



Best Care EAP-2022 HR Insight Series

January Session, featuring Tonya Vyhlidal with Gallagher



The meaning of care.®



Best Care EAP-January 2022 HR Insight Presenter



Tonya Vyhldal

Regional Wellbeing Consultant, Wellbeing Consulting Practice Gallagher

Tonya Vyhldal is dedicated to helping organizations thrive using wellbeing strategies. With over 20 years of experience building world-class health and wellness programs, she creates workplace excellence by integrating wellness, safety, occupational health, and benefits to enhance company culture.

Tonya is most known for her success at Lincoln Industries where she led the organization's health, wellness, and safety functions, landing the company with several premier awards including the prestigious C. Everett Koop award. After leaving Lincoln Industries she served as the Director of WorkWell, which she helped merge with the Nebraska Safety Council and increased membership, developed WorkWell services, administered the Governor's Wellness Award, and provided strategic consulting. Most recently, Tonya served as the Director of Workplace Culture, Wellbeing, and Member Experience for The Wellbeing Partners, a non-profit focusing on business and community wellbeing that serves Nebraska, Iowa, and Colorado. In this role Tonya consulted with a variety of organizations – including Fortune 500 companies such as Union Pacific Railroad, Valmont Industries, and Blue Cross Blue Shield – with their health, wellness, benefits, and HR practices. Currently Tonya serves as a Regional Senior Consultant for Wellbeing and Engagement with Gallagher. In this role Tonya serves a variety of clients across the United States ranging in client size from 50 – 40,000+ lives providing a variety of wellbeing and engagement and HR solutions.

Tonya's speaking engagements include the Art and Science of Health Promotion conference, HERO, SHRM, and National Business Group on Health conferences. Tonya also serves on the faculty of Concordia University as an adjunct instructor in the Health and Human Performance Department.

Tonya received her Bachelor of Science in Physical Education and her Master of Education in Sport Pedagogy from the University of Nebraska Lincoln. She is very passionate about coaching others to achieve personal and professional excellence, Trauma Informed Yoga, reading, and spending time with her husband and two sons.



Supporting Employee Wellbeing: A Key to Employee Talent Retention

Tonya Vyhlidal, Regional Senior Consultant, Wellbeing Practice

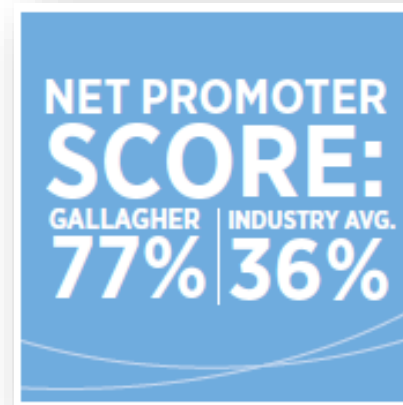


Today's Conversation

- What is it? Why this? Why now?
- Emotional Wellbeing Landscape
- Case Study
- Call to Action



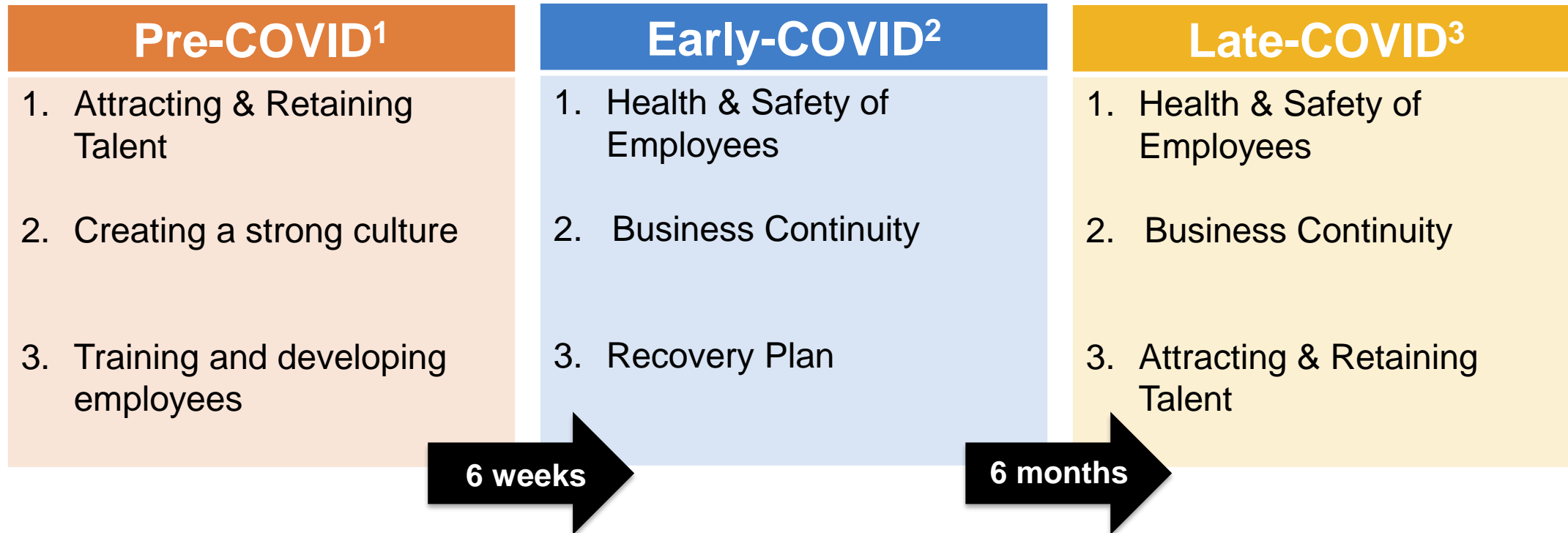
Gallagher



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COVID-19 and HR issues

National benchmarking and pulse survey data reveal new and emerging priorities



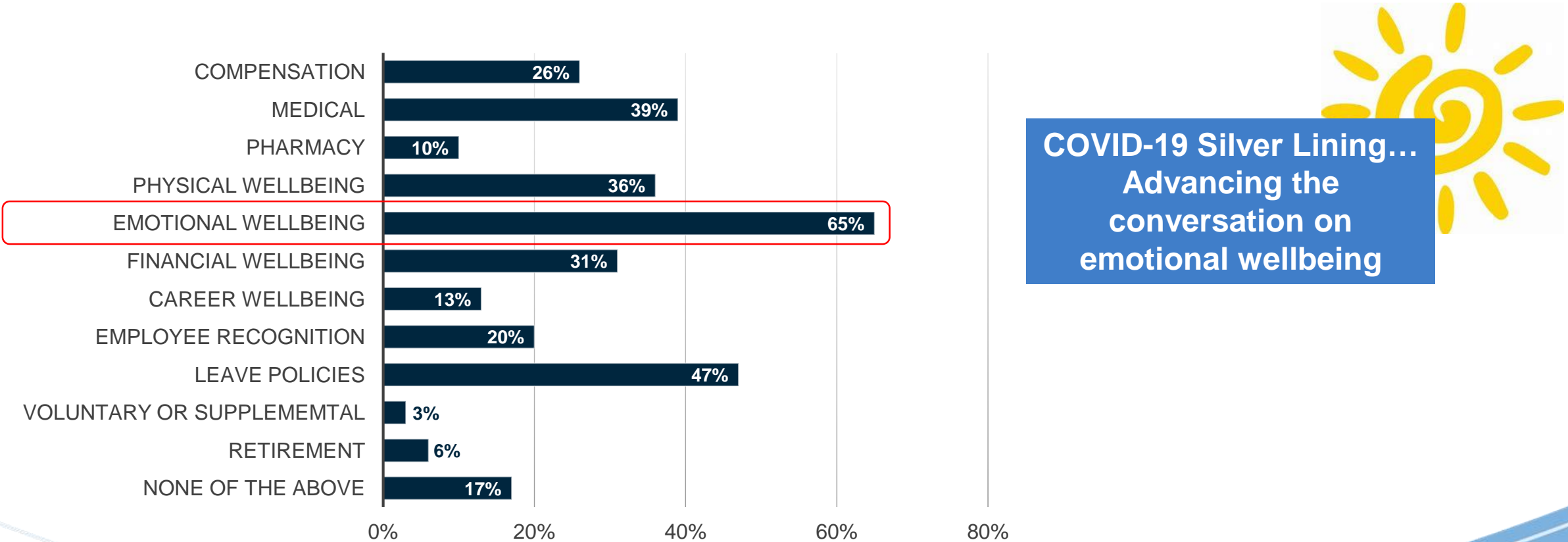
¹2020 Gallagher National Benefits Strategy and Benchmarking Survey – NSAA results

²Vol 2: Gallagher Better Works Insights Report COVID-19 – Immediate Challenges and Long-term Impact

³Gallagher’s “COVID-19 Pulse Survey Part 5: Sustaining Organizational Wellbeing and Resiliency Through a Crisis”, September 2020

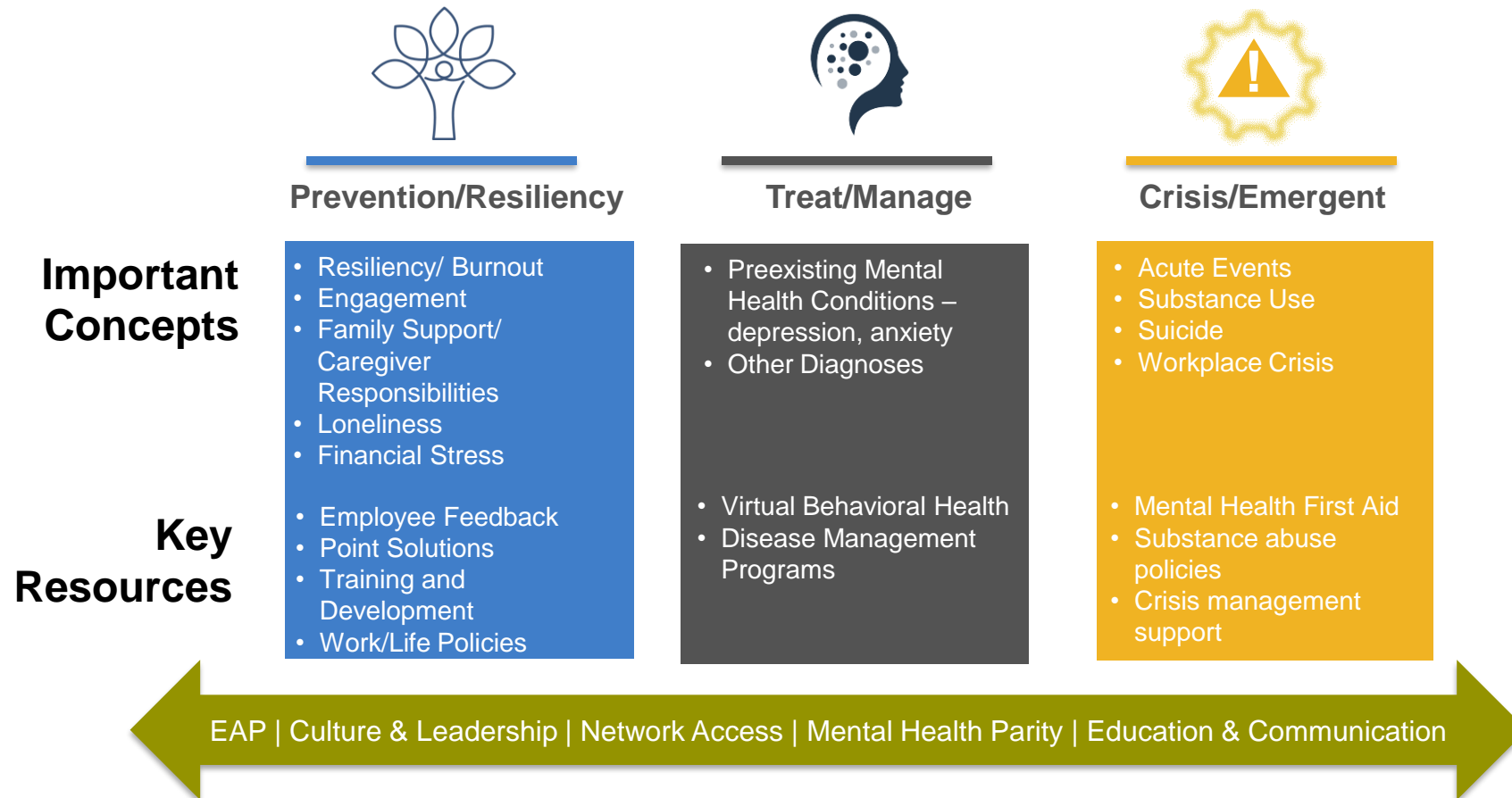
Shifting Importance - Benefits

What benefits have become more important to total rewards planning due to COVID-19?



Gallagher's COVID-19 Pulse Survey Part 4: Work In A New Normal
Results as of 6/22/20

Spectrum of Emotional Wellbeing



Emotional Wellbeing

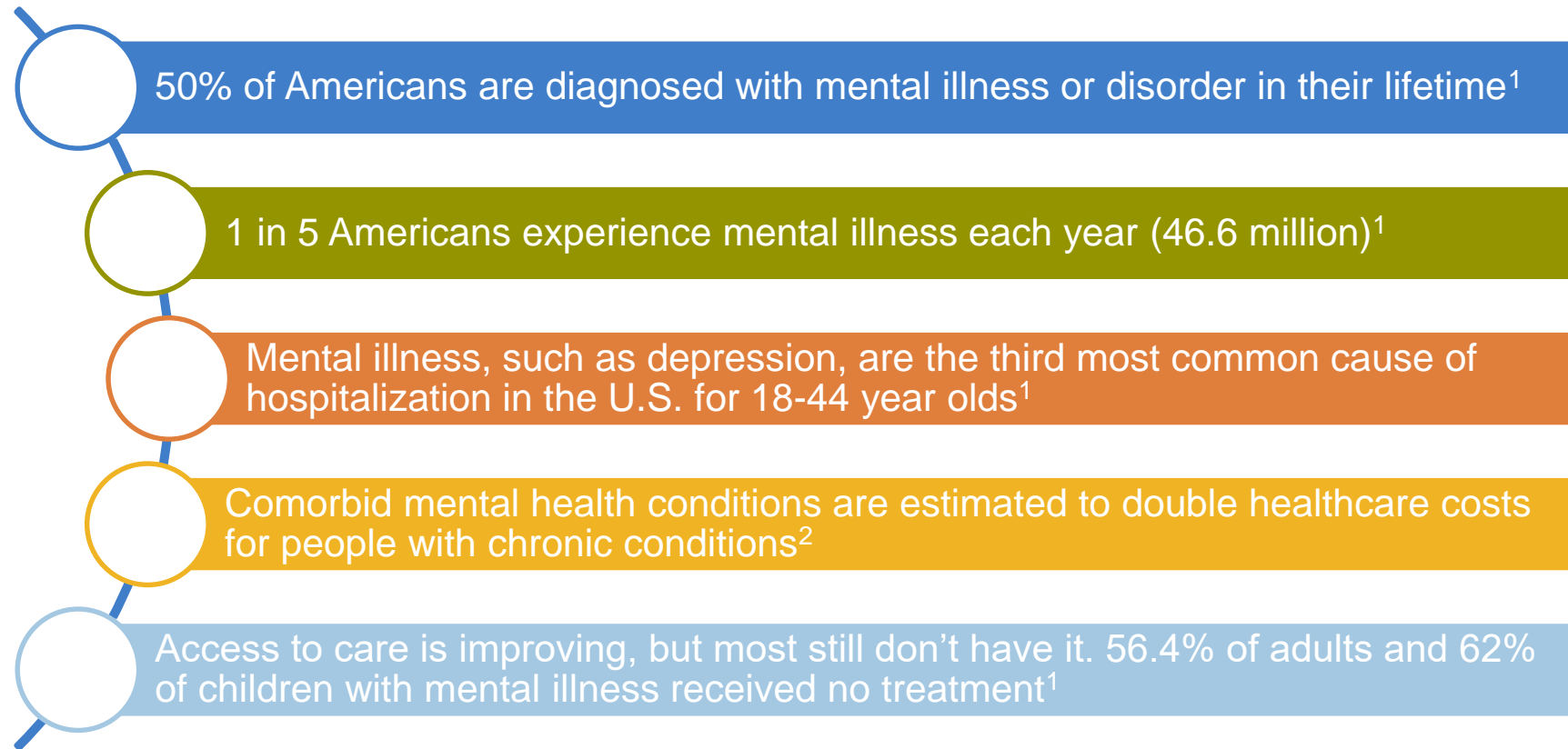
What is it?

- Just like physical health, emotional wellbeing is something everyone has
- It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices
- Depending on factors like current situations, life experiences, genetics and more, people may need more or less help to find balance



Emotional Wellbeing

Why this?



¹Mental Health America's 2019 State of Mental Health in America Report

²New England Journal of Medicine, Aug. 2019

Emotional Wellbeing

Why now?

- Compelling data and critical headline events
- Reduced stigma – celebrities speaking out, characters in hit shows portrayed navigating mental health issues
- Survival and physical work are easier, but societal norms pose challenges

Increased
pressure

24/7
culture

Decreased
connection

Breakdown of
family unit

Dramatic,
divisive, and
violent media

“I”
culture



Prolonged Period of “Uncertainty”

- **Economic instability**
- **Rising unemployment**
- **Remote work, caregiving crisis:**
 - 62% (+31%), 83% of employers mandating, if appropriate¹
 - >50% of working parents report productivity and burnout issues⁴
- **Daily emotional experiences^{2,3}:**
 - Joy @ 61% (-20%)
 - Worry @ 59% (+21%)
 - Stress @ 60% (+14%)

¹COVID-19 Pulse Survey Part 2: Employer Response survey. Results as of 4/14/20

²Gallup data from National Health & Wellbeing Index

³Gallup: U.S. Workers Discovering Affinity for Remote Work, April 3, 2020

⁴Cleo Survey: April 2020, 246 respondents who are Cleo members in large enterprise companies.

Looking Beyond the Surface

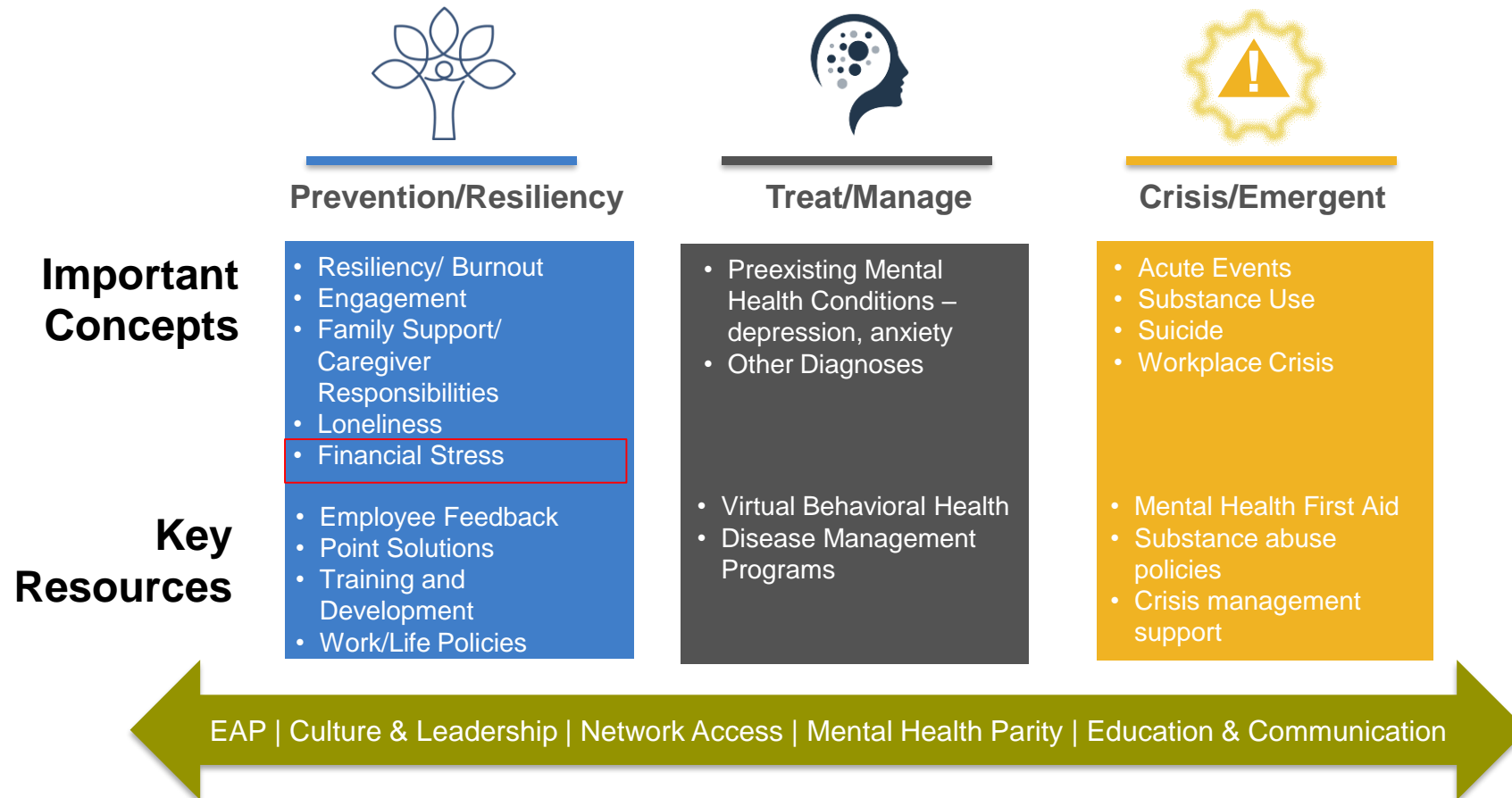
Poor emotional wellbeing impact runs deep, and can be difficult to quantify



Emotional Wellbeing Case Study

Team and training approach


Spectrum of Emotional Wellbeing



Financial Wellbeing

Triple Whammy: Market volatility, historic unemployment, and decreased household income

- 25-35% increased digital and call center activity
- 97% of employees stayed the course with investments
- From Feb 23 – May 16, 9% change in savings rates with over half being increases

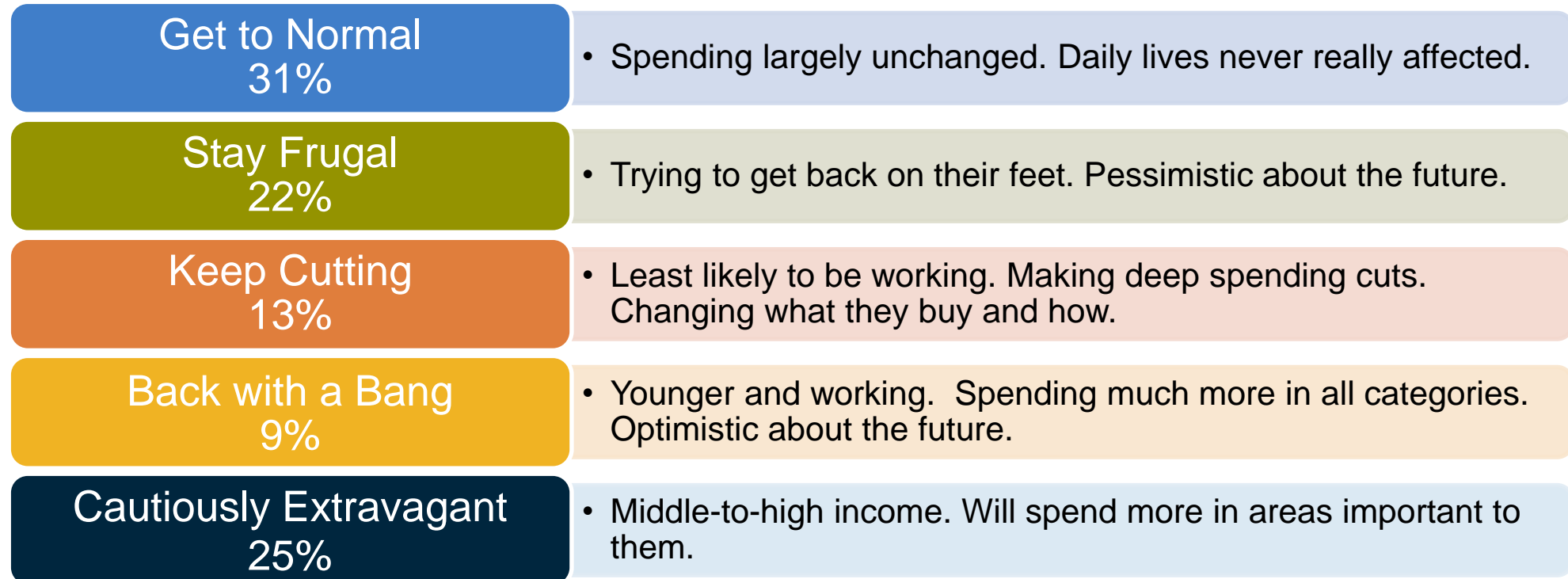


COVID-19 Silver Lining...
Active employee
audience for
communications

Vol 3: Gallagher Better Works Insights Report COVID-19 – Returning To The Workplace In The New Reality
Ernst and Young, COVID-19 and the consumer: how a pandemic changes consumer behaviors
Voya Financials' Trends and Important Updates newsletter, May 2020

Financial groups during recovery period entry

Entry into a recovery period will bring about new expenses for individuals



Financial wellbeing trends to consider

Move beyond retirement readiness to focus on holistic education and coaching



Budget
Resets

Loan
accessibility

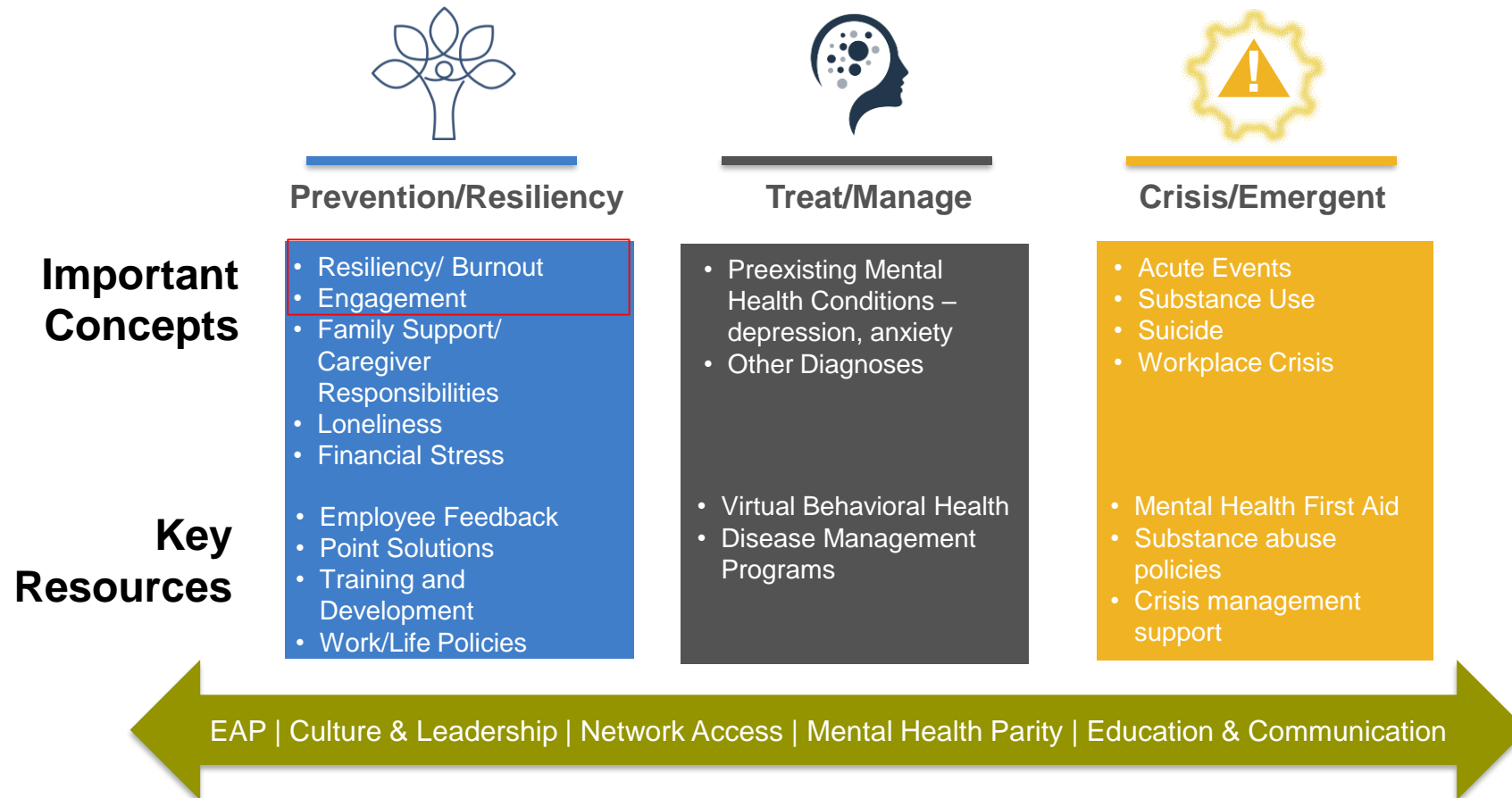
Emergency
Savings

Employee
storytelling

Emotional Wellbeing Case Study

Relevant financial wellbeing resources – “Back to Basics”

Spectrum of Emotional Wellbeing





Workforce “burnout” – burnout is a longer-term stress reaction accompanied by symptoms. Just like a physical illness, burnout symptoms may be more intense for some individuals than others.

Commonly cited markers of burnout:

Exhaustion—experiencing physical and emotional tiring;
Cynicism—feeling negativity about leaders and organization;
Inefficacy—feeling an inability to influence one’s own work
Depersonalization—disconnecting from people/co-workers and the organization

Resiliency



Burnout



Engagement

Key Drivers of Resiliency

Check in with employees on these key drivers

1. I trust the people with whom I work

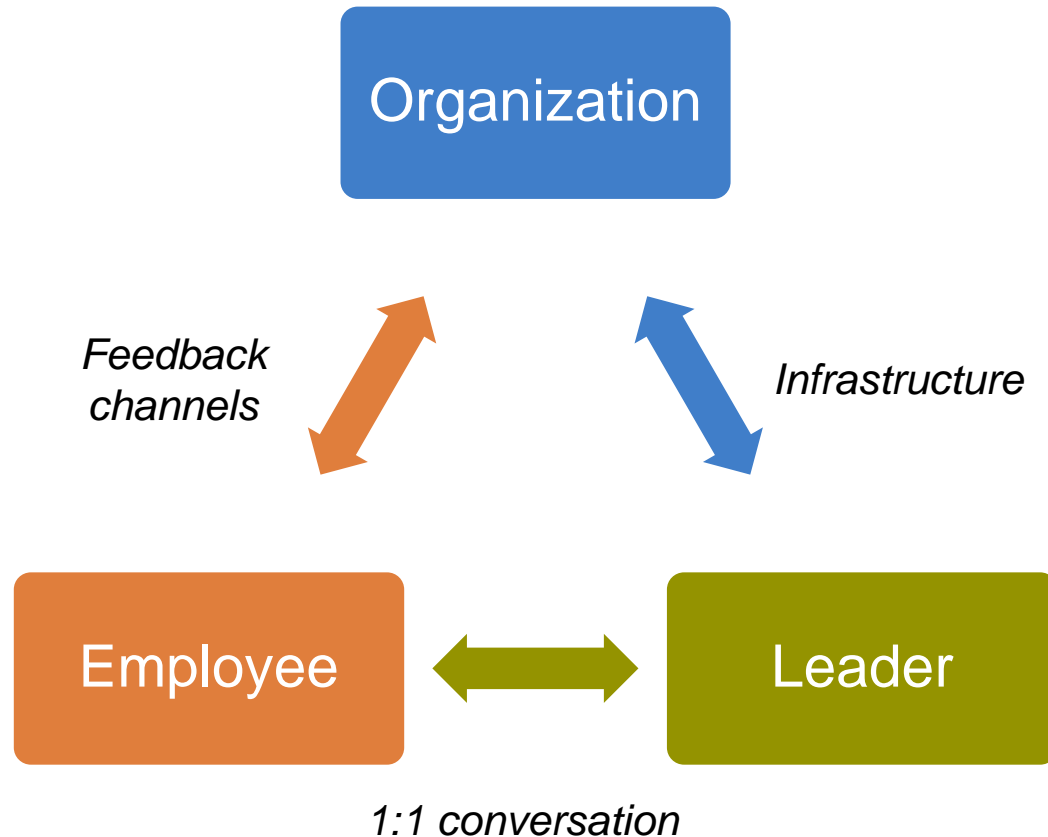
2. My workload is reasonable

3. I understand what I need to do to be successful in my job

4. I feel comfortable reporting issues

Source: Gallagher Benefit Services Employee Engagement Survey Practice

Communication ties it all together



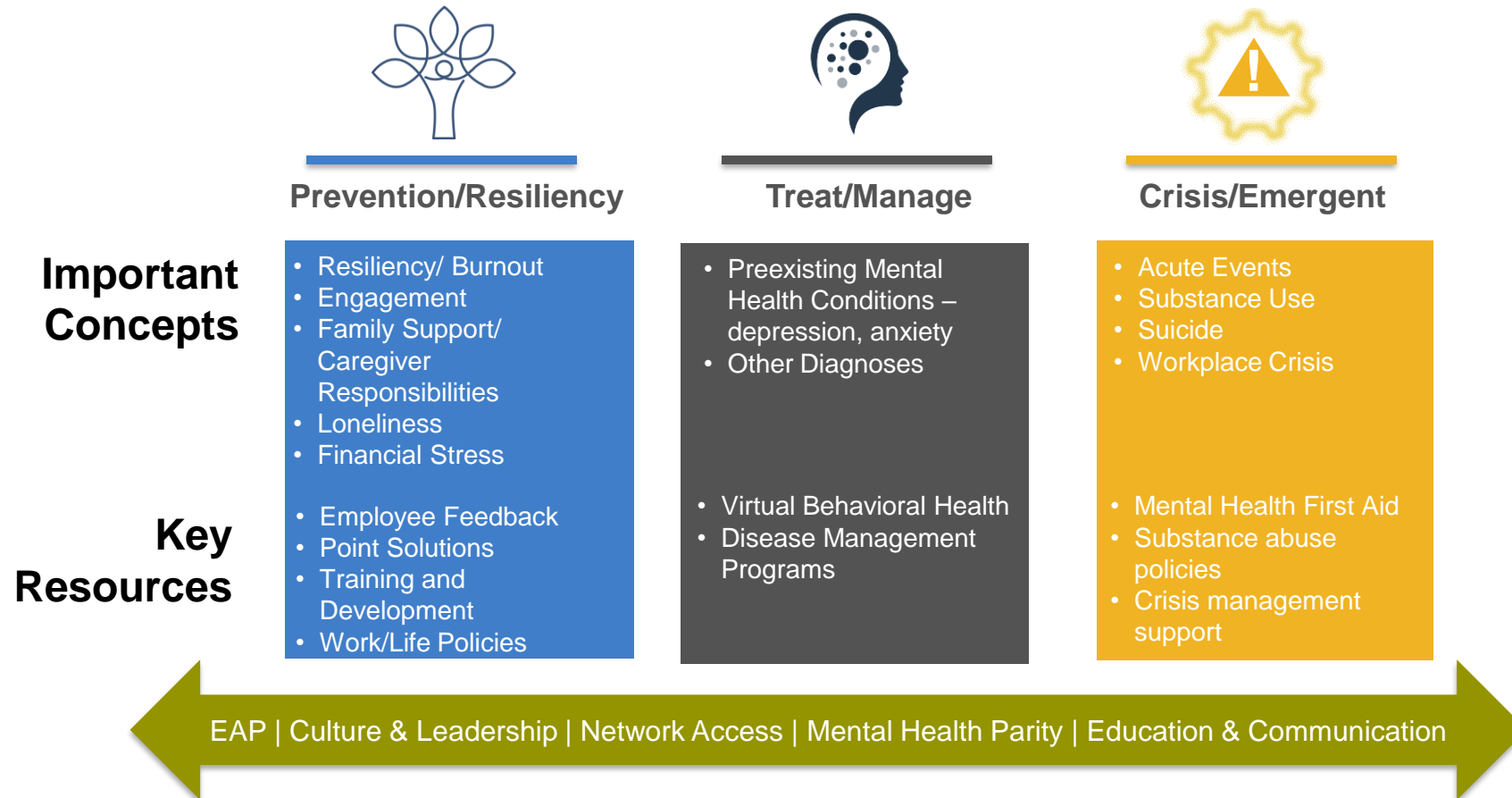
Organization provides cultural backing with organizational communications, and has necessary policies and structure in place.
**In some cases, investment is needed.*

Leaders understand and apply at the local level to address employee needs while ensuring the plan is appropriate for the role and team.

Employees proactively offer ideas and feedback. An environment is fostered where it's safe to do so.

Emotional Wellbeing Call to Action

Inventory existing resources



Thank You!

Tonya Vyhlidal, Senior Regional Wellbeing Consultant

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2022 Events

- Please join us for future events!
- Visit www.BestCareEAP.org and click the Training & Events Tab to register!

Best Care EAP Presents... **FIRST QTR/2022**

Join us for webinar training from Best Care EAP consultants and experts in the business!

January 18, 9 -10 am

[How to Attract, Engage and Retain Good Talent](#)
Tonya Vyhldal, Gallagher, Senior Regional Wellbeing & Engagement Consultant

What does that look like? It's a workplace where people feel they belong — where there's a stronger sense of developing a career than punching a clock. And a culture of opportunity that draws new talent because it inspires employees to deliver their personal and professional best. Come learn more about what Tonya has to say about this and specifically, learn more about Gallagher's Better Works™ model which is centered on the full spectrum of organizational wellbeing — strategically investing in your people's health, talent, financial wellbeing and career growth.



February 8, 9 - 10 am

[Dreaming of Better Sleep](#)
Dave Dechant, Training Consultant, Best Care EAP

It's the one of the most basic and innate characteristic of human behaviors, yet it's also completely underrated. Proper sleep hygiene is directly connected to energy/productivity, mood/emotion regulation and our overall health and wellness (oh, and even living longer). The National Sleep Foundation advises that healthy adults need between 7-9 hours of sleep per night, yet more than 35% of us aren't getting near that amount. Rise and shine and join us on February 8th at 9am to talk about helpful tips related to better sleep and getting you to your optimal performance each day.



March 8, 8 - 9 am

[The Authenticity Gap](#)
Ralph Kellogg, AVP, Human Resources, Lutheran Family Services of Nebraska

Companies advertise a more diverse and inclusive workplace, but don't go beyond the basic diversity and inclusion statement. Ralph will facilitate a discussion for an inclusive work environment by carefully dissecting what it takes for organizations to be "authentic." It takes hard work and practice. You do not need complete understanding of it, only a willingness to listen and a desire to remain curious without judging.



To register, click on the title. Questions?
Email EAP@BestCareEAP.org or call 402-354-8000