Moving the dial on Workplace Wellbeing

Nisha Alberts, Business designer – Health & Wellbeing
June 23 2023

VISION SUSTAINABLE LIVING TOGETHER ACCORDING TO achmea

Profile: We are a financial service provider, working in cooperation with our clients.

Ambition: Achmea creates sustainable value for our customers, our workers, our company plus society in general.

Mission

Together we resolve major societal issues in 4 domains

- Health closer to everyone
- Smart mobility
- Carefree living and working
- Income for now, for medium term and for later

Building blocks

1.	2.	3.	4.	5.
Large customer base	Skilled workers	Strong partner-ships	Digital & data expertise	Very solid financial position

achmea

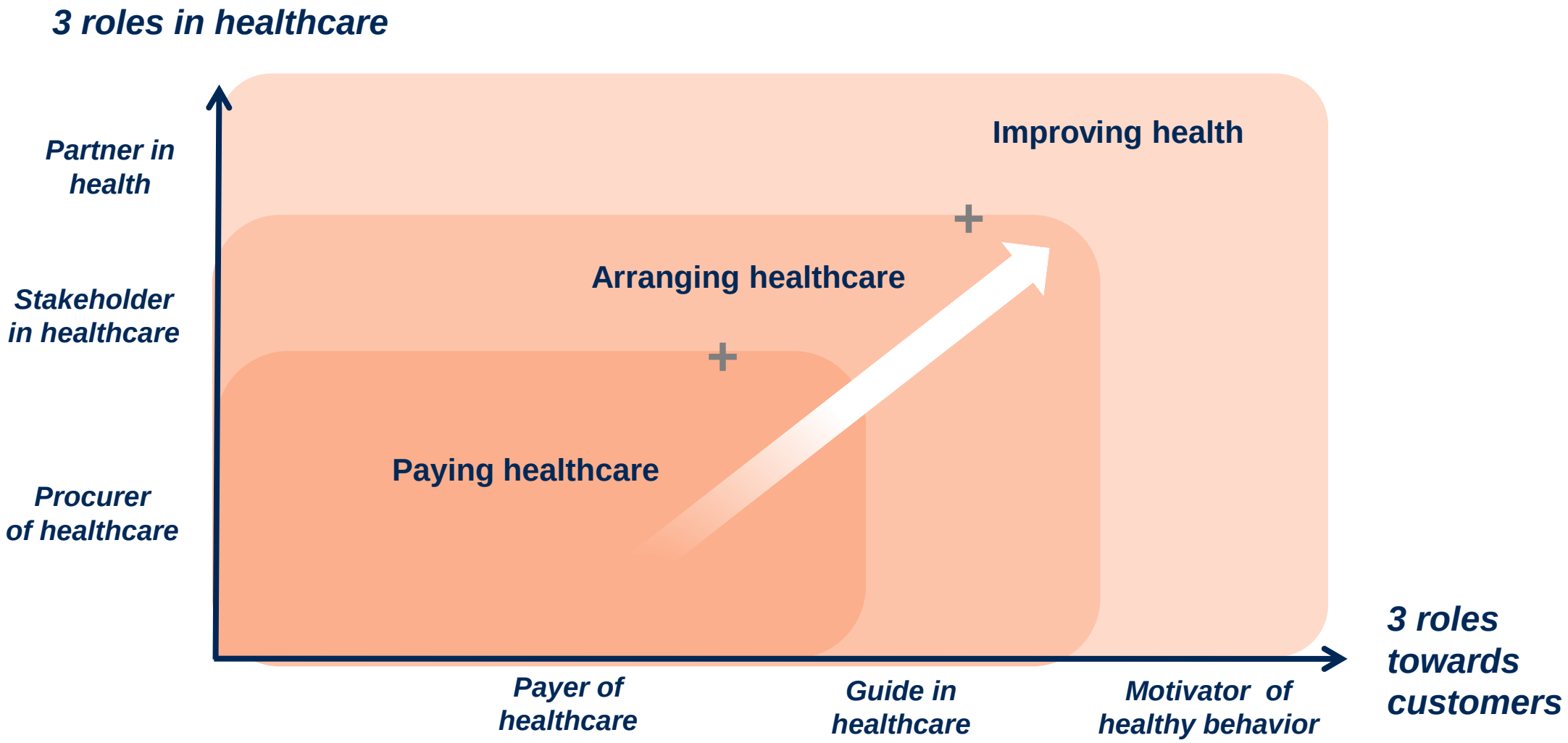
Interpolis. Glashelder

Zilveren Kruis

Centraal Beheer

Our values Dedicated Modern Ambitious Proud Decisive

Zilveren Kruis aims to bring health closer for everyone



Zilveren Kruis has a unique position in the business market

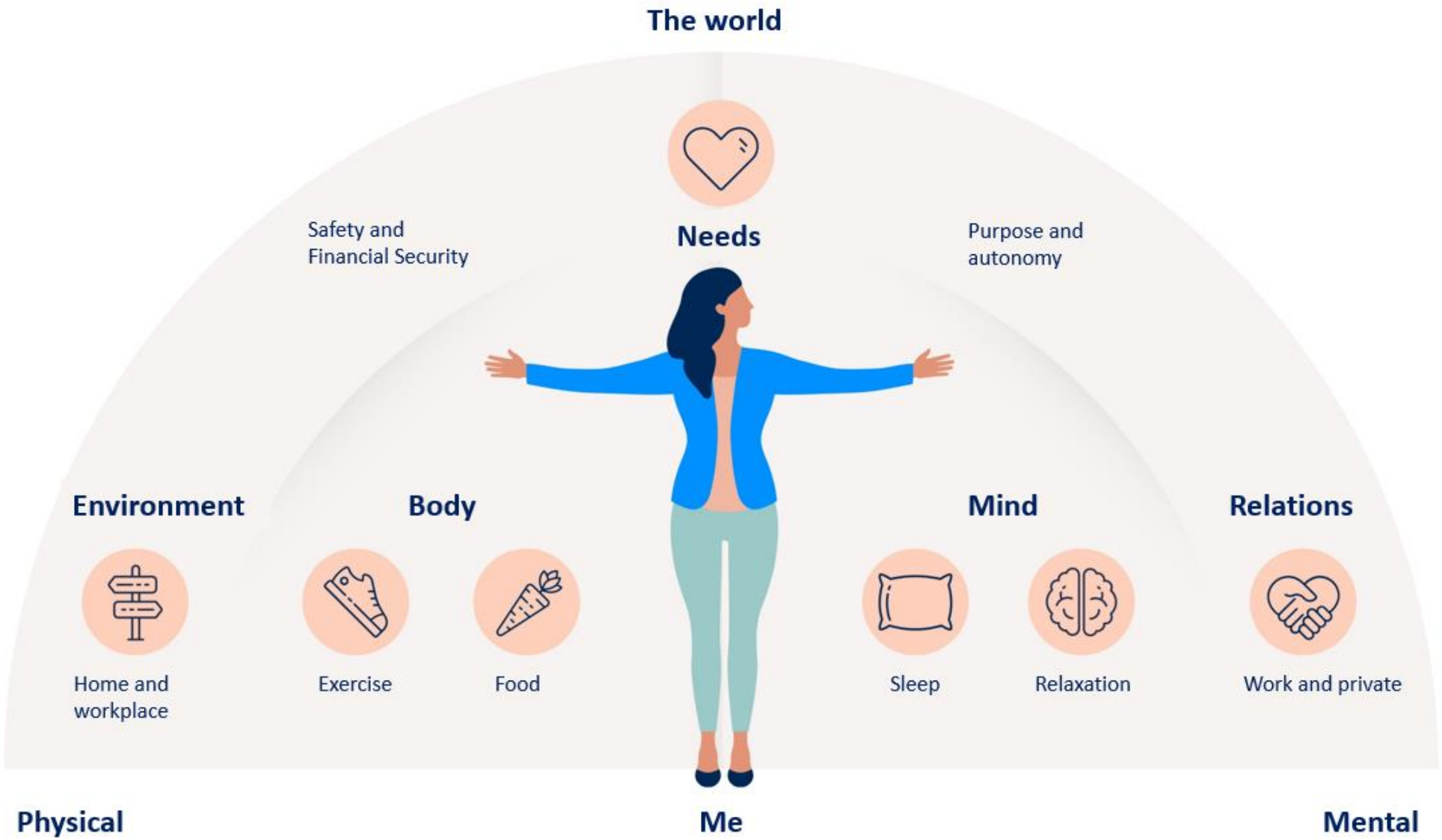
- Over 15 years of experience with ‘Healthy Enterpreneurship’
- Very solid name and reliable partner for customers and providers
- Extensive knowledge and expertise in health and wellbeing market
- Large business and distribution network with solid relationships
- Healthy enterpreneurship partnership proven decisive in >75% of tenders and renewals
- Focus on knowledge sharing, proven effective care and
- Help to make customers award winning.

Our ambition with our business customers is to ‘bring health and wellbeing closer by in workplaces’

Zilveren Kruis

We are proud of our corporate client portfolio

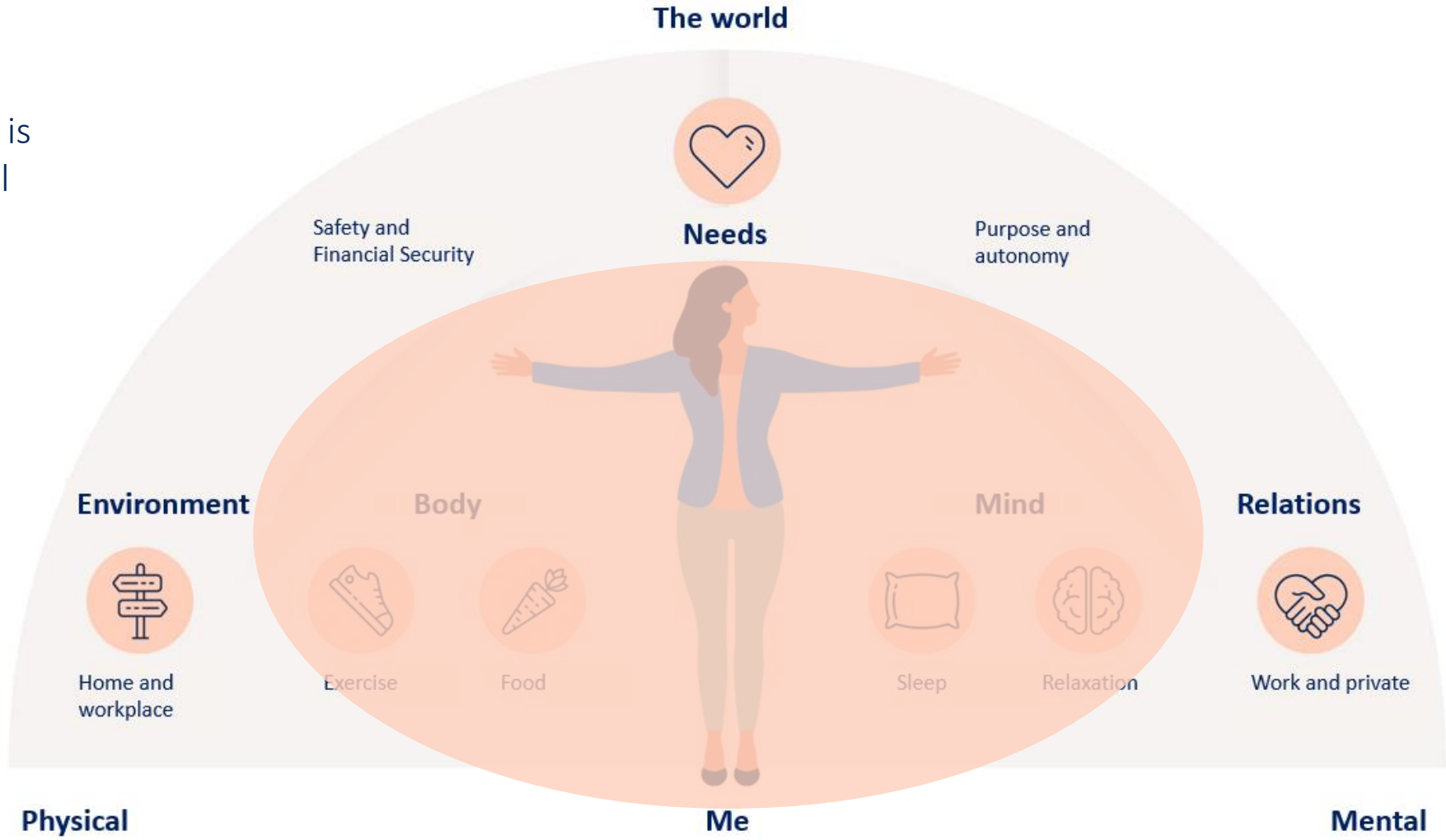
Zilveren Kruis has a broad vision on health and wellbeing



Zilveren Kruis

Healthy living is about lifestyle and vitality like exercise, nutrition, sleep and relaxation

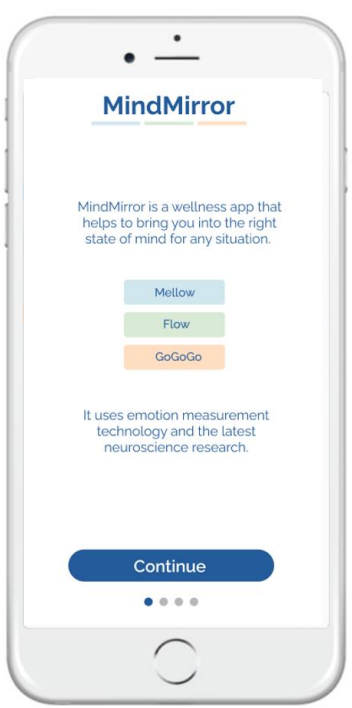
The inner circle is about individual lifestyle

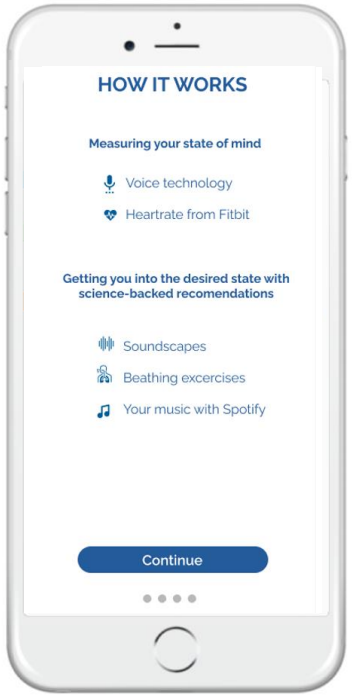


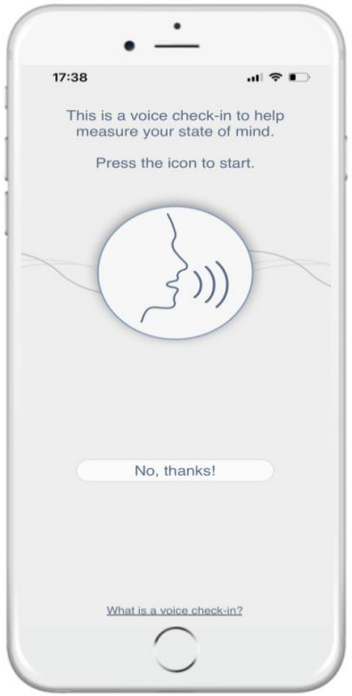
MOODMIRROR SHOWS YOUR MOOD

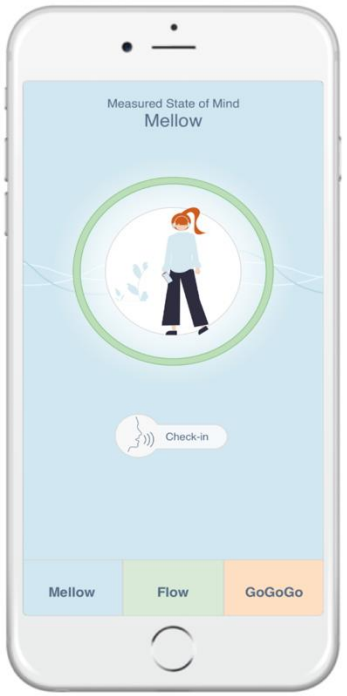
MoodMirror is an innovative app that uses stress measurement via smartwatches and patented voice technology to show your state of mind: *Mellow, Flow or GO GO GO!*

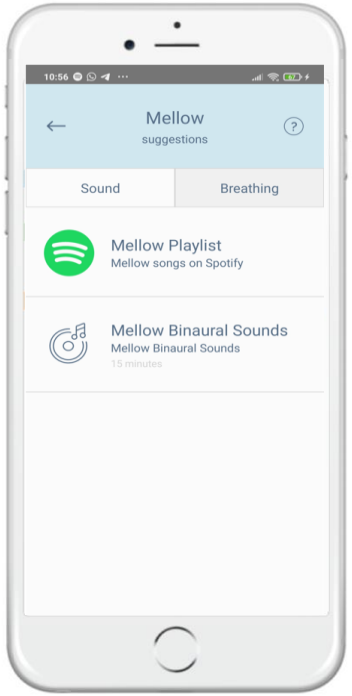
After measurement you can choose to move into a different state of mind with the help of breathing exercises or by listening to Spotify music lists.

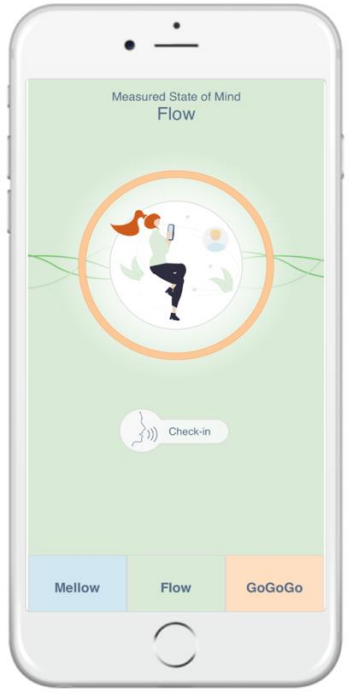




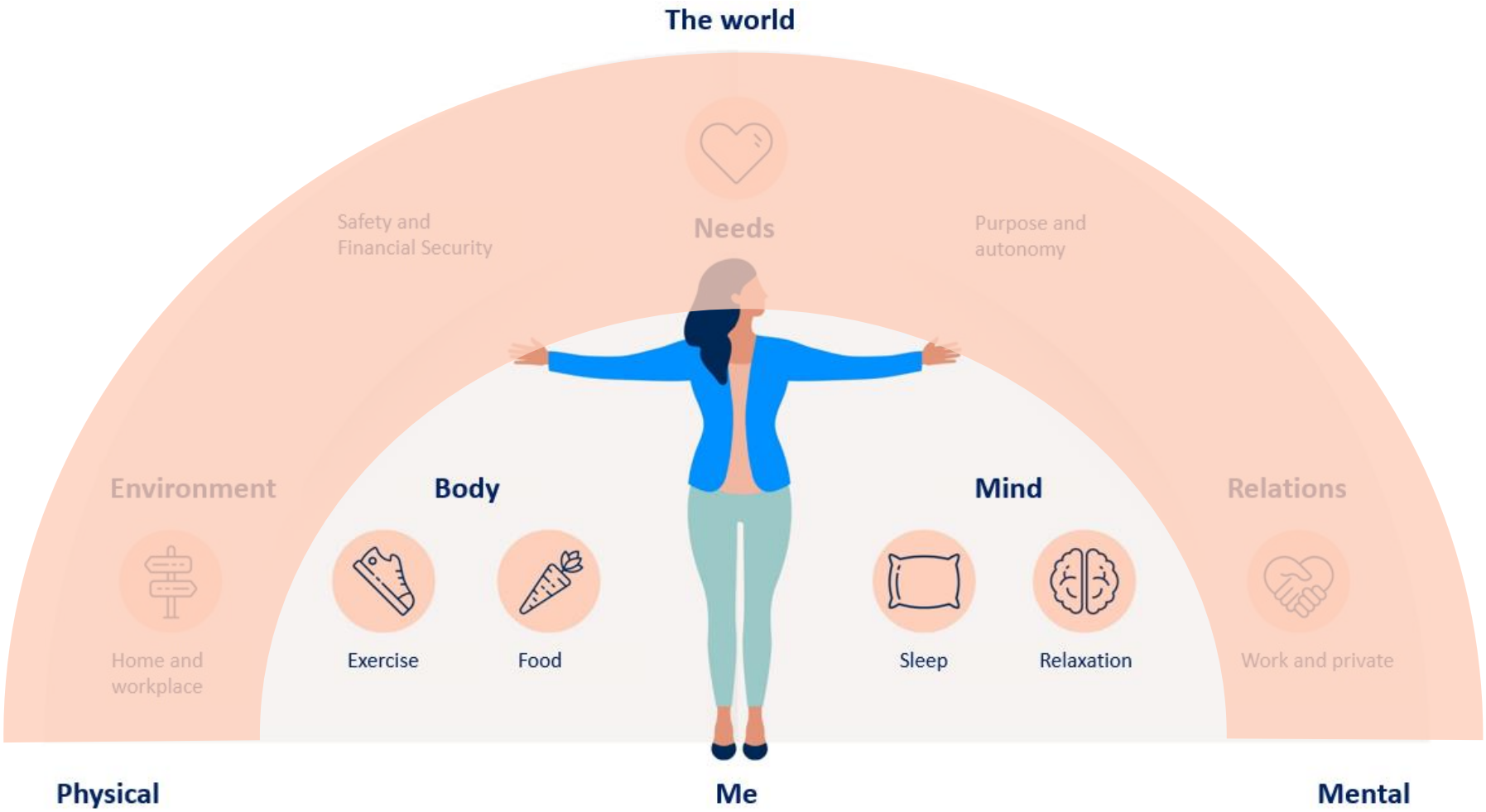








..and it's heavily influenced by the context and the environment of where you live and work.



Mental health in Europe

- Mental health problems affect about **84 million people** across the EU.

- In addition to **the personal suffering**, mental health problems have financial **implications** for our society.

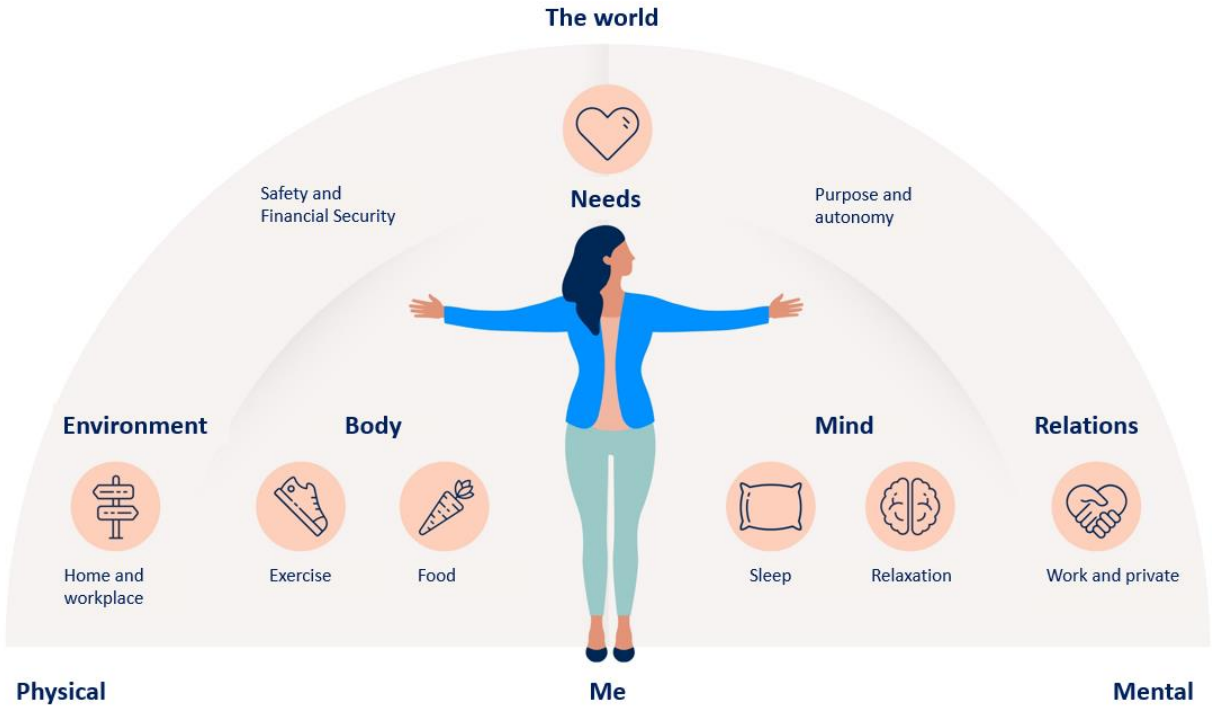
- The total costs of mental health problems are estimated at more than **4% of GDP (more than €600 billion)** across the 27 EU countries and the United Kingdom.

- Rising absenteeism due to the feeling of high pressure and stress, Burn out.

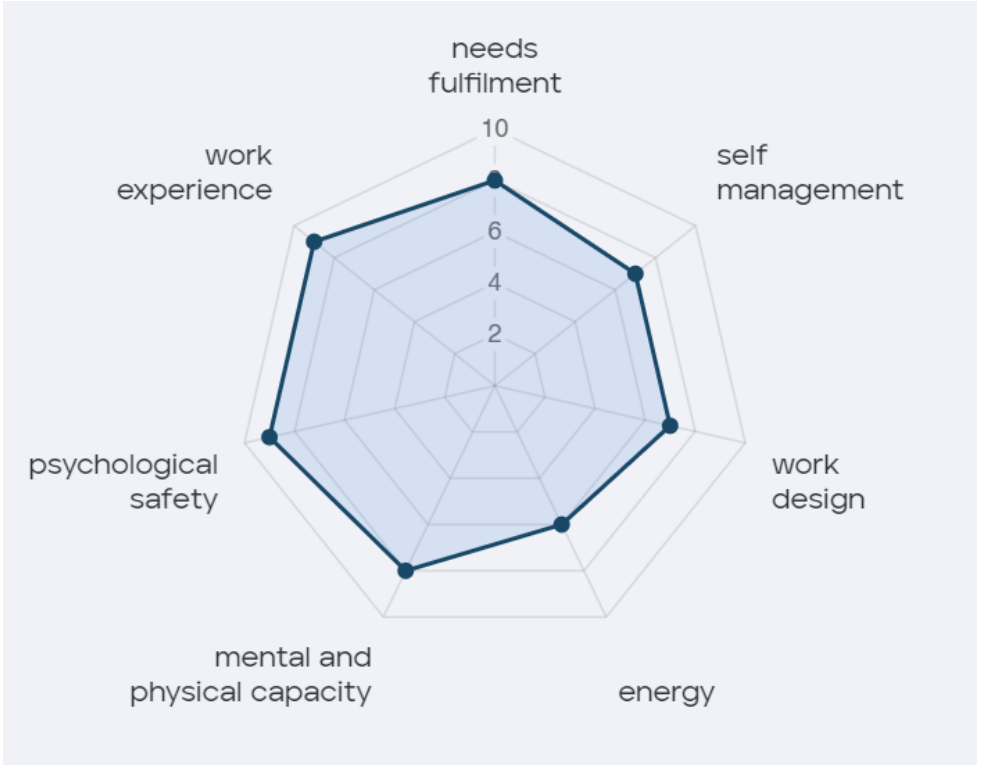
Source: Mental health (europa.eu)

Workplace wellbeing has a big impact on the rest of our lives (Gallup 2022)

Overall Wellbeing



Workplace Wellbeing (TNO 2022)



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We spend an average of

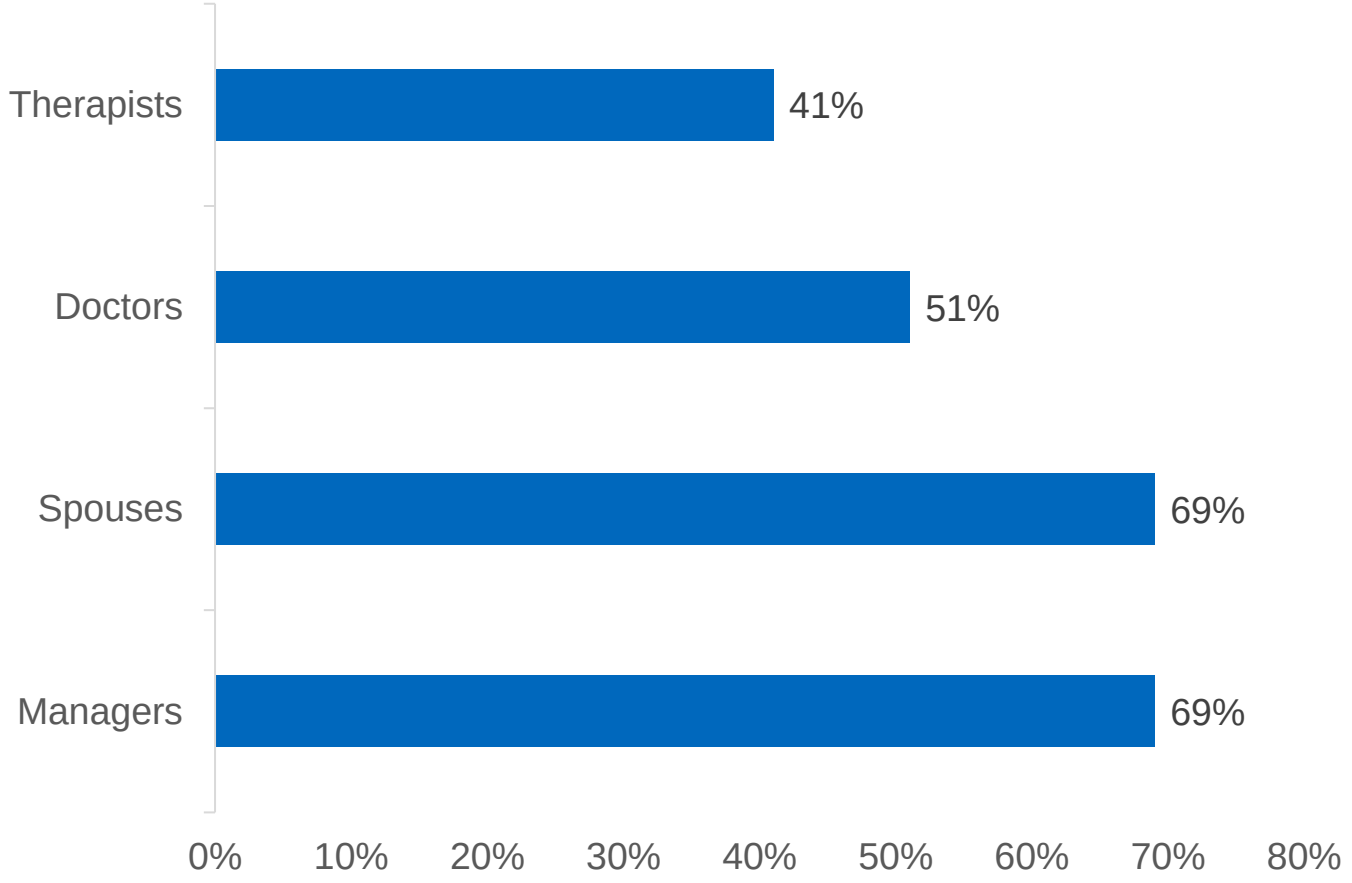
80,000 hours of our lives **at work**.

After sleeping, this is the activity we spend the most time on.

So it’s super important that we **enjoy that time** and feel that **what we do matters.**

Impact of managers on mental health

60% of employees worldwide say their **job** is the biggest factor influencing their **mental health**



69% of employees say managers impact their mental health, which is a greater impact than doctors (51%) or therapists (41%), and even the same as the employee's spouse or partner (69%).

Source: The Workforce Institute, The impact of work on Mental Health (2023)

Within culture leadership is crucial

Leaders and managers can help value people, celebrate accomplishments, build strong relationships and socialize.

They can help employees love what they do every day by maximizing an employee's unique personality, talents, and passions.

Feeling seen is fundamental for mental health

"Once they've built trust, managers and teams can dream big together — not just about career goals and development, but about life and overall purpose and well-being." *(Gallup, 2023)*

Toxic workplace behavior is the biggest driver of negative workplace outcomes, such as burnout and intent to leave.

Decades of research suggest that interventions targeting only individuals are far less likely to have a sustainable impact on employee health than systemic solutions including organizational level interventions.

Source: McKinsey & Company (May 2022)

Investing in wellbeing in the workplace contributes to the success of organisations

Employees who strongly feel that their employer believe their wellbeing is important are:

69% less likely to actively look for a new job

71% less chance of severe burnout

17% higher productivity

3x higher engagement

59% less turnover

Bron: Gallup, 2022

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Deloitte. Zilveren Kruis INNOVATED WITH TNO

Wellbeing Community & 5 years of research

Our mission

'Creating a movement in which we put people at the centre of organisations', these are words with which Zilveren Kruis, Deloitte and TNO started the community in 2018. Now, five years later, we set ourselves a sharpened mission:

'With the Wellbeing Community, we encourage organisations to embed wellbeing in their strategy and implementation in order to be sustainably successful'.

What is wellbeing?

Wellbeing is about the perceived quality of life.
It is a multidimensional and dynamic concept in our research*.
To measure and guarantee wellbeing, a system vision is needed that provides insight into various dynamics at organizational and team level.

*Bron: TNO: Niks, I.M.W.; Veldhuis, G.A.; van Zwieten, M.H.J.; Sluijs, T.; Wiezer, N.M.; Wortelboer, H.M. Individual Workplace Well-Being Captured into a Literature- and Stakeholders-Based Causal Loop Diagram. *Int. J. Environ. Res. Public Health* 2022, 2022, 19, 8925. https:// doi.org/10.3390/ijerph19158925.

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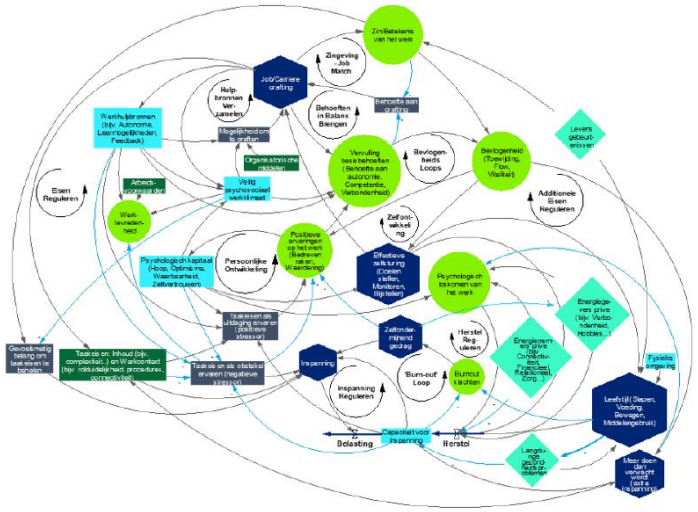
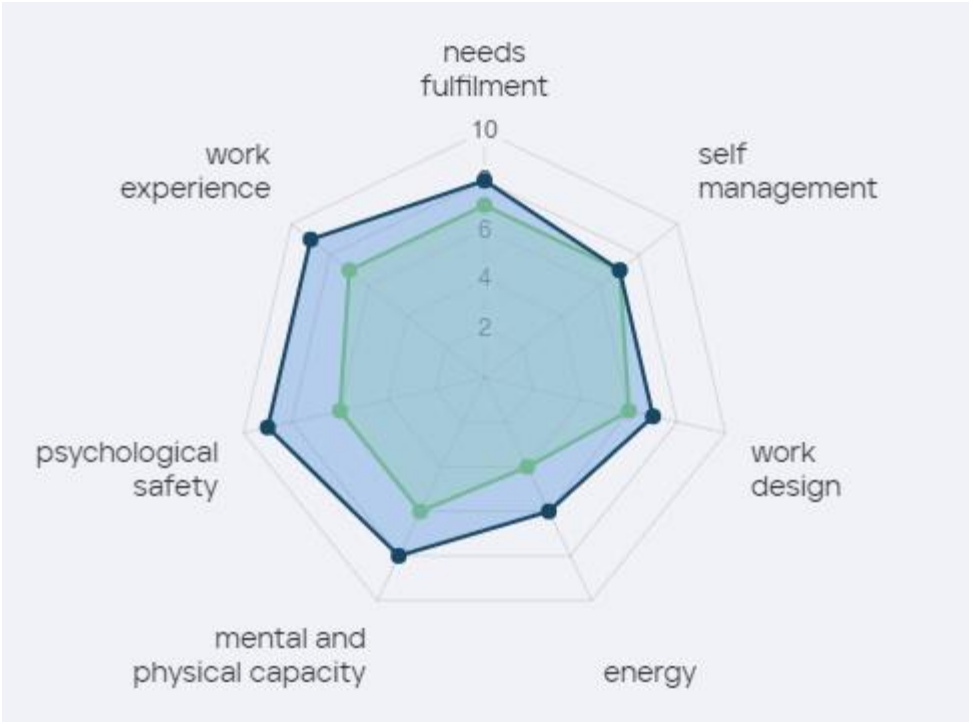
Zilveren Kruis and Deloitte have joined forces

TNO has simplified the Workplace Wellbeing model into a 'diagnostic questionnaire', 7 domains with associated subdomains, domain descriptions and an algorithm.





System dynamic workplace wellbeing model including:

- **Jobs Demands Resources model**, prof. Dr. A. Bakker
- **Universal basic needs:** connection, autonomy and competence. Deci & Ryan.
- **Work Ability Index (WAI),** prof. Dr Ilmarinen

These 7 domains are the strongest indicators of wellbeing at work

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De Well at Work Monitor

There are 3 factors of importance to achieve an improvement on wellbeing

1. Measuring and monitoring

Insight in the current state and development of workplace wellbeing by continuous measurement and monitoring with **science-based tools.** This is fundamental for improving wellbeing in the workplace.

2. Interventions on different levels

Truly listening to the needs of the employee and deploying targeted and fitting **interventions at different levels**: for individual, manager, team, department and organization.

3. Realize a societal breakthrough together

We're stronger together. Sharing knowledge and working together to interpret data and together realize a **societal breakthrough** together.

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Quality tooling to drive wellbeing is missing

There are many wellbeing models around that are **not scientifically based**. When these models are used in wellbeing tooling, the data acquired are not reliable

An **employee engagement survey is not sufficient** because:

- It only measures engagement and does not focus on integral improvement of employee wellbeing
- It does not include continuous monitoring

Most **solutions that are offered are focused only on the employee**. While the emphasis should always be on improving the work situation first (Wilmar Shaufeli, 2023).

That is why the Well at Work Monitor has been developed

Well at Work Monitor

Scientifically based	**Continuous** measuring and monitoring of wellbeing	Focused on **organisation, team and employee**	Measuring of **holistically and strategic** wellbeing indicators	Unique development into a **prognostic monitor**
✓	✓	✓	✓	✓
The monitor is based on the **largest scientific meta-analysis** to date which provides a holistic view of your employees' wellbeing.	Employees can complete the survey of the Monitor on a monthly basis, allowing HR **continual** access to the most **accurate insights**.	The Well at Work Monitor supports employees **at all levels** by measuring wellbeing at the **organizational, team, and individual levels.**	The Well at Work Monitor uses a **broad approach** to measuring wellbeing, factoring in **all the strongest indicators** of workplace wellbeing.	A unique feature of the Monitor is that it **will evolve into a prognostic monitor** and allowing to compare insights with other companies with a distinct focus on wellbeing.

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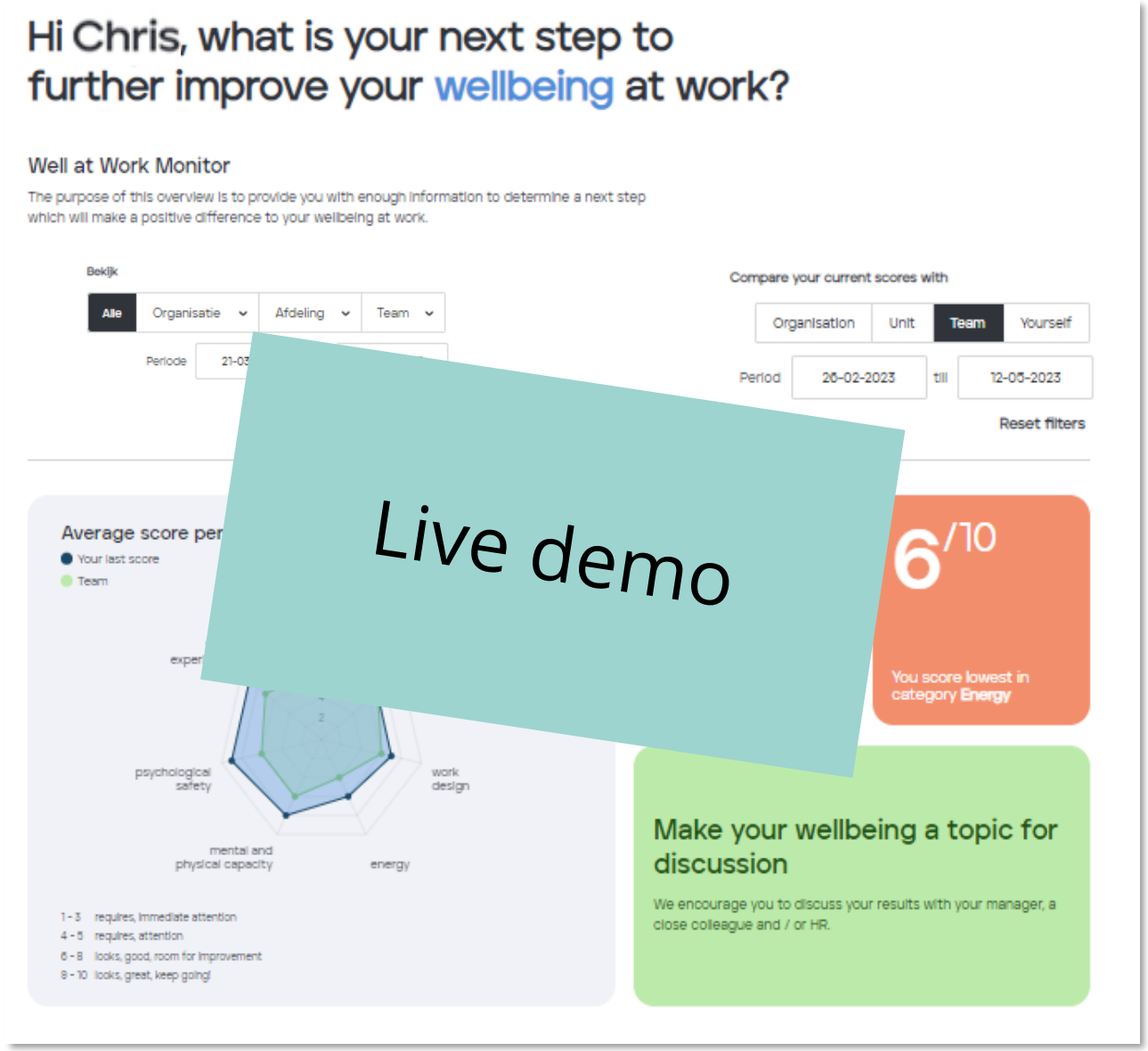
A user-friendly and attractive design has been chosen. Tested with end users

Insight at different levels

Employees can see their individual wellbeing and their wellbeing in relation to

Leaders can gain insight into the wellbeing of their team

HR gains insight into wellbeing at team, department and organizational level



Live demo

Available in English and Dutch

Insights available over time to see trends and progress

Understanding the 7 indicators of wellbeing

Scientific research shows that the following indicators are the strongest and reliable indicators of workplace wellbeing:

Based on the insights, employees, teams and organizations can take more targeted action.

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Team & Contact

Curious about how the Well at Work Monitor can add value to your organization and its people? Contact one of our experts below to discuss the next steps.

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Thank you