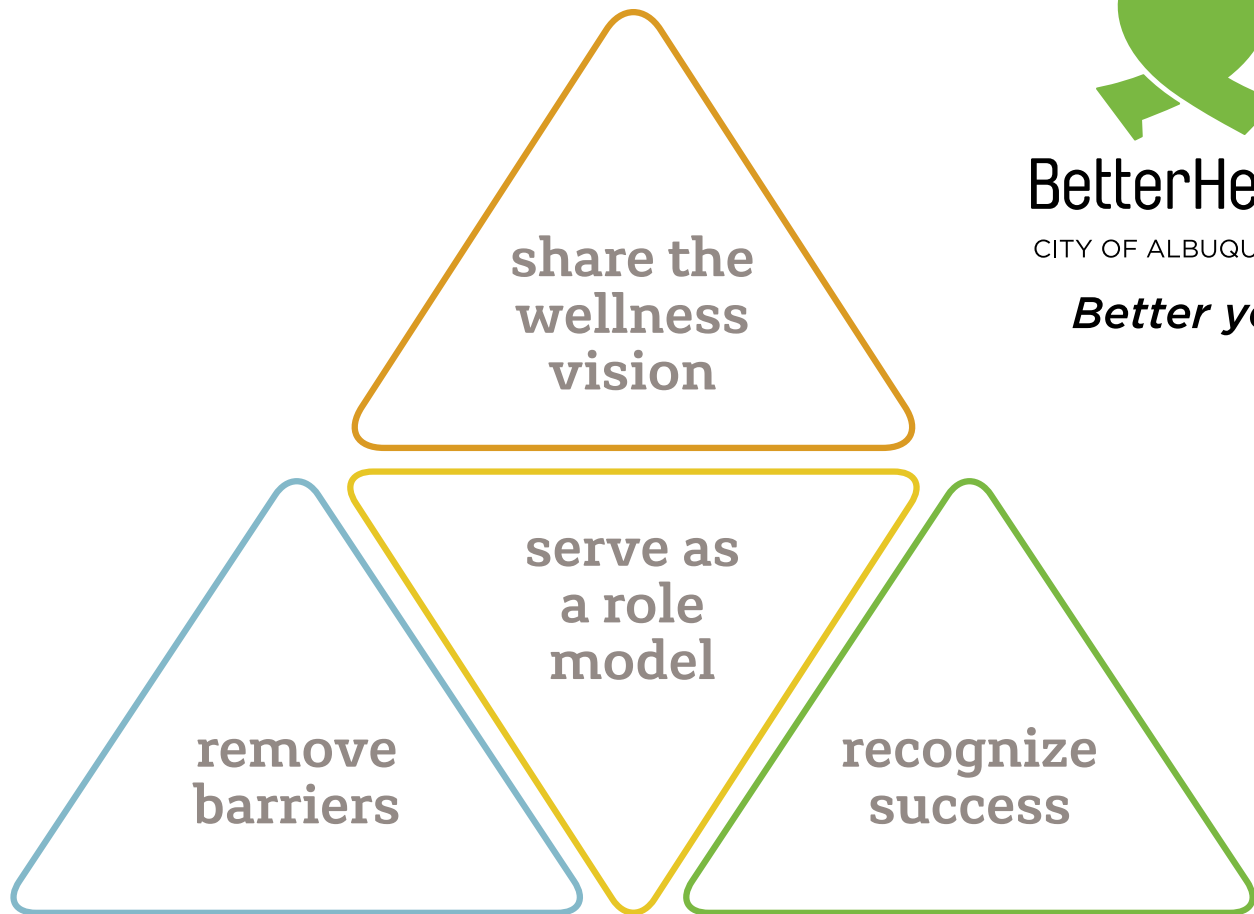




BetterHealth

CITY OF ALBUQUERQUE

Better you.



4



STEPS

for **LEADING** to BetterHealth

CONTENTS

| | |
|--|-----------|
| Step 1: Sharing the Wellness Vision | 3 |
| WELCOA's 7 Benchmarks | 3 |
| Step 2: Serve as Role Models | 4 |
| 2022 Wellness Program Calendar | 5 |
| Leader Trainings | 7 |
| Employee Check-in Cheat Sheet | 8 |
| Step 3: Remove Barriers | 10 |
| Staff Meeting Agenda w/ Wellness | 11 |
| Culture Audit | 12 |
| Wellness Bytes | 13 |
| Step 4: Recognize Success | 14 |

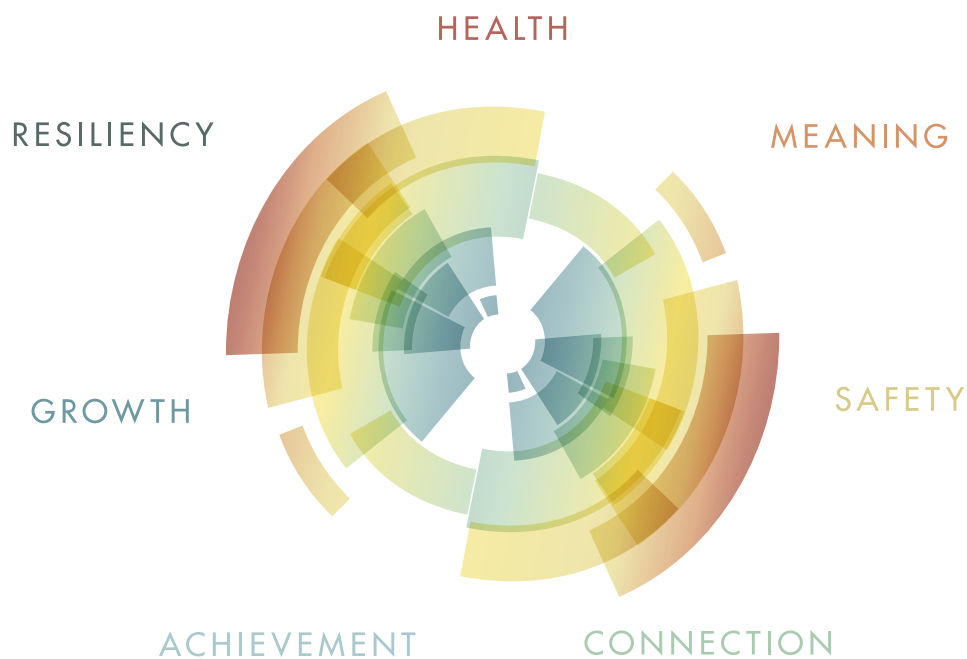
STEP 1 Sharing the Wellness Vision

Encourage participation by **sharing the wellness vision**. Your explanation for why wellness is important, how employees can get personally involved and what the organization is doing to make it easier for people to achieve healthier lifestyles.

Wellness leaders make it easier for members of your work group to practice healthy lifestyles of their own choosing. Leadership is about removing barriers to success. Wellness leaders describe how to create conditions that support employees in their quest for health and happiness.

THE FUTURE OF WELLNESS AT WORK

WELCOA'S DEFINITION *of* WELLNESS



STEP 2 Serve as Role Models

Any visible demonstration of your commitment to wellness through your own behavior and participation.

BUILDING A WELLNESS INFRASTRUCTURE

JANUARY-MARCH

- Leaders receive annual BetterHealth Program calendar
- BetterHealth Ambassadors are trained

APRIL-JUNE

- Leaders show presence at Run for the Zoo and walk with us too!

JULY-SEPT

- Senior Leader opens and closes training event for leaders

OCTOBER-DECEMBER

- Leaders show presence at Health & Benefits Fair (last Friday of October)
- Leaders assist in identifying BetterHealth Ambassadors



BetterHealth
CITY OF ALBUQUERQUE AND
PARTICIPATING GOVERNMENT ENTITIES
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2022 BetterHealth PROGRAM

| INITIATIVES | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
|--|---|------------------------------|------------------------------|-------|---------------------------------------|----------------------------|------|--------|-----------------------------------|--|-------------------------------------|-----------------------------------|
| One-Day Events | | | | | Run for the Zoo and Walk with Us too! | Annual Health Academy | | | | Annual Health & Benefits Fair (Oct.28) | Great American Smokeout | |
| Assessment & Screening | Personal Health Assessment (PHA) | | | | | | | | | | | |
| | Mobile Health Center | | | | | | | | | | | |
| | | | | | Open Enrollment | | | | | Flu Shot Events | | |
| | | | | | Mammography Van Screenings | | | | | Mammography Van Screenings | | Culture Survey |
| BetterHealth Ambassador | BetterHealth Ambassador Training | | BHA Meeting | | | BHA Meeting | | | BHA Meeting | | BetterHealth Ambassador Application | BHA Meeting |
| Blood Pressure | | | | | Blood Pressure Monitoring Program | | | | | | | Blood Pressure Monitoring Program |
| Diabetes Prevention | Good Measures - Diabetes Prevention Program | | | | | | | | | | | |
| Nutrition & Weight Management | Healthy Weight Program | | | | | | | | | | | |
| | | | | | | | | | | | | Healthy & Whole Holiday Challenge |
| Physical Activity | | Heart Healthy Step Challenge | | | | | | | | | | Million Step Challenge |
| Stress Management | Mindfulness Based Stress Reduction Program | | | | | | | | | | | |
| | | | | | | | | | | | Well-being Series | |
| Tobacco Cessation | Tobacco Cessation Program | | | | | | | | | | | |
| CABQ Leaders | | | Health & Well-being Coaching | | | Mindful Leadership 4-weeks | | | Annual Leader Well-being Training | | Mindful Leadership 4-weeks | Leader Focus Groups |

ANNUAL HEALTH & BENEFITS FAIR

The Annual Health & Benefits Fair is scheduled the last Friday of October. Visit over 100 wellness and benefits exhibits. All employees are eligible for 2 hours leave with supervisor's approval.

BETTERHEALTH AMBASSADOR APPLICATION, TRAINING & MEETINGS

BetterHealth Ambassadors (BHA) are a volunteer network of employees who will share their enthusiasm, initiative and motivation to inspire others to be part of a meaningful, organization-wide wellness initiative. The program includes a 3-hour annual training and quarterly 1.25-hour meetings. Ambassadors agree to dedicate approximately 2 hours of their time on a monthly basis to supporting the City's Culture of Wellness.

BLOOD PRESSURE MONITORING PROGRAM

Provides tools to self-manage, drive behavior changes and help prevent serious health risk. This program empowers participants to take ownership of their cardiovascular health. The program incorporates the concepts of remote monitoring and online tracking as key features to improve blood pressure self-awareness.

CULTURE SURVEY

The survey process will evaluate existing and desired cultural norms. This information assists in assessing and prioritizing norm goals. Informal and formal cultural touch points such as rewards, communication, training and confrontation are examined. The culture assessment also examines work climate factors such as sense of community, shared vision and positive outlook.

DESK TO 5K

Desk to 5K is a training program designed to progress participants through increases in intensity and distance toward the desired outcome of completing a 5k distance. The program is tailored for all fitness levels and is designed to assist participants in being active in a fun, social, non-competitive atmosphere.

FLU SHOTS

Every fall, the City of Albuquerque hosts flu shot clinics at numerous work site locations. This service is available to employees, spouses and dependents ages 19 and older.

GOOD MEASURES, DIABETES PREVENTION PROGRAM

The Good Measures innovative diabetes prevention program (DPP) recently received full CDC recognition for online programming. One of the differentiating factors of this DPP is the focus on nutritional balance: getting the right amount of nutrients based on one's unique needs. With the 26 sessions, Good Measures offers highly personalized coaching and technology that enables participants to eat for better health, starting with the foods they like, can afford, and can find.

HEALTH ACADEMY

A 90-minute training including a cooking demonstration by a Registered Dietitian. Participants receive relevant health & wellness education as well as tools to engage in better health behaviors. Employees are given up to 2 hours administrative leave with supervisor approval.

HEALTHY & WHOLE HOLIDAY NUTRITION CHALLENGE

This individual challenge offers tips, ideas and support to help employees maintain or even lose weight during the holiday season. By participating in this challenge, you are giving yourself the gift of health!

HEALTHY WEIGHT PROGRAM

A yearlong program with virtual support from coaches, robust technology, daily content, meal planning and tracking.

HEART HEALTHY STEP CHALLENGE

A step challenge aligned with Heart Month. Challenge goal is 10,000 steps per day. Individual or team based. Syncing of most activity tracking devices automates challenge widget. Accessible via phone app and desktop version. Weekly automated emails providing tips and support sent via challenge platform.

LEADERSHIP HEALTH & WELL-BEING COACHING

Opportunity for 1-on-1 time with a certified health coach to review biometric screening results, provide guidance on improvement and assist in creating a plan of action to improve health behaviors.

MAMMOGRAPHY VAN SCREENINGS

Every May and October the mammography van is conveniently located downtown to provide mammograms at no cost to City of Albuquerque employees and family members covered by Presbyterian Health Plan and other insurance plans. Additional worksite locations vary.

MILLION STEP CHALLENGE

Race to a million steps! This individual step challenge will keep you motivated to move more July-December. The goal is to reach a million steps using a Wellness at Work platform compatible device or activity tracker. The ultimate challenge - be one of the first to complete.

MINDFULNESS BASED STRESS REDUCTION

Learn all the critical tools of mindfulness and meditation through a clinically proven program in stress reduction. The program teaches participants a variety of different mindfulness practices including those for greater rest and relaxation, focus and concentration, also breathing meditation, eating meditation, walking meditation, and more.

MOBILE HEALTH CENTER

Services through the Mobile Health Center are offered to employees and family members age 2 and older who are enrolled in the City of Albuquerque's Presbyterian Health Plan.

OPEN ENROLLMENT EVENTS

Open enrollment takes place in May for employees to get the information they need to make informed decisions about their benefits enrollment and personal health needs.

PERSONAL HEALTH ASSESSMENT (PHA)

City of Albuquerque employees and their spouses or domestic partners are eligible to complete the confidential online Personal Health Assessment and receive a \$25 Amazon Gift Card from the BetterHealth Program. One gift card may be earned every fiscal year for completing the confidential assessment. The fiscal year runs July 1 to June 30.

RUN FOR THE ZOO AND WALK WITH US TOO!

Join Team CABQ to run or walk in any of the Run for the Zoo events whether set virtually or at the BioPark. Registration is covered for the first 500 employees who register.

TOBACCO CESSATION PROGRAM

Participants who enroll and complete the Tobacco Cessation Program will earn a prize. A comprehensive tobacco cessation program is available to employees, spouses and domestic partners. The program uses evidence-based principles to help people quit using all types of tobacco. The tobacco cessation program is available as needed.

WELL-BEING SERIES

Three 1-hour classes delivered onsite or via webinar, participants will be provided the latest research in addressing concepts of well-being. This program will guide participants in topics such as connection, achievement, growth, resiliency, health, meaning and safety regardless of circumstance and teach techniques and exercises that will enhance well-being.

For more information visit, <https://www.cabq.gov/humanresources/employee-benefits/better-health-program>

LEADER TRAINING 1

Topic:

CABQ Managers on the Move Meeting Recording

https://zoom.us/rec/share/-mKVYaAkjApjq6T1Q6m6ml3HRqTtdPMTH-msWhTZepfDRz-klmynzeTfryMsiYYJ.CByD2F_8JKzmruHR

LEADER TRAINING 2

Topic:

Increasing Employee Engagement in a Virtual World Meeting Recording

<https://zoom.us/rec/share/3wkoeUGM9EpDd2En6Uo0ttRxcYZbhbqhsFcNxpP0n7w-XW-yMebNaD0Ff9FLLjA.vJ8GOGgl-e0ZdC6J>



How to **Check-In** with Meaningful Social Connection



We know that **social connection** is a pillar of individual and collective well-being, but with the work from home arrangements, this can be a challenge. Although it may look different for those working from home, meaningful social connection is still possible in a remote work environment!

As a manager, it has always been important to stay connected with your team regardless of the work environment. As our teams are in a remote circumstance, you may be seeking ways to check-in with your employees consistently, without making it feel like you are trying to micromanage them. As human beings and employees, each of us want and need to feel seen and heard. **How can you check-in with your employees in ways that help each of us all feel more connected?**

Below are **4 steps** to guide you with an effective check-in through your employees in a way that keeps them engaged and feeling connected.

1

GET IN THE RIGHT MINDSET

The purpose of your check-in is for employees or your team. Your goal is to reinforce to your employees (through both your investment of time and attention) that you care about them as people and are there to support them. Channel your energy into being empathetic and try to understand your employee's circumstances so you can best help them succeed.

A simple step to help you and your employees get in the right mindset for a check-in routine, whether this takes place in a one-on-one setting or during a team meeting, is to share with your employees that you plan to create both the time and space for meaningful ways to connect with them. Let them know that they can expect new and different experiences, with more to come!

Some reminders:

- Remember the check-in is for the employee, it's their time with you
- Focus on listening
- Seek to understand and how you can help

2

HAVE A PLAN

When you show up to an employee check-in (this could be a one-on-one or a team meeting) with a clear plan and purpose for how you will connect, your employee feels valued. A plan can be as simple as a basic outline or agenda.

CONTINUED ►►

2

CONTINUED

A few signs you have a good plan for your check in:

- The check-in and prep time are scheduled, and a recurring appointment is in your calendar for each employee or at team meeting
- You have an agenda for the conversation
- The employee or employees know the purpose of and what to expect from the check-in

A simple example for a check-in (whether it be a one on one or a roundtable during a meeting) is to plan an opening meeting ritual. Below are 3 examples of rituals that can help you connect.

- 3 H's: Head, Heart, Health?
- Rose, Thorn, Bud
- Wellness Byte Video

Click [HERE](#)
or scan QR code to
download instructions
to all 3 rituals.



3

ASK GOOD QUESTIONS

A great check-in is anchored in good questions. Particularly when people are working from home, many facing less than ideal circumstances, the key to learning about how they are and what they need is the right questions.

Examples of great questions for one-on-one check-ins...

- How is your stress level right now on a scale of 1-10?
- Why did you rank yourself at a "1-10"?
- How do you feel about your work from home set-up?
- How can I help make your workday better or to remove barriers?

Examples of great questions for check-ins for team meetings...

- What was an awesome win you had this week either with work or in general?
- What was the greatest lesson from the last month you hope to bring into this next month?

Some gentle reminders...

- Be present during the conversation, eliminate multi-tasking or distractions. Invite your team to do the same.
- Seek to understand and learn about each employee and how you can help them.

4

SHOW THE LOVE

We all crave acknowledgement and validation by others. As a manager, a great way to help your employees feel validated is to show appreciation to your people. The simple act of acknowledging an individual's efforts or struggles can go a long way in helping them feel that they matter.

Tips for how to show the love to your employees in a check-in or a meeting....

- **Use video.** Making eye-contact, smiling and giving other visual cues of your commitment to the conversation is powerful. Seeing someone on screen psychologically encourages a more authentic human connection.
- **Lead off your check-in by expressing some sincere appreciation.** Prepare some notes in advance. Reinforce that you care and are committed to helping them succeed.
- **Try a High Five Roundtable** (Scan the QR Code above or click [HERE](#) to access instructions)

Adapted from Jason Lauritsen's *How to Check-in with Employees Without Being a Micromanager*

STEP 3 Remove Barriers

Remove barriers by aligning cultural touch points. This includes influences such as the physical environment, rewards, feedback and training.

Low or no-cost examples

- **Physical environment:** post flyers and program promotions to support participation.
- **Rewards:** recognize or acknowledge participation or accomplishments in wellness programming.
- **Feedback:** 'check-in' with employees on a personal level.
- **Training:** use 5 minutes or less of each staff meeting to address employee wellness or schedule facilitated meeting to discuss gratitude or discover personal values.

Check-in vs Check-on

Checking in with employees is different from checking on. Checking in:

Checking on:

Check in with employees routinely! Consider asking:

- When have you felt fulfilled in your work or at home in the past week?
- What's a small win or high point moment you'd like to share?
- Who or what are you grateful for in this moment?
- Where are you feeling stuck? How can I help you?



NAME OF MEETING OR GROUP
DATE
LOCATION, TIME

GROUND RULES:

- Give high priority to all meetings
- Be open-minded; respect viewpoints; take nothing personally.
- Read meeting materials ahead of time.
- Meeting \leq 60 minutes must include a 5-minute break.
- 5 minutes or less for attendee well-being recommended for all meetings.

MEETING ATTENDEES:

AGENDA

| Topic | Facilitator Name | Time |
|----------------|-------------------------|---------------|
| Introductions | | XX:XX – XX:XX |
| Seated stretch | | XX:XX - XX:XX |

NEXT MEETING DATE:



Managers on the Move in Action

CULTURE AUDIT FLIP BOOK GUIDELINES

The Culture Audit Flip Book is designed to generate more authentic conversations around culture within your team. A first step in improving the culture of a team or of an organization is to assess and engage in an honest dialogue. This flip book can serve as a wonderful tool for sparking conversation within your team – either in one-on-one conversations or as a group.

Below are the questions you can ask your team members (and in this order):

- If you were to ask the average employee in our organization to identify the image that best depicts their day-to-day experience when they are at work, which one would they pick?
- What about the average member of our team? Which one would they pick?
- How about you? Which one of these images best depicts *your* day-to-day experience at work?
- Now, pick the one that best depicts where you would *like* to be.
- How about where you would like to see the team?
- And, how about the organization?

A couple of tips along the way:

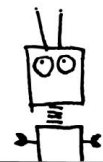
- Let people know that it's OK to select the same image for any of these prompts.
- Follow up with "Tell me more..." instead of "Why?" (The former invites more of a conversation and is less likely to put the other person on the defensive.)

Follow up these prompts with broader questions about culture and well-being. Below are some sample ones you might consider.

- What does this exercise tell us about the culture of our team?
- How about our overall well-being?
- What steps might we take together as a team?
- What do you need from me as your team leader?

For more information, contact Laura Putnam, author of Workplace Wellness That Works and CEO of Motion Infusion at laura@motioninfusion.com.

Follow Laura on LinkedIn at [LinkedIn.com/in/lauraputnam](https://www.linkedin.com/in/lauraputnam) or on Twitter @motioninfusion.



WELLNESS BYTES

As a leader, you are in an important influencer role, with the capacity and power to spread well-being and enable your staff to thrive. Including wellness information in your regular operations is an integral part of sustaining a culture of wellbeing at your organization. We have the perfect tool for leaders to effortlessly integrate wellness tips and tricks into your staff meetings!

Wellness Bytes are *bite-sized wellness videos* that leaders can play during staff meetings to increase overall health and wellness knowledge for your team. These videos are ~5 minutes long and are jam packed with information that you and your employees can start using today to live a healthier lifestyle. If desired, Wellness Bytes can also serve as an opportunity or jumping off point for deeper discussion and connection with your staff. Let them know you care and create a space for these monthly wellness bytes in your staff meeting agendas.

NEW VIDEOS WILL BE MADE AVAILABLE EVERY MONTH!

JANUARY - Resiliency

<https://player.vimeo.com/video/484870274>

FEBRUARY - Heart Health

<https://player.vimeo.com/video/484870274>

MARCH - Nutrition

<https://player.vimeo.com/video/485724997/>

APRIL - Sleep

<https://player.vimeo.com/video/518804508/>

<https://player.vimeo.com/video/481870808>

MAY - Happiness and Connection

<https://player.vimeo.com/video/523851727/>

JUNE - Brain Health

<https://player.vimeo.com/video/522002947>

<https://player.vimeo.com/video/485724997>

JULY - Environmental Awareness

<https://player.vimeo.com/video/558188786>

AUGUST - Financial Health

<https://player.vimeo.com/video/555731676>

SEPTEMBER - Preventative Health

<https://player.vimeo.com/video/555851590>

OCTOBER - Musculoskeletal Health:

<https://player.vimeo.com/video/591996615>

NOVEMBER - Work-life Integration:

<https://player.vimeo.com/video/604013390>

DECEMBER - Self Care

<https://player.vimeo.com/video/592950403>

Questions? Email wellness@phs.org



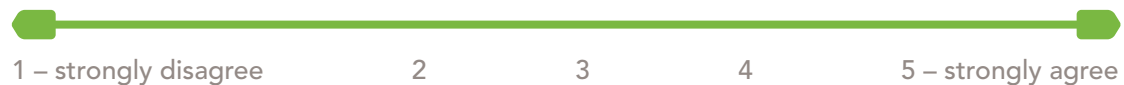
STEP 4 Recognize Participation and Success

Recognize participation and success of employees as well as dedication and success of BetterHealth Ambassadors.

Gauge engagement by using best practice pulse surveys on employee well-being like the example below:

SURVEY EMPLOYEES:

Please indicate your level of agreement or disagreement with each of the following statements.



My employer has communicated a clear plan of action.
I feel well-prepared to do my job.

My immediate supervisor keeps me informed about what is going on in my organization.

My organization cares about my overall well-being.

TRACKING SUCCESS:

The Annual BetterHealth Program Report will include department level scorecard.

Department Scorecard

- Leadership training attendance
- BetterHealth Ambassador training attendance
- Department Wellness Surveys completed by BetterHealth Ambassadors.
- Personal Health Assessment (PHA) participation rates
- Challenge participation rates
- Other wellness program participation rates as appropriate.

For a more in-depth resource, please visit www.cabq.gov/BetterHealth



BetterHealth
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ONE
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RQUE

human
resources

Insurance and Benefits Division

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