Out of Change Comes Opportunity

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The Changing World of EAP

- Technology Trends: “Soon The New Normal”

- Individual & Organizational Resilience: The New Workplace “Must Have”

- Breaking Beyond Stigma: Leveraging the Workplace to Increase Help-Seeking Behaviors
Technology Trends
“Death is very likely the single best invention of life. It's life's change agent. It clears out the old to make way for the new.” — Steve Jobs
Three in One Cloud HD Meetings

Desktop

Tablet and Mobile

Room Systems
Technology will drive health care and the pace of development is extreme

Behavioral Health/ EAP is moving too slowly

Employers want technology deliverables

It is a consumer driven, mobile, self-management world

Creative destruction is taking place

All things considered, it is early in the evolution but maturation is coming fast
Macro Trends Driving Technology Explosion

- Health Reform
- Chronic Disease and Aging
- Digital Revolution
- Golden Age of Entrepreneurship
A Few Trends...

- Pocket Medicine
- Virtual Care
- Wearables/Tracking
- 40K Health Apps
- Big Data/Data Sharing
- The Cloud
- Telemental Health
What's Happening...

- EAP companies providing telecounseling
- Cisco finds that 76% of patients choose telehealth over human contact
- ONC, FDA and FCC collaborating on standards
- Health 2.0 is replacing Health 1.0
- Gaming is being used for engagement
- Everything is linking/integrating
Emerging Technology in Health Engagement

**Gamification**
The most prevalent (62%) and ranks highest in respondents’ perception of effectiveness in achieving objectives.

**Mobile Technology**
Currently the least implemented (36%) but leads the pack as the highest priority for adoption or expansion.

**Social Networking**
Used in some fashion by half (50%) of responding organizations, but ranks highest in concerns over confidentiality and privacy of personal information.

Buck Consulting/World at Work
Things to Follow…

- Health 2.0
- mHealth Summit
- Games for Health
- MobiHealth News
- Office of the National Coordinator
  HealthIT.gov/Blue Button
- Institute for Creative Technologies, USC
- Behavioral Health Systems without Walls
Closing Thoughts...

- Get Outside the EAP Walls
- Plan for Mobile, Social and Tele-EAP
- Be Prepared to Integrate/Partner
- Keep up with Trends and Directions
- Reinvent
Building Resilience: A Workplace Strategy
“Resilience: the ability of something to **return to its original shape** after it has been pulled, stretched, pressed, bent, etc. (Merriam-Webster dictionary)

“Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress … It means ‘**bouncing back**’ from difficult experiences.” (American Psychological Association)

“Recovering from adversity” (Partnership for Workplace Mental Health, a program of the American Psychiatric Association)

“Resilience training helps employees **adjust and become stronger** in the face of stressful situations, and enables them to maintain their health and productivity during stressful times.” (National Business Group on Health)

“Resilience refers to the ability … to cope with adversity and adapt to challenges or change. … Resilience implies that after an event, a person or community may not only be able to **cope and recover, but also change to reflect different priorities arising from the experience and prepare for the next stressful situation.**” (SAMHSA)
“It is not the strongest of the species that survive, nor the most intelligent, but the most responsive to change.”
— Charles Darwin
Our Resilience

The ability to fully engage in life, recover from challenges, and, as a result, increase the capacity to thrive in the future
Why Resilience Matters to Your Workforce

A resilient corporate culture encourages:

**Innovation**
- Innovation even in times of adversity

**Communication**
- Open communication and strong interpersonal ties among employees and management

**Flexibility**
- The ability to effectively change direction quickly

**Productivity**
- Lower levels of absenteeism and presenteeism

**Balance**
- Reduced stress and burnout for both managers and employees

**Adaptability**
- The ability to cope with organizational changes
Business Costs of a Non-resilient Workforce

- Lack of engagement
- Stress
- Addictions
- Depression
- Anxiety, PTSD
Capitalizing on the Opportunity

- Stress arising from an adverse event can harm OR lead to growth in resilient organizations and individuals.
- Interventions can raise functioning to healthy or resilient levels.
Leadership Role

- Before event:
  - Preparing
  - Strengthening
  - Strategizing

- After event:
  - Role modeling
  - Setting the vision
  - Showing care
Individual + Organizational Resilience

Resilience in individuals
- Internal strengths
- Supportive environment

Resilience in organizations
- Collective actions and interactions of resilient individuals
- A climate of trust
Resilient Individuals

- View change as challenge
- Realism, tolerance
- Resourceful
- Positive thinking
- Self-assurance
- Spirituality
- Curious, sense of humor
- Behavioral control
- Flexible
- Self-care
- Connected with others
- Positive coping
- Self-care
Resilient Teams

- Shared values
- Culture of trust
- Good role model at the helm
- Commitment & connectedness
- Coordination among members
- Professional growth opportunities
- Positive relationships with each other
- Collective sense of efficacy
- Good communication skills
- Recognition for work
- Resources for well-being & work/life balance
- Encourage curiosity & problem solving
- Professional growth opportunities

Good role model at the helm

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Resilient Organizations

- They have a culture of trust
- In the face of challenge, leadership is able to:
  - Provide meaning to unprecedented conditions, reframe the situation
  - Set the vision and lead the way to understanding and then action
  - Build confidence in the workforce that they can handle any adversity
  - Model resilience
  - Show care for individuals
  - Promote social connectedness
  - Develop new competencies and a sense of pride
  - Communicate often and clearly across all levels
Understanding Needs

- Financial Resilience
- Change & Conflict
- Trauma & Negative Organizational Incidents
- Life Transitions
- Safety & Accident
- Professional & Career
- Health & Well-Being
- Adaptability & Growth

Core of Resilience: Individual & Organizational
- Business opportunity
- Resilience factors—individuals, teams
- Organizational assessment
- Ideas to formulate strategies, identify solutions
- Turnkey communication tools

www.valueoptions.com/resilience
“He appears to have lost all of his resilience.”

Stamp Out Stigma: Recognize, Reeducate, Reduce
### Diseases Affecting Segments of Americans

<table>
<thead>
<tr>
<th>Disease</th>
<th>Incidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alzheimer's Disease</td>
<td>1 in 10 aged 65 and over</td>
</tr>
<tr>
<td>Prostate Cancer</td>
<td>1 in 6 men</td>
</tr>
<tr>
<td>Breast Cancer</td>
<td>1 in 8 women</td>
</tr>
</tbody>
</table>
Mental Health Issues Affect...

...1 in 4 Americans

Less than 25% seek the help they need.
The True Scope of Mental Illness

- 26% of adults suffer from a diagnosable mental illness in a given year.  

- Persons with mental illness comprise 44.3% of the U.S. tobacco market.  

Employee depression alone costs workplaces $51 BILLION annually in absenteeism and lost productivity. 

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To increase health seeking behaviors through:

- **Recognizing.** Recognize when you or someone you love needs help. Recognize the symptoms. Recognize when someone doesn’t get the help they need. Recognize stigma creates a barrier to care. Recognize the high-prevalence of mental illness.

- **Reeducating.** Reeducate others: there is help and there is hope. Reeducate on mental and behavioral health. Reeducate on recovery. Reeducate on resources; what are your benefits? Who can you talk to?

From Stigma to Acceptance: It’s Time to Talk About It

- False beliefs and assumptions about mental illness can cause significant problems...

- Some of the harmful effects of stigma:
  - Lack of understanding / support
  - Discrimination
  - Stability
  - Harassment
  - Loss of hope

- We can make a difference
Our Role as Leaders…it starts with US!

- The workplace is a powerful community for change: Who better than EAP?
- Increase and model health seeking behaviors
- Our EAP Values…Our EAP Mission
Addressing Stigma Head-on!

We have a duty to remain ready to carry out the mission....

...but before we can help others, we must first take time to take care of our shipmates, our families, and ourselves.

CG SUPRT is there to help us navigate some of life’s most difficult challenges. Whether it’s relationship counseling, health coaching, personal financial management, legal assistance, dealing with responses to critical incidents, and other stress, confidential services are available to active duty, selected reserve, and civilian personnel, and their family members 24 hours a day, 365 days a year.

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Remember this call is free and confidential within the limits of the law!
Questions?

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