

A New View

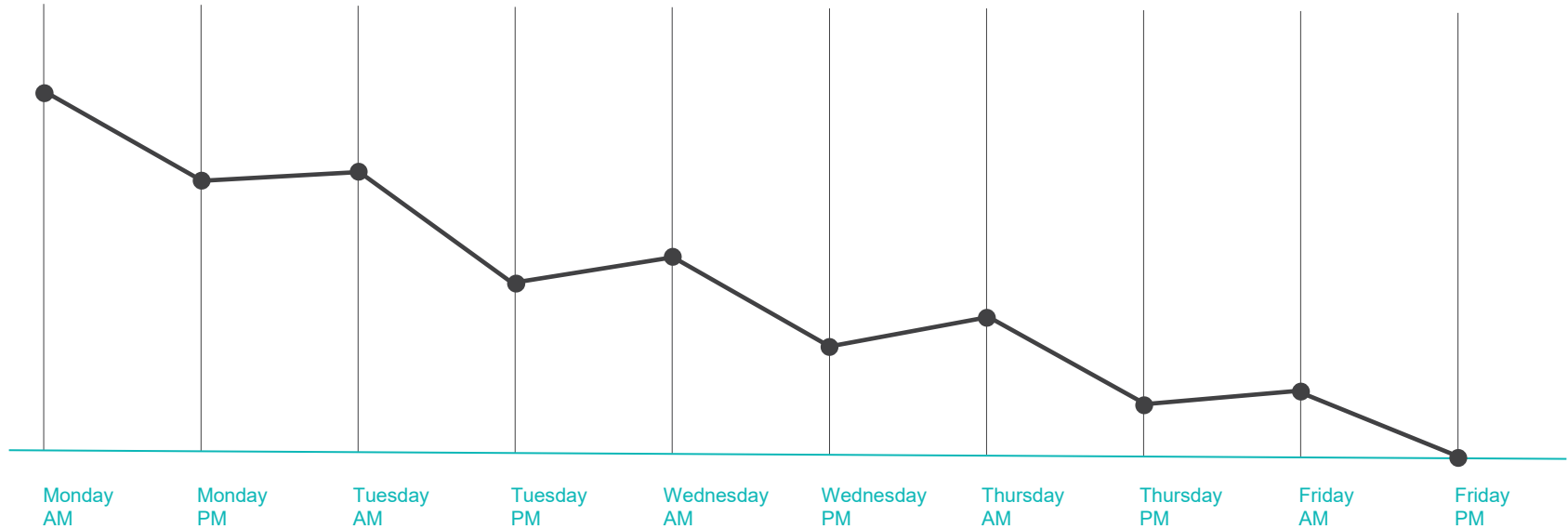
Designing for Emotional Wellbeing at Work

Steelcase®

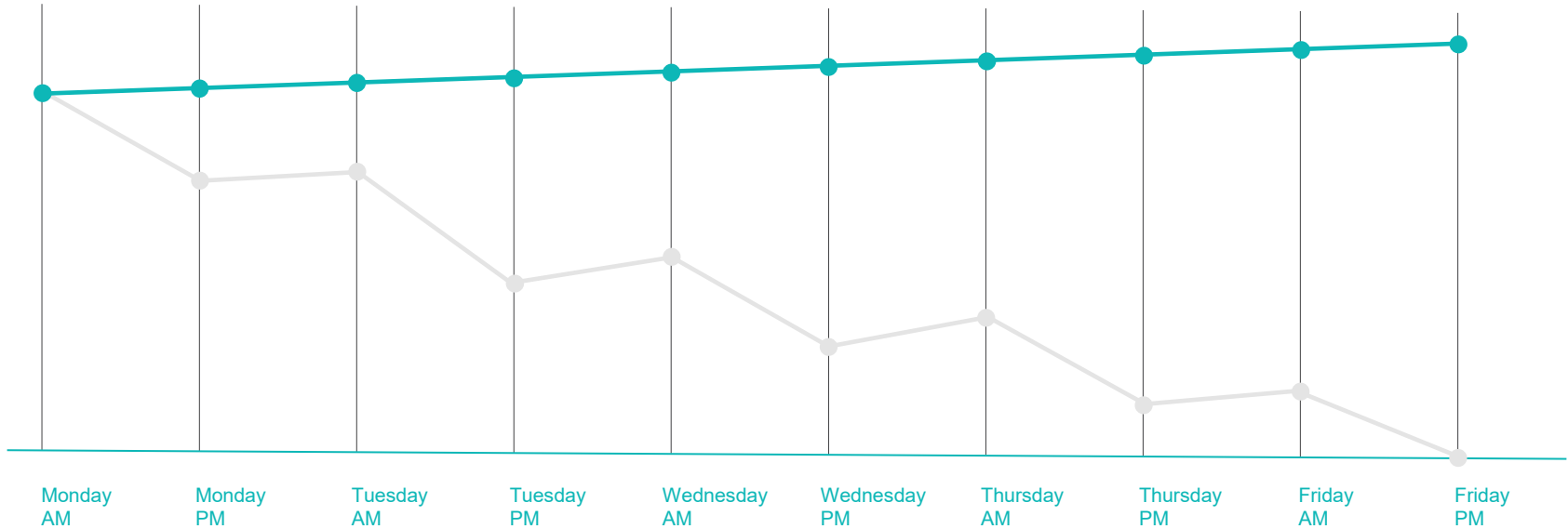
Can the workplace
actually be a place
where people leave
healthier than when
they arrive?

A workplace reality

Work is draining us



What if we could reverse this?



Creating a Great Employee Experience

A Short History Lesson

Wellbeing Today

Why Steelcase?

Why Now?

Designing for Six Dimensions of Wellbeing

A New View

Create a Great Employee Experience

We believe in creating one



Employees
are everything



How can we create great employee experiences?



A great employee experience includes three things



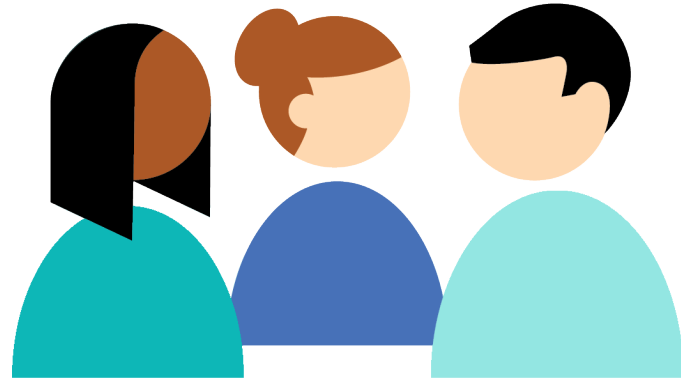
People

Sustained wellbeing

Physical (Move)

Cognitive (Think)

Emotional (Feel)



Place

Diverse range
of spaces

Posture

Privacy

Presence



Create
destinations
that support
different
types of work





Collaboration



Learn



Socialize



Rejuvenate



Technology

Smart +
Connected

Mobility

Collaboration

Data



Creating a Great Employee Experience



Integration
of place and
technology





The places where we work have an impact on how people think and feel and how well they perform

A New View

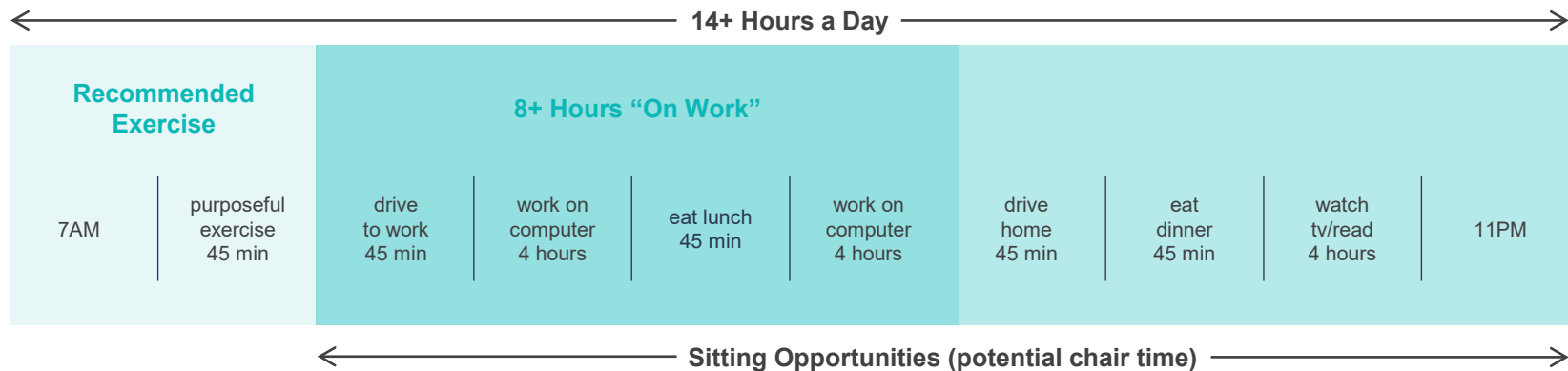
A Short History Lesson

The evolution of today's wellbeing movement

A Short History Lesson



Too much time spent sitting



Sit-to-stand
desks can
reduce sitting
time in offices

84-116

minutes per day is how
much sit-to-stand desks
can reduce sitting per day.

Victoria University,
Melbourne Australia

Health risks of sitting

- Back problems
- High blood pressure
- High cholesterol
- Weight Gain
- Osteoporosis
- Cardiovascular disease
- Diabetes
- Varicose veins
- Blood clots

Wellbeing at work
is essentially about
moving, thinking
and feeling better





The wellness movement

A failed approach

3-5%

of employees are using
company assistance services.

EAP Technology Systems, Inc.,
Towers Watson & Co.

A New View

Wellbeing Today



Reimagining wellbeing: A human-centered approach



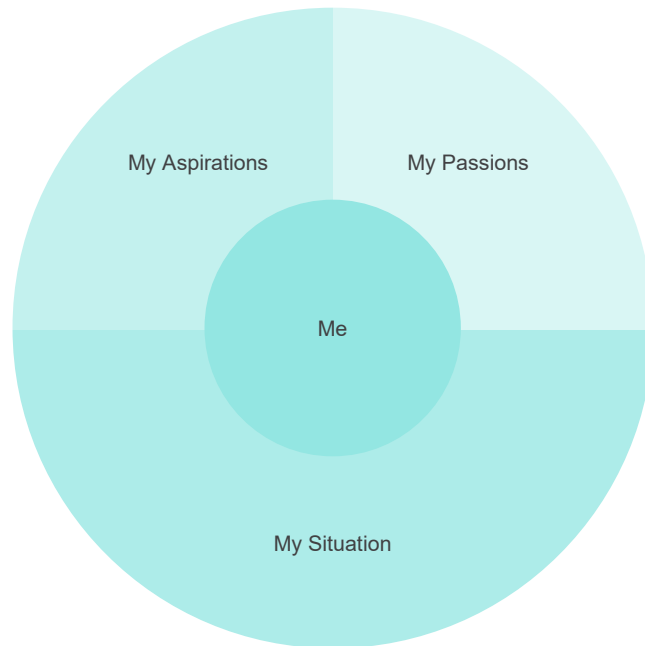
“The modern-day tribe is the company—so the best companies are values-based. They have a sense of purpose and cause, and when we work there, we feel like we can be ourselves.”

Leadership Expert, Simon Sinek

Paradigm shift from ROI to VOI

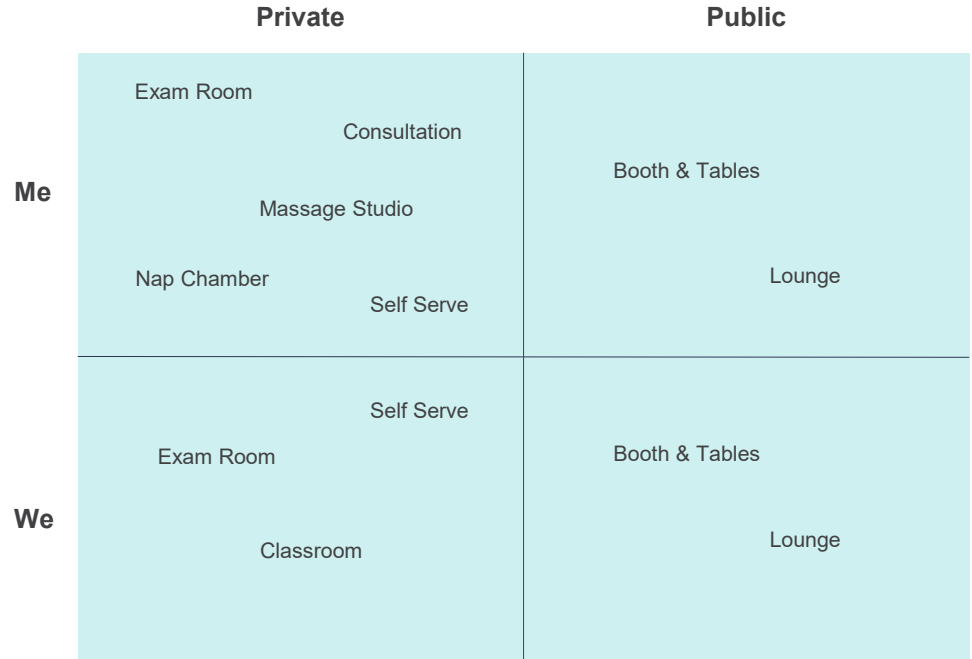
From:	→	To:
Policy & Program		People & Peers
Information		Inspiration
Administer		Empower
Entitlement		Ownership
My “File”		My Profile
Implement		Experiment
Control		Collaborate
HR Lead		HR Sponsored

We shifted our emphasis **toward** wellbeing as an **opportunity** to help everyone be their best

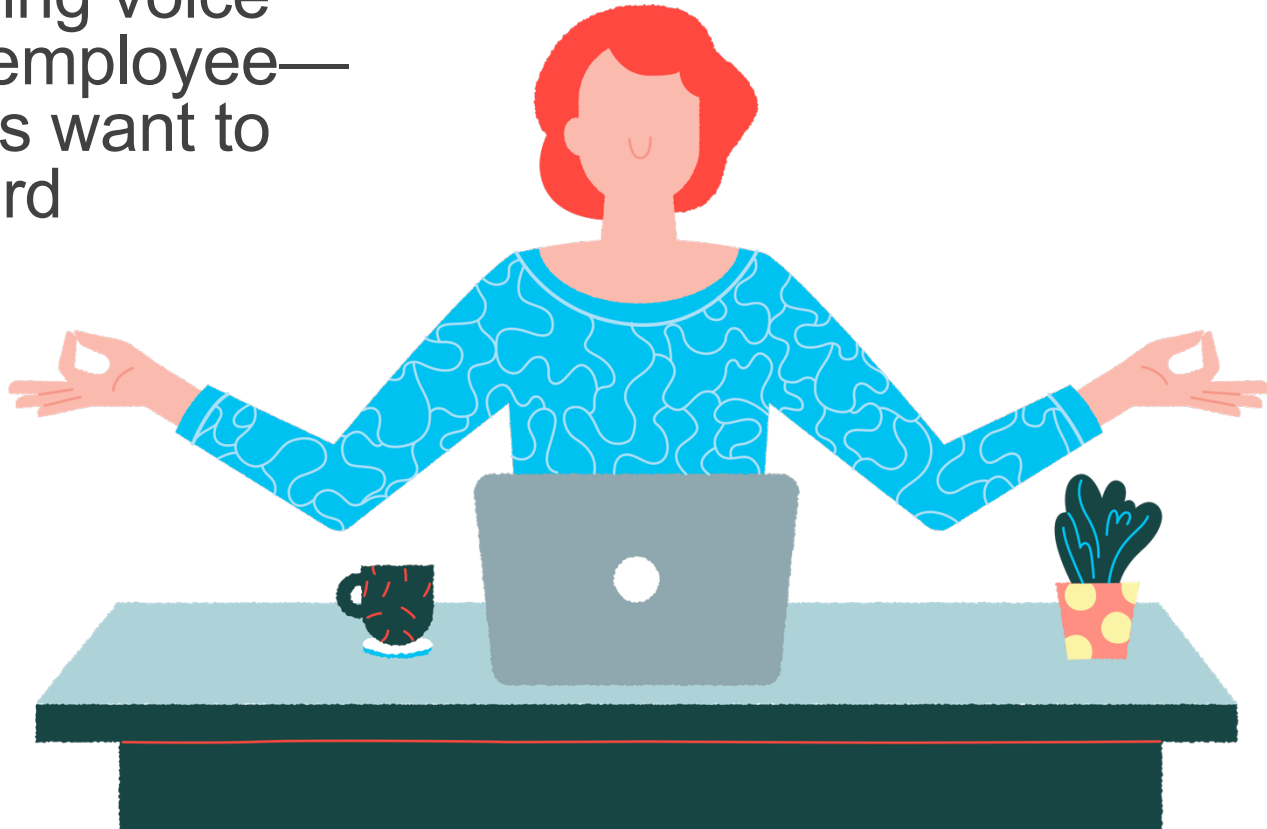




An ecosystem
of **me** spaces and
we spaces, both
private and **public**



The rising voice
of the employee—
workers want to
be heard

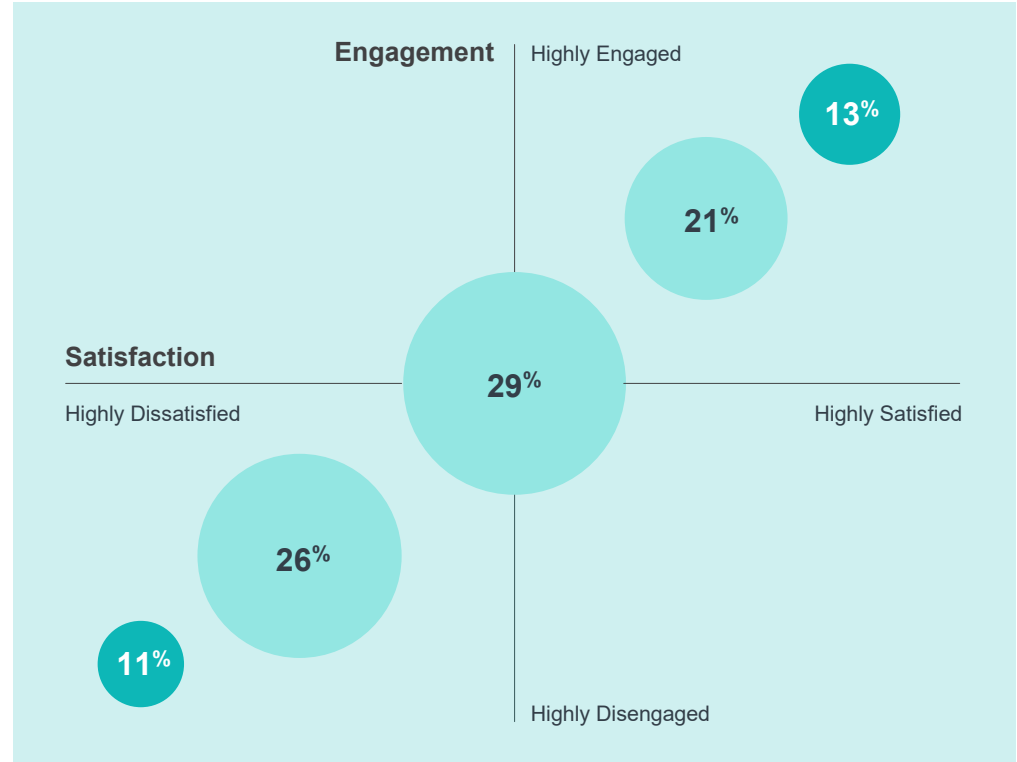


A New View

Why Steelcase?

Researching what employees need

Why is wellbeing so important?



Why Steelcase?



What
workers
want



Understanding high-stress work

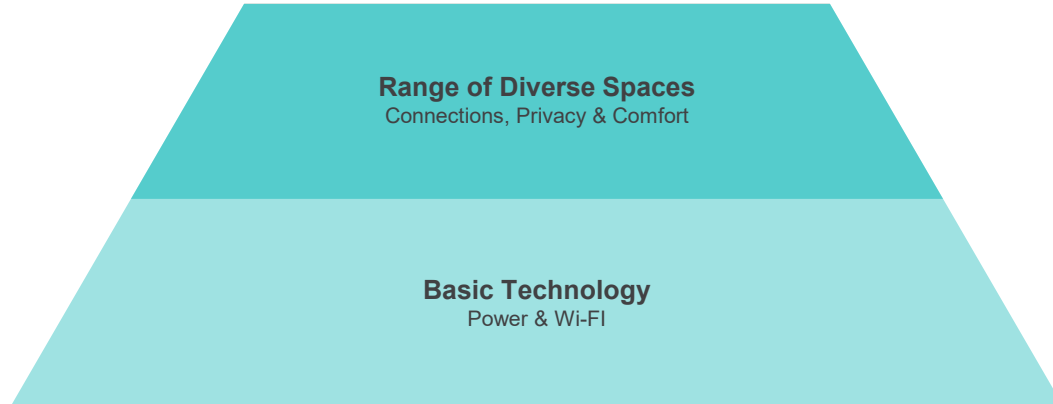
- Rapid and frequent switching among diverse topics and responsibilities
- “Infobesity” – need to consume huge amounts of content
- Lack of privacy when needed
- Highly fragmented schedules
- Excessive mobility due to scattered settings for different modes of work
- No time or place for rejuvenation

Hierarchy of office needs

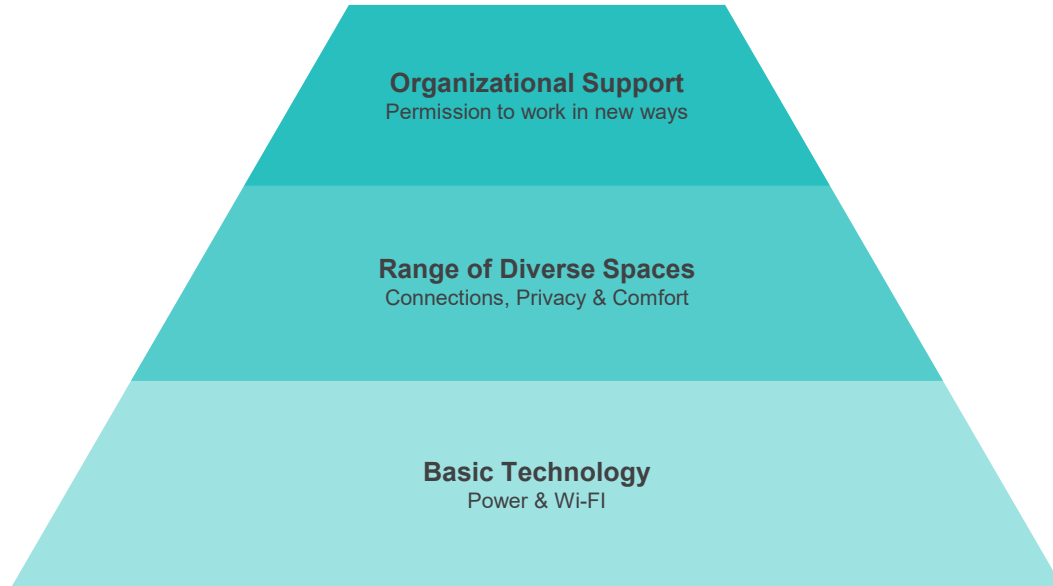


Basic Technology
Power & Wi-Fi

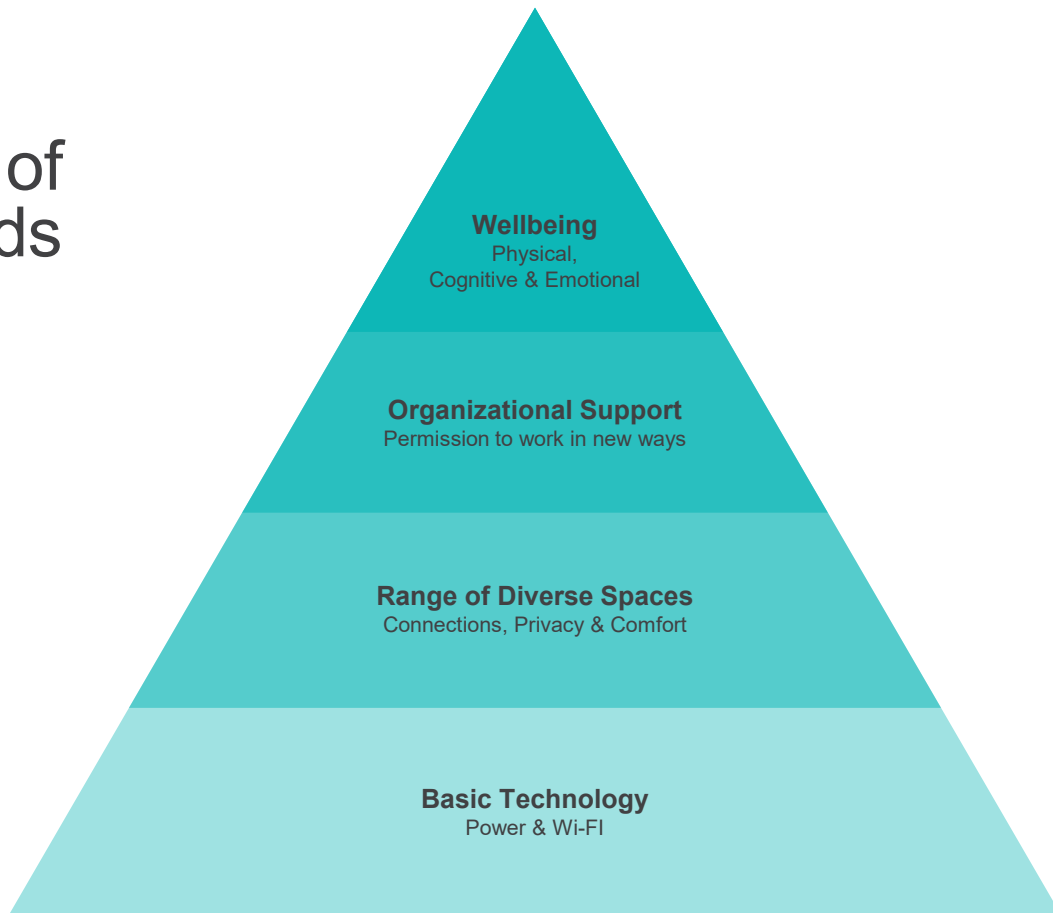
Hierarchy of office needs



Hierarchy of office needs



Hierarchy of office needs



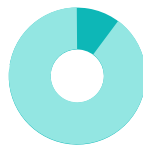
Open plan promotes wellbeing

32%

of workers are more
physically active than
workers in private offices.

20%

more physically active
than workers in cubicles.



14% of employees
are less stressed at
the end of a workday.

Why Steelcase?

The role emotions play at work



“When managers ignore emotional culture, they’re glossing over a vital part of what makes people—and organizations tick.”

Harvard Business Review, Jan/Feb 2016

A New View

Why Now?

Companies are realizing it matters

Why Now?

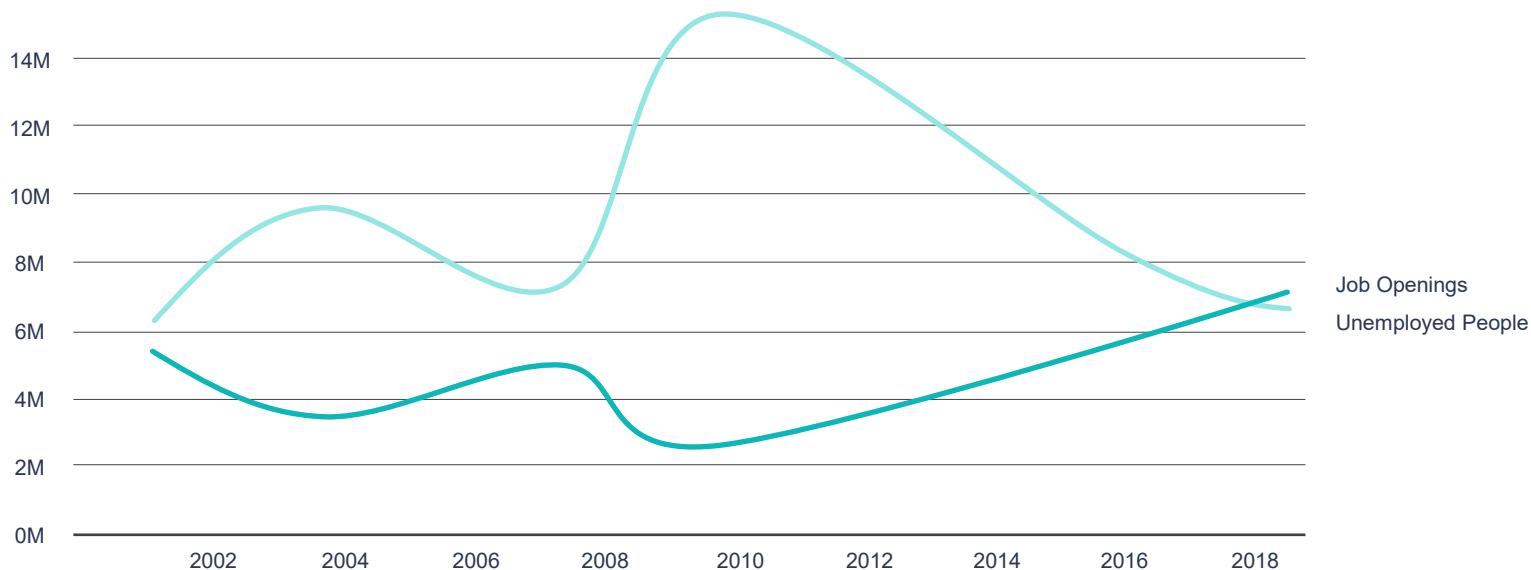
The tightening talent pool

Organizations want highly skilled workers that innovate.

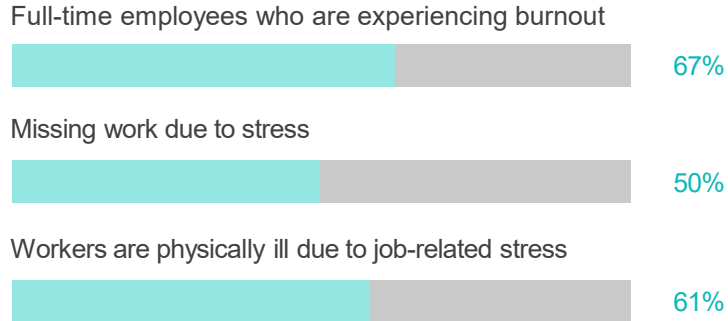
Workers have more options than ever.



Job openings vs. unemployed people



Stress and burnout are at all-time highs



Gallup, "Dying for a Paycheck", Jeffery Pfeffer,
Standard Graduate School of Business

Why Now?

9 to 5 has
become 24/7



Effects of burnout

More likely to take a sick day



More likely to visit the emergency room



2.6

times as likely to leave
their employer.

Gallup, Employee Burnout, Part 1:
The 5 Main Causes, July 2018

Millennials have their own priorities



43% of millennials
say they'll leave their
jobs within 2 years.

2018 Deloitte
Millennial Survey



52% of millennials
say a positive work
environment is very
important for choosing
a company to work for.

2018 Deloitte
Millennial Survey

“Hey team, I’m taking today and tomorrow to focus on my health. Hopefully, I’ll be back next week refreshed and back to 100%.”

CNN Employee

“Hey team, I’m taking today and tomorrow to focus on my health. Hopefully, I’ll be back next week refreshed and back to 100%.”

CNN Employee

“I can’t believe this is not a standard practice at all organizations... You are an example to us all, and help cut through the stigma so we can all bring our whole selves to work.”

CNN CEO

Can the workplace
actually be a place
where people leave
healthier than when
they arrive?

Develop a culture that nurtures wellbeing



A New View

Designing for Wellbeing

Understanding the six dimensions of wellbeing



The six dimensions

- Mindfulness
- Authenticity
- Belonging
- Meaning
- Optimism
- Vitality

Mindfulness

Being fully engaged.





Authenticity

Being really yourself.





Belonging

Being connected to others.





Meaning

Having a strong sense of purpose.



Optimism

Creativity and innovation.





Vitality

Having energetic
resilience.





A WORK FROM HOME CHECKLIST

Optimism

TIPS

- Every day, note three things you are grateful for
- Make a practice of helping out someone else in need. Research shows that helping others actually causes



Mindfulness

TIPS

- Focus on observing the details of what you are seeing, smelling, hearing and touching. Or try breathing slowly and taking the time to exhale.
- Try to get into the flow of work. Losing the sense of time is a natural high that drives us all to practice and master new skills.



Authenticity

TIPS

- Team leaders should share their own struggles, so people know they have room to be fallible
- What adjustments can make it more comfortable to do remote video and calls, such as not using the camera for some discussions, setting up a camera-friendly zone, defining specific hours in which I know I won't be disturbed.



Belonging

TIPS

- Build in buffer-time in meetings to chat and check in before getting down to work.
- Schedule virtual informal chats and coffees with colleagues, and not just official meetings. Set up team chats for updates so people feel connected to the greater community. Find ways to connect people to the larger organization.



Meaning

TIPS

- Create a virtual board for monitoring tasks and progress.
- Have regular check-ins to share accomplishments and challenges
- Think about what really motivates you to get to work each day, write it on a sheet of paper and pin it up next to your computer.



Vitality

TIPS

- Build in time to move, stretch or do some chair yoga.
- Change postures frequently
- Try to walk or pace during calls
- Make sure to take time to look out the window, get fresh air, look at your plants or pictures of nature.
- Establish clear time boundaries for work so that you are not thinking about work around the clock.



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