



A Kempe Center Organizational Intervention

Be Well. Do Well. Stay Awhile.

How to Build an Engaged, Resilient Organization

ABOUT OUR PROGRAM

Human services organizations are in an unprecedented time of burnout, turnover, and challenges in recruiting and retaining staff at every level. To support workforce resilience, the Kempe Center has developed an evidence-based framework and strategies that organizations can use to build a positive work culture that helps to retain an engaged workforce. This organizational intervention was designed to impact the three drivers of workforce resilience: individual behavior, workplace culture, and leadership. The program blends strategies for coping from occupational stress research with approaches for thriving from positive psychology and neuroscience.



Individual Habits

The focus of the intervention begins at the individual habit level to create significant buy-in from staff. Habits allow us to accomplish the important behavioral regimen that science has proven lead to increased levels of positivity and resilience. Participants will experiment with the key behaviors that move their own baseline levels of positivity to a higher plane.



Work Routines

Work routines are the organizational equivalent of habits, so the training then shifts to how positivity can be embedded into the daily tasks of the workforce. Participants develop structured plans to instill positive principles and practices into the typical day to bring the benefits of positivity to their team and the whole organization. This allows organizations to move resilience training from well-being programs to longer-term initiatives that define and build the cultures we need in our organizations for resilience to persist.



Leadership Skills

Lastly, studies consistently show that more than half of all initiatives end in failure. Many of those initiatives rely heavily—even overwhelmingly—on leadership skills such as walking the talk and careful communication plans. Yet such an approach by itself often falls short. Success is more likely if leaders take the time to facilitate change by carefully identifying the new behaviors that change will require from people (at all levels) and then designing the work environment to encourage and reinforce exactly those behaviors.

It might feel naïve in these times to emphasize positivity and happiness. However, decades of research in positive psychology clearly show that **happiness leads to greater resilience, better critical thinking, more creativity, and myriad other emotional, physical, mental, and relational benefits.** With this organizational intervention you can have these types of results, which all lead to increased retention of your team.

Contact Dan Comer, the Workforce Manager at Kempe (daniel.comer@cuanschutz.edu), to discuss ways to bring this research-based, motivational, (and fun!) intervention to your organization!





Be Well. Do Well. Stay Awhile. Implementation

The Kempe Center is equipped and excited to provide the Be Well>Do Well>Stay Awhile implementation which focuses on building a positive work culture and building resilience in agency staff. It is based on the principle that well-being leads to better thinking, more creativity, greater resilience, more success, and a reduction in turnover among staff.

RECOMMENDED IMPLEMENTATION STEPS:

1.1 day, in-person training course for all **agency staff**. Class size up to 40 participants.

The focus of this training day begins at the individual habit level to create a high level of buy-in from staff. Habits allow us to accomplish the important behavioral repertoires that science has proven lead to increased levels of positivity and resilience. Participants will experiment with key behaviors that move their own baseline levels of positivity and resilience to a higher plane.

2.1 day, in-person training course for **all agency supervisors**.

Culture is a complicated blend of values, assumptions, perceptions, attitudes, beliefs, behaviors, and customs. But at the end of the day, it all comes out in the way we interact. In the human services arena, how we interact is largely created and sustained at the supervisor level. And at the heart of all of this: culture, human experience, and interaction, we find psychological safety. The training for this driver therefore centers on the power of psychological safety to build a connected and engaged team.

3. **Monthly one hour virtual coaching sessions** to support implementation of the resilience strategies, tools, and cultural adaptations shared in the training courses. 12 monthly sessions recommended. Unlimited attendance.

4. **Monthly one hour virtual leadership/implementation team coaching sessions** to emphasize ways to message and support that employee well-being is a priority within the agency. 12 monthly sessions recommended. Unlimited attendance.

5. **Biweekly email reminders** designed to reinforce, deepen, and support the resilience practices of agency employees.