Missing the target

Exercise
The 4-C's
Diet
Health care

On Wellness©

Pioneer Network 2015

Navigating
the Winds
of Change

Chicago, Illinois

Ray Rusin
Rhode Island

A primer on what's important for industry and individuals!
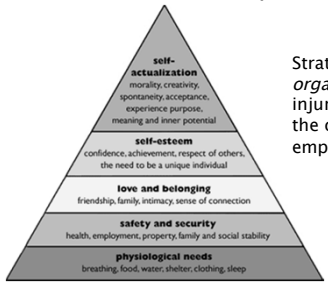

Session outline:

Intro

➢ Developing a mental map
➢ The problem
➢ Suggested strategies

Questions/Discussion

Developing our Mental Map

▸ Maslow's Hierarchy of Needs

self-actualization
morality, creativity, spontaneity, acceptance, experience purpose, meaning and inner potential

self-esteem
confidence, achievement, respect of others, the need to be a unique individual

love and belonging
friendship, family, intimacy, sense of connection

safety and security
health, employment, property, family and social stability

physiological needs
breathing, food, water, shelter, clothing, sleep

Strategic management of *costly organizational phenomena* (fatality, injury, illness, wellness) is good for the organization *and* good for employees.

✓ Workplace health & wellness
✓ Workplace safety
✓ Workplace fatality

5

Developing our Mental Map

‣ What is it?

There are two reasons for adopting
wellness activities and/or behaviors:

- ✓ Proactive – be better or preventative

- ✓ Reactive – responding to a symptom,
  threat, or irritant to physical system

8

Developing our Mental Map

‣ What are its dimensions?

Personal   ❖ Spiritual Involvement

❖ Intellectual Standing

Inter-personal   ❖ Social Balance
                  ❖ Emotional Balance

Personal   ❖ Physical Wellness

                  ❖ Environment

Core Areas for Wellness:

9

Developing our Mental Map

‣ What are its dimensions?

Wellness Activities

Church/Faith/Enlightenment   ❖ Spiritual Involvement
Meditation – Quiet moments/Reading
                                    ❖ Intellectual Standing
Mentor/coach/personal counseling
Family – friends – colloquies   ❖ Social Balance
Community activates – work activities ❖ Emotional Balance

Changes in diet – weight control   ❖ Physical Wellness
Exercise – walking – jogging/gym/yoga
Routine & pre-emptive health screenings ❖ Environment

Core Areas for Wellness:

13

Developing our Mental Map

‣ What are its dimensions?

❖ Spiritual Involvement

❖ Intellectual Standing

Unbalanced | | | | | | | | | **Balanced** ❖ Social Balance
❖ Emotional Balance

❖ Physical Wellness

Unhealthy | | | | | | | | **Optimal Health** ❖ Environment

Core Areas for Wellness:

14

Developing our Mental Map

✓ Workplace quality

✓ **Interpersonal interactions**

✓ Workplace health & wellness

✓ Workplace safety

✓ Workplace fatality

self-actualization
morality, creativity, spontaneity, acceptance, experience purpose, meaning and inner potential

self-esteem
confidence, achievement, respect of others, the need to be a unique individual

love and belonging
friendship, family, intimacy, sense of connection

safety and security
health, employment, property, family and social stability

physiological needs
breathing, food, water, shelter, clothing, sleep

29

Problem :

➢ Indiustry targets:

✓ Workplace health & wellness
✓ Workplace safety
✓ Workplace fatality

$

➢ Individual/personal targets:

✓ Proactive – be better or preventative

✓ Reactive – responding to a symptom, threat, or irritant to physical system

Problem:

‣ The accumulation of annoying incidents

Random Events/Occurrences	
Unpredictable	Predictable

Personal Foibles		
Did wrong	Forgot to do	Didn't get to do

Failed Expectations of 'Other(s)'		
You believe should happen	You asked to happen	Other(s) said would happen

Failed Expectations:

Beliefs
Personal goals
Motivations/Aspirations

Self image
Self worth
Ego & appearance

Impact on you or how others perceive you

Perceived/actual authority

Challenges to self

34

Living & working in the real world

‣ The accumulation of annoying incidents

• Failed expectations trigger automatic response reflexes

✓ Isolated and/or accumulated annoyances trigger automatic reflexes that have a physiological impact on our emotions & feelings of well-being whether we realize it consciously or not.

✓ Our responses are the result of our brains self-serving determinations regarding "what's going on?".

✓ The body registers the event(s) as "stress".

43

Living & working in the real world

‣ The accumulation of annoying incidents

• Failed expectations trigger automatic response reflexes

• Real or perceived threats generate stress and bad feelings

✓ The brain records all events as real, creating justifications for future actions (I.e., Illusions).

"Illusions are distorted perceptions that do not convey accurate information about the "external world" as philosophers refer to all that is outside our skin. Our behavior is based on the assumption that our perceptions are accurate."

Managing Differences Daniel Dana, Ph.D.

44

Problem:

- Understanding interactions as triggering events
- Connecting the dots between "Stress" and "Wellness"

✓ The 'wellness' emphasis is focused more on the symptomatic results of stress rather than the ever present stress related problem of,

Inter-personal relationships, managing miscommunication, and conflict management

❖ Spiritual Involvement

❖ Intellectual Standing

❖ Social Balance
❖ Emotional Balance

❖ Physical Wellness

❖ Environment

Core Areas for Wellness:

48

Strategies for change

- Organizational options:
  Strategic management of:
    - ✓ Workplace fatality
    - ✓ Workplace safety
    - ✓ Workplace health and wellness
    - ✓ Workplace quality
    - ✓ Workplace communication & conflict

54

Strategies for change

- Organizational Protocols:
    - ✓ Establish interpersonal communication requirements;

      Behavioral actions

    - • Communication;
    - • Collaboration;
    - • Cooperation; and
    - • Control.

56

Strategies for change

- Organizational Protocols:
  - ✓ Establish conflict management plan;

  Every organization has a conflict
  management strategy . . .

  . . . but few know what it is!

57

Strategies for change

- Personal options:
  - ✓ "Do unto others……."
  - ✓ "Forgive and forget"
  - ✓ "Turn the other cheek"   Walk-away
  - ✓ "Be the better person"   behaviors
  - ✓ "Thou shalt not kill"

  - ✓ Competency development in the 4-C's
    - ➢ Communication
    - ➢ Cooperation   Dialogue
    - ➢ Collaboration   behaviors
    - ➢ Control

61

Strategies for change

- Strategies for Change

  Person-centeredness approach

  The way and manner in which you speak to yourself:

  - Is completely under your control
  - Is similar but not the same as talking to "others"
  - We know the truth – good, bad, & the ugly
  - Is the only voice that can speak to your self-
    interest

62

Strategies for Change

- Strategies for Change

Carl Ransom Rogers (January 8, 1902 – February 4, 1987)
Psychologist – one of the founders of the
'Humanistic Approach' to modern psychology.

Unconditional Positive Regard
(UPR)

Basic acceptance and engagement with a person
regardless of what the person says or does

66

Strategies for Change

- Strategies for Change

Unconditional Positive Regard
Potential

Perception
of threat
Thoughts
UPR
Anger
Feelings

– Reduce feelings of "threat"
– Reduce general stress
– Reduce collecting "bad feelings"
– Reduce negative responses
– Short circuits the Retaliatory Cycle

68

Strategies for Change

- Strategies for Change

Unconditional Positive Regard
(UPR)

❖ Spiritual Involvement

✓ This is a proactive "wellness" behavior   ❖ Intellectual Standing

✓ This is a positive behavioral action, and   ❖ Social Balance
                                                    ❖ Emotional Balance
✓ You do it for yourself – not for the 'Other'

❖ Physical Wellness

❖ Environment

Core Areas for Wellness:

70