

Workplace Wellness Program

# COMMUNITY EXPERIENCE OUTCOMES

A Community Experience (CE) is a collaborative learning journey where participants integrate insights from Learning & Development (L&D) sessions, craft action plans, and actively engage in wellness monitoring for sustained well-being.

Community Experience #1 was designed to explore **Stress, Burnout and Workload Management**. This was an opportunity for UMass Dartmouth staff to reinforce previously learned strategies (Wellness Shots) and apply a robust evidence-based mode (JD-R) to manage workload and create a sustainable work-life environment. Through this community-driven experience, staff were encouraged to actively participate in breakout sessions, share their insights, and foster a sense of belonging.

According to the **2023 Global Culture Study**, organizations that receive high ratings on the Community Index, where

## EMPLOYEES EXPERIENCE A SENSE OF BELONGING

and make meaningful contributions towards shared objectives, show a notable

**62% BOOST** in estimated employee tenure within their present workplaces.

The Wellness Living Laboratory study at Stanford, which surveyed 100 individuals, discovered that

## "SOCIAL CONNECTEDNESS"

emerged as the **most frequently cited factor associated with overall well-being**.

Preliminary findings from this ongoing, extensive study involving **30,000 PARTICIPANTS** have emphasized the significance of promoting social connections as a paramount workplace initiative.

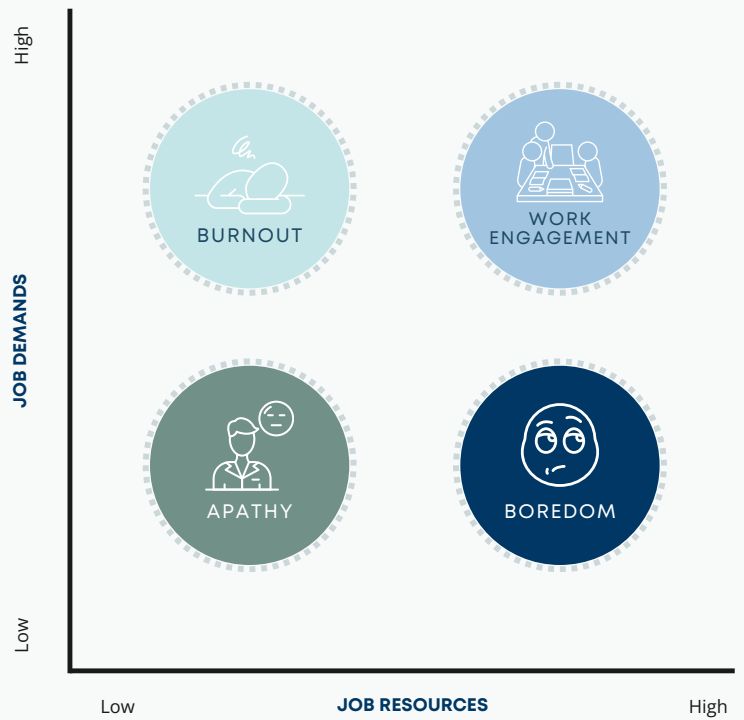
Participating in meaningful activities that **contribute to the community** and **foster connections** &



**a sense of unity** within the organization is an essential element of workplace wellness.

### JOB DEMANDS - RESOURCES (JD-R) MODEL

Interactions in JD-R Model



On November 2, 2023, UMass Dartmouth staff came together as a community **TO HELP TAYLOR REGAIN CONTROL** and find a healthier **WORK-LIFE BALANCE** while managing their **DEMANDING** role.

**60+**

**UMASS STAFF**

participated in the first community experience across six breakout sessions.

**99%**

**TURN OUT RATE**

reflected a strong commitment to the event.



**PROFILE**

**Name**  
Taylor  
**Pronouns**  
They/Them  
**Job Title:**  
Marketing Associate  
**Generation**  
Millennial

# CONGRATS!

As a community we helped Taylor

## TAYLOR'S LIST OF DEMANDS:

- 01 High Expectations
- 02 Tight Timelines
- 03 Multiple Projects
- 04 Workplace Dynamics
- 05 Diverse Teams
- 06 Excessive Meetings

UMass teams came up with

## A LIST OF RESOURCES TO HELP TAYLOR WITH

- ✓ their workload management,
- ✓ identified a list of workload imbalances that were impacting Taylor's performance, productivity and wellness at work,
- ✓ and created an action plan for each demand!

### 01 HIGH EXPECTATIONS FROM UPPER MANAGEMENT

Resource Conservation Shot (Wellness Shot #3)

Taylor can **establish clearer communication and feedback mechanisms** with upper management, ensuring mutual agreement on goals.

To address frequent unanticipated interruptions, Taylor should

#### CONSERVE THEIR RESOURCES

by scheduling dedicated focus time and open drop-in hours to handle unexpected demands and prioritize taking regular breaks. Additionally, Taylor should **maintain accountability by tracking changes and time usage** through technology, using this information to guide their next steps and optimize their workflow.

### 03 MANAGING MULTIPLE PROJECTS SIMULTANEOUSLY

Collaboration Catalyst Shot (Wellness Shot #4)

Taylor should first **establish clear project priorities and maintain these** by instituting two-way status updates and periodic "gauge" checks to monitor progress. While using apps and online tools, Taylor should also be mindful of potential time, energy, and efficiency losses.

To enhance overall well-being and work efficiency, Taylor can

#### COLLABORATE WITH THEIR MANAGER AND TEAMS

and conduct constructive check-ins. Moreover, accountability can be upheld by **exuding confidence and setting clear objectives for each project**, along with formulating reasonable timelines and adhering to them.

### 05 WORKING WITH A TEAM WITH VERY DIVERSE SKILLS

Collaboration Catalyst Shot (Wellness Shot #4)

Taylor should actively **seek support and mentorship to leverage the advantages** of this diversity while addressing associated challenges. Promoting the use of team collaboration tools will enhance communication within the team and streamline workflows.

To address the existing imbalance, Taylor can foster greater

#### COLLABORATION WITH THEIR MANAGER AND TEAMS,

aiming to enhance team communication and clarity. Accountability can be upheld by **fostering clarity in team meetings**, ensuring a shared understanding of individual responsibilities, and minimizing the risk of miscommunication or role conflicts, leading to a more harmonious and productive team dynamic.

### 02 HIGH WORK PRESSURE DUE TO TIGHT DEADLINES

Resource Conservation Shot (Wellness Shot #3)

Taylor should **start by prioritizing tasks** through the creation of a to-do checklist. Additionally, Taylor should assess their calendar, striving to free up time and restructure it, while recognizing that not everything is equally urgent.

To maintain a sense of well-being, Taylor can

#### CONSERVE THEIR RESOURCES

and implement a **"Prioritization Power-Up" strategy**

by reflecting on and tackling tasks that are of the highest importance but least favorable first. In conjunction with this, Taylor should **maintain accountability by monitoring their time allocation** to enhance overall time management skills.

### 04 NAVIGATING WORKPLACE DYNAMICS

Job Crafting Shot (Wellness Shot #5)

Taylor should **incorporate deep work sessions and aim to get into a productive flow state**, enhancing focus and efficiency.

Combating the negative mood and overall workplace experience, Taylor can apply the

#### JOB CRAFTING TOOLKIT

by reviewing workplace habits which will help achieve a more balanced and less stressful workload.

To maintain accountability, Taylor should **schedule dedicated time in their calendar for auditing workplace habits and redesigning work** with a flexible mindset, allowing for improved adaptability and a more positive work environment.

### 06 EXCESSIVE NUMBER OF MEETINGS

Rest and Stress Closure Shot (Wellness Shot #1 and 2)

Taylor should **proactively assess the necessity of meetings** by reviewing their purpose and exploring alternatives like email updates or brief status reports when appropriate. Promoting efficient meeting practices, including setting clear agendas and adhering to set time limits, will help balance the workload.

Taylor can incorporate the

**SEVEN TYPES OF REST** before and after meetings, advocating for time management needs, and expressing the need for time recovery by **closing the stress loops**. Accountability can be maintained by **regularly evaluating the effectiveness and relevance of meetings** and making necessary adjustments to reduce unnecessary stress and time wastage.

**BONUS** - Utilize "I" statements like **"I am going to book time before and after meetings to rest and close my stress loops"**.