

worktango

SURVEY MODEL GUIDE: HEALTH & WELLNESS

CREATING HEALTHY WORKPLACES WHERE INDIVIDUAL WELLBEING THRIVES



With all kinds of changes impacting our lives at breakneck speed, the health and well-being of employees has taken on a heightened level of importance among business leaders.

Moving to a remote work environment threw a curve ball at loads of organizations. Fortunately, most prevailed and blew apart the wildest dystopian imaginings of those inclined to micro-manage. But change is a close first cousin of stress. Stress aggravates mental well-being. And mental illness accounts for **70% of disability costs and is the fastest growing claim.**

- Globally, an estimated **264 million people suffer from depression**, one of the leading causes of disability, with many of these people also suffering from symptoms of anxiety.
- A recent World Health Organization (WHO)-led study¹ estimates that depression and anxiety disorders **cost the global economy US \$1 trillion each year** in lost productivity.
- In the US alone, nearly **two-thirds of employees say they're stressed** all or most of the time at work²
- **81% of workers say that symptoms range from fatigue and anxiety to physical ailments**, causing them to miss work.

The good news is:

- A meta-analysis on corporate wellness programs found that for every \$1 spent on worksite wellness, medical **costs fell by \$3.27³ and absenteeism costs fell by \$2.73.**
- **87%⁴ of employees look at a corporate wellness program** as a differentiator when choosing an employer.
- **70%⁵ of employees enrolled in wellness programs have reported higher job satisfaction** than those not enrolled. (Aflac, 2019)
- **61%⁶ of employees say that they have made healthier lifestyle choices** because of their organizations' wellness program.

...and when senior managers show commitment to the program as well, nearly **three-fourths of employees report developing healthier lifestyles.**

To paraphrase Mahatma Gandhi: “Be the change that you wish to see in your organization.”

¹https://www.who.int/mental_health/in_the_workplace/en/

²<https://about.udemy.com/press-releases/workplace-stress-study/>

³[https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2873731/#:~:text=A%20meta%20analysis%20of%20the,%241%20spent%20\(Baicker%202010\).](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2873731/#:~:text=A%20meta%20analysis%20of%20the,%241%20spent%20(Baicker%202010).)

⁴<https://www.forbes.com/sites/work-in-progress/2013/06/11/challenge-2013-linking-employee-wellness-morale-and-the-bottom-line/?sh=35f81da25ca2>

⁵<https://imagine.next.ingrammicro.com/b2b-tech-talk/corporate-wellness-from-jen-steve-speak>

⁶https://www.aflac.com/docs/awr/pdf/2016-articles/art.trends_2017.ic.pdf

What Does Organizational Health Risk and Employee Wellness Look Like in Your Business?

Early recognition of health problems, referrals to the right resources and the right treatments can help put people on the path to recovery and back to their usual work quickly. But that's a reactive formula. The addition of measurable Health & Wellness insights is a deliberate, proactive measure you can take for the benefit of everyone.

An employee well-being survey provides organizations with an overall assessment of employee attitudes, perceptions and actions related to their health and wellness, and gathers feedback on issues that support or detract from a healthy workplace culture. It's a powerful assessment tool to help you understand different aggregate and demographic needs and develop a wellness strategy accordingly.

Studies have found for instance, that women participate in wellness programs more than men. Millennials prefer social challenges more than Boomers while GenXers show more interest than any age group about weight control.

WorkTango's Wellness Index is a powerful assessment tool that helps you inform a wellness strategy to address the factors affecting your employees' well-being. If your organization hasn't ever conducted a Health & Wellness survey or embedded a few questions into your employee engagement questionnaire, WorkTango can get you started on the right path and best practice for you.



“Employee well-being ranks number one, because your organization is only as good as the people that you have working for you, and their well-being determines how successful or unsuccessful you're going to be.”

**MICHAEL COLUCCI, CEO OF
IDILUS LLC**

Science Backed Assessments Help You Ask the Right Questions for Your Workplace

At WorkTango, we do purposeful work around measuring Health & Wellness, recommending and supporting change, enabling leadership, and ultimately impacting your culture and the employee experience.

We work with you to address:

- Platform implementation
- Developing a question set
- Migration of previous vendor data to help build continuity
- Technical requirements, user/data management and integration, such as data mapping and configuration support based on your data structure
- Admin and leader training
- Live support via email, phone, live chat
- Awareness and buy-in, trust, high participation rates and honest feedback



“WorkTango empowers employees to voice their genuine concerns to management without fear. The set-up allows employees to give their pure and unaltered opinions to create a better working environment for everyone.”

**MARINA VAAMONDE, FOUNDER,
PROPERTYCASHIN**

Scalable. Secure. Confidential.

Enterprise grade security and scalability support any organizational structure or language so you can integrate your HRIS data, enable single sign-on, and ensure data privacy.

A Process Built on Deep Knowledge & Experience

WorkTango's comprehensive Health & Wellness survey framework was developed by experienced survey methodologists in alliance with academic specialists and social scientists and serves as the basis of our recommended measurement model.

Health & Wellness is a multidimensional, broad, and dynamic concept

Our double-pronged Health & Wellness methodology encompasses a series of scientifically vetted questions that 1) measure sentiment and 2) revolve around collecting Health & Wellness “factors” or “dimensions” or “themes” that influence and impact the well-being of your employees and by extension your organization.



Health & Wellness Factors

The first part of our survey methodology pertains to the Health & Wellness Index. You can leverage the WorkTango Wellness Index developed by experts to understand sentiment around the health of your organization or customize questions based on your unique culture. The Index is a collection of questions to measure and understand attitudes and behaviors.

Recommended questions fall into one of five question sets (or factors):

PHYSICAL	<p>Lifestyle choices that impact physical wellness such as nutrition and medical factors such as sleep and anxiety. Sample questions:</p> <ul style="list-style-type: none"> ▪ I conduct regular daily activities without being hindered by my physical health. ▪ I get enough sleep and wake up feeling rested.
MENTAL	<p>General mental state about overall satisfaction in life and other elements that impact a person's psychosocial wellbeing. Sample questions:</p> <ul style="list-style-type: none"> ▪ I feel optimistic about the future. ▪ I feel comfortable talking about my mental health at work.
WORK	<p>Satisfaction and enrichment in an employee's life through their work-life. Sample questions:</p> <ul style="list-style-type: none"> ▪ I have a healthy work/life balance. ▪ I consider this company to be an advocate for my well-being.
FINANCIAL	<p>Ability to manage personal financial situation. Sample questions:</p> <ul style="list-style-type: none"> ▪ My financial situation limits my ability to do the things that are important to me. ▪ I do not stress about my financial situation.
SOCIAL	<p>Sentiment around one's relationships, community, and other elements that impact social constructs. Sample questions:</p> <ul style="list-style-type: none"> ▪ I have personal relationships that I value. ▪ I feel a sense of belonging in a community outside of work.

Find out what they're really thinking

In addition to scientifically vetted questions, our model includes natural language processing for the analysis of open-ended survey responses. The platform groups the results by key phrases and allows you to drill down into themes.

Open-ended questions give employees a louder voice and the opportunity to disclose useful observations and recommendations that can guide action. Some question examples:

- What could the company do to support the Physical Wellness of our employees?
- What could the organization do to support the Mental Wellness of our employees?
- Are there any health concerns that are affecting your overall health?

Look deeper to focus your efforts

Each dimension of Health & Wellness is interconnected and has an impact on overall employee well-being. If one dimension fails, the others will fall like dominoes.

For example, poor physical health may increase the chances of experiencing mental health issues and poor mental health may have a detrimental effect on physical health and increase chronic disease risks.

Overall Health & Wellness scores provide baseline data to develop, implement and promote interventions in your organization. WorkTango provides powerful analysis, reporting and correlation across your data sets (including previous Health & Wellness questionnaires and Employee Engagement surveys) to:

- Uncover key insights
- Predict what actions will yield the biggest impact
- Identify concerning variants between demographic factors
 - by aggregate
 - by geographic and/or operational divisions
 - by leaders
 - by group
 - by activities and teams... and so on



“The qualitative feedback we’ve received from staff has been invaluable for HR and leadership.”

LORRAINE, JAM3

If comparisons suggest something doesn't seem quite right, management can act. Fast.

Action-Oriented Solutions

In addition to end-to-end customized survey design and implementation, our methodology includes recommending and measuring actions germane to your organization. Leaders receive:

- A summary of their key challenges and benefits
- Support for communication to their employees
- Assistance in how to understand their Health & Wellness results
- Recommended conversations and actions that align with their survey findings and lead to greater management accountability.

You can dig even deeper by adopting what we call an Active Listening strategy. This pulse survey approach focuses on shorter, more frequent measurement and diagnostic follow-up that not only explores weak areas but also supports the ability to change questions, diagnose issues, understand employee sentiment around major factors and see the impact of actions in real-time.

Active Listening makes room for timely questions that expose a momentary snapshot of internal or external factors that may be influencing the employee experience. Some companies conduct these pulse surveys weekly, others quarterly. Regardless of the cadence, there's flexibility in the number and kinds of questions that can be asked.



“The analytics tools are very useful and easy to use. Wide range of possibilities for designing different types of surveys. Anonymity and confidentiality are well preserved. Really great support.”

**JEAN-SEBASTIEN B, PRACTICE
LEADER, NORMANDIN BEAUDRY**

Eight-Step Process: The Perfect Intersection of Innovative Technology and Expert Advisory

1. PLANNING

A look at survey objectives, organization vision, mission, values & strategic goals, survey deployment methods (paper, kiosk, email, SMS), deployment date & duration, and what reporting access you want your leaders/managers to have within the platform.

2. QUESTIONNAIRE DESIGN

Specialized Survey Methodologists use authenticated survey design and research techniques to ensure you're asking the most critically revealing Health & Wellness Index and Health & Wellness Factor questions relevant to your organization.

3. PRE-SURVEY COMMUNICATION

WorkTango hosts an all-staff webinar and as a third-party provider emphasizes confidentiality and data privacy, what employees should hope to get because of the survey as well as what the company is hoping to accomplish.

4. DEPLOYMENT

The platform is programmed for you with your selected survey questions, messages, reminder emails and scheduled drop dates alongside any optional features you choose (employee results preview, Key Insight Nudge emails, and confidential conversations, for example).

5. ANALYSIS

Administrators and leaders can access data in real-time, as most of the reporting is native to the cloud. An Executive Report of highlights is also provided.

6. FINDINGS & RECOMMENDATIONS

Your WorkTango consultant will present findings during an onsite (or online) Executive Presentation, recommend actions based on analysis, and provide time for Q&As.

7. ACTION PLANNING

Methods for action planning include workshops, webinars and focus groups. Use of an automated feature that informs leaders/managers of key insights within their respective team, recommends resources & actions, and nudges follow-up creates a culture of accountability.

8. CONTINUOUS ACTIVE LISTENING

A primary advantage of working with WorkTango is our "Unlimited Survey" offer. Follow-up surveys throughout the year measure the impact of Health & Wellness actions and whether desired improvements are being met. Insights are fast and easy to get at using the Trends Report function in our platform.

Unearth the physical and psychosocial risk factors in your workplace

Although health behavior change is complicated and adopting a healthier lifestyle requires serious personal effort, you can support your employees in their health and wellness journey and create conditions that make healthful lifestyle changes stick.

Not just because of bottom-line gains, but because it's the right and responsible thing to do.

