

WELLBEI

Wellbeing

Champion Training

DEVELOPMENT NOTES

Revise page/course title on right side of screen, top line = Wellbeing, below line = Champion Training

Add the copyright date of October 2021 at usual location

Insert the narration text to the computer voice in SL = pick a male voice

Auto-forward to next screen at end of audio, after 3 seconds



DEVELOPMENT NOTES
Revise title of menu item 01 to: TO BE A WELLBEING CHAMPION
Revise sentences below Physical, Mental, Financial and Social = highlighted on slide
Change menu item 05 title, replace WORK LIFE with SOCIAL WELLBEING
Reminder to change colors of menu to new colors below
Insert the narration text to the computer voice in SL
When audio says: "During this session, you'll go through 5 levels of training." = Display the full menu, in full color but disabled, i.e., display an image of menu until the end of audio narration
At end of audio, auto- forward to the next slide

WELLBEING COLOR PALETTE			
BLUE #003366	RED #c01933		
PHYSICAL RED #ea0029	MENTAL BLUE #0071ce	FINANCIAL GREEN #00833e	SOCIAL PURPLE #76236c

on
/
nd

DEVELOPMENT NOTES

Text on Screen, paragraph 1: Remove "all people" – replace with "the entire Family"

Audio Narration, paragraph 1: Remove "all people" – replace with "the entire Family"

Insert the narration text to the computer voice in SL

The menu button should be displayed and enabled

When click on Menu, it slides out showing Level 1 enabled

To be a Wellbeing Champion requires a genuine commitment of time and passion for helping ~~all people~~ **the entire Family** live healthier and live better at home and at work.

Get ready to be a Champion!

To begin, select Menu.

MENU





Select Level 1 to continue.

DEVELOPMENT NOTES

I am thinking this is not a new page, should still be on page 3. This just shows the menu displayed after user click on the Menu button as instructed in previous

After user clicks on the Menu button, play the audio that says: "Select Level 1 to continue."

When click on item 01 = action go to Page 1 of lesson 1

01 BEING-TO BE A WELLBEING CHAMPION

Wellbeing Champions promote a culture of wellbeing at by:

- Being in the know Staying up to date
- Regular communication and messaging
- Active engagement

First, we'll review important expectations of the Wellbeing Champion role.

Then, we'll learn how to promote the wellbeing culture at .

Select Review to continue.

REVIEW

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Not sure about "being in the know". Maybe "Modeling healthy choices and lifestyle"?	RM	
Agree with RM's comments. That is vague, uses the word "being" again (used twice in the title, but may be edited/re-phrased). I recommend changing "being in-the-know" to "Staying up to date with new wellness programs and initiatives"	AT 8/21	Done = made changes to slide and audio; phrase changed to: staying up to date with the latest wellness programs, initiatives, tools and news

TRAINING COACH
IMAGE PLACEHOLDER

01 BEING TO BE A WELLBEING CHAMPION

Does your manager know about your interest in becoming a Wellbeing Champion?

☐

Yes

☐

Not Yet

SUBMIT

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

Instead of 'before I forget' perhaps say "By the way"

MB 8/18

DONE

If I'm not mistaken, a potential champion doesn't technically have to get approval, but they must be in good standing and do need to discuss with their manager in advance because their manager will receive a notification about the employee's interest, which can be declined by the manager if there are concerns. So approval is not required, but a decline can be offered if the manager feels it is necessary.

AT 8/21

Question:
What if instead of "Do I need support and approval from my manager to sign up..."
Say "Do I need support from my manager to be..."

Audio

Great
success

As a Champion, you are not alone. You have the support of the Wellbeing Network, a team of dedicated employees from divisional leaders to frontline staff committed to building a healthy place to work and thrive.

Audio Feedback when select Not Yet:

Be sure to let your manager know you are interested in becoming a Wellbeing Champion, so that they can support you in this role. So, if you haven't already, schedule some time to talk to your manager soon.

As a Champion, you are not alone. You have the support of the Wellbeing Network, a team of dedicated employees from divisional leaders to frontline staff committed to building a healthy place to work and thrive.

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

For the "audio Try Again Feedback" section, I would remove, "it's not indefinite", and go right into, "The more you spend time..."

DONE

01 BEING TO BE A WELLBEING CHAMPION

WELLBEING

How long is the commitment to be a Wellbeing Champion?

- ☐ Indefinite
- ☐ 6 months
- ☒ 2 years
- ☐ 1 year

SUBMIT

MENU

Audio Correct Feedback:

You got it! Being a Wellbeing Champion requires a serious commitment of time and a passion to help people work and live well. Champions are asked to commit a minimum of 2 years to this role. To fulfill this commitment, you should spend at least 2 hours a month engaged in Champion responsibilities, including keeping a monthly log detailing your activities promoting wellbeing.

Audio Incorrect Feedback:

Not exactly. Being a Wellbeing Champion requires a serious commitment of time and a passion to help people work and live well. Champions are asked to commit a minimum of 2 years to this role. To fulfill this commitment, you should spend at least 2 hours a month engaged in Champion responsibilities, including keeping a monthly log detailing your activities promoting wellbeing.

Audio Try Again Feedback:

Almost. Here's a hint: ~~It's not indefinite.~~ But the more you spend time as a Wellbeing Champion, the more you can share your ideas to better reach and engage your teammates to work and live well.

01 BEING TO BE A WELLBEING CHAMPION

The 4 Towers of Wellbeing



COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Have the four towers already been discussed at this point? I'm a little confused about the review questions ahead of the content	AS 8/18	<p>The purpose of the review is to tie it in with the interest video since it would be viewed prior to taking this learning piece. To make the tie-in to the interest video more obvious, will re-write/revise slide 5.</p> <p>Option 2: delete these 3 review questions and just do a summary of the information in 2 slides.</p> <p>Option 3: delete this question about the towers and state elsewhere.</p>
Internal question – are we going to keep the lightbulb as the 4th Tower icon?	CC 8/19/21	All icons will be updated
Maybe change the choices so that they are not so close in meaning	CC 8/19/21	Done
I agree with CC's comment. I would adjust emotional, Social Connectedness (unless we're ready to push that one officially) to something really out of the box like, "Dress Code/Uniform", "Catering".	AT 8/21	Done

01 BEING TO BE A WELLBEING CHAMPION

Wellbeing, Powered By Sharecare

Each of the 4 towers of Wellbeing offer specific programming to meet the health and wellbeing needs of all people. More details provided later in this training.

Be familiar with your own health plan and practice self-care.

Here are two Wellbeing programs Champions should know that offer tools and resources for all areas of wellbeing – physical health, mental health, financial health stability, and work life balance social wellbeing.

Sharecare

Sharecare physical, e

It provides motivation healthier h

- Eating b
- Stress r
- Challeng
- Relevant

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
I think maybe bringing the "each of the 4..." up to be the second set of speech may make sense. Overall the speech on this slide feels disjointed. I think describing Sharecare as a platform and DHD as a health plan resource would be more accurate than calling them " Wellbeing Programs"	AS 8/18	Wanted a way to introduce the various programming and resources available without going into too much detail but also wanted to call out DHD and Sharecare specifically. Any suggestion for how to do that? Separate these items DHD – phone, nurse call in, wallet card
Agree with AS comments	CC 8/19/21	
I'm having trouble with the flow/randomness of this slide.	RM	Any suggestions for presenting this content either in this slide or elsewhere?
I agree with all of the above. I think we should call out the names of the programs in the text on the left. Also want to note that we should be consistent with each title, such as "financial stability" is not a tower name, so I recommend calling it financial health instead (and we also need to capitalize the W and L in work life).	AT 8/21	Should all tower names be capitalized? Yes
Agree with AS comments	KH 8/30	

01 BEING TO BE A WELLBEING CHAMPION

Health Direct, the 24/7 Support for Health Plan Members

Each of the 4 towers of Wellbeing offer specific programming to meet the health and wellbeing needs of all people. More details provided later in this training.

Be familiar with your own health plan and practice self-care.

Here are two Wellbeing programs Champions should know that offer tools and resources for all areas of wellbeing – physical health, mental health, financial health stability, and work life balance social wellbeing.

Health Direct

This 24/7
you to re
and well
— 877-9

Call any
In-the-m
Health c
Help wit
Enroll in

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
I think maybe bringing the "each of the 4..." up to be the second set of speech may make sense. Overall the speech on this slide feels disjointed. I think describing Sharecare as a platform and DHD as a health plan resource would be more accurate than calling them " Wellbeing Programs"	AS 8/18	Wanted a way to introduce the various programming and resources available without going into too much detail but also wanted to call out DHD and Sharecare specifically. Any suggestion for how to do that? Separate these items DHD – phone, nurse call in, wallet card
Agree with AS comments	CC 8/19/21	
I'm having trouble with the flow/randomness of this slide.	RM	Any suggestions for presenting this content either in this slide or elsewhere?
I agree with all of the above. I think we should call out the names of the programs in the text on the left. Also want to note that we should be consistent with each title, such as "financial stability" is not a tower name, so I recommend calling it financial health instead (and we also need to capitolyze the W and L in work life).	AT 8/21	Should all tower names be capitalized? Yes
Agree with AS comments	KH 8/30	

01 BEING TO BE A WELLBEING CHAMPION

Champions Are Expected To Be In-The-Know Stay Up To Date About On Wellbeing At

Review all wellbeing-related news and updates monthly to stay informed. Here's how!

Select each tab to learn more.

Wellbeing Page on net

To learn about the Wellbeing Programs at and the resources available that address physical health, mental emotional health, and financial health stability, and Work Life balance as well as social connectedness, go to visit our Wellbeing page on net.

Wellbeing Champion Dashboard

To access tools and resources to help you communicate about and engage others in wellbeing activities and campaigns, go to the Dashboard on the Wellbeing Champion Network page on net.

Monthly Meeting

The Wellbeing team meets regularly for program updates, news, and tools to share with local teams. Champions are expected to Attend these meetings when possible or read the handouts and review meeting notes and new content distributed afterwards.

Hub

For the latest announcements, program highlights, posts from people sharing their wellbeing journeys, and to see what other stations are doing, join Wellbeing or International Wellbeing on Hub.

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Can we add "or international wellbeing page" for the Hub box.	MB	Done
First box on left - "when possible or review meeting notes and new content"	CC 8/19/21	Done
Reaplce "in-the-know" with "knowledgeable" I capitolized the W and L in Work Life in the third column.	AT 8/21	Replaced "to be in the know" with "Stay Up To Date"
Should we have a quick video demo on how to access each of these boxes after this slide?	TB /8/30	Yes – can do Can access Dashboard and net Need access to Monthly Meeting and Hub Coordinate with Carmel – done 9/2
Agree with TB comment	KH 8/30	

01 BEING TO BE A WELLBEING CHAMPION

The Wellbeing Page on net

To learn about the Wellbeing Programs at and the resources available that address physical health, mental health, emotional health, and financial health stability, and Work-Life balance as well as social connectedness, go to visit our Wellbeing page on net.

VIDEO PLACEHOLDER: Show a quick demo

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
This feels like it should maybe go after slide 10 since the dashboard is referenced there	AS 8/18	Okay – will do
The video demo will be great!	CC 8/19/21	

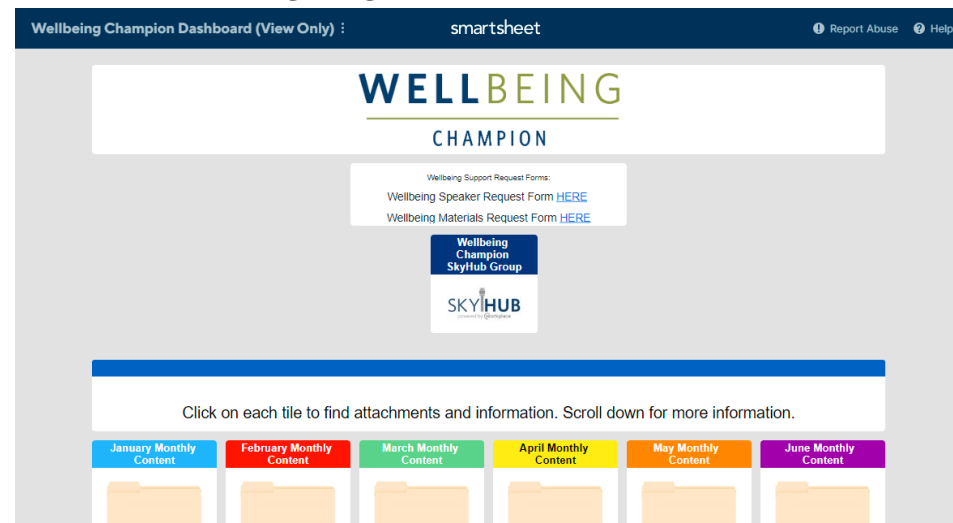
01 BEING TO BE A WELLBEING CHAMPION

The Wellbeing Champion Dashboard

The Champion Dashboard is a vast library of tools and resources to help you in your communication and engagement efforts and to stay informed about wellbeing at .

VIDEO PLACEHOLDER: Show a quick demo of the Champion Dashboard highlighting the tools and resources available.

- Contents of Monthly Folders
- Wellbeing Program and Partner Information



COMMENTS

Initials Date

CONDUENT DESIGNER NOTES

This feels like it should maybe go after slide 10 since the dashboard is referenced there

AS 8/18

Okay – will do

The video demo will be great!

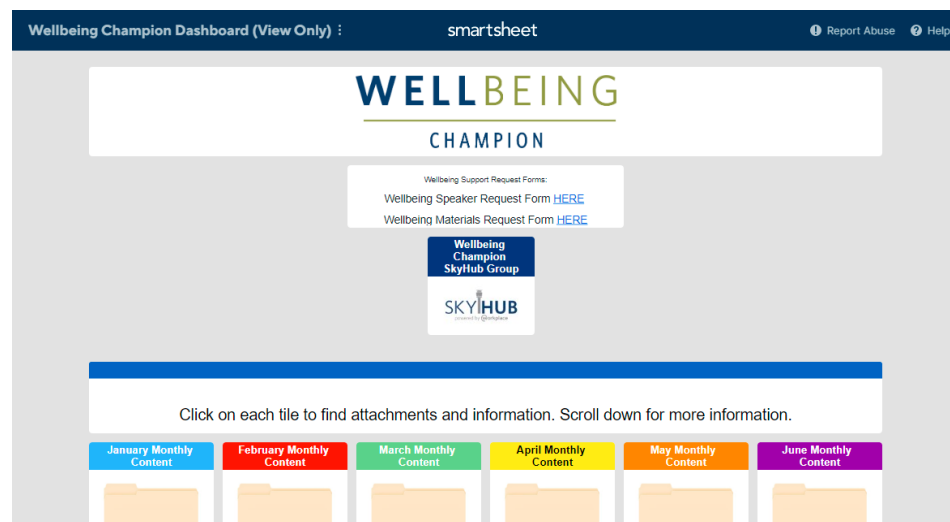
CC
8/19/21

01 BEING TO BE A WELLBEING CHAMPION

The Monthly Wellbeing Meeting

The Wellbeing team meets regularly for program updates, news, and tools to share with local teams. ~~Champions are expected to Attend these meetings when possible or read the handouts and review meeting notes and new content distributed afterwards.~~

VIDEO PLACEHOLDER: Show a quick demo of the Champion Dashboard highlighting the Monthly Meeting folder



COMMENTS

Initials Date

CONDUENT DESIGNER NOTES

This feels like it should maybe go after slide 10 since the dashboard is referenced there

AS 8/18

Okay – will do

The video demo will be great!

CC
8/19/21

01 ~~BEING~~ TO BE A WELLBEING CHAMPION

WELLBEING

Wellbeing Groups on Hub

For the latest announcements, program highlights, posts from people sharing their wellbeing journeys, and to see what other stations are doing, join Wellbeing or International Wellbeing on Hub.

IMAGE PLACEHOLDER: Show screenshots of Hub Groups

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
This feels like it should maybe go after slide 10 since the dashboard is referenced there	AS 8/18	Okay – will do
The video demo will be great!	CC 8/19/21	

MENU

01 BEING TO BE A WELLBEING CHAMPION

Champions Are Expected To Provide Regular Messaging About Health And Wellbeing

Wellbeing Champions are the go-to contact for health and wellbeing resources. If someone comes to you with a question ~~problem~~ or concern, do NOT diagnose or provide health counsel. Instead:

~~Simply~~ Kindly show people where ~~they can~~ to find information or where to get help.

Explain the various programs and resources available.

Select the tab to learn more strategies and best practices.

Communicate

Develop a personal communication style, online and offline, that fits your team environment and culture.

Establish a cadence of regular communication with your team, such as weekly or monthly, whether at a shift briefing, team huddle or department meeting.

Create/Update a Wellbeing bulletin board in a common area with signage, such as a fitness challenge, program information poster or workshop flyer.

Provide brochures, flyers and handouts for easy access in common areas or in a dedicated resource space.

Send brief email messages to your team as appropriate, such as key dates and reminders.

Post/Comment on Hub Wellbeing Group. Share to your divisional Hub page the Hub posts from the weekly Wellbeing Group.

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
For last sentence of left column maybe switch the word Kindly for Simply?	CC 8/19/21	Done
Should "Encourage" be on the list of strategies and best practices?	RM	If so, in what context do you add "encourage" to list?
Although it is true that champions do not diagnose, they do more than show people where to get help, such as also explain and promote the programs. I would adjust the last sentence to reflect that.	AT 8/21	See edits made in slide

01 BEING TO BE A WELLBEING CHAMPION

Champions Are Expected To Promote And Engage Others In Health And Wellbeing

Select the tab to learn how.

Strategies and Best Practices for Engaging Others

Include local leadership in event group or team communications with a personal invitation to keep leaders posted on upcoming events.

Provide opportunities for everyone on your team to participate in Wellbeing Programs and onsite events.

Be creative and leverage your unique skill sets and your teammates when planning local activities.

Plan activities that promote team building, such as team walking challenges, Wear Red Day or Men's Health photo booth, a gratitude board, or lunchtime walk.

Collaborate and strategize with other teams when possible; leverage available resources and ideas. For example, include all divisions in local onsite screenings, health fairs or health education events.

Collect team feedback and ideas to use for future planning.

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Should we elaborate more on what it means to "include" leadership in event communication? We want champions to keep leaders aware of what's going on, but we want to be mindful that they're communicating appropriately (and maybe not with a personal email or invite, but include them on a group invite?). We may want to rephrase this slightly to imply that champions should keep leaders updated on what's coming and invite them as it is appropriate.	AT 8/21	See edits on slide
Can we add a photo here of a table event at the breakroom or walk challenges?	KH 8/30	Yes

01 BEING TO BE A WELLBEING CHAMPION

Challenge Question 1

What are ways you can stay up to date and informed of wellbeing-related news, the latest announcements, program highlights, new resources and tools to share?
Choose all that apply.

- ☐ Join the Wellbeing Group on Hub
- ☐ Attend the Wellbeing Team Meeting every month
- ☐ Review the resources library on the Wellbeing Champion Dashboard at least once a month
- ☐ Visit the Wellbeing page on net at least once a month

SUBMIT

Audio Correct Feedback:

You're right! These are all ways you can make sure you stay informed and in-the-know about wellbeing at .

Audio Incorrect Feedback:

You almost got it. These are all ways you can make sure you stay informed and in-the-know about wellbeing at .

Audio Try Again Feedback:

You're close. Try again.

COMMENTS	Initials Date

COMMENTS	Initials Date

01 BEING TO BE A WELLBEING CHAMPION

Challenge Question 2

As a new Champion, what are some ways that you can start establishing a regular cadence of wellbeing communications with your team? Choose all that apply.

- ☐ Ask your manager to give you 5 minutes during the weekly briefing
- ☐ Every Tuesday, email a brief health tip or wellbeing message to your team as motivation for the week
- ☐ Ask your manager to add you to the agenda at the monthly department staff meeting

SUBMIT

Audio Correct Feedback:

That's right! These are all great ways of starting a regular cadence of health and wellbeing communications with your team. You don't have to give a long talk or fancy presentation. A 5-minute update or a quick email is perfect!

Audio Incorrect Feedback:

You almost got it. These are all great ways of starting a regular cadence of health and wellbeing communications with your team. You don't have to give a long talk or fancy presentation. A 5-minute update or a quick email is perfect!

Audio Try Again Feedback:

Not exactly. Try again.

01 BEING TO BE A WELLBEING CHAMPION

Challenge Question 3

Your manager alerts the team to a surprise celebration for a co-worker and enlists your help with planning the food. As a new Champion, this is a great opportunity for you to promote wellbeing at your station. What actions help you do that? Choose all that apply.

- ☐ Survey your team to see what healthy options they may like to include in the celebration menu
- ☐ Choose the standard catering platter; there is nobody interested in any healthy options
- ☐ Healthy eating is all about balance; make sure to have healthy options for food and drinks, such as water, fruit or a veggie tray

SUBMIT

COMMENTS

Initials Date

CONDUENT DESIGNER NOTES

Not sure this question really fits with the other challenge questions, but that could just be me

AS 8/18

Keeping question here for now. Made edits to make fit with the previous 2 questions.

I would also explain/add to the third answer that eating healthy is about balance and offering healthy choices in addition to the treat options is the goal.

AT 8/21

Done

Audio Correct Feedback:

You got it! Asking your teammates for feedback on what healthy food and drink options, in addition to party treats, they are interested in adding to the celebration menu is a great way to engage your team and promote wellbeing at your station.

Audio Incorrect Feedback:

Not exactly. Asking your teammates for feedback on what healthy food and drink options, in addition to party treats, they are interested in adding to the celebration menu is a great way to engage your team and promote wellbeing at your station.

Audio Try Again Feedback:

You almost got it. Try again.




Select Level 2 to continue.

COMMENTS	Initials Date

02 PHYSICAL HEALTH


WELLBEING

MENU



FOR YOUR
PHYSICAL
WELLBEING

- ✓ **Complete the Sharecare RealAge Test** to understand and compare your physical age and calendar age
- ✓ **Join Scale Back**, a free 12-month weight loss program that features a registered dietitian counselor and 26 weekly tele-health classes
- ✓ **Participate in one of our many health programs** including fitness with Grokker or sleep hygiene with Sleepio



Tools And Resources For Your Physical Health

- Disease prevention
- Fitness and nutrition
- Tobacco cessation
- Management of health conditions, such as weight, diabetes, blood pressure and hypertension

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Audio should say "Here are" and not "here's"	AS 8/18	Done

02 PHYSICAL HEALTH

WEL

COMMENTS

Initials
Date

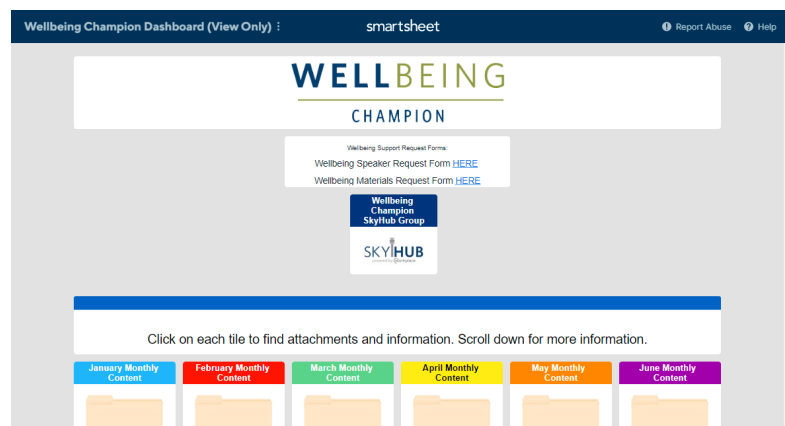
~~Be In-The-Know~~ Of Stay Up To Date On Physical Health Programming Resources

Educate yourself on the program offerings for physical health so you can direct others to the right resources when needed.

Remember, a champion's role is NOT to diagnose or provide health counsel.

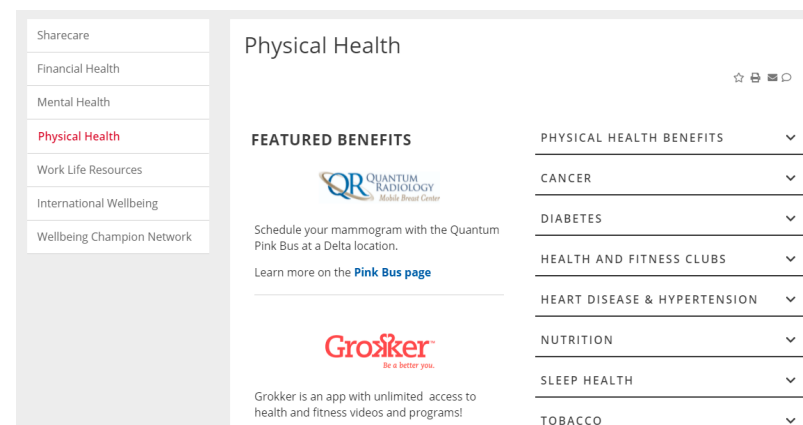
Where to go to for tools and resources

Wellbeing Champion Dashboard



Where to direct people for more information

Wellbeing > Physical Health page on net



02 PHYSICAL HEALTH

WELLBEING

Challenge Question 4

You are tasked with promoting a new fitness and nutrition program with the call to action: "Download the App!" What would be an effective strategy to encourage your team to complete this action? Select all that apply.

- ☐ Brief your team about the program benefits and app features and hold up your phone during the meeting to display your downloaded app
- ☐ Get a register list of team members who have downloaded the app, and ask those who have not to explain why they have not followed through
- ☐ Display a flyer with details about the program and include contact information for questions or tech issues

SUBMIT

Audio Correct Feedback:

Well done! Talking to your team about the benefits and features of the app and displaying a flyer about the program are effective ways to encourage your team to download the app.

Audio Incorrect Feedback:

You almost got it. Talking to your team about the benefits and features of the app and displaying a flyer about the program are effective ways to encourage your team to download the app.

Audio Try Again Feedback:

Not exactly. Try a positive and non-judgmental way to encourage your team to download the app.

02 PHYSICAL HEALTH

Challenge Question 5

Your teammate, Steve, shared that he is showing early signs of diabetes. Knowing that you're a Wellbeing Champion, Steve asks what you recommend. What is your best response as a Wellbeing Champion?

- ☐ Tell Encourage Steve to go to the Wellbeing page to look at the various programs available and to call Health Direct to talk to someone about his options
- ☐ Recommend a diet and fitness regimen that helped you when you were diagnosed with early signs of diabetes
- ☐ Suggest a medication that your friend, who is a doctor, prescribes for managing diabetes

SUBMIT

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

Use the word "encourage" instead of "tell"

CC
8/19/21

Done

I would also add that in the correct answer, we should say, "Tell Steve to explain that there are multiple programs available for employees on a health plan and covered spouses who need support for their diabetes". Mentioning the health plan connection may be an important distinction because those services are not open to employees who aren't on a health plan.

AT 8/21

Done

Audio

You got it
direct
that

the multiple programs available for employees on a health plan and covered spouses who need support for their diabetes. Do NOT diagnose or give health advice.

Audio Incorrect Feedback:

Not exactly. The best way to respond to Steve is to let him know of the multiple programs available under the employee health plan that can provide him the proper support and options. Do NOT diagnose or give health advice.

Audio Try Again Feedback:

You almost got it. Remember, do NOT diagnose or give health advice. Just direct Steve where to go to find information and explain the resources available that can provide the proper options.

03 MENTAL HEALTH


**FOR YOUR
MENTAL
WELLBEING**

- ✓ Chat through the **Ginger app** with a mental health coach
- ✓ Find a mental health counselor with **Resources for Living** and schedule a 1:1 virtual or in-person session
- ✓ Use the **Daylight app** to help navigate emotions and to reduce anxiety and worry



Tools And Resources For

Counseling and coaching help person, virtually, by phone or

- Resources for Living, our e program (EAP)
- Mental Health Coaching
- The Ginger app
- Peer Support Champion, volunteer employees with specialized training to best provide mental health support for their peers. To learn more or if interested in this role, email the Wellbeing Team. (interest form on net – check –verify

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

Audio should say "Here are" and not "here's"

AS 8/18

Done

I do think Peer Support Champion should be mentioned. I think it can be brief and something to the effect of "if you'd like to learn more and become more familiar with helping fellow employees navigate the waters of Mental Health offerings, there is further training around this matter. You can express interest by emailing the Wellbeing team."

RM

What is the email contact info?

Robin/Carmel to verify contact info

Agree to promoting the Peer Support Champion program and that these are volunteer employees who received specialized training to best provide mental health support for their peers. There is an Eol intake form on our Wellbeing Champions page of net to learn more.

JS 8/30

Done

QUESTION FOR :

Should "Peer Support Champion" be mentioned?
If yes, what level of detail needs to be included?

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Instead of 'Be in the know' could we simply to 'Get to know"? And can we swap 'programming' to 'Services and Resources'?	JS 8/30	Done – see updated phrases on slide

03 MENTAL HEALTH

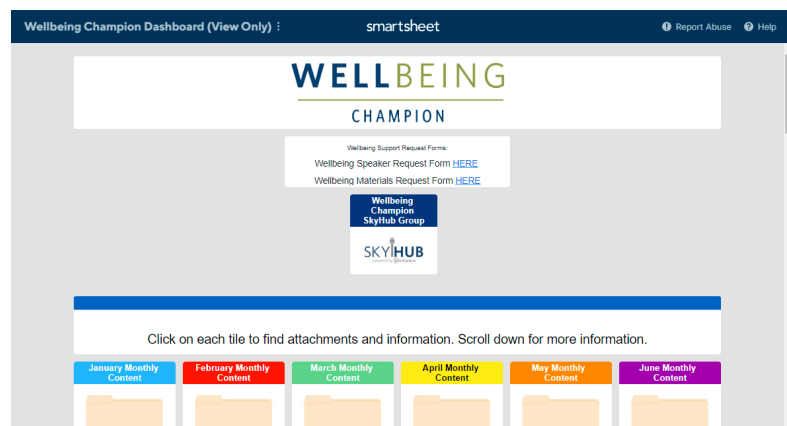
~~Be In-The-Know~~ Stay Up To Date On Mental Health Programming Resources

Educate yourself on the program offerings for mental health so you can direct others to the right resources when needed.

Remember, do NOT diagnose or provide health counsel.

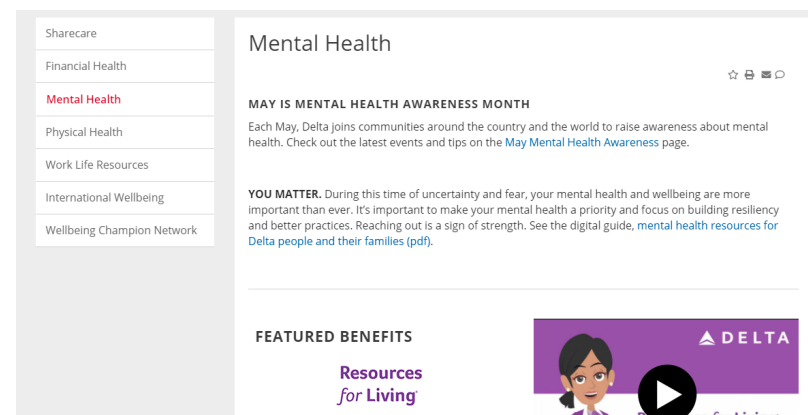
Where to go to for tools and resources

Wellbeing Champion Dashboard



Where to direct people for more information

Wellbeing > Mental Health page on net



03 MENTAL HEALTH

Challenge Question 6

You want you and your team to participate in the latest Sharecare Challenge. What is an effective strategy to motivate your team to participate? Select all that apply.

- ☐ Send an email message that everyone on the team is expected to participate in the latest Sharecare Challenge
- ☐ Post a flyer in the lunchroom with details about the latest Sharecare Challenge with contact information for questions and instructions for enrolling
- ☐ During the weekly team briefing, you let your team know details of the Sharecare Challenge and that completing the activity can earn each of them Wellbeing Rewards or Health Rewards

SUBMIT

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

Should this be a question related to mental health programs? This doesn't feel like a match. Could we ask. You notice that your team is struggling emotionally with some recent challenges. What could you do to as a Wellbeing Champion to help surface resources? Correct answers could be placement of brochures/posters (so people can pick up info discreetly). A Wellbeing Champion could also lead a 'Mindful Moment' at the next team meeting

JS 8/30

Wanted to have a question promoting Sharecare. Is there a better place for this question?

Audio

You're
Share

Wellbeing Rewards or Health Rewards are effective motivators.

Audio Incorrect Feedback:

Not exactly. Posting a flyer with details about the Sharecare Challenge and the potential of earning Wellbeing Rewards or Health Rewards are effective motivators.

Audio Try Again Feedback:

You're close. Try a positive and non-judgmental approach to motivate your team to participate.

03 MENTAL HEALTH

WELLBEING

Challenge Question 7

Mario asks you where to go to access onsite mental health coaching and support. What is your best action as a Wellbeing Champion?

- ☐ Ask Mario why he needs coaching and support
- ☒ Show Mario the Mental Health Coaching page on net to find the nearest location or to schedule an appointment
- ☐ Provide Mario a list of counselors and therapists that are in the health plan network

SUBMIT

Audio Correct Feedback:

Exactly! The best action is to show Mario where to go to find the onsite health coaching information he was looking for. Do NOT diagnose or give health advice.

Audio Incorrect Feedback:

You almost got it. The best action is to show Mario where to go to find the onsite health coaching information he was looking for. Do NOT diagnose or give health advice.

Audio Try Again Feedback:

Not exactly. Remember, do NOT diagnose or give health advice. Just direct Mario where to go to find the resource he is asking about.

03 MENTAL HEALTH

WELLBEING

Challenge Question 8

Your peer, Sara, has shared that a close family member passed away. Four weeks later, Sara still seems distracted and not her usual self. You want to offer help. What is your best action as a Wellbeing Champion?

- ☐ Give Sara the name of your sister's therapist, whom you know has been very helpful and highly recommended
- ☐ Ask Sara if she is depressed and suggest a medication you have seen advertised
- ☒ Let Sara know you're concerned about her, that offers confidential EAP support resources, and provide her the Resources for Living 24/7 phone number
- ☐ Give her comfort by telling Sara that the family member is in a better place

SUBMIT

Audio Correct Feedback:

You're right! The best action is letting Sara know you're concerned about her, and that offers confidential support resources that may help. Do NOT diagnose or give health advice.

Audio Incorrect Feedback:

Not exactly. The best action is letting Sara know you're concerned about her, and that offers confidential support resources that may help. Do NOT diagnose or give health advice.

Audio Try Again Feedback:

You're close. Remember, do not diagnose or give health advice. Just tell Sara about the resources offered at that may help her situation.

COMMENTS	Initials Date

**CONDUENT DESIGNER
NOTES:**

When click on Resources, a panel will drop down on to the screen similar to this one that will display a list of resource documents that you can click/open, such as:

FAQs

Info sheets

Handouts

Process steps

Video

Reference guide

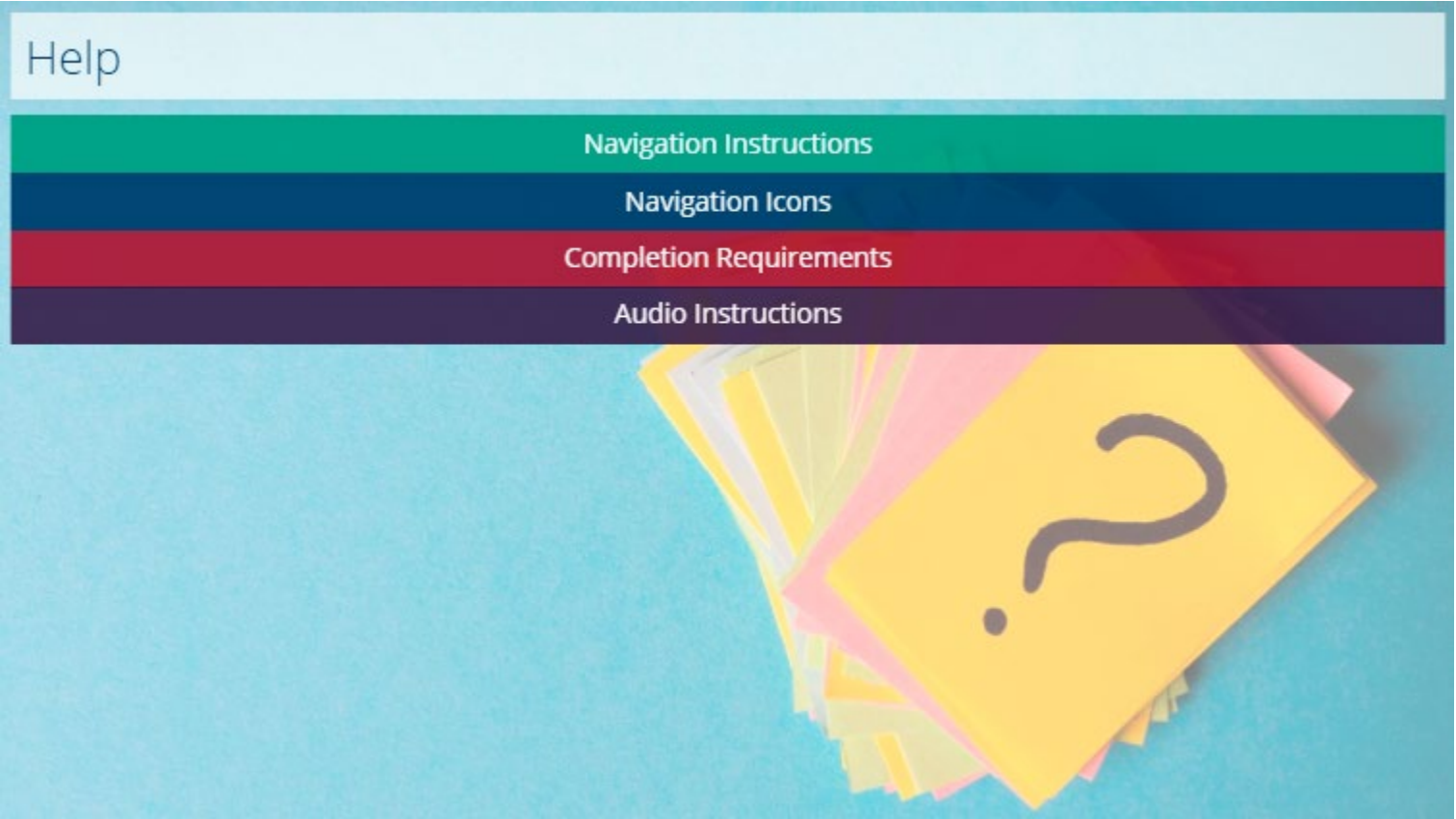
Training guide

Instruction guide

Please think about specific documents you would like to include, if any, in this Resources list.

CONDUENT DESIGNER NOTES:

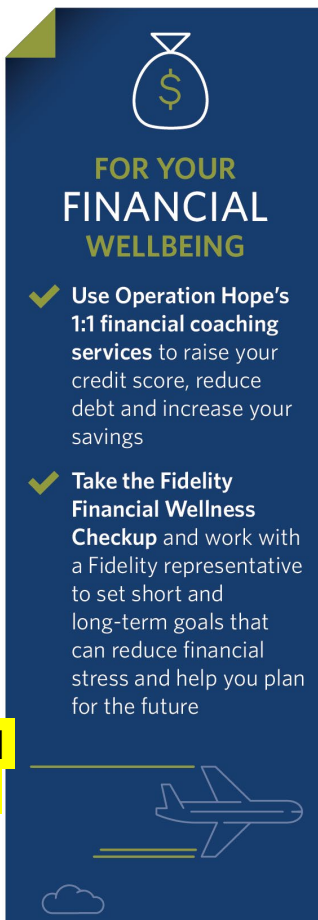
When click on Help, a window will display in middle of screen with some standard help text/info about navigating this course, course completion requirements, and audio instructions.



COMMENTS	Initials Date

04 FINANCIAL HEALTH

MENU



FOR YOUR FINANCIAL WELLBEING

- ✓ Use Operation Hope's 1:1 financial coaching services to raise your credit score, reduce debt and increase your savings
- ✓ Take the Fidelity Financial Wellness Checkup and work with a Fidelity representative to set short and long-term goals that can reduce financial stress and help you plan for the future

Sign-up to attend a workshop with Operation HOPE or Fidelity

Tools And Resources For

- Saving and investing
- Money and credit management, budgeting and debt reduction
- Planning for retirement, home ownership and other major life events
- Financial Coaching available virtually, or by phone.
 - Operation HOPE – for credit & money management, and home ownership
 - Fidelity – for retirement, investments and life events
 - Financial Engines – for retirement and investments

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Audio should say "Here are" and not "here's"	AS 8/18	Done
I think Financial Champion should be mentioned. Something similar to what I mentioned for the Mental peer support.	RM	Noted = will figure out how/where to include later
Agreed with Robin. Financial Champions should be mentioned	TB 8/30	
Wonder if this list should include DHRs and DWRs	LB 8/30	What are DHRs and DWRs
Under "For Your Financial Wellbeing", can we add a third action item. I.e. Sign-up to attend a workshop with Operation HOPE or Fidelity	TB 8/30	Included as placeholder for now = will figure out a better layout later
Under "Tools and Resources..." can we add something similar to the mental health "Financial Coaching available in-person, virtually, or by phone." Then list in bullets: Operation HOPE – for credit & money management, and home ownership; Fidelity – for retirement, investments and life events; Financial Engines – for retirement and investments	TB 8/30	Included as placeholder for now = will figure out a better layout later

QUESTION FOR :

Should "Financial Champion" be mentioned?
If yes, what level of detail needs to be included?

04 FINANCIAL HEALTH

WE

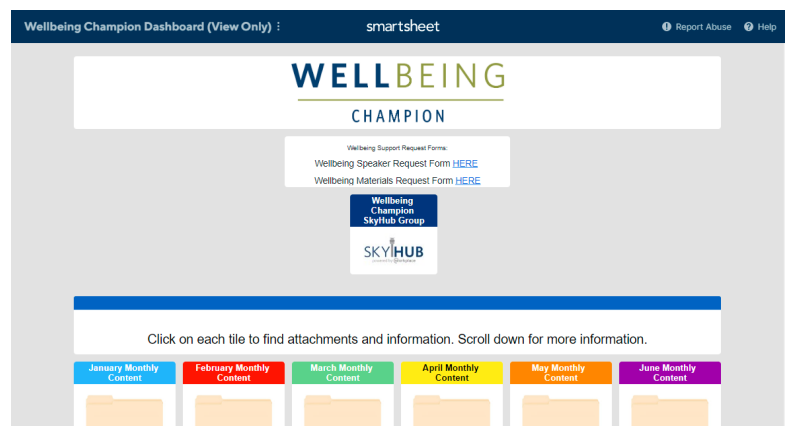
~~Be In-The-Know-Of~~ Stay Up To Date On Financial Health Programming Resources

Educate yourself on the program offerings for financial health so you can direct others to the right resources when needed.

Do NOT provide financial advice.

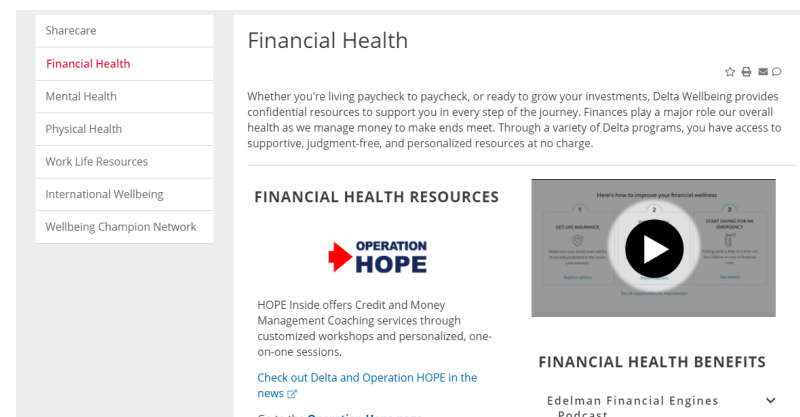
Where to go to for tools and resources

Wellbeing Champion Dashboard



Where to direct people for more information

Wellbeing > Financial Health page on net



COMMENTS

Initials
Date

04 FINANCIAL HEALTH

WE

Challenge Question 9

It is Financial Health month. What is an effective way to promote this awareness campaign at your station or work area? Choose all that apply.

- ☐ Update the Wellbeing bulletin board in the break room with a financial health resources poster
- ☐ Send your team an email message with a comparison of financial health resources flyer attached
- ☐ During your weekly team briefing, make your team aware of the resources available on the Wellbeing > Financial Health page on net

SUBMIT

Audio Correct Feedback:

You're right! These are all effective ways to promote financial health awareness at your station or work area.

Audio Incorrect Feedback:

Well, almost. These are all effective ways to promote financial health awareness at your station or work area.

Audio Try Again Feedback:

You're so close. Try again.

COMMENTS

Initials
Date

04 FINANCIAL HEALTH

Challenge Question 10

During a lunch break, Gloria mentioned that she's having a difficult time budgeting and saving for a down payment on a house. As a Wellbeing Champion, what is the best way you can help Gloria?

- ☐ Recommend that Gloria to make an appointment with a local financial advisor
- ☐ Tell Gloria to look at the money management and financial coaching resources available on the Wellbeing > Financial Health page on net
- ☐ Offer Gloria your help to put together a budget and savings plan if she's comfortable sharing her personal finances with you

SUBMIT

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

Maybe add to the correct answer, "and consider emailing her the link later on so she can easily find/access the resource"

AT 8/21

Done

Love Anna's suggestion above

TB 8/30

Audio Correct Feedback:

Exactly! The best way for you to help Gloria is to direct her to the appropriate financial resources that can assist her situation. Then email her the link so she can easily find/access the resource. Do NOT give financial advice.

Audio Incorrect Feedback:

Well, not exactly. The best way for you to help Gloria is to direct her to the appropriate financial resources that can assist her situation. Do NOT give financial advice.

Audio Try Again Feedback:

You almost got it. Remember, do not give financial advice. Just show Gloria where to go to find information or resources available that can help her situation.



Select Level 5 to continue.

COMMENTS	Initials Date

05 ~~WORK LIFE BALANCE~~ SOCIAL WELLBEING



FOR YOUR WORK LIFE WELLBEING

- ✓ Find a caregiver via **Care.com** and other family support needs through Resources for Living
- ✓ Use **Care.com** to schedule emergency back-up childcare at a heavily subsidized rate
- ✓ Get personalized insights from **Ovia Health** on fertility, pregnancy and parenting

Tools And Resources For V

- Alternate commute-to-work
- Voluntary benefits and employee discounts on various services
- Finding family caregivers or back-up care
- Fertility, pregnancy, and postpartum support
- On-campus wellness amenities available

COMMENTS	Initials Date	CONDUENT DESIGNER NOTES
Audio should say "Here are" and not "here's". Also are we actively providing resources for remote work- would defer to LB on including that.	AS 8/18	Done
Could we add on-campus amenities like Cafes, Wellbeing Hubs, and Edible Campus? Or is that too ATL/MSP focused?	LB 8/30	
Add Perks discounts and voluntary benefits	LB 8/30	
Alternate Commutes options (vanpool with Enterprise, WageWorks transit card)	LB 8/30	
Suggest changing Work Life colors to purple to align with MKG branding	LB 8/30	Yes – changing tower name to social as well as icon

05 ~~WORK LIFE BALANCE~~ SOCIAL WELLBEING

Be In-The-Know Of Work Life Resources

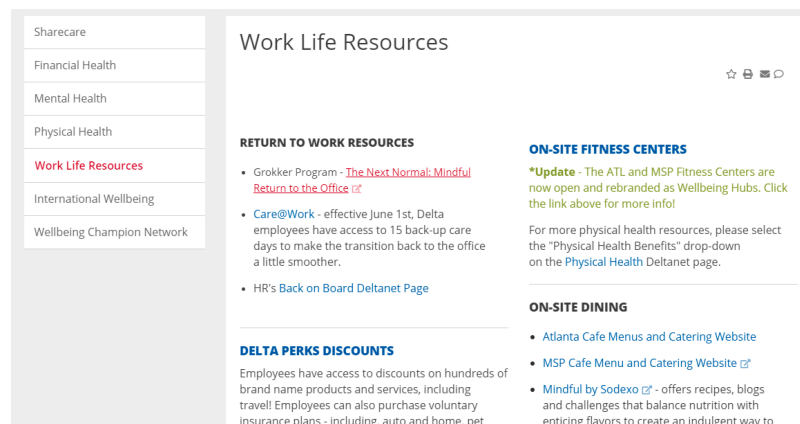
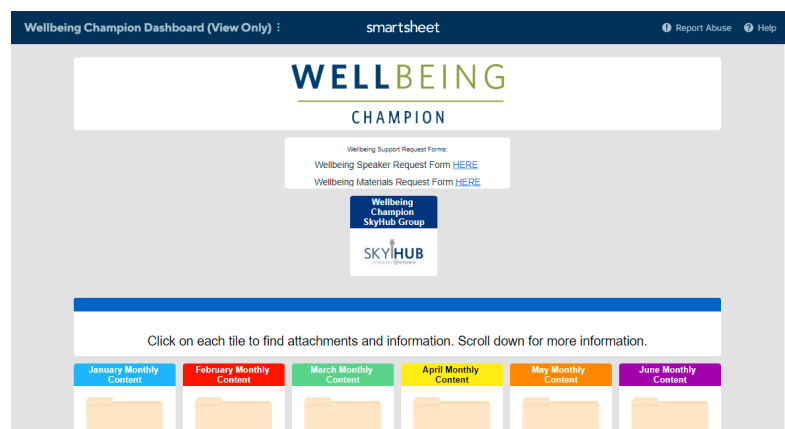
Educate yourself on the work life programs available so you can direct others to the right resources.

Where to direct people for more information

Wellbeing > Work Life page on net

Where to go to for tools and resources

Wellbeing Champion Dashboard



COMMENTS

Initials
Date

05 ~~WORK LIFE BALANCE~~ SOCIAL WELLBEING

Challenge Question 11

It's summer! The kids are out of school. You notice some of your teammates are having a hard time balancing their family needs with their work priorities. What can you do to help with this work-life challenge?

- ☐ Ask your manager the best place to set up a working parent resource area in the office
- ☐ At your next team huddle, do a Wellbeing Moment to show your team the Wellbeing > Parent Resources page on net
- ☐ On your divisional Hub page, post about the services available from Care@Work; include the page link to .care.com

SUBMIT

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

To make this more "evergreen" AT suggests not using Return to Work as a example/question

LB

Instead, do a question about what resources are available for Working Parents (Wellbeing > Working Parents). Scenario could be "it's summertime and the kids are out of school, your DL teammates are having a particularly hard time balancing their family needs with their work priorities—what can you do to help these employees..."

LB

Done

Audio

Absolute
resour

Audio Incorrect Feedback:

Well, not exactly. These are all great ways to promote resources for the working parents on your team.

Audio Try Again Feedback:

You're so close. Try again.

05 ~~WORK LIFE BALANCE~~ SOCIAL WELLBEING

MENU

Challenge Question 12

You have some newly hired team members who are learning all about the benefits offers. Introduce yourself as the team's Wellbeing Champion, their go-to person for health and wellbeing resources. What are some deals and savings on Perks you could tell them about?

- ☐ Travel deals, like discounts on hotel stays, car rentals, and parking at the airport, when employees use their flight benefits
- ☐ Wellness deals for joining a health club, fitness centers, spas, even yoga classes
- ☐ Voluntary benefits, like deals on auto and home insurance, pet care plans, legal services, and identity theft protection

SUBMIT

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

We can ask Lauren/Kristin for their input here

CC
8/19/21

Perks would be a good thing to promote since it's available to all employees (incl international).

LB 8/30

Need help with context/scenario

Contact Lauren Borrelli - done 9/2

Audio Correct Feedback:

You're right! These are all deals available on Perks. Check out the Perks page on net to learn about all the other great deals and discounts available.

Audio Incorrect Feedback:

You almost got it. These are all deals available on Perks. Check out the Perks page on net to learn about all the other great deals and discounts available.

Audio Try Again Feedback:

You're close. Try again.



COMMENTS	Initials Date

RESULTS

WEL

CONDUENT DESIGNER NOTES:

Results/Score from challenge questions will display here

COMMENTS

Initials
Date

MENU

SUMMARY

Wellbeing Champions are the agents in the field who inspire enthusiasm for wellbeing and play a critical role in advancing the mission of 's Wellbeing programs.

Wellbeing Champions promote a culture of wellbeing at by:

- Being in-the-know
- Regular messaging and communication
- Active engagement

COMMENTS

Initials
Date

CONDUENT DESIGNER NOTES

Not sure about the wording " a genuine passion for helping people make healthier choices"...we really want them to be passionate about total wellbeing and the resources employees have available

AS 8/18

Noted – will revise



COMMENTS	Initials Date

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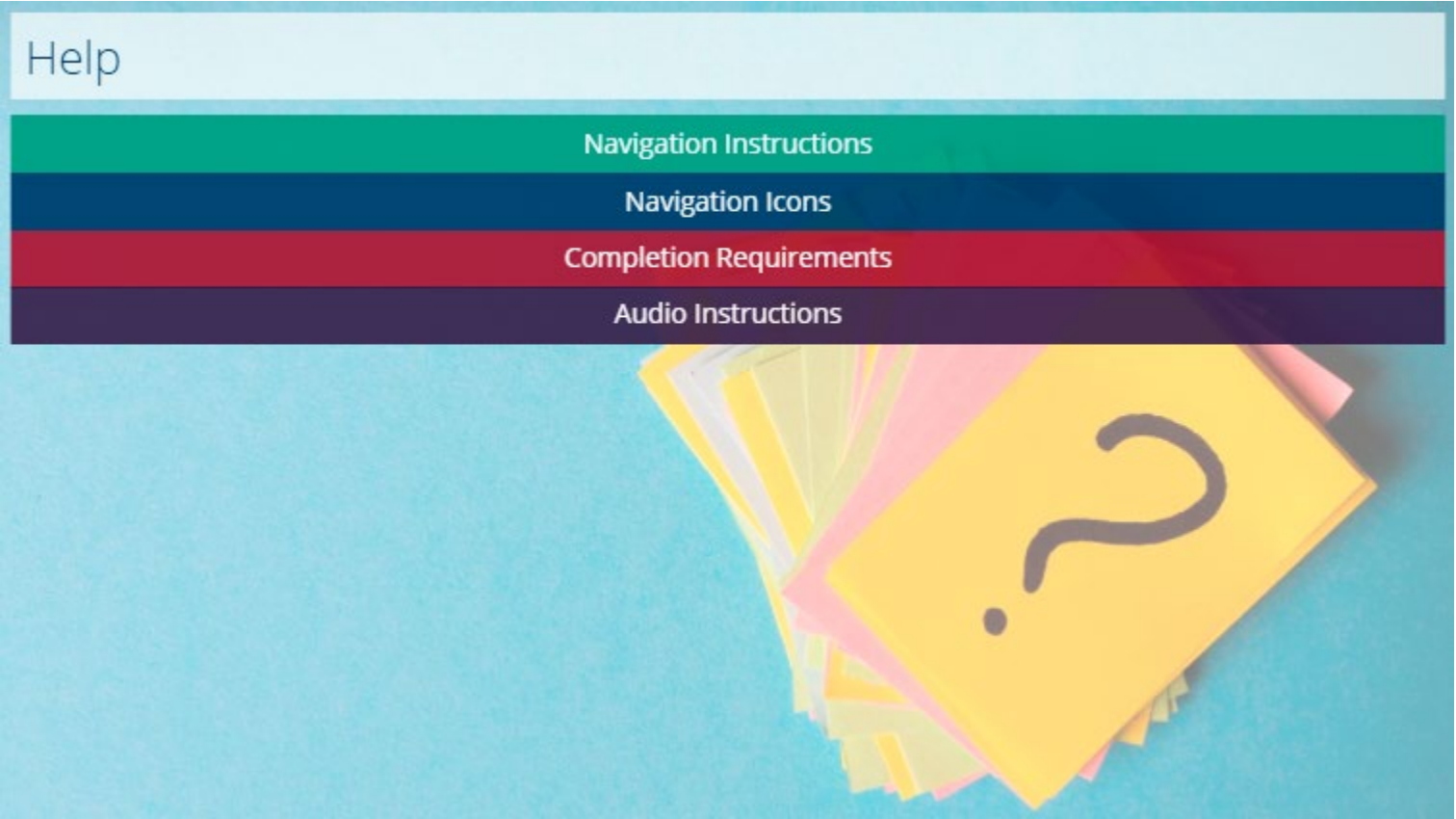
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