

[theme music playing]

Opening credits: Gray screen with words in black “Are you...” HReady logo flies on screen in pieces and assembles against gray background.

Gray screen with HReady logo in upper left corner. A blonde-haired woman host named Janice pictured on the left. Black words on bottom right read, ‘Welcome to HReady with Janice Appleby chief human resources officer for Vizo Financial’

Janice: True or False: An employee can be engaged in their work, but not thriving in their personal life.

Janice: The answer is true!

Janice: In July, we introduced the first part of our wellbeing series by discussing the five key elements of wellbeing: Career, Social, Financial, Community and Physical. Now, we will dive into the role of leaders and organizational culture in wellbeing at work—welcome to part two!

Janice: While we know that an engaged employee will far outperform their non-engaged counterpart, Gallup’s research tells us that an employee can be engaged without thriving in their personal lives, and that is when risks can arise. Non-thriving, but engaged employees, are approximately 60% more likely to experience burnout, 50% more likely to have daily stress, 70% more likely to have daily worry and twice as likely to experience sadness and anger compared to their engaged *and* thriving counterparts.

Janice: Stress, worry, sadness, anger...these are all emotions that employees across the world are experiencing, and the pandemic has only exacerbated these emotions. From trying to navigate an uncertain world to balancing remote work and life, the pandemic has made it clear that an employee’s personal life affects their professional one. And since wellbeing impacts work performance, managers and organizations must create a culture that focuses on supporting and improving employee wellbeing.

Janice: Here are some ways that both leaders and managers can improve engagement and wellbeing.

Janice: Including employees in the wellbeing conversation is a great way to improve engagement and wellbeing. Asking for employees’ opinions could lead to new programs or improvements for existing ones. Showing employees that their opinions matter will make them feel a part of the wellbeing movement and may encourage them to participate in wellbeing activities.

Janice: You can also link the wellbeing of each employee to the credit union’s mission or purpose. When an employee believes in your mission, they’re more likely to feel their job is important. Use regular communications and events to reinforce how each wellbeing element is related to your credit union’s purpose.

Janice: When an employee receives regular recognition or praise for doing good work, they are more likely to be engaged. One way leaders can elevate both engagement and wellbeing is to create recognition processes tied to each of the five wellbeing elements. This practice also demonstrates that wellbeing is vital to the credit union’s culture and values.

Janice: When an employee is engaged, they’re more likely to share their wellbeing goals with their manager. Additionally, managers can include wellbeing goal setting and milestones into progress

conversations. Discussions around wellbeing goals are best suited for informal check-in meetings where managers and employees can discuss the employee's progress as well as stumbling blocks to achieving greater wellbeing.

Janice: While these may only be a handful of ways that leaders and organizations can improve engagement and wellbeing, they're vital to decreasing the risks associated with low wellbeing. Gallup's research tells us that burnout contributes to 20 percent of voluntary turnover costs and costs \$322 billion in lost productivity across the world.

Janice: The good news is these costs are preventable. Ensure your credit union and your leaders are taking steps today to improve employee wellbeing. And now you're HReady!

[theme music playing]

Gray screen with HReady logo. Fade to white screen with blue, red and green paint splashing together to form Vizo Financial logo. Logo fades to a green Vizo Financial logo 'V', a red heart and the words, "CUs" in green on a light gray background. Dark gray words appear underneath that read, 'A Vizo Financial Production'

Logo fades out and disclaimer text appears on screen.

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