

WELL-BEING@WORK



Level up!

How to engage employees virtually

December 01, 2020

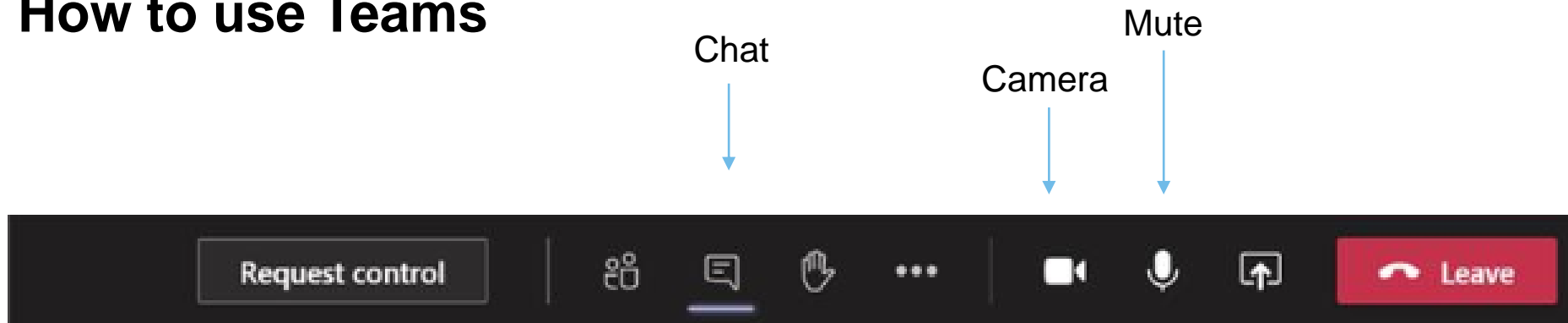
Irene Umipig & Lisa Ocampo, Well-Being Program Coordinators

Alexandria Johnston, UC Berkeley Intern

Ground Rules

1. This session is being RECORDED
2. Please keep yourself on **mute**
3. Q&A –Send your questions through chat and we will address it
4. We will open for dialogue at the end of our webinar and stop recording

How to use Teams



Today's Agenda

- Ice Breaker
- Introduction
- 4 C's of Virtual Engagement
 - Critical Elements
 - Communication
 - Choosing Health
 - Community
- Activity
- Q&A

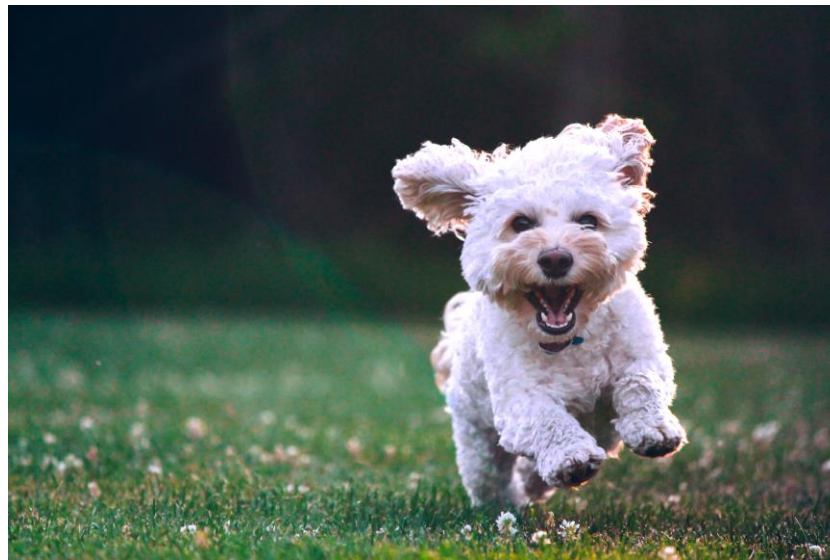


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Ice Breaker

Find something that brings you joy

- You have 10 seconds to find something close by that makes you happy.
- Turn your video on so we can all share what brings you joy!



Introduction

***Recording Starts**

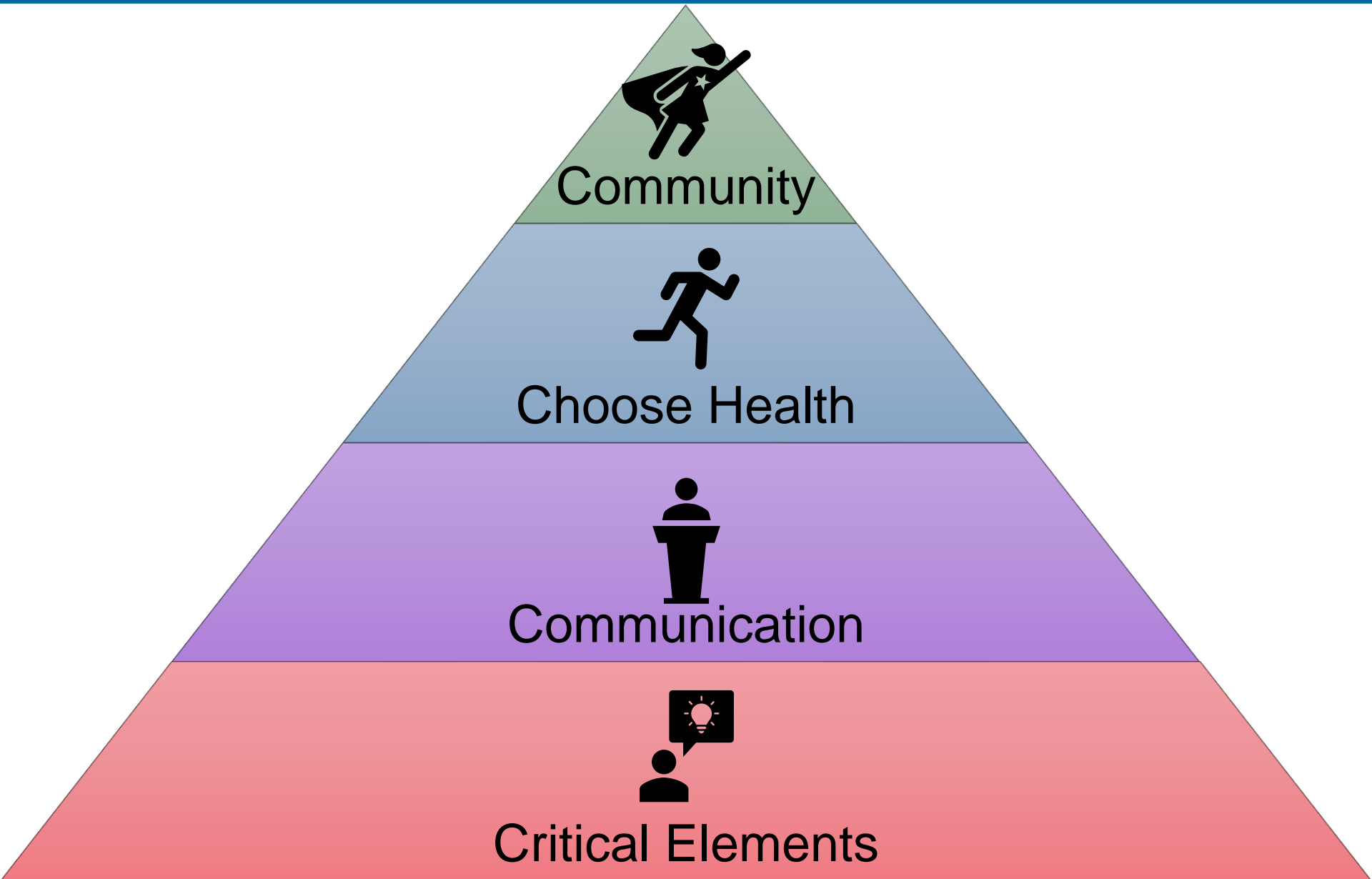
A lack of engagement can lead to:

- Isolation
- Loneliness
- A lack of passion for the organization's vision or goals
- Feeling unhappy and unappreciated



As Champions, your goal is:

To create opportunities that will promote workplace engagement through well-being activities and programs.



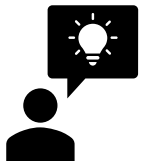
Critical Elements

Know your audience

- Identify what will be most meaningful to your peers
- Consider what tools your peers need in order to be successful
- Ask, poll, talk to your colleagues

Example questions to ask

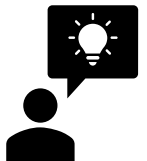
- What kind of health topics interest you?
- What types of programs do you want to participate in?
- What tools or resources do you need?



Critical Elements

Management support

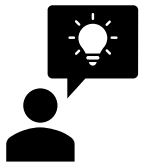
- What does leadership support look like?
- Who are your existing well-being supporters?
- Make sure leadership is in the know:
 - Participate in executive team meetings
 - Ask department leads to make announcements
 - Email updates to leadership



Critical Elements

Identify challenges

- Does everyone have the tools to participate?
- Establishing a "turn-on-camera" culture
- Talk with your department lead to identify challenges and find solutions



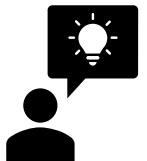
Critical Elements

Identify goals for cadence and delivery

- What goals are most important for your virtual programs?
- Establish a frequency people can count on

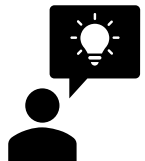
Example goals

- Focusing on Stress Management techniques in a weekly email blast
- Trying out one new idea to engage co-workers per month.



Tips for Success:

- Make a plan
- Implement some general “netiquette”
 - ✓ Turn off phones
 - ✓ Stop checking emails
 - ✓ Be punctual
- Keep everyone on “gallery view”
- Use breakout rooms to foster small group discussion



Level Up! Communication

What can YOU do:

- Make announcements at staff meetings
- Facilitate polls to gather information
- Establish personal connections with 1:1 calls/ video chats
- Ask for feedback with a survey
- Be transparent and forthcoming about changes



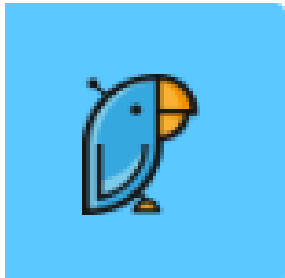
Level Up! Communication

Appreciate and Recognize Staff

- Role model recognition by sending a message to colleagues after a presentation to say great job!
- Recognize individuals during team meetings
- Send virtual greeting cards: birthdays, project milestones, anniversaries
- Work with leadership to provide professional development or training for a topic staff is requesting

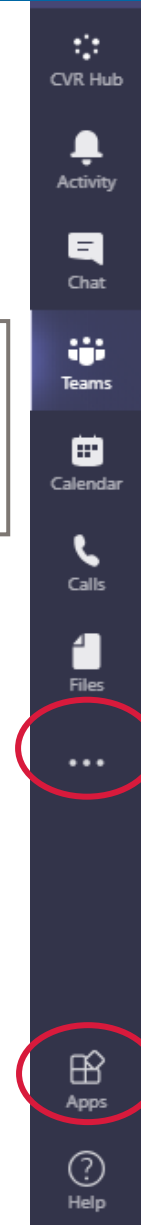


Level Up! Communication



View
downloaded
apps

App Store



AIR: Airport Director's Livestreams

The SFO Communication and Marketing Team have produced Livestreams of our Airport Director, Ivar C. Satero, since March 2020.

Livestreams support Airport employees by providing updates on how SFO is responding to COVID-19. They also provide a forum for open communication with Airport employees, who submit questions and have them answered during the Livestream. In addition, all the Livestreams are recorded and posted on SFO Connect so that employees can view them later.

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**San Francisco
International
Airport**

Level Up! Choose Health

What YOU can do:

- Participate in live virtual activities
- Request department-specific SFHSS activities/workshops
- Facilitate department-led activities

Be creative in replicating successful in-person activities.



Choose Health: Emotional Well-Being

Participate in established programs

- Taiji Fit
- How to Handle Holiday Stress

Request department specific activities

- Meditation, Yoga
- EAP Virtual workshops

Facilitate department-led activities

- Organize virtual coffee breaks
- Facilitate a charity drive
- Promote DIY Self-care Sunday activity



DAS: Virtual Wellness Activities

Shannon Haskin, DAS Inclusion Committee member, effortlessly co-hosts lightning BINGO and an after work happy hour each week.

These two virtual wellness activities were created by DAS Inclusion Committee members soon after shelter in place (SIP) was mandated in March and they continue going strong with staff participation from various departments, including SIP family members.

Staff and families share stories and laughter, as they transport themselves in a relaxed meeting room each week.

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HEALTH SERVICE SYSTEM**

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Choose Health: Physical Well-Being

Participate in established programs

- Zumba
- Stretch with SFHSS (Tuesday/Thursday 3pm)

Request department specific activities

- Bootcamp, Cardio Kickboxing*
- Wellness Coaching
- Physical Activity Seminars

Facilitate department-led activities

- Organize a group stretch break
- Start a walking club
- Use the *Play Your Way Movement Guide* to start meetings



CPC: Virtual Stretch Breaks

Spring 2020

Under Shelter in Place, we are not able to meet in the atrium for our regular stretch breaks. However, the Wellness Team immediately transitioned to “Virtual Stretch Breaks” because it is always a good idea to take breaks. Champions and other volunteers take turns leading stretch breaks via Teams. We have even seen new faces that did not previously participate in our in-person stretch breaks!

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NOW:



THEN:



Level Up! Community



What YOU can do:

- Get to Know You Activities
- Team Building Challenges
- Embrace an Emoji Culture



Level Up! Community

Get to Know You Activities

- Mister Rogers Calls
- Mini Ted Talks

Team Building Challenges

- Try spreadsheet pixel art
- Healthy Habits
- Seedling Community Garden

Embrace an Emoji Culture

- Create a unified emoji nomenclature
- #you are awesome
- #small-wins



For fun team building activities, go to: www.punkpos.com/blog/fun-team-building-games-for-remote-teams

The screenshot shows a Google Sheet interface. At the top, the title is "Team Pixel Recreation Challenge (Make a Copy to Create Your Own) #nailedit #teambuilding". Below the title bar, there's a toolbar with "File", "Edit", "View", "Insert", "Format", "Data", "Tools", "Add-ons", and "Help". A status bar shows "View only" and "100%". The spreadsheet grid has columns labeled A through AH and rows numbered 1 through 30. In column A, rows 1-15 contain instructions for a "Pixel Recreation Challenge" where users create a unicorn by coloring cells based on numbers 1-9. The rest of the grid is filled with a colorful illustration of a unicorn with a rainbow mane and tail, wearing sunglasses and a pink scarf.

Instructions:

- #1 Go to File, click Make a copy. This will give you edit access.
- #2 Create your BEST pixel recreation of a dapping unicorn within 10 min!
- This spreadsheet is color formatted, meaning if you enter a number 1-9 in any cell, the cell will turn <- - that color.
- #3 After you create your masterpiece, share with your team to compare who #nailedit and then explore more "Conditional Formatting" to add color to future spreadsheets!



ASR: Weekly All-Staff Roll Call

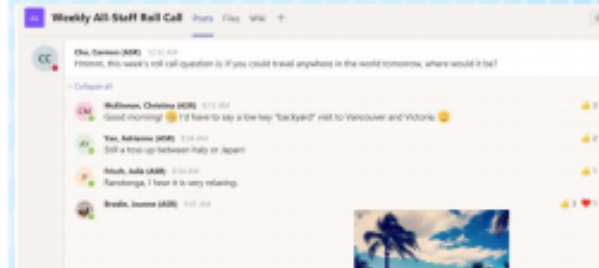
“Weekly All-Staff Roll Call” is a channel created via MS Teams. This roll call happens weekly in conjunction with our Employee Engagement Team and our Assessor.

Through each roll call, we pose a new, fun and/or interesting, question to all our staff. Each participating employee responds to the question by sharing their thoughts, experiences, or pictures. It’s a different approach to employee interaction and inclusiveness.

Staff and Leadership enjoy the weekly roll call questions as it provides an avenue to share funny, interesting, or thoughtful, moments and insights of one another. We are continuing the effort to know one another despite working remotely.

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The Top 3 desired destinations mentioned the most were:

Country	# of Hits
Japan 	11
Italy 	4
Spain 	4

Quick Review

***Recording Ends**

Critical Elements

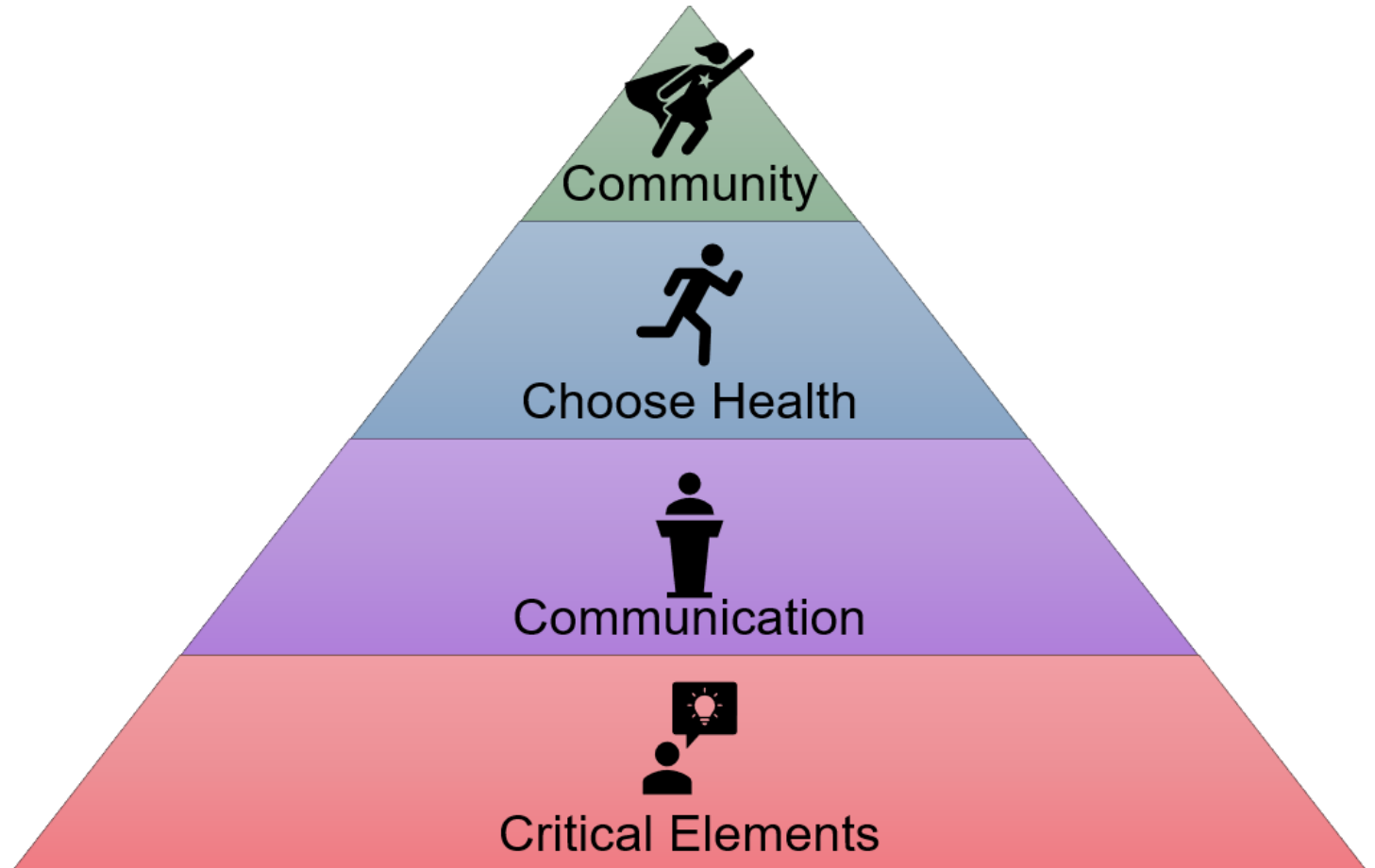
- *Know your audience*
- *Management support*
- *Identify challenges*
- *Identify goals for cadence and delivery*



Remember, your goal is

“To create opportunities that will promote workplace engagement through well-being activities and programs”

Scenario Activity



Scenario #1



Communication:

At this level, we should be creating dialogue within our team and soliciting feedback to understand what their needs are.

Examples

- Making announcements
- Establishing one-on-one video chats or calls
- Using polls or surveys to gather information.

Scenario #1

Pat is a new Champion that just started as Covid-19 forced shelter-in-place guidelines. They have identified their critical elements and wants to start with engagement through communication. Pat has asked you all to help them generate ways in which they can effectively communicate with her remote employees.



Scenario #2

Choosing Health

At this level, we should be identifying both physical and emotional well-being activities that are meaningful for your team and encouraging them to participate.

Examples

- Participate in live virtual activities
- Request department- specific activities and workshops
- Facilitate department- led activities.

Scenario #2

Evan is a Champion that's been working on promoting well-being to their staff and has been able to collect information by engaging staff through communication. Evan did a poll at their last staff meeting and now they need to identify some virtual activities for their colleagues. The poll revealed that their colleagues are interested in stress management. Evan would like to "level up" and try new activities to help their teammates choose health.

Questions

- What are some stress management activities that Evan can engage their colleagues with?
- What are some challenges that Evan might encounter?
- How would you facilitate an activity that would also be accessible to staff that aren't able to join virtually?
- How could Evan measure success for the activities they coordinate/request?
- What are some things you're excited to try with your team?

Scenario #3



Community

At this level, we want to be creating a sense of community within our team and foster social connections.

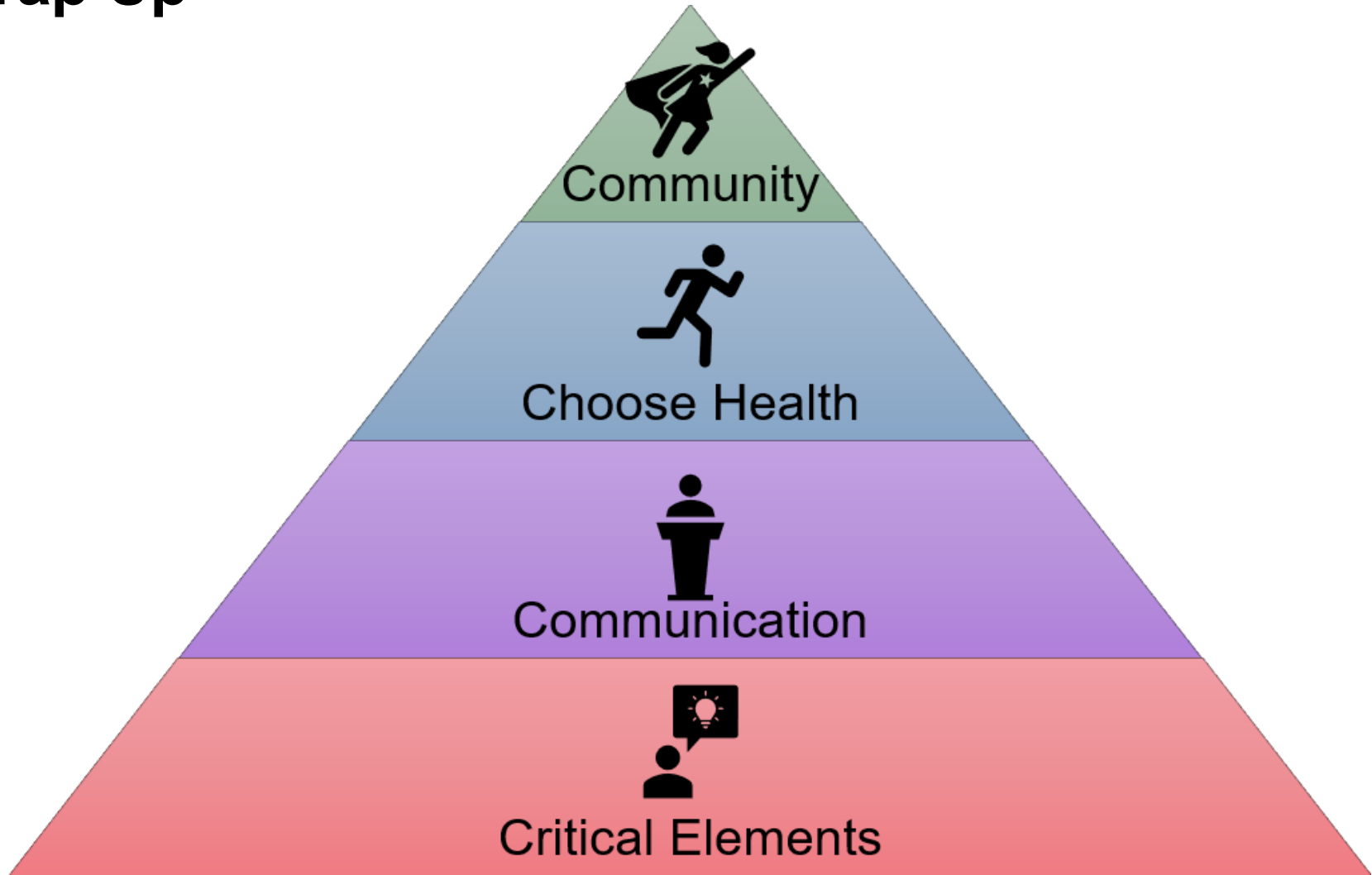
Examples

- Get to know you activities
- Team building challenges
- Embracing an emoji culture

Scenario #3

Taylor want's to focus on organizational commitment and getting leaders involved to help build community using well-being. As a Champion that has thrived during remote work, they did a poll, hosted a few activities that were requested from SFHSS and now they're ready to facilitate some department- led activities that will occur routinely.

Wrap Up



THANK YOU!
Q&A



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Your Next Steps:

- 1. Work of Art** will end on December 13, 2020
 - It's not too late to join
 - Continue to promote WOA messages/activities
- 2. Live Feel, Be Better** starts January 4, 2021
 - Coaching to support goal setting
 - Diabetes Prevention Program (1-year, 2 cohorts)
 - Healthy Habit Program (10-weeks, 3 cohorts)
- 3. Request 2021 activities** for your department—offerings list will be shared by email

