

WORKFORCE WELLNESS

Employee Well-being Feedback Loops



School
of Social Work
PORTLAND STATE UNIVERSITY



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- Use the chat for questions or comments.
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- Confidentiality
- Active Listening
- Respectful Communication
- Non-judgement
- Safety

DISCLAIMER :

- People are dynamic and each person's life experience, individual, and collective coping strategies are unique. What's shared during these training discussions are solely for informational purposes and not meant to change or supersede policies and procedures of your agency/ organization requires of you.
- What is shared is not meant to be therapeutic intervention or prevention methods, but consist of information obtained through academic resources, past professional experiences, aspects of evidence based TI-theory, and general lived experience.

Employee Well-being Feedback Loops

Presented by
Christy da Rosa, LCSW





Regulate



Relate



Reason



REGULATE:

GROUNDING MOMENT

Grounding techniques are a way of connecting to the body, mind, and environment to help support a person in the present moment. These techniques can be used to reduce stress or to help a person self-regulate.

TAKE
CARE
OF
YOU



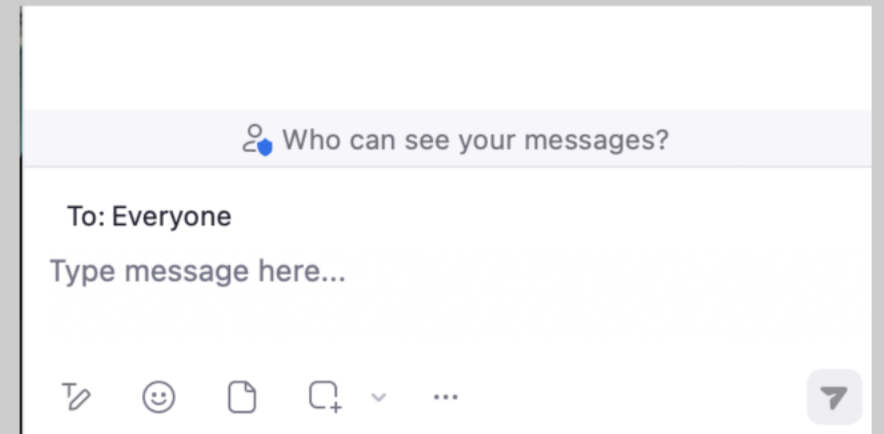
RELATE:

Poll Questions

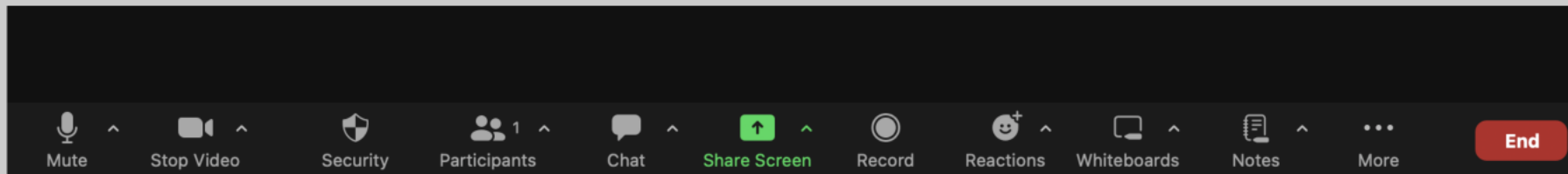


How to Emoji

- In the chat box



- As a "reaction"



Why?



- We want to hear from you
- There are a lot of y'all
- This is one way we can **model creating connection** virtually

Prompts for Engagement



Polls



**GROUP
WORK ***



CHAT

Prompts for Engagement



Polls



**GROUP *
WORK**



CHAT

**Participation is not required and you are welcomed to stay in the main room if you are not feeling it today.*

REASON:

Today's focus

- Introduction of Key Considerations & Discussion
- Intra/Inter/Org. Application
- How does it connect to trauma-informed practice?

TRAUMA INFORMED CARE

“A **program, organization, or system** that is trauma-informed:

- **Realizes** the widespread impact of trauma and understands the multiple paths for recovery;
- **Recognizes** the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
- **Responds** by fully integrating knowledge about trauma into policies, procedures, and practices;
- Seeks to actively **resist re-traumatization.**”

- Substance Abuse & Mental Health Service Administration (SAMHSA)

Why?

*Employee well-being needs can **differ** greatly depending on the organization, sector, location, and employee identities.*

*Evaluating workforce well-being initiatives can provide useful insights into the **effectiveness** of these initiatives and **highlight areas where toxic stress occurs.***

Key Considerations

- What methodology?
- What method?
- What's missing?

Feedback
→ TIME →

Quantitative Data

Numerical Data - Helps assess trends and patterns.

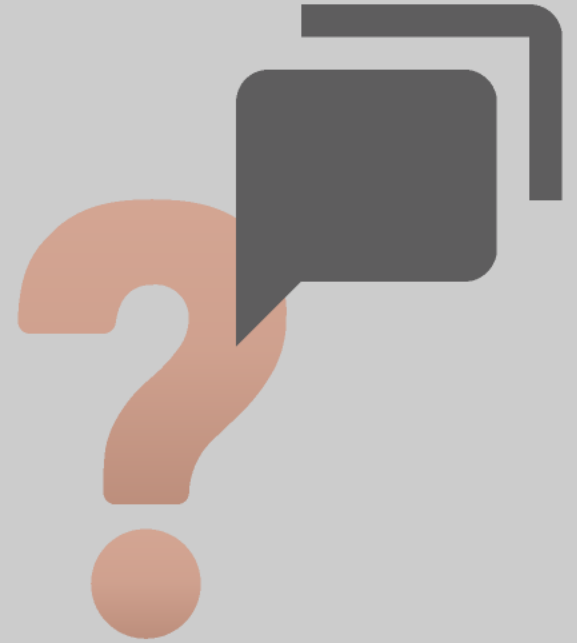
Data Collection Methods - Closed-question surveys, employee patterns



Qualitative Data

Narrative Data - Helps assess lived experience and perspectives

Data Collection Methods - Open-ended question surveys, interviews, focus groups



Different Data, Different Uses



- Improve validity and credibility
- Balance out limitations
- Obtain richer data
- Provide a fuller picture

Let's say you have both methodologies...

*Why might employees
still not give feedback?*



This can happen when...

- I don't think my organization will listen to my feedback.
- I don't know what my organization does with my feedback.
- If I give negative feedback, my organization won't offer workforce well-being activities again.

This can happen when...

- I don't think my organization will listen to my feedback.
There is a lack of collaboration.
- I don't know what my organization does with my feedback.
- If I give negative feedback, my organization won't offer workforce well-being activities again.

This can happen when...

- I don't think my organization will listen to my feedback.
There is a lack of collaboration.
- I don't know what my organization does with my feedback.
There is a lack of transparency.
- If I give negative feedback, my organization won't offer workforce well-being activities again.

This can happen when...

- I don't think my organization will listen to my feedback.
There is a lack of collaboration.
- I don't know what my organization does with my feedback.
There is a lack of transparency.
- If I give negative feedback, my organization won't offer workforce well-being activities again.
There is a lack of safety.

How might a history of trauma, adversity, or chronic stress impact evaluation participation?



History of Trauma

People with a history of trauma, adversity, or chronic stress may not participate in evaluations because of **power imbalances, distrust, past responses to feedback, and survey fatigue.**





A Culture of Feedback

A culture of well-being must be ongoing, not static.

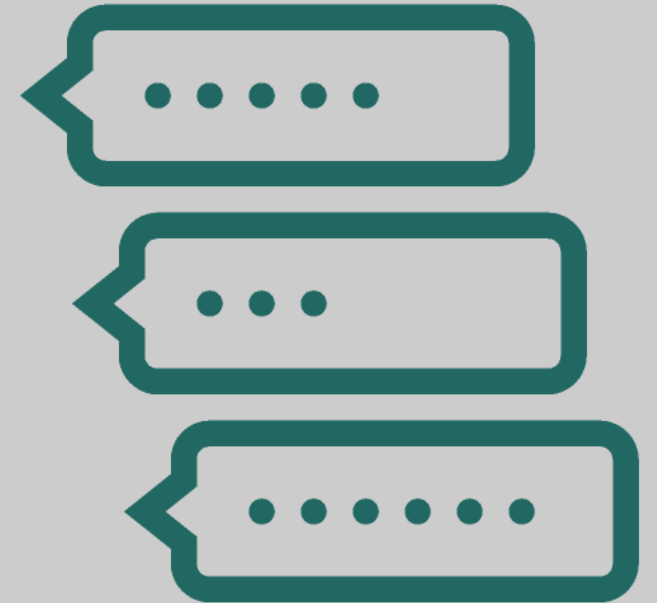
Feedback should be a two-way street, with both organizational leadership and staff actively participating. When well-being becomes a collective work, continuous improvement becomes a shared responsibility.



A Culture of Feedback

Ongoing Improvement: Well-being initiatives must be a continuous process. Well-being isn't static; it evolves over time.

Integrating Feedback into Policies & Procedures: Feedback should be integrated into the fabric of well-being initiatives and the entire culture of an organization. This includes adapting policies, procedures, and programs based on feedback. The goal is to ensure that well-being efforts remain aligned with the evolving needs and aspirations of the community.



REFLECTION



**What is needed to support
a Culture of Feedback?**

REFLECTION



**What is needed to support
a Culture of Feedback?**

**Participation is not required and you are welcomed to stay in the main room if you are not feeling it today.*

Prompts for Awareness

What does a culture of feedback look like:



• **intrapersonally?**



• **interpersonally?**



• **organizationally?**

Intrapersonal

: occurring within the individual mind or self.





Intrapersonal Metric Examples:

- **PTO** - When was the last time I took a day off? How much, how often, and when do I take time off?
- **SATISFACTION** - When, how often, and why do I or don't I feel a sense of pleasure and fulfillment from my job?
- **CONNECTION** - Who do I feel connected to in my workplace? Why is that?
- **TRUST** - Do I trust that my organization has my best interests in mind?

Interpersonal

: being, relating to, or involving relations between persons.





Team Metric Examples:

- **COLLABORATION** - Do we work well together? Can we depend on each other? Are we flexible and open to different perspectives?
- **COMMUNICATION** - Are our intentions, roles, and responsibilities clear?
- **ACCOUNTABILITY** - How comfortable are we with discomfort? Do we know how to navigate conflict? Can everyone take ownership of mistakes safely?
- **VALUE:** Does everyone feel that they have a role to play? Is everyone's work seen and appreciated?

Organizational

: relating to an organization or the way it is set up.



- Policy
- Procedure
- Practice



Organizational Metric Examples

- **STAFF PATTERNS** - Workplace outcomes associated with well-being include employee/compassion satisfaction, absenteeism, presenteeism, PTO usage, overall productivity, burnout, motivation, and retention rates.
- **RELEVANCY** - Is my WW initiative relevant to staff chronic stress, identities, and capacity? How do I know?
- **SATISFACTION** - Do staff enjoy what WW are offered?
- **AVAILABILITY** - How many people attended or are using my WW practices? How is participation protected?

**What are other ways you think
Workforce Well-being can be
evaluated?**



Connecting Trauma Informed Care to Evaluation

Six Principles of TIC

The six key principles fundamental to a trauma-informed approach include:

- 1. Safety**
- 2. Trustworthiness & Transparency**
- 3. Peer Support**
- 4. Collaboration & Mutuality**
- 5. Voice & Choice**
- 6. Cultural, Historical, & Gender Responsiveness**

TI Principle Tips:

1. Safety

- **Emotional Safety:** Employees are able to give feedback without fear of retaliation. Feedback is valued, taken seriously, and respected. Avoid questions that could be perceived as invasive or judgmental.

2. Trustworthiness & Transparency

- **Feedback Outcomes:** Employees know the outcome of their feedback (e.g., a summarized report, identified changes because of feedback). Employees know why feedback is being asked, how the data will be used, and who will have access to it. Provide timelines for when employees can expect results or follow-up actions.

TI Principle Tips:

3. Peer Support

- **Collaborative Learning:** Employees with lived experiences are invited into developing feedback processes and regularly reviewing WW revisions as a result of staff feedback.

4. Collaboration & Mutuality

- **Collective Voices:** Staff feedback is cumulatively and regularly reviewed. WW initiatives are regularly updated based on this feedback. Employees are given the option to receive follow-up or to contribute to decision-making processes regarding evaluation outcomes.

TI Principle Tips:

5. Voice & Choice

- **Multiple Methods:** Employees have different methods to provide feedback which include data collection methods and different levels of confidentiality (e.g., anonymous, to a supervisor, in a group, to a third-party reviewer).

6. Cultural, Historical, & Gender Responsiveness

- **Inclusivity:** Feedback metrics include inclusivity and identity relevance for WW offerings. Feedback processes consider historical and social power imbalances in the workplace and how the processes reinforce or resist these dynamics.

Thank you!



Exit Survey!

References & Resources

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