



HR Cafe Speaker Series

“Companies must benefit all of their stakeholders, including shareholders, employees, customers and the communities in which they operate” - Larry Fink, CEO of Black Rock

In a recent survey by Deloitte, millennial workers were asked what the primary purpose of businesses should be – 63 percent more of them said “improving society” than said “generating profit.”

We believe in improving society by creating a standard of employee wellbeing in the workplace.

We believe that employee wellbeing can change the quality of life for an individual, their family, their community and their company.

We believe that happy, healthy employees produce better results, provide a better customer experience, stay more loyal to their company, and are better stewards of their company’s mission and vision.

Your Takeaways for Today

- Employee wellbeing is a human rights issue. HR professionals are well-positioned to affect this new wave of social change.
- “Culture” is extremely complex but, like most things, is ultimately defined, managed and measured in terms of behavior (what people do).
- The four functions of human behavior are: attention, access to items, escape/avoidance and automatic reinforcement. These are critical to identify for designing performance, retention and reward programs.
- A health-centric culture must focus on work/role conflict, social connection, clear expectations, time for focused, value-aligned work and how and when employees receive meaningful rewards.

- 1) **From an HR point of view, what is your definition of employee wellbeing? What does it involve?**

- 2) **Choose a partner and one of these idea-prompts below (they can be different). Discuss the questions, “Which one of these is easiest for you to do this week? What exactly are your ideas or next steps that have a high probability of working?”. (You will carry this on to our last activity)**

Where HR Can Help

- Disseminate good research and information on the importance of employee wellbeing to decision-makers and leaders in your circle of influence (takeaway email template)
- Map out the role behavior plays in your organization, from Total Rewards to performance metrics to ethical violations, and where main challenges may be coming from
- Mobilize colleagues to integrate employee wellbeing and behavioral design into policies and procedures
- Start creating steps to improved retention and productivity by conducting a “wellbeing pre-mortem” for policies and procedures by asking “In what way does this affect the wellbeing of our employees?”

3) Use your idea(s) above to fix a (small) broken window. What is your “window” or persisting issue that, if solved, would likely effect employee wellbeing, performance and/or retention? What is the “How” you will use to fix it? Try to choose something over which you have control to make changes.

“If we know what contributes to happy, healthy employees, we can create systems and environments that support pro-wellbeing, pro-company behavior instead of systems that influence behaviors that lead to illness, stress, sabotage and other suffering.”

And because none of us gets anything done alone...

Dear _____ (boss, team),

This week I... (description of you before this morning's talk)

And for some time I had been thinking about... (description of your organizational challenge)

Today I participated in an interactive lecture on retention, productivity and employee wellbeing and learned about... (look back through notes and consider what stood out to you, identify something you learned that might help you with your organizational challenge)

If we are successful in doing this... (what is the positive outcome of the organization?)

One thing I'm going to do immediately is... (what is something you can do by the end of the day?)

(borrowed from Stanford's design thinking workshop by Sarah Soule and Matt Rothe)