

BE A WELLNESS LEADER

Workshop

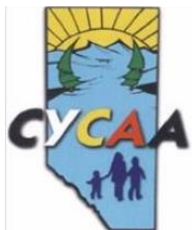
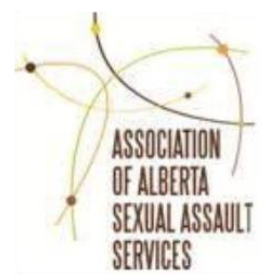
Participant Workbook

Your name: _____



Healthy Workplaces for Helping Professions
info@hwHP.ca

With thanks to...



Workshop Overview

Module 1: Basics of Health, Wellness and Stress

- Your path to becoming a wellness leader
- Your passion and your performance
- Job demands, control and stressors
- Your Value Cycle
- Your “stressful day” and your “next day”
- The Wellness Capacity Maturity Model
- Basics of “inclusive leadership”
- Your leadership vision: A thriving agency
- Planning for Leadership Action

Module 2: Self-Care for Helping Professionals

- Self-care in Helping Professionals in Alberta
- Approaches to self-care
- Components of self-care: Self-care wheel
- Planning for self-care activities
- Work-life balance vs. work-life blending
- Planning for Leadership Action

Module 3: Building Healthy Work Relationships

- Identifying your work relationships
- Elements of a healthy work relationship
- Improving work relationships
- Resolving conflicts at work
- Planning for Leadership Action

Module 4: Making the Most of Wellness Resources

- Types of wellness resources: agency resources, benefit provider resources, educational resources, and professional resources
- Analyzing your agency resources
- Planning for Leadership Action

Module 5: Communication for Health and Wellness

- Communication in helping settings
- Storytelling and writing: shaping wellness messages
- Sharing your wellness leader story
- Communication, wellness, and leadership
- Planning for Leadership Action

Module 1 Workbook Activity

My passion: *(In a brief sentence, describe the passion you bring to your job.)*

My stressors: *(List obstacles to realizing your passion that you sometimes encounter in your job.)*

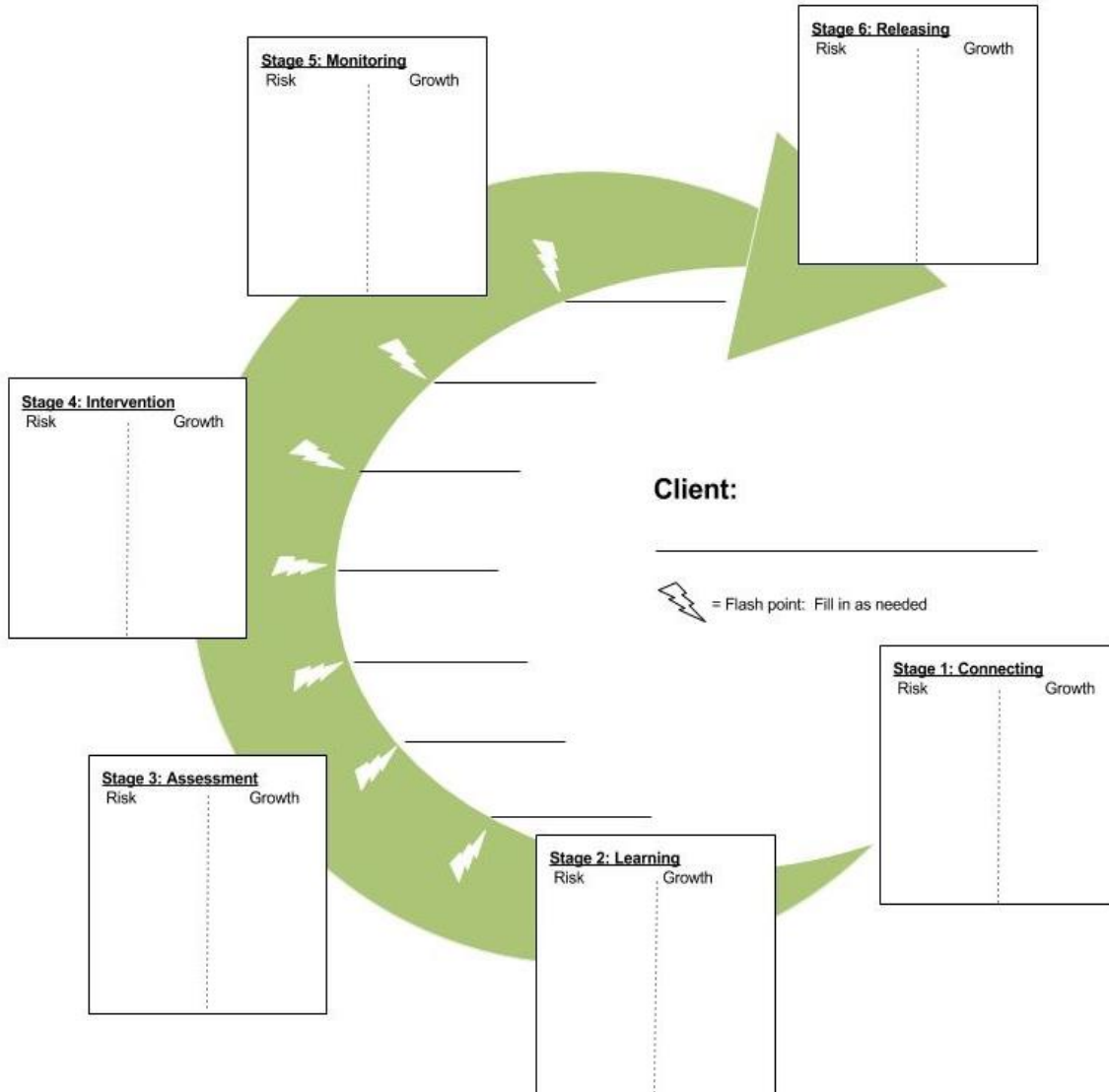
My “stressful day”: *(Use one or two stressors of your own, or that your group identified, to write a short narrative of your stressful day.)*

List of possible changes you might make: *(List one or more solutions to your stressful day.)*

My “Next day”: *(Write down some ideas as for how you might commit to making those changes.)*

My leadership vision:

Value Cycle Assessment Tool



How to use the Value Cycle Assessment Tool?

Instructions

- Identify flashpoints where you can anticipate stressful pressures.
- Identify ways to grow from stressors

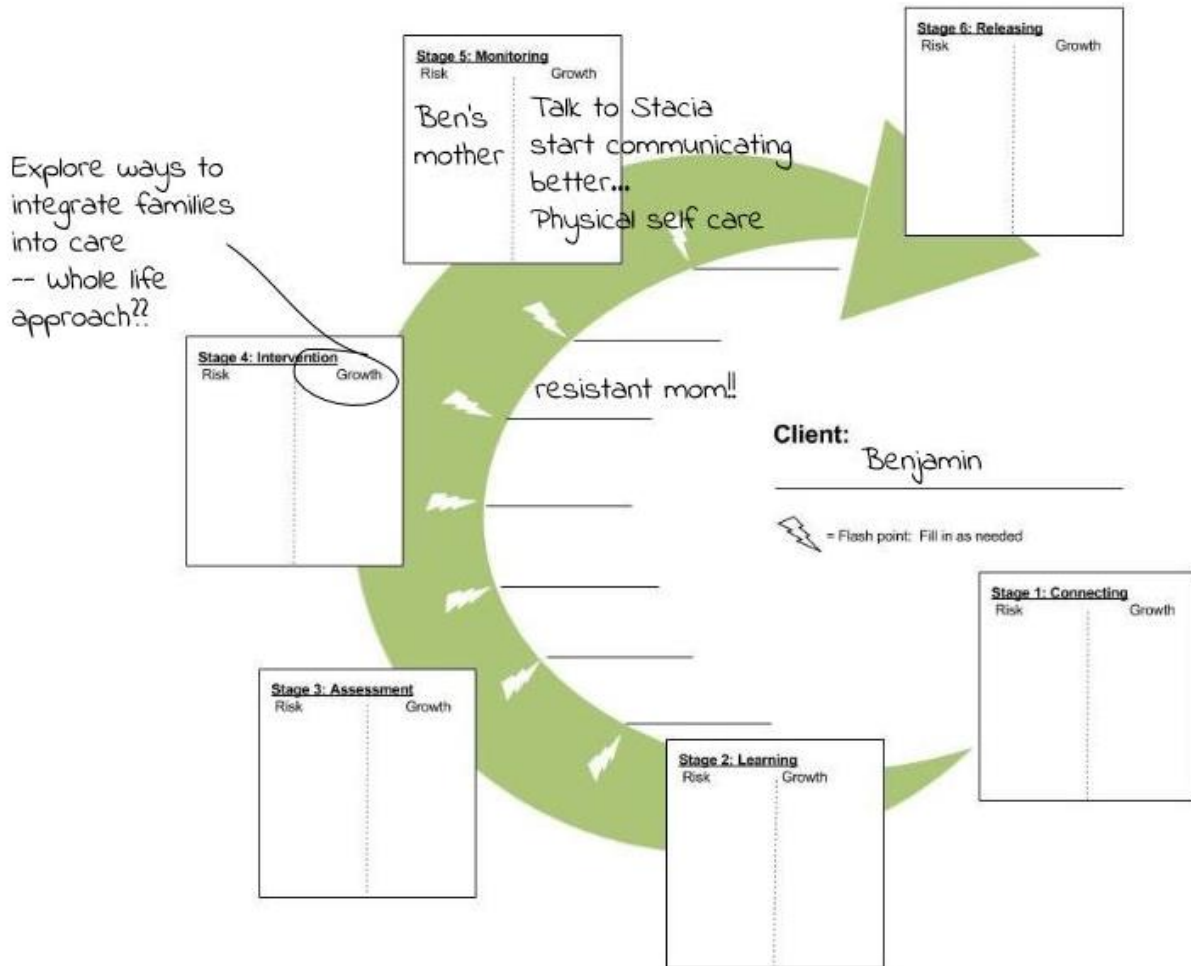
Example

Hazards/risks	Personal Growth Factors	Agency Growth Factors
<ul style="list-style-type: none"> • Potential lack of reward • Lack of discussion of key/issues • Lack of sufficient staff • Possible work/life conflict • Possible values conflict • Lack of decision-making capability • Potential put-downs, bullying, gossip • Task outside of my agency role 	<ul style="list-style-type: none"> • Rely on professional education and training • Use personal strategies to balance work/life • Use physical self-care • Use mental self-care • Use support from friends and community • Use support from co-workers • Use journaling or reflection 	<ul style="list-style-type: none"> • Exert control over my job • Schedule obligations where possible • Use agency self-care options • Use employee assistance programs • Enlist supervisory support and reflection • Increase communication • Use agency health and safety committee • Report excessive hazards • Tap into supportive culture • Get specialized training

Context

- Staff meetings
- Training
- Record keeping
- Develop personal leadership skills

Example: Kelly's Value Cycle Assessment



Components of Self-Care

1. Workplace Self-Care

This involves activities that help you to work consistently at the professional level expected of you. For example:

- Engage in regular supervision or consulting with a more experienced colleague
- Set up a peer-support group
- Be strict with boundaries between clients/students and staff
- Read professional journals
- Attend professional development programs

2. Physical Self-Care

Activities that help you to stay fit and healthy, and with enough energy to get through your work and personal commitments.

- Develop a regular sleep routine
- Aim for a healthy diet
- Take lunch breaks
- Go for a walk at lunch-time
- Take your dog for a walk after work
- Use your sick leave
- Get some exercise before/after work regularly
- Use the Balanced app to help you develop healthy habits

3. Psychological Self-Care

Activities that help you to feel clear-headed and able to intellectually engage with the professional challenges that are found in your work and personal life.

- Keep a reflective journal
- Seek and engage in external supervision or regularly consult with a more experienced colleague
- Engage with a non-work hobby
- Turn off your email and work phone outside of work hours
- Make time for relaxation
- Make time to engage with positive friends and family

4. Emotional Self-Care

Allowing yourself to safely experience your full range of emotions.

- Develop friendships that are supportive
- Write three good things that you did each day
- Play a sport and have a drink together after training
- Go to the movies or do something else you enjoy
- Keep meeting with your mothers group or other social group
- Talk to you friend about how you are coping with work and life demands

5. Spiritual Self-Care

This involves having a sense of perspective beyond the day-to-day of life.

- Engage in reflective practices like meditation
- Go on bush walks
- Go to church/mosque/temple
- Do yoga
- Reflect with a close friend for support
- Download the 1 Giant Mind app and learn mindfulness

6. Relationship Self-Care

Relationship self-care is about maintaining healthy, supportive relationships, and ensuring you have diversity in your relationships so that you are not only connected to work people.

- Prioritize close relationships in your life e.g. with partners, family and children
- Attend the special events of your family and friends
- Arrive to work and leave on time every day

Source: <http://au.professionals.reachout.com/developing-a-self-care-plan>



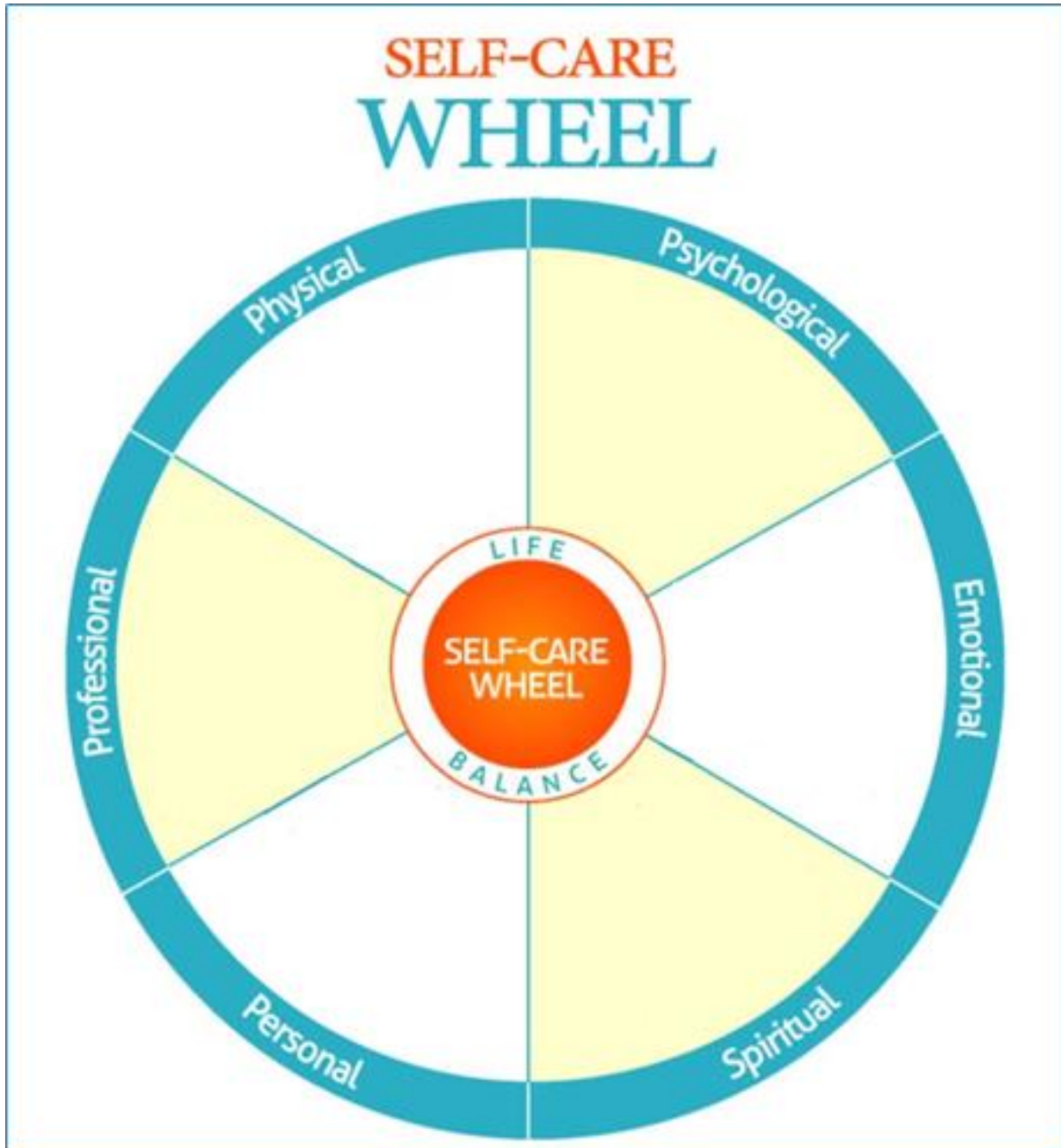
Module 2 Workbook Activity

My passion (from Module 1): _____

My stressors (from Module 1): _____

My leadership vision (from Module 1): _____

My self-care activities:



Risk Assessment for Daily Wellness

Name:		Date:	
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Today's Event (one assessment per event)

<i>What new case or event do I face today that pose potential wellness risks?</i>

Short-Term Assessment	Factors	Rating Scales 1 = low 3 = high	Risk Level 1-3	Mitigation: What I can do
Client	Known to me	Known.....Unknown		
	Adequate records	Have.....Don't have		
Support	Team	Known.....Unknown		
	Communication	Strong.....Weak		
	External	Known.....Strangers		
Time	Adequate time	Lots.....Pressed		
Process	Clear	Unknown.....Known		
	Total risk assessment	18 - 21 = High risk 13 - 17 = Medium risk 7 - 12 = Low risk	Total:	
Long Term Assessment	Factors	Rating Scales 1 = low 3 = high	Risk Level 1-3	Mitigation: What I can do
Capabilities	I have training	TonsLacking		
	My style	My zone.....not my zone		
	Learning	Potential.....no potential		
Rewards	Potential	High.....Low		
	Learning	Potential.....Low		
	Total risk assessment	12 - 15 = High risk 8 - 11 = Medium risk 4 - 7 = Low risk	Total:	

Backside: outcomes and reflection

Example: Kelly's Daily Risk Assessment

Risk Assessment for Daily Wellness				
Name:	Kelly	Date:	April 12, 2016	
Today's Event (one assessment per event)				
<i>What new case or event do I face today that pose potential wellness risks?</i> Ben				
Short-Term Assessment	Factors	Rating Scales 1 = low 3 = high	Risk Level 1-3	Mitigation: What I can do
Client	Known to me	Known.....Unknown	1	
	Adequate records	Have.....Don't have	1	
Support	Team	Known.....Unknown	2	
	Communication	Strong.....Weak	3	Talk to Stacia and fellow workers
	External	Known.....Strangers	1	
Time	Adequate time	Lots.....Pressed	2	Plan better. visit easier clients alternately.
Process	Clear	Known.....Unknown	2	
	Total risk assessment	18 - 21 = High risk 13 - 17 = Medium risk 7 - 12 = Low risk	Total: 13	
Long Term Assessment	Factors	Rating Scales 1 = low 3 = high	Risk Level 1-3	Mitigation: What I can do
Capabilities	I have training	TonsLacking	2	Learn more about the holistic approach towards disabled persons
	My style	My zone.....Not my zone	1	
	Learning	Potential.....No potential	2	Find ways to communicate better with client's family
Rewards	Potential	High.....Low	2	
	Learning	Potential.....Low	2	
	Total risk assessment	12 - 15 = High risk 8 - 11 = Medium risk 4 - 7 = Low risk	Total: 9	

Building Good Work Relationships

Defining a Good Relationship

There are several characteristics that make up good, healthy working relationships:

- **Trust** – This is the foundation of every good relationship. When you trust your team and colleagues, you form a powerful bond that helps you work and communicate more effectively. If you trust the people you work with, you can be open and honest in your thoughts and actions, and you don't have to waste time and energy "watching your back."
- **Mutual Respect** – When you respect the people that you work with, you value their input and ideas, and they value yours. Working together, you can develop solutions based on your collective insight, wisdom and creativity.
- **Mindfulness** – This means taking responsibility for your words and actions. Those who are mindful are careful and attend to what they say, and they don't let their own negative emotions impact the people around them.
- **Welcoming Diversity** – People with good relationships not only accept diverse people and opinions, but they welcome them. For instance, when your friends and colleagues offer different opinions from yours, you take the time to consider what they have to say, and factor their insights into your decision-making.
- **Open Communication** – We communicate all day, whether we're sending emails and IMs, or meeting face-to-face. The better and more effectively you communicate with those around you, the richer your relationships will be. All good relationships depend on open, honest communication.

How to Build Good Work Relationships

So, what can you do to build better relationships at work?

- **Develop Your People Skills**

Good relationships start with good people skills. They are "soft skills" such as collaboration, communication and conflict resolution.

- **Identify Your Relationship Needs**

Look at your own relationship needs. Do you know what you need from others? And do you know what they need from you?

Understanding these needs can be instrumental in building better relationships.

- **Schedule Time to Build Relationships**

Devote a portion of your day toward relationship building, even if it's just 20 minutes, perhaps broken up into five-minute segments.

For example, you could pop into someone's office during lunch, reply to people's postings on [Twitter](#) or [LinkedIn](#), or ask a colleague out for a quick cup of coffee.

These little interactions help build the foundation of a good relationship, especially if they're face-to-face.

- **Focus on Your EI**

Also, spend time developing your emotional intelligence (EI). Among other things, this is your ability to recognize your own emotions, and clearly understand what they're telling you. High EI also helps you to understand the emotions and needs of others.

- **Appreciate Others**

Show your appreciation whenever someone helps you. Everyone, from your boss to the office cleaner, wants to feel that their work is appreciated. So, genuinely compliment the people around you when they do something well. This will open the door to great work relationships.

- **Be Positive**

Focus on being positive. Positivity is attractive and contagious, and it will help strengthen your relationships with your colleagues. No one wants to be around someone who's negative all the time.

- **Manage Your Boundaries**

Make sure that you set and manage boundaries properly – all of us want to have friends at work, but, occasionally, a friendship can start to impact our jobs, especially when a friend or colleague begins to monopolize our time.

If this happens, it's important that you're assertive about your boundaries, and that you know how much time you can devote during the work day for social interactions.

- **Avoid Gossiping**

Don't gossip – office politics and "gossip" are major relationship killers at work. If you're experiencing conflict with someone in your group, talk to them directly about the problem. Gossiping about the situation with other colleagues will only exacerbate the situation, and will cause mistrust and animosity between you.

- **Listen Actively**

Practice active listening when you talk to your customers and colleagues. People respond to those who truly listen to what they have to say. Focus on listening more than you talk, and you'll quickly become known as someone who can be trusted.

Difficult Relationships

Occasionally, you'll have to work with someone you don't like, or someone that you simply can't relate to. But, for the sake of your work, it's essential you maintain a professional relationship with them.

When this happens, make an effort to get to know the person. It's likely that they know full well that the two of you aren't on the best terms, so make the first move to improve the relationship by engaging them in a genuine conversation, or by inviting them out to lunch.

While you're talking, try not to be too guarded. Ask them about their background, interests and past successes. Instead of putting energy into your differences, focus on finding things that you have in common.

Source: <https://www.mindtools.com/pages/article/good-relationships.htm>

Resolving Conflicts at Work

(From *Let's Talk: A Guide to Resolving Workplace Conflicts*. Government of Alberta, Human Services. <https://alis.alberta.ca/pdf/cshop/letstalk.pdf>)

Take a look at the six steps of issue-based problem-solving and see how you could use it in your workplace.

1. Explore issues

An issue is a problem that needs to be solved—the topic or subject you need to talk about. When you're exploring issues, keep the following things in mind:

- Separate the people from the problem.
 - Set aside your judgments about people.
 - Consider what the person has to say, not how you feel about him or her.
- Identify the issues by using concrete examples.
 - Take note of who is involved, when and where the problem happens, how often it happens, and so on.
- Take time to explore the issues. Ask the following questions:
 - Is everything out in the open? Do we have all the details?
 - Do we agree on what we need to talk about?
 - Do we understand how the issues affect others?

2. Understand interests

People's interests in an issue are the reasons why they care about it—the needs, fears, wants and concerns they experience about the issue and its impact. Every person with a well-founded concern has an interest in the issue.

To understand people's interests listen for what they need (their interests), not what they say they want (their positions). The best solution to the problem is the one that satisfies the most interests.

- Ask open-ended questions that can't be answered with a simple "yes" or "no."
 - What's important about the issue?
 - Why do people take specific positions or have specific points of view?
- Share your own interests in the issue.
 - What's important to you and why?
- Dig deeper to understand fears and concerns.
- Look at what people need, not at what they have.
- Focus on areas of common ground without losing sight of different, separate or opposing interests.

3. Develop options

An option is a possible solution to a conflict that satisfies both the shared and separate interests of the people involved. Work with everyone involved to come up with as many options as possible:

- Brainstorm. Ask for ideas and write all of them down.
- Don't judge any option until you run out of ideas.
- Relate each option to the issue to make sure it's a workable solution.
- Merge similar or related options.

4. Choose a solution

A solution is an option that resolves the issue by meeting the interests of the people concerned. An effective solution is a simple, efficient, affordable, acceptable, flexible and legal answer to the problem.

Choose a solution using a process that lets you measure or compare the options. Compare all of the options using the same process.

Use a three-cut method to help you compare options:

- First cut—interests: Does this option meet everyone's interests?
- Second cut—resources: Do we have the resources to support this option?
- Third cut—saleability: Can we sell this option to people not involved in the process? Who needs to support this option?

5. Implement the solution

Prepare a plan. Decide:

- what needs to be done
- who will do it
- how they'll do it
- when it will begin
- when it will be completed
- what special steps or checkpoints need to be included.

6. Evaluate the outcomes

Measure the success of your plan to decide if your solution is working. Ask the following questions:

- What will we measure?
- Who will do the measuring?
- How will we share the information?
- What will we do to fix the situation if the solution isn't a success?

Module 3 Workbook Activity

How can I improve my work relationships?

How can I **communicate** better?

How can I make my relationships more **trusting**?

How can I make my relationships more **mutual respectful**?

How can I make my relationships more **mindful**?

How can **diversity** strengthen my work relationships?

Good Work Relationships

Wellness Resources

Resources for Agency Support

Guarding Minds @ Work

<http://www.guardingmindsatwork.ca>

Guarding Minds @ Work (www.guardingmindsatwork.ca) is a valuable resource site for employers concerned about the psychological safety of their workforce. The site provides practical, user friendly assessment tools, including an organizational audit and an online survey to measure psychological safety and health in the workplace through 12 risk factors (including psychological support and protection, workload management, work/life balance and more).

Canadian Centre for Occupational Health and Safety

https://www.ccohs.ca/oshanswers/psychosocial/wellness_program.html

This section covers issues dealing with stress and its causes and effects. It include topics on harassment (sexual, personal, etc.), posttraumatic stress disorder, absenteeism, burnout, substance and alcohol abuse, workplace violence and many other topics. It also includes steps on how to develop a workplace wellness program.

Employee Assistance Programs

<http://www.ccohs.ca/oshanswers/hsprograms/eap.html>

Mental Health Commission of Canada

<http://www.mentalhealthcommission.ca/English/issues/workplace/nationalstandard>

National Standards of Canada for psychological health and safety in the workplace

Health Canada- How Job Demands and Control Over Work May Affect Your Well-being

<http://www.hcsc.gc.ca/ewhsemt/pubs/occuptravail/affecteffet/indexeng.php>

Benefits Provider Resources

Shepell

<https://www.shepell.com/enca/>

Alberta College of Social Workers Insurance Program

<http://www.acsw.ab.ca/site/insurance>

Educational Resources

University of Alberta, School of Public Health

<https://www.ualberta.ca/publichealth/programs/professionaldevelopment>

Canada's Higher Education and Career Guide

<http://www.canadianuniversities.net/index.html>

Professional Resources

Alberta College of Social Workers

<http://www.acsw.ab.ca/site/advocacypublications/advocacy?nav=sidebar>

ACSW supports social workers through committee structures, annual conference, publications and special initiatives

ALIGN Association of Community Services

<http://www.aascf.com/>

ALIGN provides a range of resources and training events for agencies serving vulnerable families, children and youth in Alberta.

Notes

Module 4 Workbook Activity

List resources available at your agency

Guidelines for Writing a *Wellness Leader* Story

A good “*wellness leader*” story is about a discovery or realization you had in your work that illustrates how you stay healthy--dealing with stress--in your work. It is a story you can share with others as a helpful example. Often a “bad day” story is a good place to start. Imagine the *next day*...

Not all kinds of stories are appropriate for telling your personal realization.

Great subjects:

- “Ah-hah” I get it, finally, after banging my head against the wall.
- “Problem solved.” I couldn’t see how I could do it, but then I found the determination in myself.
- “Eureka!” I figured out how to do my job.
- “This was my transformation.” I changed my attitude or outlook and my whole job got easier.

Not so good subjects:

- “I hate my job.” Rants about working in a dysfunctional environment or with dysfunctional clients, bosses, or coworkers.
- “I make a difference.” Stories about successful interventions or practice.
- “Things got better.” Stories about resolutions that were not the direct result of the participant’s effort at understanding.
- “It all started when I was 10...” Life stories of career changes and choices.
- “She finally started to fit in.” Stories about other people.

Ever had a really bad day? Think about your work and a time when you were feeling frustrated because the demands of the job seemed beyond you. Then think about how you resolved the problem, found your personal capability, and came to the conclusion that you belonged in that job. This is your “I get this job” moment. Such a story may begin with a rant, and it may end with a sense of making a difference, but it is much more about you and how you realized that you fit in.

You should be prepared to share this kind of story with others, and to gently nudge them into the groove of their personal success. Remember, “A candle loses nothing by lighting another candle.”

Module 5 Workbook Activity

My Wellness Leadership Story: What I do to stay healthy at work.

How I understand stress and hazards in my work	How I take care of myself	How I build good work relationships	How I use agency resources to stay health

My Wellness Leader Story Sharing Plan

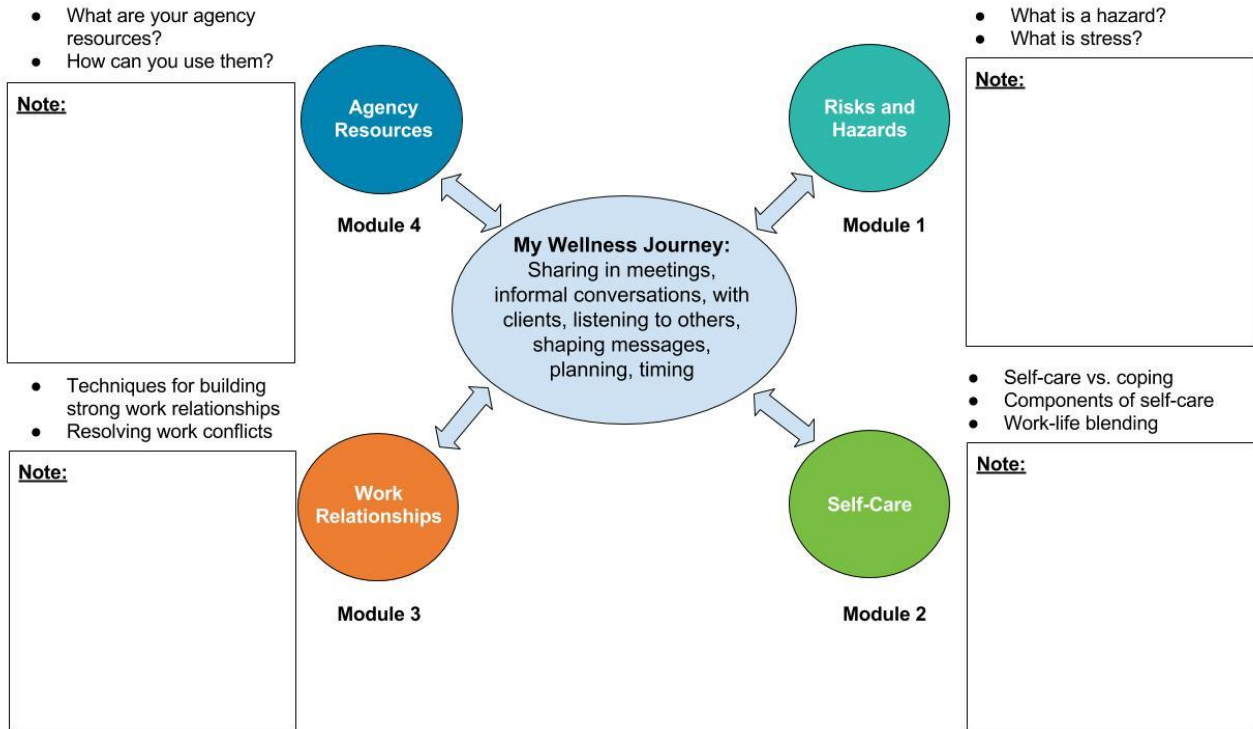
Story title: _____

Author: _____

Who will I share my story with?	What is your key message?	Where will I share my story?	When will I share my story?
<input type="checkbox"/> Co-workers <input type="checkbox"/> Supervisor <input type="checkbox"/> Family <input type="checkbox"/> Other:	<input type="checkbox"/> Social supports <input type="checkbox"/> Self-care <input type="checkbox"/> Change of thought patterns <input type="checkbox"/> New practices <input type="checkbox"/> New accountabilities <input type="checkbox"/> Change in workplace culture <input type="checkbox"/> Life-long learning <input type="checkbox"/> Value messages Jot the message down here:	<input type="checkbox"/> Staff room <input type="checkbox"/> Health & Safety meeting <input type="checkbox"/> Staff meeting <input type="checkbox"/> Face-to-face <input type="checkbox"/> Note <input type="checkbox"/> Email <input type="checkbox"/> Facebook <input type="checkbox"/> Twitter <input type="checkbox"/> Phone message <input type="checkbox"/> Journal <input type="checkbox"/> Newsletter <input type="checkbox"/> Other:	<input type="checkbox"/> ASAP <input type="checkbox"/> Anytime <input type="checkbox"/> Occasion: Notes:
<input type="checkbox"/> Co-workers <input type="checkbox"/> Supervisor <input type="checkbox"/> Family <input type="checkbox"/> Other:	<input type="checkbox"/> Social supports <input type="checkbox"/> Self-care <input type="checkbox"/> Change of thought patterns <input type="checkbox"/> New practices <input type="checkbox"/> New accountabilities <input type="checkbox"/> Change in workplace culture <input type="checkbox"/> Life-long learning <input type="checkbox"/> Value messages Jot the message down here:	<input type="checkbox"/> Staff room <input type="checkbox"/> Health & Safety meeting <input type="checkbox"/> Staff meeting <input type="checkbox"/> Face-to-face <input type="checkbox"/> Note <input type="checkbox"/> Email <input type="checkbox"/> Facebook <input type="checkbox"/> Twitter <input type="checkbox"/> Phone message <input type="checkbox"/> Journal <input type="checkbox"/> Newsletter <input type="checkbox"/> Other:	<input type="checkbox"/> ASAP <input type="checkbox"/> Anytime <input type="checkbox"/> Occasion: <hr/> Notes:
<input type="checkbox"/> Co-workers <input type="checkbox"/> Supervisor <input type="checkbox"/> Family <input type="checkbox"/> Other:	<input type="checkbox"/> Social supports <input type="checkbox"/> Self-care <input type="checkbox"/> Change of thought patterns <input type="checkbox"/> New practices <input type="checkbox"/> New accountabilities <input type="checkbox"/> Change in workplace culture <input type="checkbox"/> Life-long learning <input type="checkbox"/> Value messages Jot the message down here:	<input type="checkbox"/> Staff room <input type="checkbox"/> Health & Safety meeting <input type="checkbox"/> Staff meeting <input type="checkbox"/> Face-to-face <input type="checkbox"/> Note <input type="checkbox"/> Email <input type="checkbox"/> Facebook <input type="checkbox"/> Twitter <input type="checkbox"/> Phone message <input type="checkbox"/> Journal <input type="checkbox"/> Newsletter <input type="checkbox"/> Other:	<input type="checkbox"/> ASAP <input type="checkbox"/> Anytime <input type="checkbox"/> Occasion: <hr/> Notes:

Communication, Wellness, and Leadership

What have I learned today?



Leadership Action Planning Worksheet

My passion: _____

My stressors: _____

My leadership vision: _____

Module Learning	What will you share? (What will be your message?)	With whom will you share?	How will you share? (Conversation, staff meeting, reports, social media?)
Basics of Health, Wellness and Stress			
Self-Care for Helping Professionals			
Build Good Work Relationships			
Making the Most of Wellness Resources			
Communication for Health and Wellness			