



Rapid-Fire Ideas: Innovations in Workplace Wellness

General Session

Facilitator

Renee Moorefield, PhD, CEO, Wisdom Works, U.S..

Participants

Sharon Gabrielson, Chair, Mayo Clinic Global Business Solutions, Mayo Clinic, U.S.

Maggie Hsu, Chief of Staff to Tony Hsieh, CEO of Zappos.com, U.S.; Founder of Downtown Project, U.S.

Dr. Fikry Isaac, Vice President of Global Health Services, Johnson & Johnson, Inc., U.S.

Eileen McNeely, PhD, Co-Director, Harvard SHINE, Harvard T.H. Chan School of Public Health, U.S.

Dr. Russell Greenfield, Clinical Professor of Medicine, University of North Carolina Chapel Hill School of Medicine, U.S.

John Toomey, CEO, Australian Wellness Education and Training Pty Ltd, Australia

Session Summary

What innovations are emerging with wellness at work? The 2015 Global Wellness Summit *Rapid Fire Idea Exchange: Innovations in Workplace Wellness* addressed this question through an “rapid fire idea exchange” using six thought-provoking lenses:



Renee Moorefield, CEO of Wisdom Works and Chair of GWI's [Future of Well Work Initiative](#), launched the idea exchange by framing it with these four fundamental beliefs for reshaping wellness at work:

- 1) All organizations – whether business, government, NGO, healthcare, or education – are a reflection of our consciousness and the values we hold dear (whether we know it or not). Most people generally agree that organizations today do not yet bring out the best in people and the planet.
- 2) To reinforce wellness behaviors and advance wellbeing through our organizations, we must examine and evolve the consciousness and values from which our organizations were created. Well economies, well people, and a well world emerge as we transform ourselves.
- 3) A big shift we can make now is to see people and the planet as creative, resourceful, and whole, rather than problems to fix. We already possess innate capabilities for wellbeing and resilience; a role of organizations is to give rise to and tap into them to better our world.
- 4) On this wellbeing journey, we are more powerful together than we are alone. In fact, we will only make real impact when we work in collaboration with each other; the best of our inspirations, connections, and capabilities transpire in our relationships.

Amidst this backdrop, delegates explored innovations in wellness at work with the guidance of top wellness leaders: Sharon Gabrielson, Chair of Mayo Business Solutions at Mayo Clinic; Dr. Russell Greenfield, Clinical Professor of Medicine at University of North Carolina Chapel Hill School of Medicine; Maggie Hsu, Chief of Staff to Tony Hsieh, CEO of Zappos.com & Founder of the Downtown Project; Dr. Fikry Isaac, Chief Medical Officer & Vice President of Global Health Services, Johnson & Johnson, Inc.; Eileen McNeely, Co-Director, Harvard SHINE, Harvard T.H. Chan School of Public Health; and John Toomey, CEO, Australian Wellness Education & Training.

These insights emerged from delegates' conversations:

Lens	Insight on Wellness at Work
Work-Life Flows	<ul style="list-style-type: none"> • The breakdown of barriers between work and home may afford more flexibility for people, but may also lead to “demand creep” or 24/7 “on call for work”. • Women likely need more support when it comes to work-life integration because globally they are still the predominant caregivers. • Wellness at work needs to consider the “new” burden on adults that includes being the caregivers of elders.
Purpose & Engagement	<ul style="list-style-type: none"> • A higher purpose within the organization and infusion of such within the business culture must be the driver for initiating and engaging a workforce on wellness. • Helping people create their individual mission/purpose as a source of intrinsic motivation is a major opportunity for workplace wellness, and it can complement employee engagement strategies that use extrinsic motivation (i.e. incentives). • Leading by example and truly understanding the organization’s culture are critical factors when designing and delivering programs that matter both to the wellbeing of individuals and the organization as a whole.
Spirituality & Service	<ul style="list-style-type: none"> • Far from being considered outside the purview of corporate/employee wellness, what is critical to workplace wellness is to engage people in a shared sense of purpose and the value each individual brings to that purpose. • Even small practices can make a big statement. For instance, one CEO instituted twice-weekly, 20-minute breaks where all employees are encouraged to stop working, stretch, and perform breathing exercises together. Another CEO of an information technology company shared how high-performing employees are given the opportunity to perform volunteer work (with pay) on Friday afternoons. • “Doing well by doing good” is no longer just an adage; it a way of effectively running a business. Communal breaks help reduce stress and support employee camaraderie and sense of community, and volunteer work is beneficial in many ways (as a statement of larger purpose for the company and reaps proven health benefits for the person doing the volunteer work, as well as for the recipient).
Return on Collision	<ul style="list-style-type: none"> • It is important to create environment where employees have a mentally sustainable workday. For instance, some companies are establishing mandatory “walk around the block” breaks, 20-minute breaks twice a day where folks can teach yoga, opportunities for people to meditate, etc. • In workplaces of the past, “smoke breaks” traditionally provided people with quick opportunities to recharge, as well as come together across departments and levels to share ideas. What is our equivalent of a “smoke break” today?
Wellness for Men	<ul style="list-style-type: none"> • Wellness for men can be rewarding. Men engage when given an opportunity to understand something works. They generally enjoy “nuts and bolts” discussions (e.g. the mechanics about how the body removes

heat resulting in water loss, and the effects on the body if that water is not adequately replaced), and are more apt to build on that information with wellness behaviors.

- Men have an incredible desire to help out, especially where they see a need. Wellness efforts can deliberately inspire this quality, showing men where there is a need in communities and in workplaces; this opens an opportunity for men to be in service and to feel good about themselves.
- Like women, men are looking for places to connect. For instance, the traditional Barber Shop is making a comeback; men are now going there to hang out, have a chat, and perhaps even have a haircut.

**Wellness
Beyond
Medical**

- Wellness beyond medicine needs to take a holistic look at the individual. The challenge is to understand that the science behind a treatment or intervention is different from the perspective of wellness aspect than it is from the perspective of sickness.
- There is great synergy that can be achieved when the medical community works directly with the spiritual and mind/body (*wellness/wellbeing) experts to create a holistic approach.
- There is still a good degree of skepticism among the medical community regarding the non-medicinal interventions, although the gap is slowly closing.

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