Supporting team health & wellbeing
context

the words that another word or a statement is understood in its context.
It's Not Rocket Science
**Demand:** Water pouring in, work referred in

**Backlog:** Level of water in the bath, the size of the queue

**Activity/Flow:** Water pouring out, work being done

**Capacity:** Plug hole size, resource available
Critical Components for Ensuring a Joyful, Engaged Workforce

- Wellness & Resilience
- Physical & Psychological Safety
- Daily Improvement
- Meaning & Purpose
- Autonomy & Control
- Recognition & Rewards
- Participative Management
- Camaraderie & Teamwork
- Real Time Measurement

1. Ask staff, “What matters to you?”
2. Identify unique impediments to joy in work in the local context
3. Commit to a systems approach to making joy in work a shared responsibility at all levels of the organization
4. Use improvement science to test approaches to improving joy in work in your organization

Creating a trauma-informed environment

**Safety**
- Ensuring physical and emotional safety

**Choice**
- Individual has choice and control

**Collaboration**
- Making decisions with the individual and sharing power

**Trustworthiness**
- Task clarity, consistency, and Interpersonal Boundaries

**Empowerment**
- Prioritizing empowerment and skill building

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**Definitions**

**Principles in Practice**

**Safety**
- Common areas are welcoming and privacy is respected

**Choice**
- Individuals are provided a clear and appropriate message about their rights and responsibilities

**Collaboration**
- Individuals are provided a significant role in planning and evaluating services

**Trustworthiness**
- Respectful and professional boundaries are maintained

**Empowerment**
- Providing an atmosphere that allows individuals to feel validated and affirmed with each and every contact at the agency

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Shared purpose

Improvement

Safe spaces to reflect

Connecting again

Understanding what matters

Getting the basics right

Time for camaraderie
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The essentials
- Recruiting
- Managing the demand
- Basic stuff to work effectively – equipment, support, infrastructure, environment

Removing the pebbles in my shoe
- Ask what would help, and respond
- Reducing unnecessary meetings and work
- Away days
- Time together in person – for work, and to create camaraderie
- Revisiting our purpose as a team; our purpose as individuals; how we’re perceived

Reconnecting
- Psychological safety to continually come up and test ideas to make life better for all
- Quality improvement – tackling the big, complex issues that need new ideas

Contributing to making things better
HOW DO WE KNOW?
Pick something meaningful

Measure it regularly

Share the data to spark conversation and curiosity

Take action – develop ideas, and test
To enhance staff wellbeing and create joy in work
% people who have enjoyed being at work **frequently**

% people who have enjoyed being at work **fairly often** or **frequently**

% people who experience **no symptoms of burnout**
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