

HEALING WORK HURTS

THE HURTS, THE IMPACTS, AND THE SOLUTIONS



79% of people who
quit their jobs said
that lack of
appreciation was a
major reason.

OC TANNER

65% of Americans
said they weren't
recognized even
once last year.

OC TANNER

60% employees are
more motivated by
recognition than
money.

OGOLEAD

72% of employers
listed stress as the
top issue negatively
impacting
productivity.

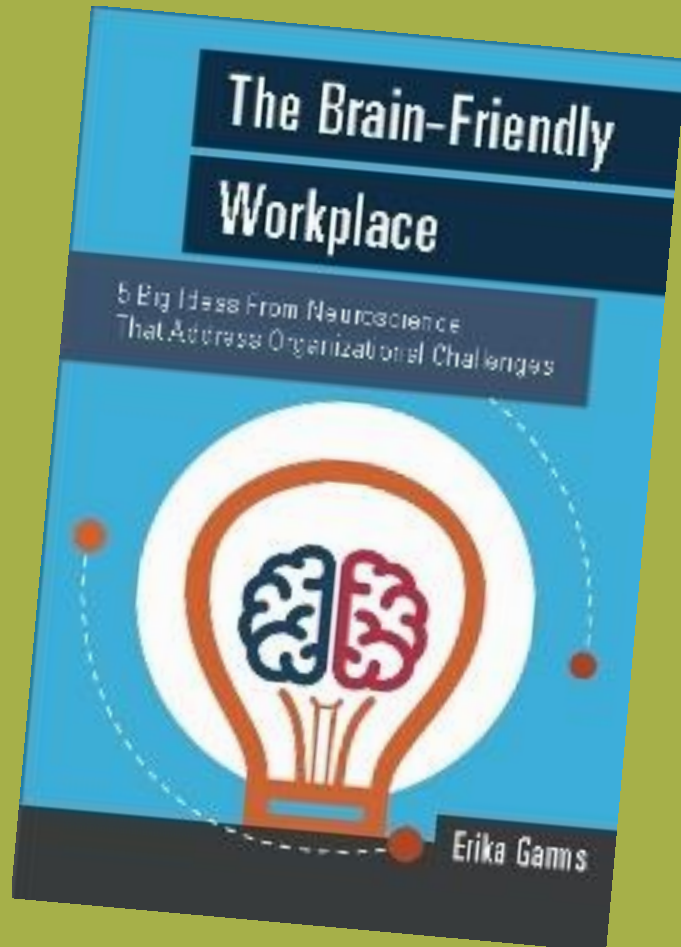
WORKPLACE WELLNESS TRENDS,
2019

Employee burnout is
now recognized as a
widespread and
legitimate medical
diagnosis.

WORLD HEALTH ORGANIZATION

HERE'S WHO I AM

- CEO, WorkingSmarts, Inc.
- Organization development consultant and strategist
- Professional speaker
- Author, *The Brain-Friendly Workplace* and upcoming *ManagementSmarts*



DR. ERIKA GARMS
CEO & Founder

WHAT WE DO

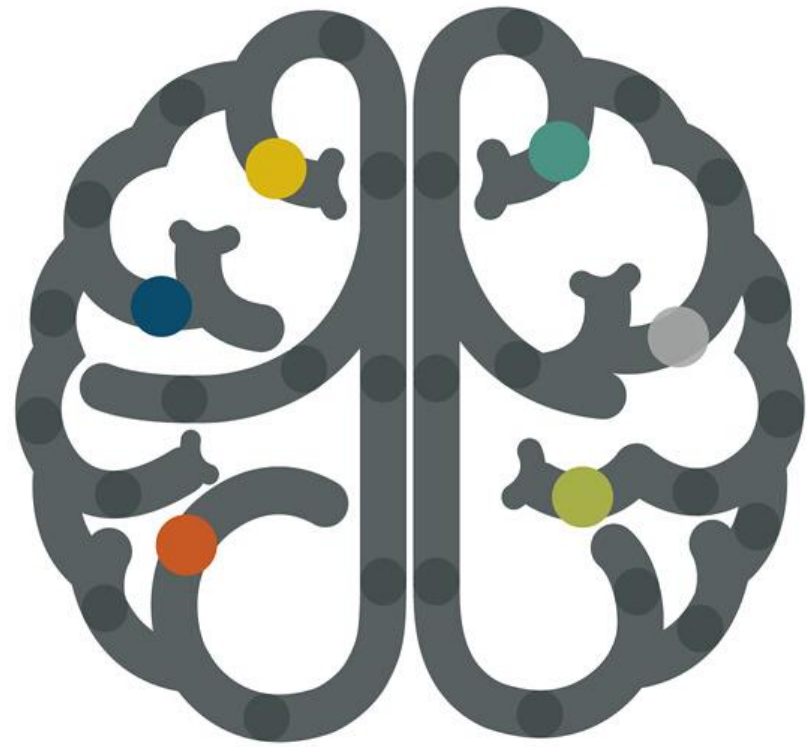
We build
healthy and high-performing
workplaces through
fresh, research-based practices



WHAT WE DO

- Management & leadership development programs
- Live and online accelerated learning programs
- Management/executive coaching
- **Consulting:** change, organization development & performance
- Keynotes, retreats around these topics

WHAT WE DO



The
**Brain-Friendly
Workplace™**

*Transformation through
simple neuroscience*



WHAT WE DO

Build healthy and high-performing
workplaces

fresh, research-based practices

The logo for Working Smarts is located in a dark blue rectangular box. It features the word "WORKING" in white, with a stylized atom symbol (a central dot with three elliptical orbits) replacing the letter "O". Below "WORKING" is the word "SMARTS" in white. To the right of "SMARTS" is the tagline "SMART. RESULTS. NOW." in a smaller, yellow, sans-serif font.

WORKING
SMARTS SMART. RESULTS. NOW.

WORK HURTS

Firing, demotion, devaluing,
underappreciating, ignoring,
bullying, losing trust, being
misjudged, misunderstood, not
developed or challenged



the
heal WORK
HURTS™

P R O J E C T

WHAT'S THE PROBLEM?

BURNOUT

IS BLAMED FOR ABOUT HALF
OF EMPLOYEE TURNOVER



WHAT'S THE PROBLEM?

TURNOVER =

LOST PRODUCTIVITY

MORALE DIPS

HIGH COST



WHAT'S THE PROBLEM?

LACK OF TREATMENT

COSTS ORGANIZATIONS IN
PRODUCTIVITY AND INCREASED USE
OF MEDICAL SERVICES



WHAT'S THE PROBLEM?

INSUFFICIENT OR
UNUSED SERVICES =

LOST PRODUCTIVITY

MORALE DIPS

TURNOVER

CO-OCCURRING MEDICAL
PROBLEMS

HIGH COST



WHAT'S THE PROBLEM?

CULTURE IS PART OF THE PROBLEM

6 KEY COMPONENTS TO HEALTHY
WORKPLACE CULTURE CANNOT BE
IGNORED



6 KEY COMPONENTS TO
HEALTHY WORKPLACE
CULTURE CANNOT BE
IGNORED:

Workload

Control

Reward

Community

Fairness

Values


(Maslach)

WHAT'S THE PROBLEM?

UNHEALTHY WORKPLACE
CULTURE =

MORALE DIPS
RISING MEDICAL COSTS, LEAVE
USE
TROUBLE RECRUITING/ RETAINING
SLIPPING ORGANIZATIONAL
PERFORMANCE



The image features two large, abstract, organic shapes in the left margin. The top-left shape is a gradient of dark purple and brown. The bottom-left shape is a solid orange. The main text is positioned to the right of these shapes.

**30-40% employees
experience mental
health and/or
substance use
disorders**

WHAT DO WE KNOW?

80% U.S. EMPLOYERS SPONSOR MENTAL HEALTH BENEFITS

3-5% OF TOTAL HEALTH CARE
BENEFIT COSTS



WHAT DO WE KNOW?

**65 - 80% OF THOSE WITH
MENTAL DISORDERS WILL
IMPROVE**

WITH APPROPRIATE DIAGNOSIS,
TREATMENT, AND MONITORING



WHAT DO WE KNOW?

PROVIDING MENTAL HEALTH TREATMENT OFFSETS MEDICAL CARE SERVICES & COSTS

CLEAR COST BENEFIT FOR
TREATMENT-- IN DIRECT AND
INDIRECT COSTS



WHAT'S EMERGING?

HOLISTIC APPROACH

5 DIMENSIONS OF WELL-BEING



WHAT'S EMERGING?

5 DIMENSIONS OF WELLBEING:

PHYSICAL
SOCIAL
FINANCIAL
COMMUNITY
MENTAL



WHAT'S MISSING?

VARIETY OF RESEARCH-BASED SUPPORT SERVICES

THE MORE, THE BETTER



WHAT'S MISSING?

RESTORATION IN COMMUNITY

POSITIVELY-FRAMED, NOT
ISOLATING OR STIGMATIZING



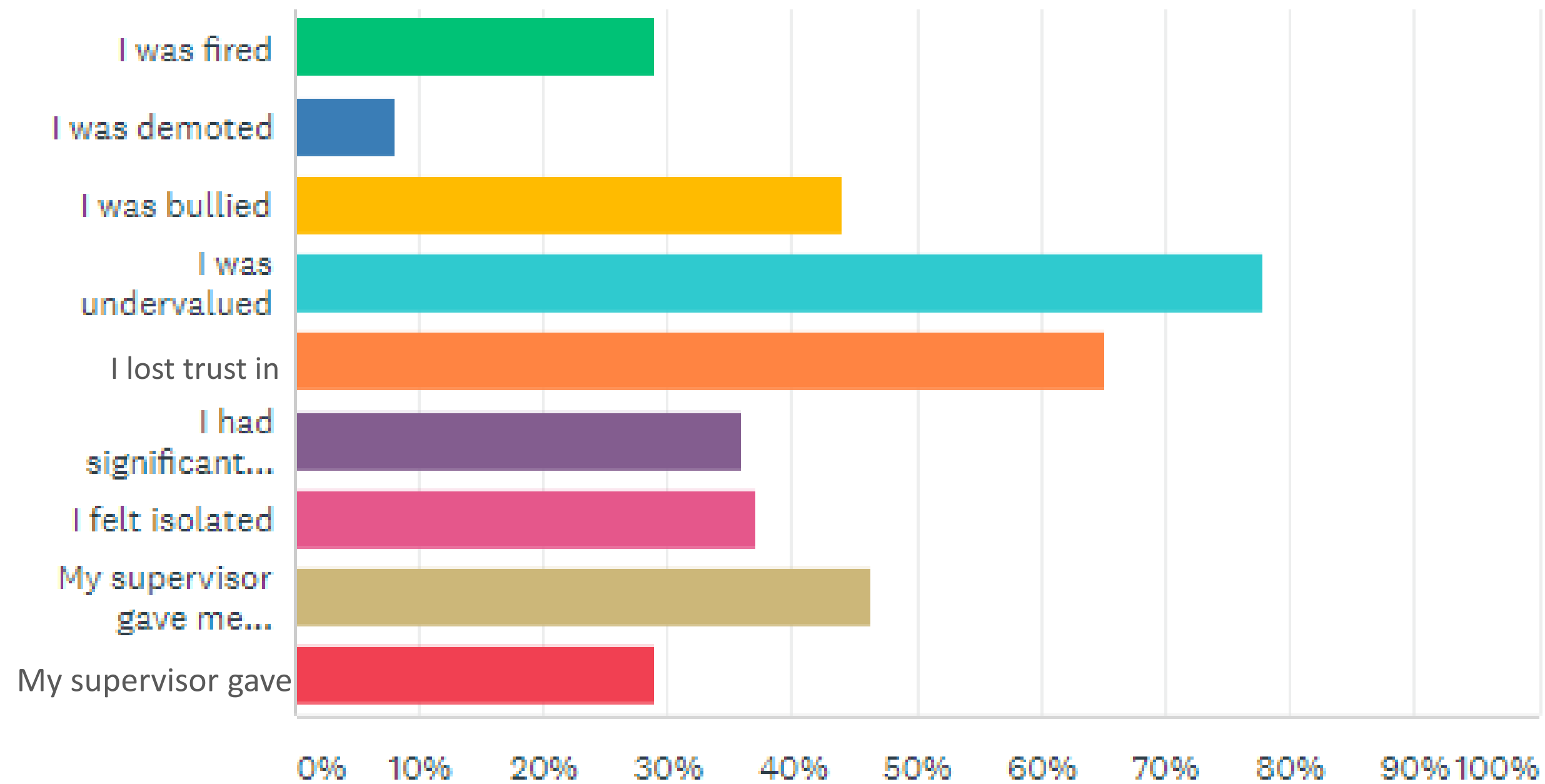


the
heal **WORK**
HURTS™

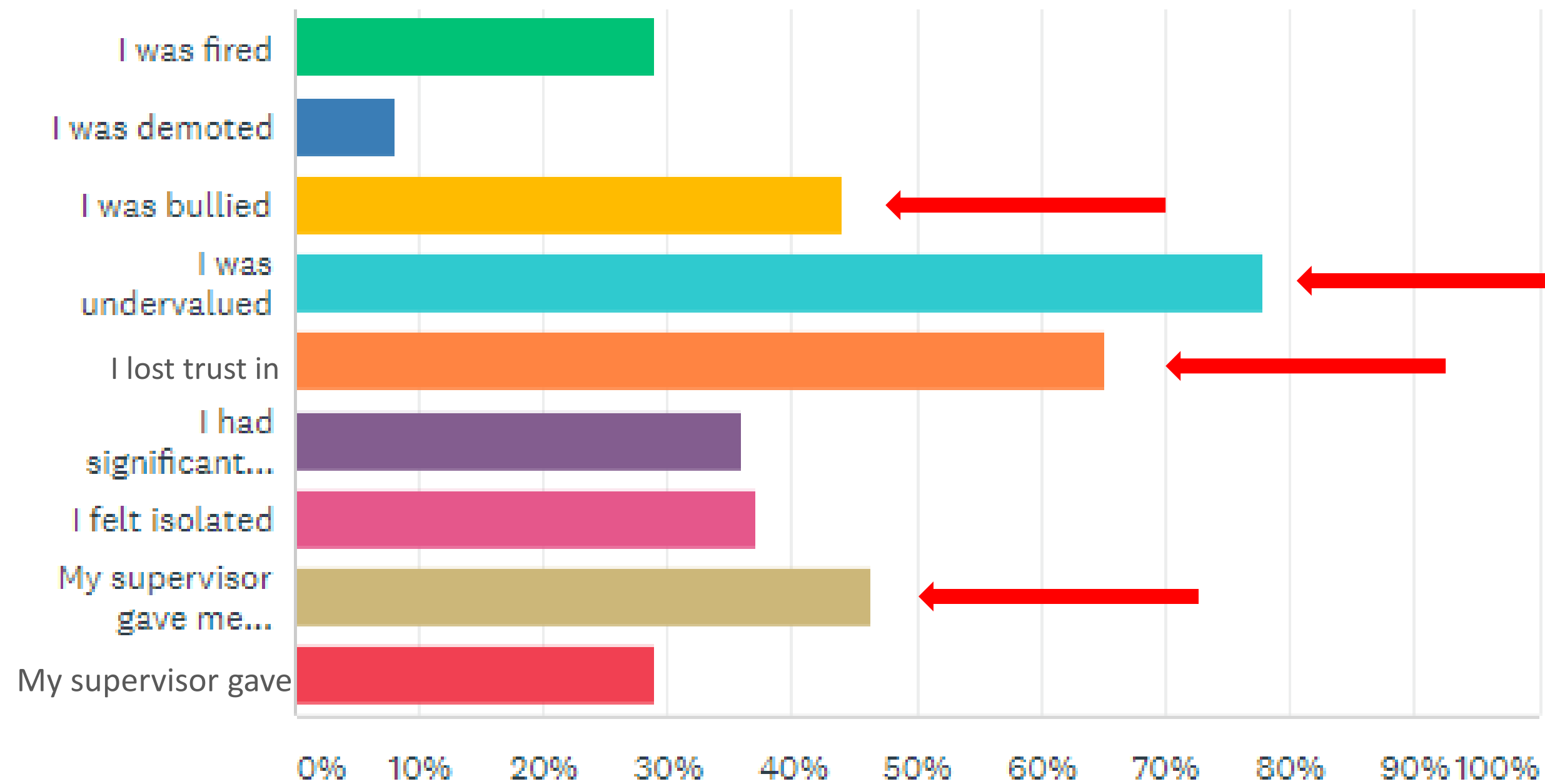
P R O J E C T

- Research the **kinds of hurts**
- The **impacts** of these hurts
- What **employees do** to try to restore themselves
- Share research and research-based **recommendations**

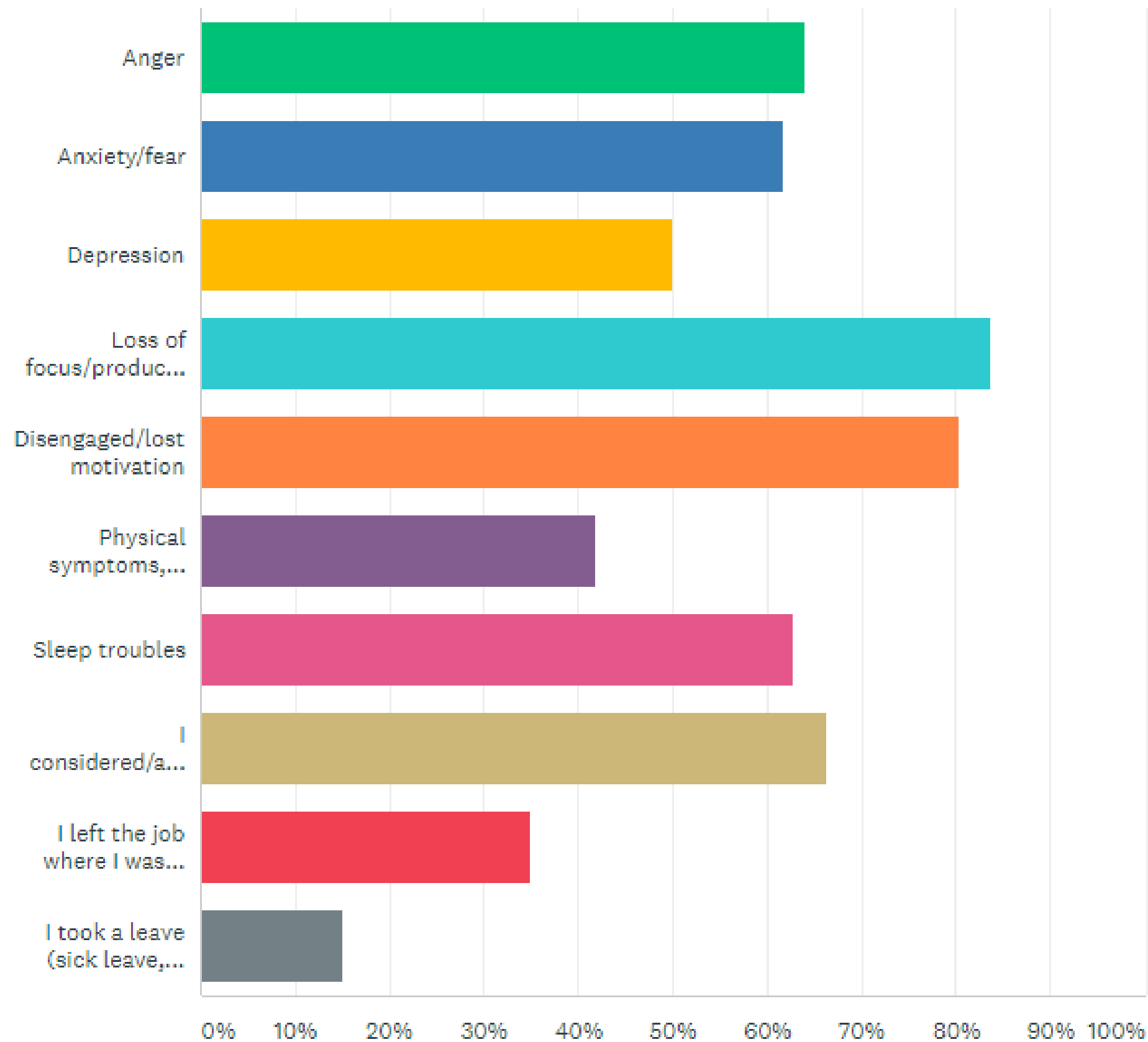
What kinds of 'work hurts' have YOU experienced?



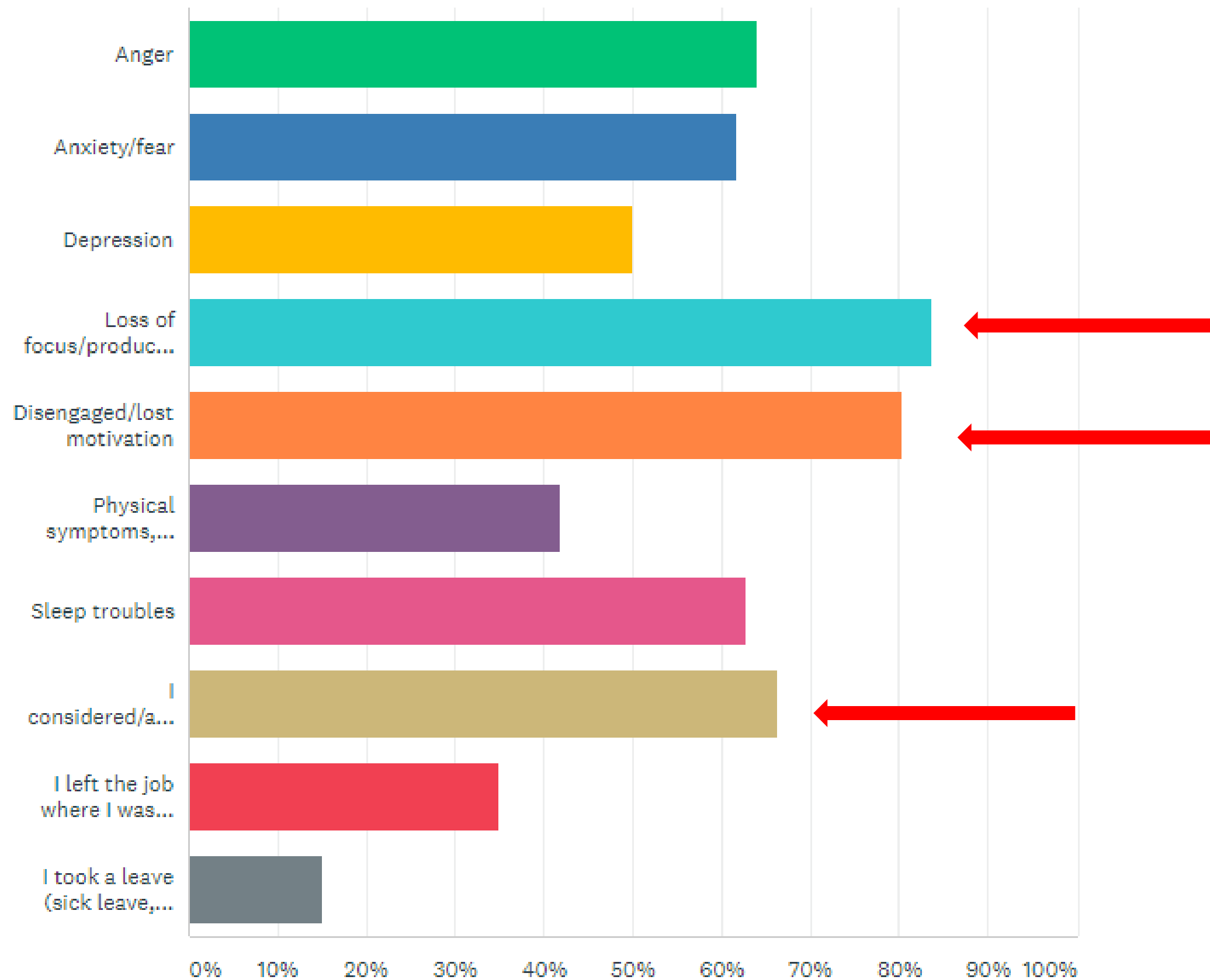
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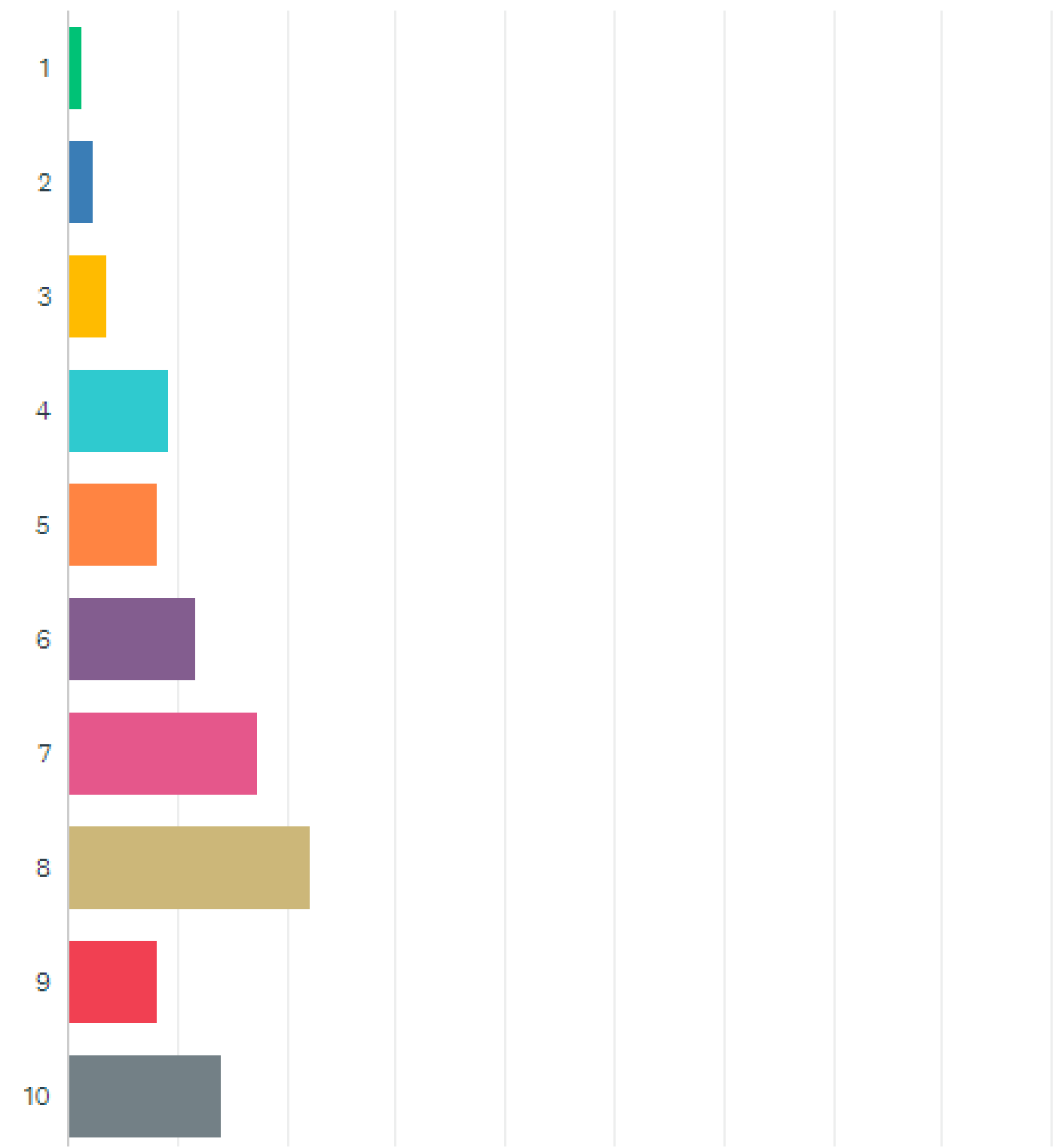
What have the impacts been on YOU of work hurts?



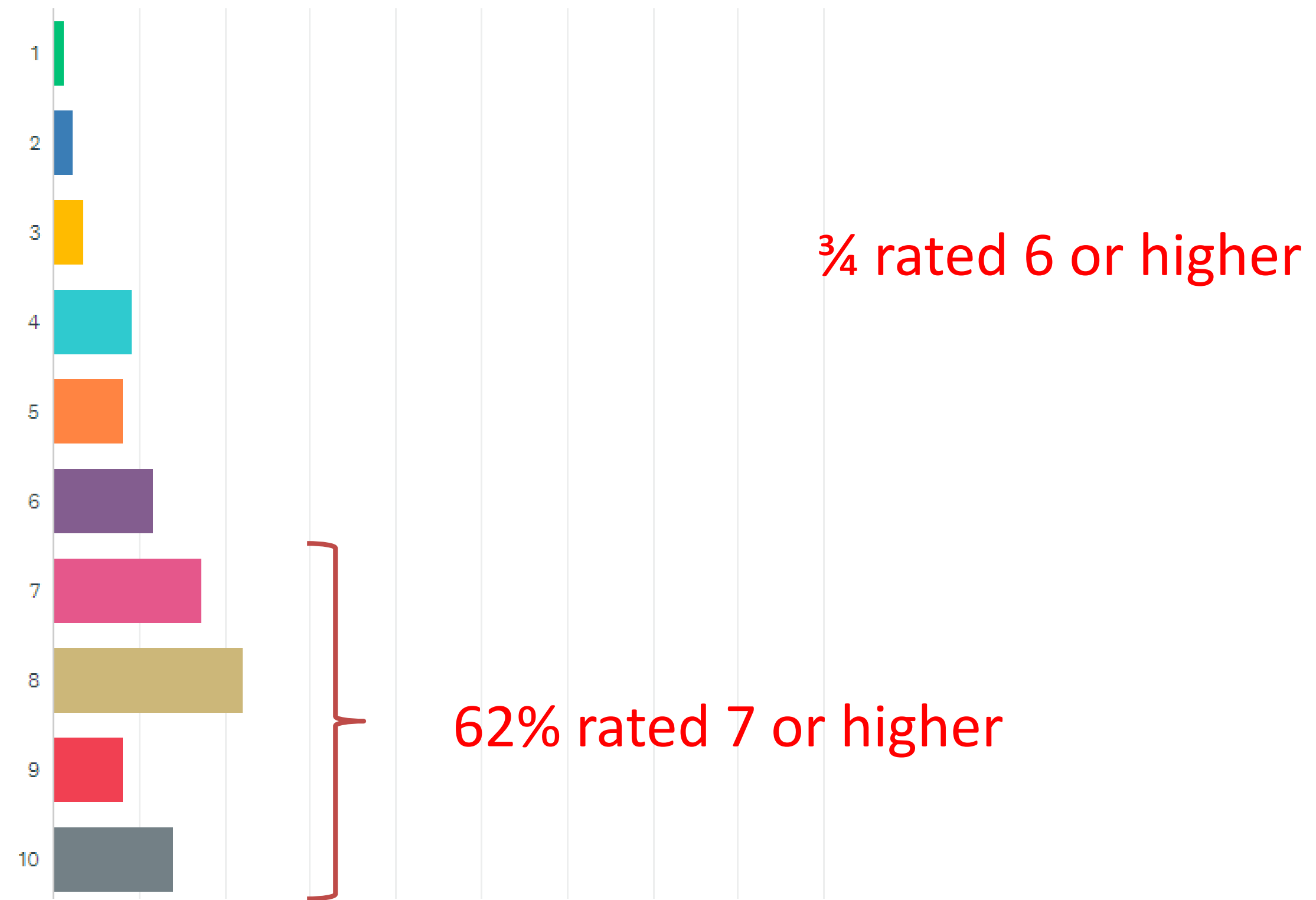
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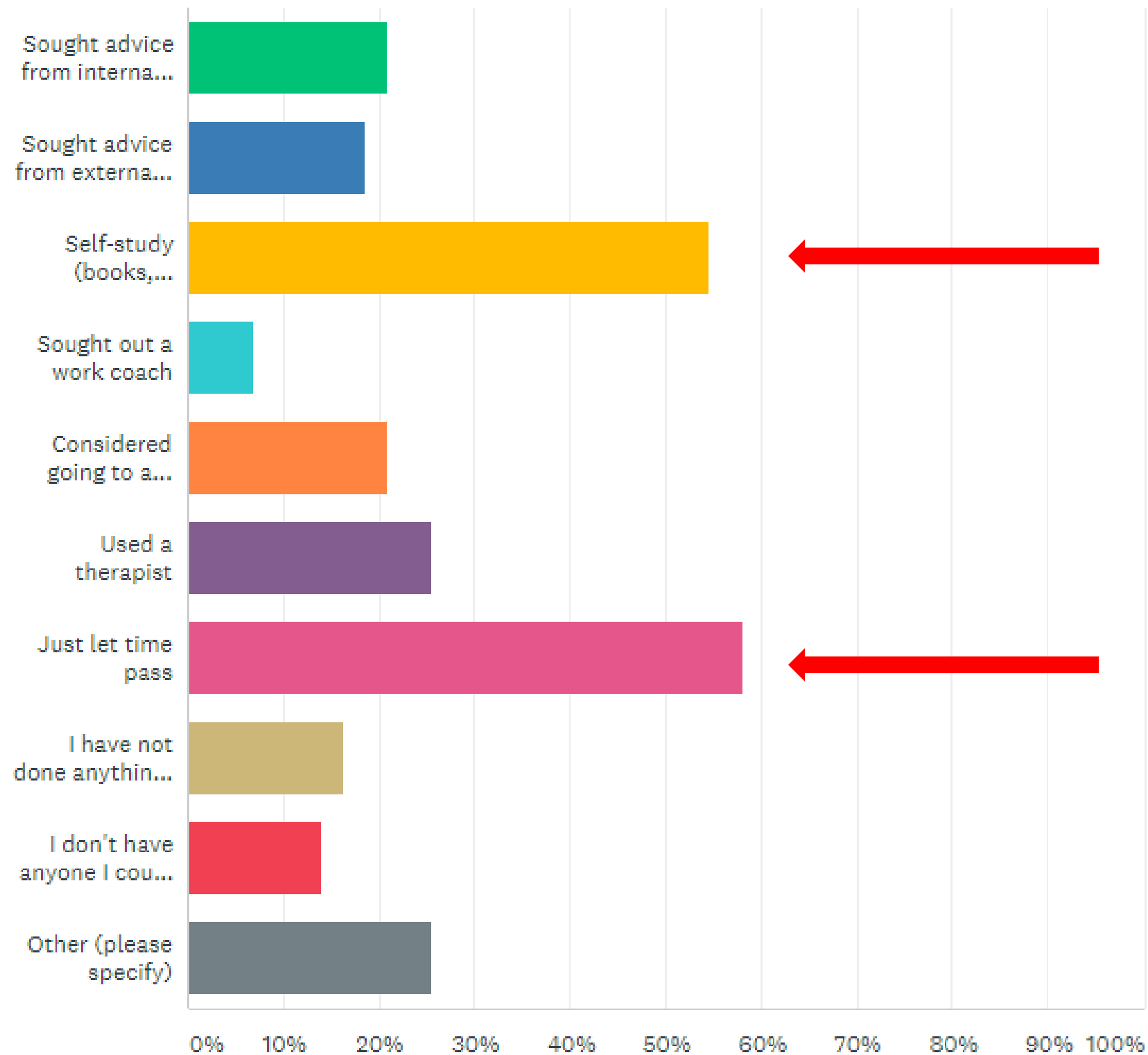
From a 1-10, rate the weight of ‘work hurts’ on your life.



From a 1-10, rate the weight of 'work hurts' on your life.



What have you done to try to recover from the work hurt(s)?



How can you be involved?

1. Take the survey
2. Share the survey
3. Pick up the resources in the Resource section, including a report of our findings to date
4. Consider how to help employees
RESTORE



HEALING WORK HURTS

THE HURTS, THE IMPACTS, AND THE SOLUTIONS

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