



Working @ **Well-being™ Solution**

Technical White Paper

Executive Summary

All of us have experienced high levels of stress, distraction, and urgency at one time or another, given all that life brings our way. The good days and the not-so-good days all culminate into our general experience we call life. We know that some people have more positive perceptions than others when viewing the glass half full or half empty, and we differ in how we enjoy the ride, as we move through life.

DEKRA's Working @ Well-being™ Solution targets well-being improvement, equipping teams to remain highly resilient, weather storms at work and home, and optimize coping skills for daily stressors.

maintaining a healthy culture including a focus on well-being have fared much better during market downturns, the pandemic, and other major challenges. (1)

We, as humans, are heavily impacted by our surroundings at work and at home. Our brains are essentially sensors equipped to detect budding problems of all sorts. Well-being science tells us that there is a lot we can do to protect ourselves from stress and to build resilience, helping us experience more good days than bad and face challenges head-on without feeling chronically overwhelmed. (2)

DEKRA's Working @ Well-being™ Solution targets well-being improvement, equipping teams to remain highly resilient, weather storms at work and home, and optimize coping skills for daily stressors. Working @ Well-being drives high levels of employee engagement and organizational citizenship behavior, creating communities where individuals, who feel valued, care about their workplace and others.

When we explore how teams navigate their experience at work, we see differences not only from person to person but also from organization to organization on how teams are influenced by their workplace culture. Organizations with a history of

We must first understand where the organization, teams, and individuals are in the well-being continuum (see Figure 1).

Figure 1





Assessing the current state can help develop a targeted improvement approach. Any approach developed to foster well-being must include not just all employees working toward improving their own skills but also the leaders working toward becoming more supportive.

Well-Being Foundational Elements

There are many factors that impact well-being; however, research indicates three core domains (3) (4) (5) (6) (7).

1) **Physical Well-Being.** The ability to perform activities without harm or physical pain; working in an environment characterized by safe and healthy decision-making. This encompasses maintaining physical health.

2) **Psychological Well-Being.** The extent to which a person experiences positive emotions, feelings of satisfaction, a sense of purpose, and growth/development. This encompasses maintaining good mental health and a sense of engagement at work and at home.

3) **Social Well-Being.** The extent to which a person feels a sense of belonging; his/her overall contribution is valued by the group; experience of trust and inclusion among group members/psychological safety; and a sense of group stability.

The Working @ Well-being™ Solution

The learning components of DEKRA's Working @ Well-being Solution are listed below for various roles and levels. DEKRA's approach to well-being improvement

also includes coaching support, and guidance to support your strategy and implementation. DEKRA's approach to well-being enhancement supports various levels, typically executives, managers, supervisors, and front-line team members. Developing skills for one's own well-being is important; however, developing skills to influence others in positive ways is just as important. In a supportive workplace culture, people learn the soft and technical skills to feel good and positive, helping them reach their full potential. DEKRA's Safety Leadership Diagnostic Instrument data indicates that most leaders lack the necessary skills to navigate well-being discussions and need to develop demonstrating supportive leadership. With effective training and practice, leaders can quickly improve these skills. The components of DEKRA's Working @ Well-being Solution are listed below for various roles and levels.

The Well-Q Assessment: A Pulse Survey to Track Well-Being Progress

Checking under the hood allows the organization to learn what strengths exist, add protective value, and identify additional opportunities. Well-Q informs a targeted intervention as insights are gleaned, so improvements can be accelerated in a systematic way.

This survey, using targeted questions, and focus groups led by DEKRA consultants uncover learnings to better understand the health of their well-being culture.

Working @ Well-Being for the Front Line: Enable Your Workforce

The development sessions based on well-being research provide knowledge and allow for practical integration of the latest in well-being science. When people know what is required of them to stay well — and they have guidance and support — they will succeed. These sessions offer various delivery modalities.

Developing skills for one's own well-being is important; however, developing skills to influence others in positive ways is just as important.

Working @ Well-Being for Today's Leaders. This workshop series helps develop supportive leadership skills in managers and supervisors. First, they need to focus on improving their own well-being skills. People who feel cared for and protected from becoming overwhelmed by chronic stress and urgency perform better at work and manage through challenging situations in life, as resilience and enjoyment of work are optimized. The key for leaders is honing their care-for-people skills and practicing Working @ Well-being with their teams.

Working @ Well-Being for Senior Leadership: Build a Thriving Workforce

Senior leaders set the tone, vision, and culture for the organization. These brief live sessions with a DEKRA Well-being consultant show executives around the world

how to implement a thriving well-being culture. The sessions provide senior leaders an opportunity to explore strategic, tactical, and symbolic actions to help them keep employees engaged and thriving, resulting in high retention and a positive culture. Leaders who are committed to maintaining their employer-of-choice status will benefit from these science-based development sessions, as well as individual support, offered in between sessions. Senior leaders will be able to practice their newly gained skills at integrating well-being behaviors into their repertoire.

References

1. Toxic Culture Is Driving the Great Resignation (mit.edu). MITSloan Management Review. Retrieved Jan 28, 2022.
2. American Psychological Association. (2014). The Road to Resilience
3. National Center for Chronic Disease Prevention and Health Promotion (Updated October 2018)
4. Diener E. Subjective well-being: the science of happiness and a proposal for a national index. *American Psychologist* 2000;55(1):34–43.
5. Keyes CLM. The mental health continuum: from languishing to flourishing in life. *J Health Soc Res* 2002;43(6):207-222.
6. Csikszentmihalyi M. *Flow: The Psychology of Optimal Experience*. New York, NY: Harper Perennial; 1991.
7. Diener E, Suh EM, Lucas R, Smith H. Subjective well-being: Three decades of progress. *Psychological Bulletin* 1999;125:276–302.

Conclusion

In today's workplace, stress is a significant threat to workers' well-being. Workers are feeling more anxiety and burnout than before, and if organizations do not address their well-being, they will continue to look elsewhere. Equipped with science-based skills, effective leaders can create a positive well-being culture, resulting in engaged, healthy, productive, and loyal team members.

Ready to get working at well-being and protect performance results while showing value for your people and their families?



Connect with us:

Email us: osr.info.us@dekra.com

Call us: [+1 805-646-0166](tel:+18056460166)

Website: dekra.us/consulting

