

# Healthy People, Healthy Organizations Building Toward the New Normal April 28, 2020



- Please mute yourself.
- When speaking, unmute yourself using
  - On your phone it's \*6
  - On RingCentral click the microphone icon.
- Use the chat feature to send comments or questions at any time.

1. Share a model of health based on the relationship among control, demands, and support on the job
2. Notice aspects of the model that current conditions have amplified
3. Connect what you can do now with (re)building stronger shared ownership in its largest sense

# Breakout Room: Check-Ins



In your breakout room, quickly introduce yourself.



Briefly describe how you are thinking about safety/health and sustaining your organization.



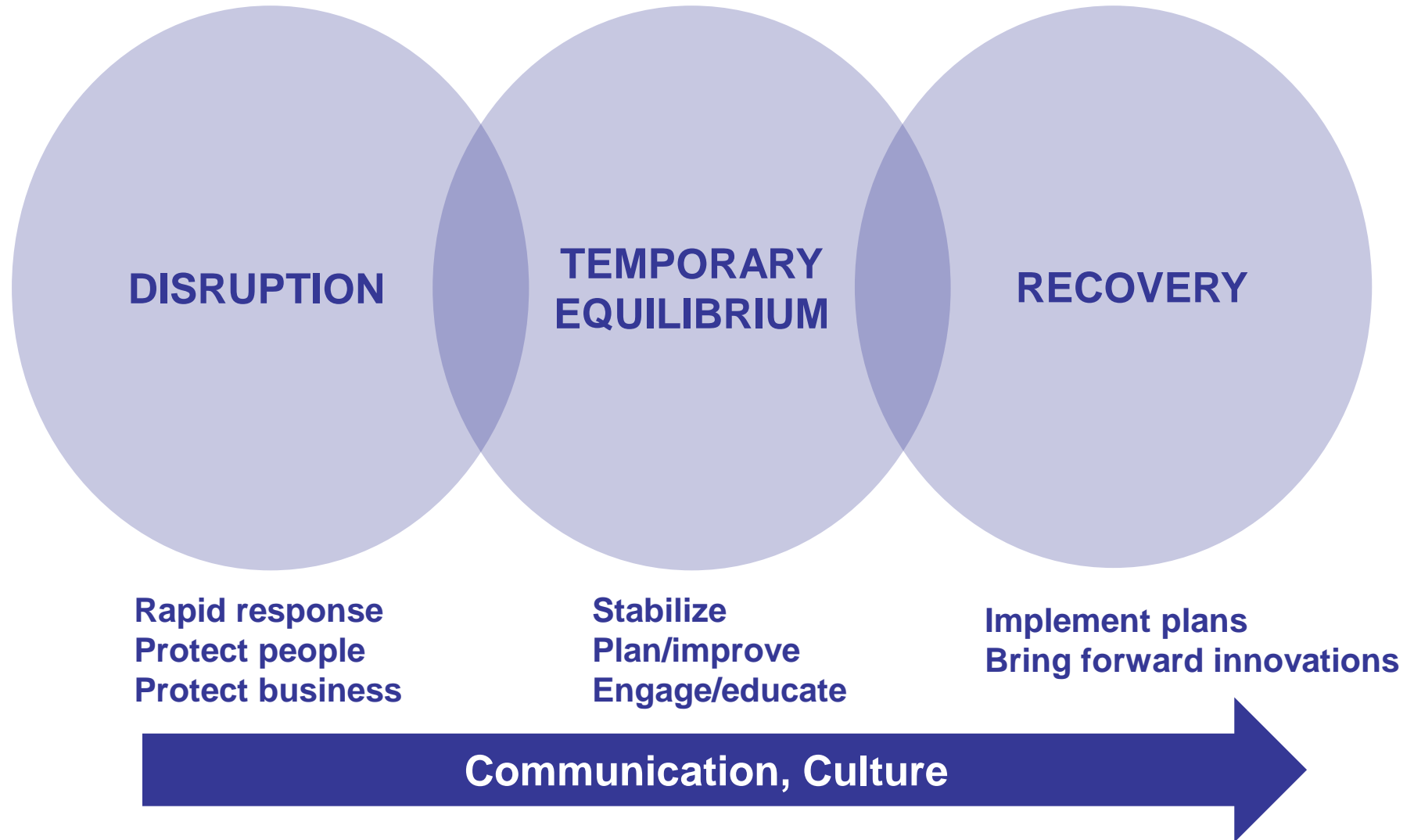
What seems most challenging right now?

# Chat Box Report Out

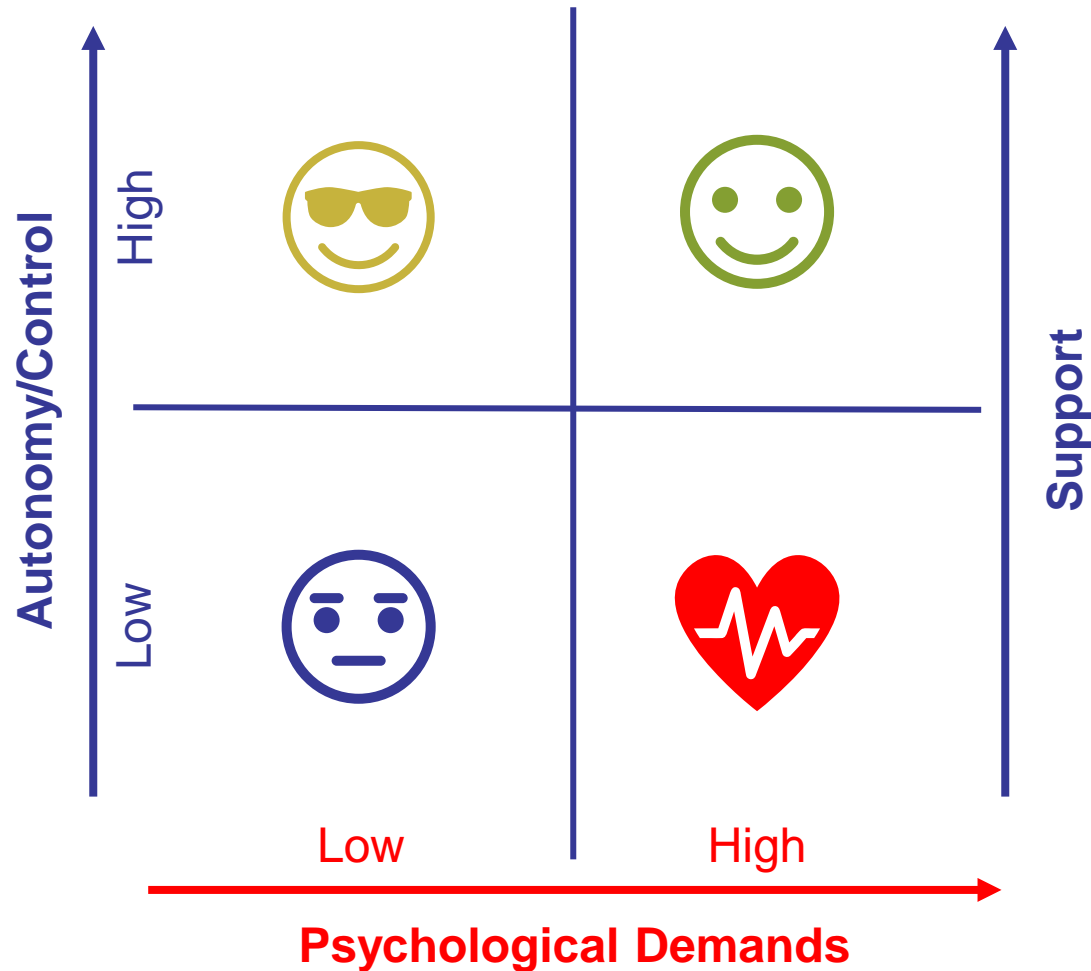


1. Type in a few words about safety/health concerns right now.
2. Type in a few words about sustaining the business concerns right now.
3. Type if a few words about what about doing the work is most challenging.

# Crisis Framework: 3 Organizational Phases

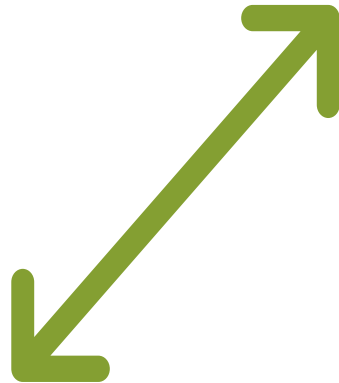


# Job Demand-Control-Support



## Key questions:

- What are new or more pronounced demands in current conditions?





## Key questions:

- Where do people currently have control over their work (priorities, how to do it, when, how quickly, etc.)?



## Key questions:

- What are current sources of individual and collective support? (Consider policies, leadership, encouraging peer networks.)





## Reduce Job Demands

Establish shared norms to minimize demands

Reduce pressure to multi-task

Improve processes to reduce strain

Provide more *time* to accomplish tasks when possible

## Enhance Support

Spend more time coaching subordinates

Strengthen social networks at work

Increase listening and empathy

## Increase Autonomy

Allow employees more control over *how* to accomplish a task (skill decision authority, self-managed teams)

Allow employees more control over *what* tasks to accomplish (self-directed teams)

Increase skills

Provide employees opportunity to redesign processes, jobs

# Breakout Room: Discussion



- Share examples of what you are already doing across demand, control and support.
- What temporary adaptations now might become permanent part of healthy, productive workplaces in the “new normal”?

# Thanks for joining



- We will be sending out the slides and resources handout from this webinar this afternoon.
- Please visit our [COVID-19 resources](#) on our website. They are updated regularly.
- Join us at a future webinar.