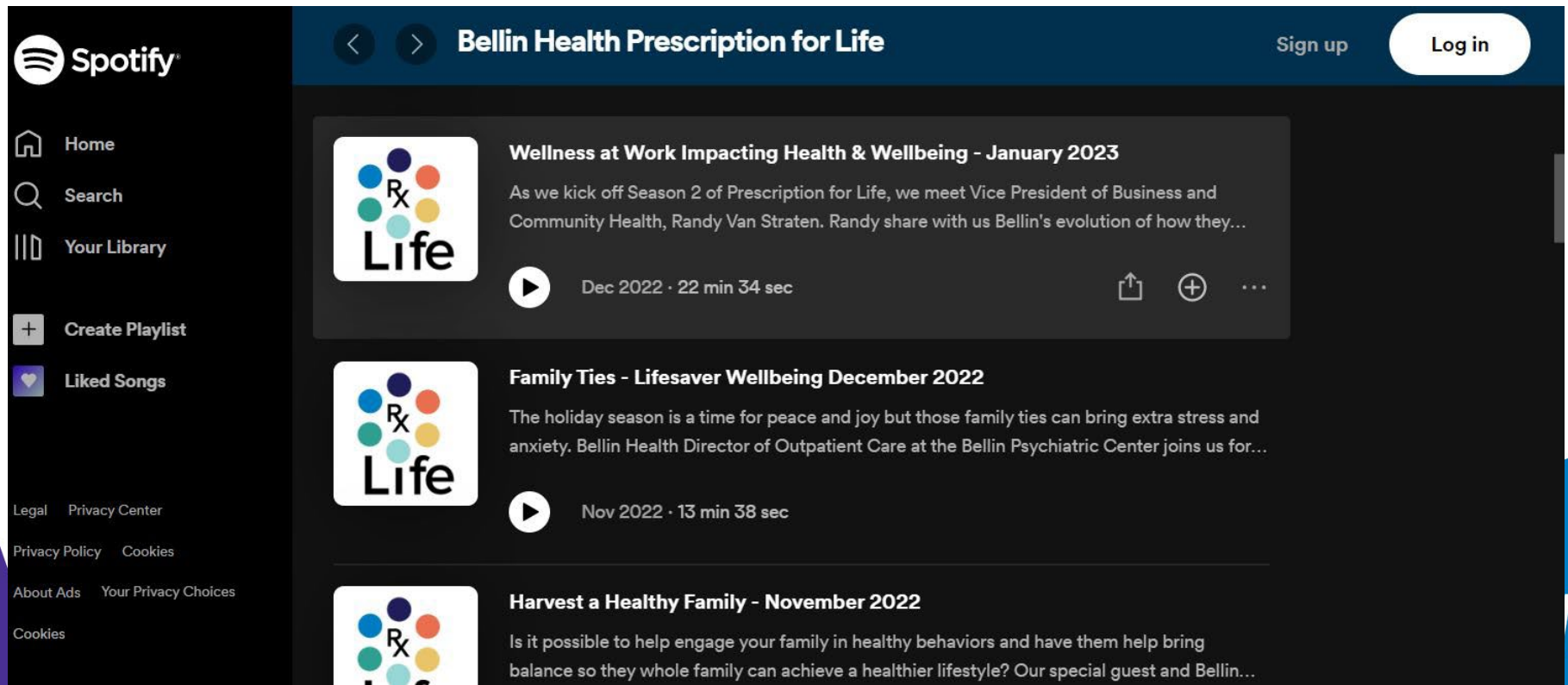


2 Options:
Statement or
Question



“Prescription for Life” podcast

- Connection and information from our own Bellin experts
- Available on Spotify & Apple podcasts



You are invited
to join us for...

RSVP TODAY!



– MENTAL HEALTH MOMENTS

Brought to you by: **bellin**health

with **Charles LaTorre, MSW, LCSW**, Bellin Health Behavioral Health Therapist, and hosted by **Linda Golik**, Bellin Health Wellness Consultant.

2nd Thursday of the Month

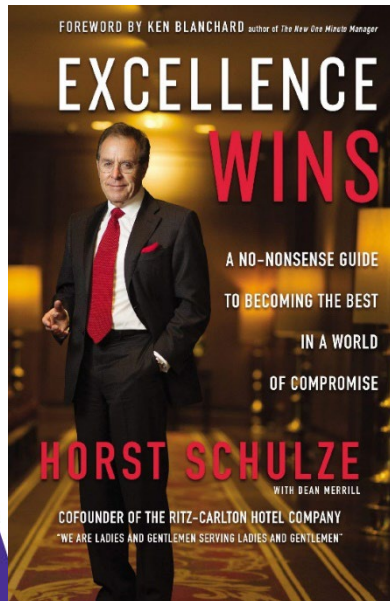
- Relevant Topic (20 min)
- Q&A (25 min)



Lifesaver
Wellbeing
Series

The seeds of Civilitas

- Horst Schulze
- “Value your people as much as your product”



Steven Gerndt, MD
Cardiac Surgeon

Lisa Harton, Chief Quality Officer

***bellin*health**



GOALS of Civilitas

- Build psychological safety at work
- Build stronger teams
- Learning, innovation and growth within our teams



Civilitas monthly materials

- Short video
- Discussion guide
- Topics like burnout, gratitude, negative nellys etc.
- Email me or Civilitas@bellin.org

MONTHLY CALENDAR - 2023

Month	Topic
January	<i>Are you civil?</i> – Take the quiz
February	<i>Negative Nellies</i> – Dealing with negative team members and patients
March	<i>When we mess up</i> – Handling a mistake through a psychological safety lens
April	<i>The art of kindness</i> – Simple ways to show kindness
May	<i>Another name for burnout</i> – Exploring burnout
June	<i>The power of now</i> – Mindfulness to ease anxiety and depression
July	<i>Teaching each other</i> – Empathy and compassion
August	<i>Don't tell anyone</i> – Dealing with gossip
September	<i>What are you afraid of?</i> – Building trust
October	<i>The grass isn't always greener</i> – Returning employees
November	<i>Slights, snubs and insults</i> – Micro aggressions and meetings
December	<i>Talk it out</i> – Crucial conversations

How to use monthly materials

- Short video – 3 – 5 minutes, watch together or send out ahead of time
- Discussion guide
- Topics like burnout, gratitude, using our strengths etc.
- Email me or Civilitas@bellin.org

Psych Safety Questions – Press-Ganey

- I feel comfortable discussing important workplace issues with the person I report to.
- In my department, I feel comfortable voicing my opinions even when they are different from others.
- The person I report to encourages people to learn from their mistakes.
- I feel comfortable giving feedback to the people I work with.
- When a mistake is made in this organization the focus is on fixing the issue that led to it, not punishing the person who made it.
- The person I report to appreciates my input and feedback.
- I trust the person I report to.
- I trust the people I work with.

January Topic: Are You Civil?



Civilitas | Civilitas

1

12/26/2022

Civilitas January 2023 - Are you civil? - NOW WITH QR CODES

January 2023 are you civil.pdf
923 KB

Suggested Meetings | Action Items

See email below with QR Codes included for easy access to the videos to share with your teams. We want to thank you for the recommendation and please continue to share your feedback and ideas with us. This movement is really growing at Bellin so we want to thank all of you for your interest and participation.

Sending on behalf of Dr. Gerndt and the Civilitas co-design team:



January Topic: Are You Civil?

- [Watch the Video](#) (2:35 min)



As Linda Golik mentions in the video, be honest with yourself. We are inclined to see our behavior as more positive than it really is. Yet, being respectful to each other can improve both our teams and our careers. Change can include the triple "A" approach:

1. Be **AWARE** of it.
2. **AVERT** to the opposite behavior.
3. **AWARD** yourself for civil behavior.

- [Take the online Civility c](#)

What can mastering civility look like for you and your team? Watch the video, take the quiz and have a discussion to find out. And, reach out to us at civilitas@bellin.org and let us know how we can help support

Additional Resources:

- [Christine Porath, TEDx Talk](#) (15:16 min)



- [Mastering Civility: A Manifesto for the Workplace](#) (Book by Christine Porath)
- [Bellin Life Matters Support Services](#) and [Bellin Health Coaching](#)

Civilitas Team Resources:

- Have you started sharing the monthly messages?** Please add your team to the roster so we can get an accurate utilization count: <https://www.surveymonkey.com/r/RVZD2YQ>
- Would you like help getting started?** Email civilitas@bellin.org and a member of the co-design team can help with planning and kickoff.
- Kickoff materials**, including a PowerPoint and Implementation Kit, are located [here](#) at the bottom of the "Civilitas" section.
- Missed a month?** All materials are uploaded monthly to Julius under the [Leadership Resources page](#).

Are You Civil? Take the Quiz

Neglect saying please or thank you
Use email when face-to-face is needed
Take too much credit for collaborative work
Email/text during meetings
Keep people waiting needlessly
Talk down to others
Delay access to information or resources
Fail to acknowledge others
Use jargon even when it excludes others
Pass the blame when you've contributed to a mistake
Spread rumors about others
Belittle others non-verbally
Retreat into your e-gadgets
Shut someone out of a network or team
Take advantage of others

Pay little attention or show little interest in others' opinions	Never	Almost Never	Rarely	Sometimes	Often	Almost Always	Always
Don't listen	•	•	•	•	•	•	•
Set others up for failure	•	•	•	•	•	•	•
Ignore invitations	•	•	•	•	•	•	•
Show up late or leaving a meeting early with no explanation	•	•	•	•	•	•	•
Insult others	•	•	•	•	•	•	•
Belittle others' efforts	•	•	•	•	•	•	•
Make demeaning or derogatory remarks to someone	•	•	•	•	•	•	•
Take others' contributions for granted	•	•	•	•	•	•	•
Grab easy tasks while leaving difficult ones for others	•	•	•	•	•	•	•
Forget to include others	•	•	•	•	•	•	•
Speak unkindly of others	•	•	•	•	•	•	•
Are not civil in emails	•	•	•	•	•	•	•
Are disrespectful when disagreeing	•	•	•	•	•	•	•
Interrupt others	•	•	•	•	•	•	•
Avoid looking out for others	•	•	•	•	•	•	•
Are judgmental of those that are different than you	•	•	•	•	•	•	•

January Topic: Are You Civil?

- [Watch the Video](#) (2:35 min)



- [Take the online Civility quiz](#) (3 min. Email the quiz to your team)



- Have a discussion with your team (Discussion guide attached)

Bellin resources

- [Bellin.org/lifesaver](https://bellin.org/lifesaver)
- Podcasts including “Mental Health Moments” and “Prescription for Life”
- Interactive Whiteboard – Great place to start!
- Civilitas – Cultural improvement
- **Coaching & Culture - per member per month fee



How will they know you care?



Celebrate success

- What will you gain from healthier, more engaged employees?
- How will your business look different?
- What will change?



*“You shift your culture with
every interaction and
decision one by one”*

Beth Ridley, Ridley Consulting Group

Let's Connect

Linda Golik

linda.golik@bellin.org

