

WELLBEING AND JUGGLING WORK-LIFE ISSUES

Leader Resource Series

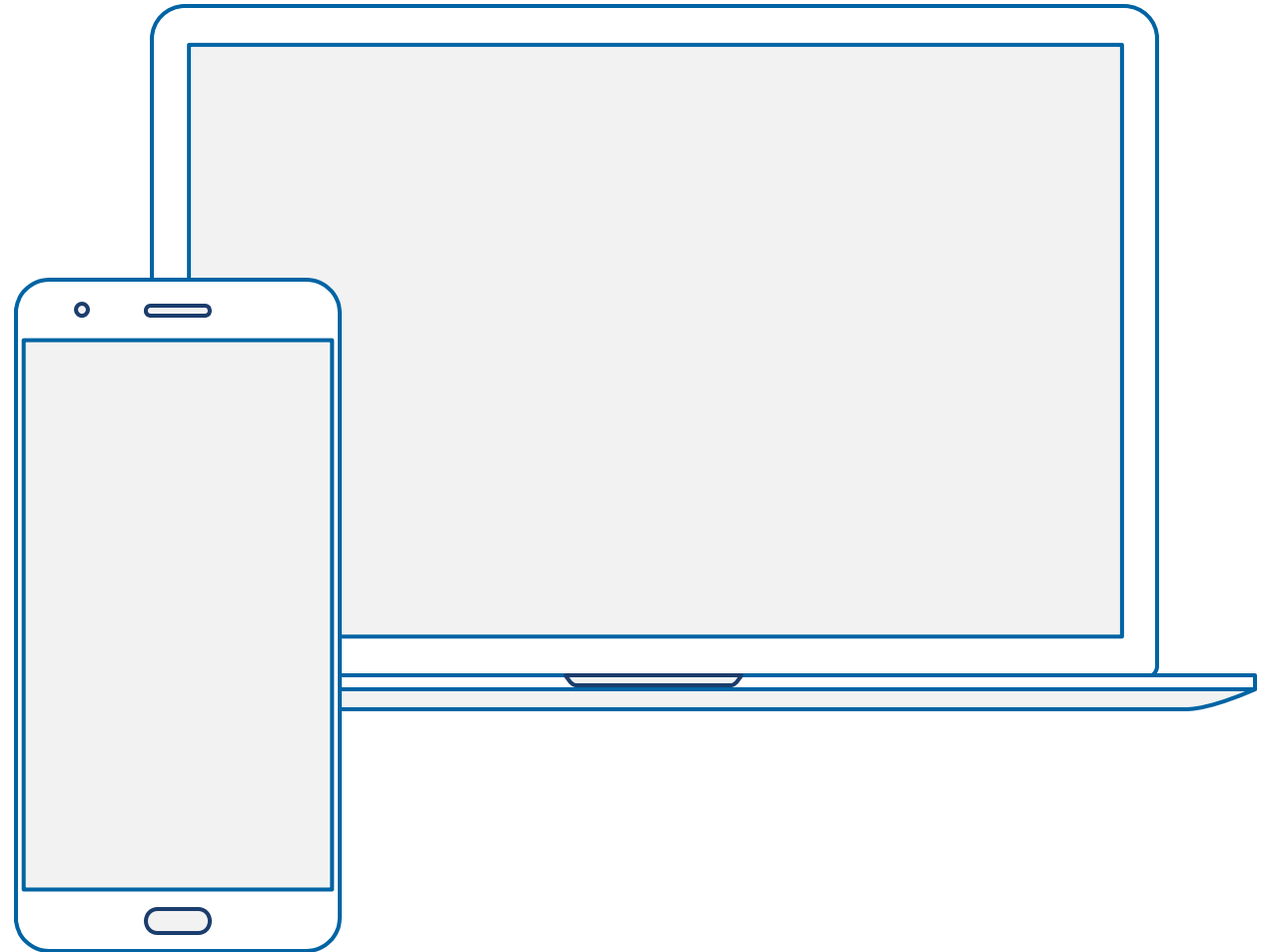
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Monica Shaffer, Director of Employee Experience
Kelly Shedd, Program Manager, Co-Worker
Experience

UCI Human Resources
Empower People Success

WE WANT TO HEAR FROM YOU

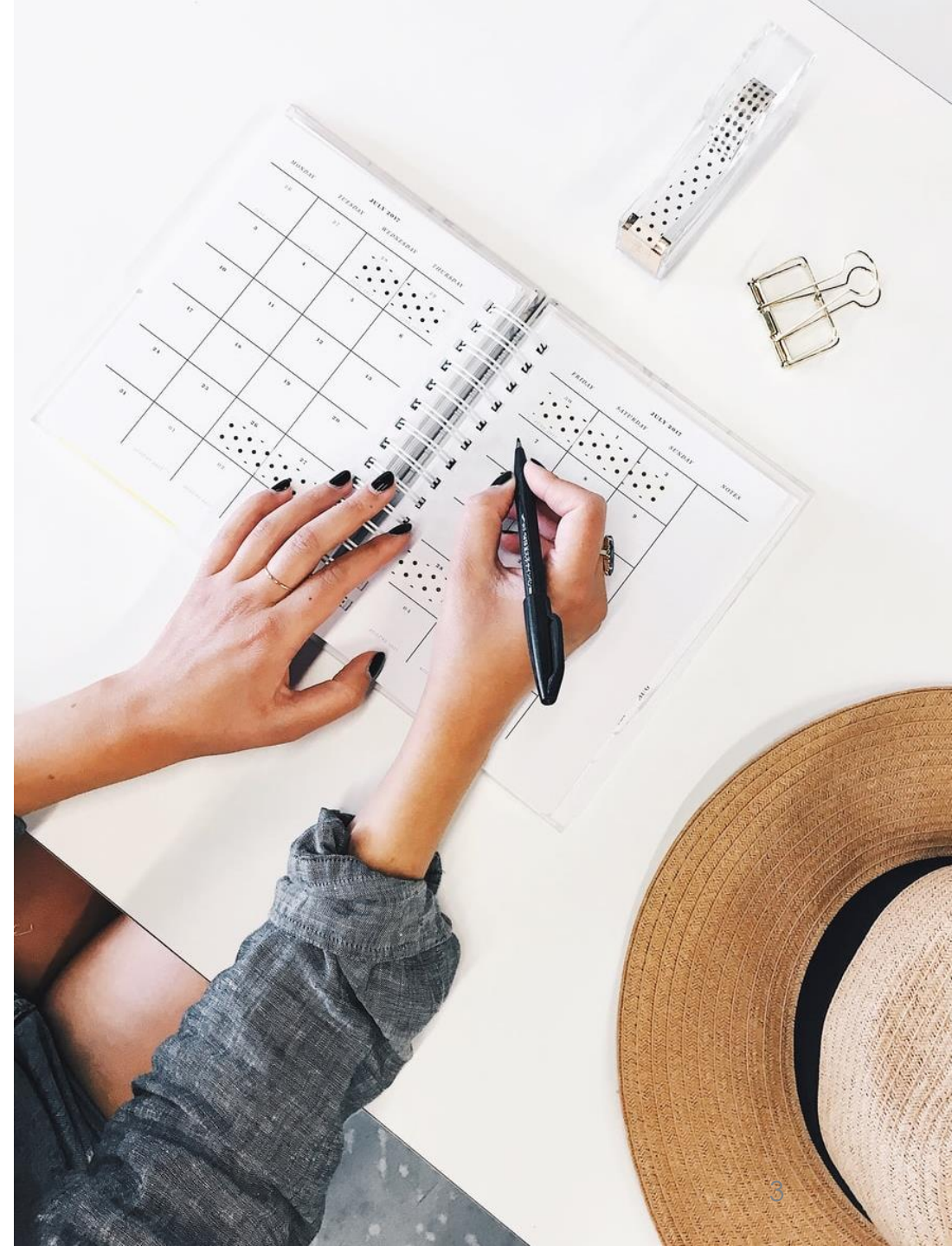
- **To ask a question:**
 - Raise your “hand” from the Zoom participant menu at the bottom of your Zoom screen
 - Type your question in the “Chat” window. You can send it to “everybody” or privately to a specific individual participating in the meeting.
- **We encourage you to use the Zoom app**
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AGENDA

- Welcome
- Leader Resource Series Overview
- Why Wellbeing Matters
 - Work/Life Balance
 - Burnout
 - Building the Culture
 - Supporting Your Team
- Finding Resources

Empower People Success



LEADER RESOURCE SERIES

A program designed to equip people leaders with tools to support themselves and build stronger, more resilient teams—quickly and effectively.

OBJECTIVES

1. Provide leaders with targeted tools, resources, and knowledge to effectively support their teams during moments that matter most.
2. Share practical tips that do not increase workload.
3. Support UCI's leadership development and engagement goals.





WHAT IS ENGAGEMENT AND WHY IS IT IMPORTANT?

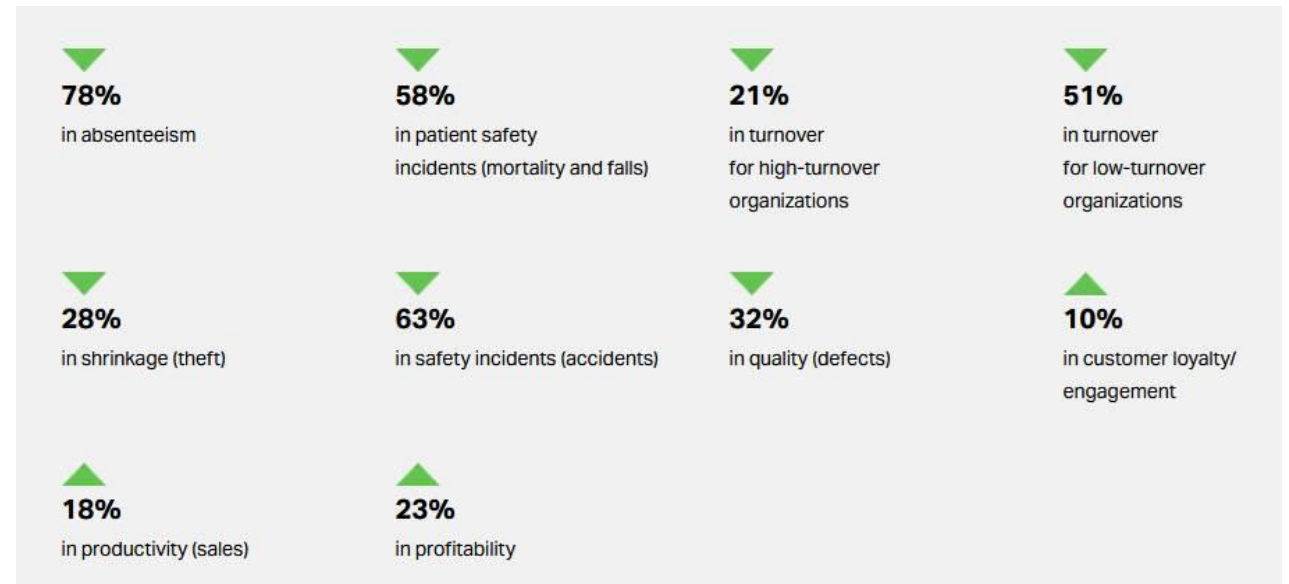
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Engagement refers to the involvement and enthusiasm of co-workers in their work and workplace.

WHY IS IT IMPORTANT?

HIGHER LEVELS OF CO-WORKER ENGAGEMENT IMPROVES:

- Organizational productivity and financial performance
- Retention
- Student/patient satisfaction
- Number of patient safety incidents and co-worker complaints
- Absenteeism
- Collaboration and innovation
- Well-being and morale



THE TRUTH OF ENGAGEMENT



ASSUMPTION

- Seen as additional work/separate activity
- Viewed as an “HR Thing”
- Focused only on surface-level aspects of engagement
- Treated as a one-time measurement



TRUTH

- Integrated into everyday work
- Framed as a strategic business objective
- Centers on key drivers that fuel motivation and satisfaction
- Designed as a continuous, dynamic process

KEY DRIVERS OF ENGAGEMENT



A CARING MANAGER



FOCUS ON STRENGTHS



PURPOSE



DEVELOPMENT



**ON-GOING
CONVERSATIONS**

FOCUS OF LEADER RESOURCE SERIES

How leaders can leverage key drivers of engagement during the moments that matter most to co-workers.



MOMENTS THAT MATTER MOST

- Wellbeing and juggling work/life issues
- Performance feedback
- Navigating organizational change
- Being recognized
- Professional development and job changes



KEY DRIVERS OF ENGAGEMENT

- Purpose
- Development
- A Caring Manager
- On-going Conversations
- A Focus on Strengths

WHY WELL-BEING MATTERS

Kelly Shedd, MPH
Program Manager,
UCI Health Co-Worker Experience

WHY WELLBEING MATTERS



IMPACT



Adapted From Gallup

“

69% of employees report that their managers have a greater impact on their mental health than doctors (51%) or therapists (41%), equating the influence to that of a spouse or partner.

5 TIPS FOR SUCCESS

01

Consider and
focus on your
wellbeing

02

Be mindful of
factors that lead
to burnout

03

Make wellbeing a
priority for you
and your team

04

Integrate wellbeing
into your team's
culture

05

Provide support
and access to
resources



WHAT IS WORK/LIFE BALANCE?

“

“The amount of time you spend doing your job compared with the amount of time you spend with your family and doing things you enjoy.”

FINDING BALANCE OR INTEGRATION



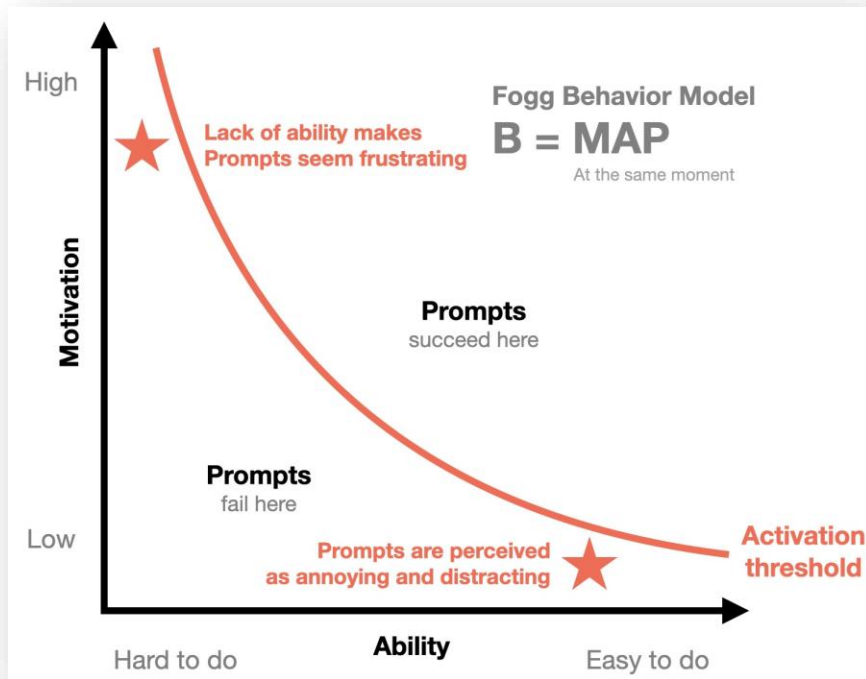
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**HOW MANY “PROJECTS” DO
YOU CURRENTLY HAVE?**

— ? —

**HOW MANY OF THOSE “PROJECTS”
ARE SPECIFICALLY FOR YOU?**

BUILD HEALTHY HABITS



- Behavior = Motivation, ability, prompt (MAP)
- SMART Goals
 - Specific
 - Measurable
 - Attainable
 - Relevant
 - Time Bound
- Patience



PRIMARY CAUSES OF BURNOUT

- Excessive Workload
- Lack of Control
- Insufficient Recognition & Support
- Unclear Job Expectations
- Poor Work/Life Balance

"...burnout is more than just an employee problem;
it's an organizational problem that requires an
organizational solution." - HBR



WELLBEING AS A PRIORITY

- Participate as needed for your own wellbeing
- Prompts to ask yourself or your team:
 - “What are you doing to support your wellbeing today?”
 - “What weighs on you when you’re at work?”
 - “How can I better support you, both professionally and personally?”
 - “How familiar are you with UCI HR wellness resources?”



...and more!

FOSTER CULTURE OF WELLBEING

OPEN COMMUNICATION & ACTIVE LISTENING

- *"That's helpful to hear—tell me more about what led to that."*
- *"So what I'm hearing is [restate their point], is that right?"*
- *"Thanks for sharing that with me. What do you think would be a good next step?"*

MONITOR STRESS/BURNOUT INDICATORS

- *"How are you feeling about your workload lately?"*
- *"Are you finding enough time to disconnect and recharge outside of work?"*
- *"Is there anything we can adjust to make your work more manageable or fulfilling?"*

PROMOTE WORK/LIFE BALANCE OR INTEGRATION

- *"What's something you've been into lately outside of work?"*
- *"Remind me again—how's your [hobby/pet/family member] doing?"*
- *"I saw you mentioned [interest]—tell me more about that, sounds cool."*

CONTINUALLY PROVIDE WELLBEING RESOURCES & SUPPORT

Manager Wellbeing Toolkit

Promote Wellness Through Out of Office and Signature Responses

- [Out of Office and Signature Responses Template](#)

Participate in Trainings

- [Live and on-demand EAP Leader Webinars](#)
- [Mental Health First Aid Certification Training](#)
- [Managers and Supervisor Engagement Training](#)

Support Your Team Members in Need of Assistance

- [Mental Health Conversation Flowchart](#)
- [Assisting Students in Distress and Faculty & Staff Mental Health Resources](#)

Appreciate Your Team

- [Be Kind Be Well Toolkit](#)
- [Staff Appreciation Toolkit](#)

Request Trainings For Your Team

- [Custom Programs by Request](#)

Learn More: Guides, Videos, and Podcasts

- [Leadership Insights for Wellbeing \(Guide\)](#)
- [Wellbeing Action Item For Managers \(Guide\)](#)
- [Manager's Resource Guide to Caring About Employees \(Guide\)](#)
- [Start Wellbeing Conversations With Employee Strengths \(Video\)](#)
- ["People Want to Work for a Company That Cares About Them" \(Podcast\)](#)

FOSTER CULTURE OF WELLBEING

- Manager Toolkit
 - Gallup resources
 - Out of office messages
 - Training opportunities
 - Recognition guidance

EMOTIONAL WELLBEING RESOURCES

STEPS FOR SUPPORT AFTER A CRITICAL INCIDENT

A GUIDE FOR UCI HEALTH MANAGERS AND SUPERVISORS

Quick, definitive and supportive action by managers and supervisors immediately following a critical incident can greatly impact staff resilience, trust and recovery

1. SAFETY

- ☐ Ensure that all impacted employees are safe and that all persons are accounted for following the incident. If someone cannot be accounted for, contact a superior immediately, and if necessary, notify UCI Police at (949) 824-5223.

2. COMMUNICATION

- ☐ Contact your HRBP and inform them of the critical incident.
- ☐ Communicate the critical incident to staff as soon as possible, providing clear and accurate information.
- ☐ Acknowledge the impact of the incident on staff and offer support.

3. PROFESSIONAL SUPPORT

- ☐ Encourage staff to reach out to the Life Resources Program (LRP) and Faculty and Staff Support Services (FS/SS) for support.
- ☐ Consider working with your HRBP to organize a professionally led Critical Incident Support session.
- ☐ Consider scheduling a Code Lavender for spiritual support with the Chaplain.

| | | |
|--|---|---|
| Life Resources Program (LRP) Liferesources.uci.edu (844) 824-3273 Available 24/7 | Faculty/Staff Support Services (FS/SS) nshekara@hs.uci.edu (949) 824-5208 By appointment only | Code Lavender CodeLavender@uci.edu By request only |
|--|---|---|

4. ACCOMMODATIONS

- ☐ In consultation with your HRBP, encourage staff who are impacted to take time off if needed
- ☐ Consider adjusting workloads and schedule to accommodate staff who may need additional support or time off.

5. FOLLOW-UP

- ☐ Check in with your staff regularly and encourage them to share their thoughts and feelings about the incident.
- ☐ Respect staff privacy and confidentiality in discussions about the incident.

UCI HR | Wellness



UCI Faculty/Staff Support Services

Skills For Cultivating Emotional Wellbeing

A GUIDE FOR UCI HEALTH MANAGERS AND SUPERVISORS



EMPATHY

- Show understanding
- Use empathic language ("I understand...")
- Look at the situation from the other person's point of view



LISTENING

- Take a non-judgmental approach
- Practice active listening and restate important points
- Be present and avoid distractions



VALIDATION

- Validate the feelings of employees
- Recognize and acknowledge the hard work and performance of each team member
- Provide opportunities for growth and development



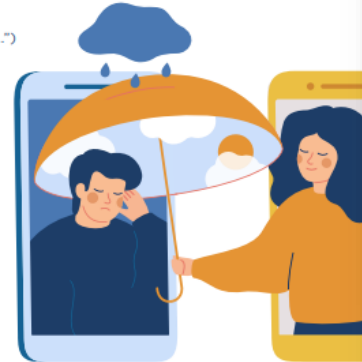
AUTONOMY

- Be transparent
- Provide team members with a sense of independence and choice in their work
- Prioritize shared decision-making and problem solving when possible



CONNECTEDNESS

- Lead by example - managers set the tone for team culture
- Foster a supportive and inclusive environment
- Build community through positive communication and shared values



UCI HR | Wellness



UCI Faculty/Staff Support Services



REACH

Referral, Education, Assessment and Counseling for Healers

There are three main referral methods:

- Faculty and Staff Support Services
- Life Resources Program
- Interactive Screening Program (for Health Sciences faculty/residents)

Education

Education around mental health helps foster a safe and supportive space.

Assessment

Assessment is a key component to understanding the evolving needs of our UCI Health healers.


Counseling

Whether it's day to day or incident specific, healers need access to individualized support.

Healers (Additional Resources)


UCI

Susan Samueli
Integrative Health Institute



Subscribe to Integrative Insider

Giving



About

Research

Education

Patient Care

Community Programs

News & Events


Home / Community Programs

Learning Library

Welcome to our learning library, making wellness education accessible to you anytime and anywhere. This library offers instructional audio and videos, as well as healthy recipes.


For more video resources including recordings of our lectures, seminars and events, visit the [Samueli Institute's YouTube channel](#).

For the UCI Health Restore and Rebalance collection, visit the [UCI Health website](#).




Aromatherapy

Learn about essential oils to help relieve stress, ease symptoms and improve wellbeing.




Biofeedback and Relaxation Techniques

Learn techniques like diaphragmatic breathing, progressive muscle relaxation and more to help relieve stress and aid wellbeing.



Mindful Meditations

Cultivate awareness of the present moment, as well as compassion for yourself and others.



Recipes

Learn to cook delicious dishes that are nutritious and easy to prepare.

SSIHI LEARNING LIBRARY

- Online digital resources
 - Stress reduction
 - Mindfulness
 - Breathing



LIFE RESOURCES PROGRAM

Confidential • Counseling • Advising • Concierge

**TAKE ADVANTAGE OF CONFIDENTIAL COUNSELING, ADVISING,
AND CONCIERGE SERVICES FOR YOU AND YOUR FAMILY.**

New Name. New Website. More Support.

UCI cares about you and your family. The Life Resources Program is a free, voluntary, completely confidential employee assistance program available 24/7 in multiple formats and languages to support all UCI and UCI Health employees, retirees, and their dependents. Previously referred to as the UCI Employee Assistance Program, the Life Resources Program continues to be provided by our partners at ComPsych GuidanceResources, and provides the support and resources you and your family need.

Visit the new program website, liferesources.uci.edu, to learn more and for additional information including live and on-demand webinars and program orientations, resource guides and toolkits, and support for managers and supervisors.

Don't know where to turn?

Your Life Resources Program offers expert counseling, self-care tools, and an extensive library of resources to help you and your family overcome whatever obstacles you face at home or at work.

Contact Life Resources Program

Available 24 hours a day, seven days a week.

Call: 844.824.3273

App: GuidanceNow

Online: liferesources.uci.edu

Web ID: UCILRP



Emotional
Support



Legal
Guidance



Online
support



Financial
Resources



Work Life
Solutions



Confidential
Concierge



LIFE RESOURCES PROGRAM

- Available 24/7, 365 days/year
 - Counseling
 - Legal
 - Financial
 - Critical incident support
 - Concierge service

FACULTY & STAFF SUPPORT SERVICES

- Consultative mental health services and support
- Serves as a primary crisis intervention resource to facilitate and coordinate appropriate resources
- Provides time-limited case management
- Mental Health Training Webinars including Mental Health First Aid
- Virtual customized workshops and trainings by request & Mental Health First Aid
- Contact: nshekara@hs.uci.edu



5 TIPS FOR SUCCESS

01

Consider and focus on your wellbeing

by practicing self-care. Your wellbeing and engagement affects others.

02

Be mindful of factors that lead to burnout

including the amount/type of work and how that work is experienced.

03

Make wellbeing a priority for you and your team

by setting wellbeing goals and developing healthy habits.

04

Integrate wellbeing into your team's culture

by modeling behavior, openly discuss wellbeing, and re-thinking how work is done.

05

Provide support and access to resources

by creating awareness and opportunities and actively fostering a culture of wellbeing.

ONE CENTRAL PLACE FOR RESOURCES

- Leader Resource Series Webpage

LEADER RESOURCES

- Leader Resource Series webpage dedicated to housing resources for driving engagement
- Resources added after each session
- Always available and organized with busy manager in mind
- <https://hr.uci.edu/partnership/empowered/engagement-moments/index.php>

UCI Human Resources



EMPOWERED

TO MAKE A DIFFERENCE

Home • How We Measure Engagement • Training Opportunities • Program & Events • Leader Resources

LEADER RESOURCE SERIES

Easy Solutions for Driving Engagement

The Leader Resource Series is a solution created in alignment with UC Irvine's and UCI Health's engagement goals of enhancing leadership capabilities and creating opportunities for professional growth and development. The series will help people leaders foster team engagement in easy and impactful ways.

The series includes five one-hour training sessions that focus on the main drivers of engagement, and how to use them to enhance engagement during the moments that matter most to co-workers. Attendance in the training sessions is optional but encouraged.

Each session in this series will be accompanied by resources that leaders can access anytime to drive engagement – both in everyday interactions, and during those pivotal moments that matter most.

THE 5 KEY DRIVERS OF ENGAGEMENT



PURPOSE



DEVELOPMENT



A CARING MANAGER



ON-GOING CONVERSATIONS



A FOCUS ON STRENGTHS

— ? —

QUESTIONS

THE ENGAGEMENT TEAM

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LEARN MORE:

<https://hr.uci.edu/partnership/empowered>





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TO MAKE A DIFFERENCE