

**HEALTHY WORKPLACE
PARTICIPATORY PROGRAM
SECTION II.**

START-UP SESSION 1
Welcome to the HWPP





START-UP SESSION 1

Welcome to the HWPP

F Facilitator Preparation

To do:

- ☐ **Watch: Videos 1-4 of the Facilitation Skills Training Video Series**
<https://www.uml.edu/Research/CPH-NEW/Healthy-Work-Participatory-Program/training-support/facilitation-skills-training-videos.aspx>
- ☐ **Preview: “What is Total Worker Health?”** University of Iowa Total Worker Health Essentials video series (Decide whether to show the video to the Design Team during the TWH activity.) <https://hwc.public-health.uiowa.edu/for-the-workplace/what-is-total-worker-health/>
- ☐ **Read about the Role of the Facilitator in Section I of the HWPP Facilitator Manual**
- ☐ **Optional:** Read about “Ground Rules” in the University of Kansas Community Toolbox, Chapter 16, Section 2 (Developing Facilitation Skills) <https://www.uml.edu/Research/CPH-NEW/Healthy-Work-Participatory-Program/Training-Support.aspx>
- ☐ **Review:** Facilitator Preparation, Facilitator Agenda, and Design Team handouts
- ☐ **Prepare photocopies** Design Team handouts
- ☐ **Prepare a draft DT communication plan** to discuss with DT during Activity 4
- ☐ **Send the DT a friendly reminder of the meeting date and time** at least 2-3 days before the upcoming meeting

To bring:

- ☐ **Table tents or name tags**
- ☐ **Flip chart paper and markers**
- ☐ **Handouts:** Design Team handouts

To know:

Ground Rules are guidelines that the Design Team follows so that all members can participate in the meeting. They set the stage for effective communication and define how the team will operate together.

Team members often feel more invested in following ground rules when the team comes up with the ground rules themselves. If you find that the DT is having difficulty coming up with ground rules, you can suggest some of the following, more common ground rules to get the team talking:

- **Listen and learn from each other**
- **One person speaks at a time**
- **Be on time**

Don't assume that some common ground rules will work for all DTs (especially if you are a facilitator from outside of the organization). For example, health care organizations may require that the ground rules account for late arrivals due to medical emergencies.

Total Worker Health (TWH) is a holistic approach to worker safety, health, and well-being. It acknowledges risk factors related to work that contribute to health problems previously considered unrelated to work. TWH programs focus on making working conditions conducive to health, which can lead to health benefits on and off the job.

See the Total Worker Health handout at the end of this facilitator preparation

Healthy Workplace Participatory Program (HWPP) is a program designed to help employers implement an integrated, Total Worker Health program. Because it's a Total Worker Health program, it focuses on making the working environment supportive of employee health, safety, and well-being.

It's "participatory" because it uses a grassroots approach. Front line employees are in charge of identifying concerns and recommending solutions based on their knowledge of the workplace. The program provides a process and a structure for presenting those solutions in a way that appeals to business leaders.

The program was developed by occupational health psychologists, ergonomists and health promotion researchers at the University of Connecticut and the University of Massachusetts Lowell as part of the activities of the Center for the Promotion of Health in the New England Workplace, a Total Worker Health Center for Excellence.

The program is research-based and has been tested in a variety of occupational settings. You can find journal articles detailing the program development and materials on the HWPP website www.uml.edu/cphnewtoolkit.

Roles of the key participants in the Healthy Workplace Participatory Program

The two-committee structure enables employees from all levels of the organization to be involved in the health, safety, and well-being improvement process. A participatory TWH approach leads to greater employee engagement and leverages employee knowledge and experience. Read about the roles of Design Team, Steering Committee and Facilitator in Section I of the Facilitator Manual.



Fig 1: The HWPP two-committee structure

Post-meeting to do:

1. Type up the team agreements discussed during the meeting and send out to DT members.
2. Take steps to establish the communication systems discussed during the meeting.

What is a Total Worker Health program?

A Total Worker Health program is a new way to promote health on and off the job because it takes a comprehensive, holistic approach to worker safety, health, and well-being. It acknowledges ways that work conditions and work organization (who does the work, how and when) can contribute to health problems previously considered separate from the workplace.

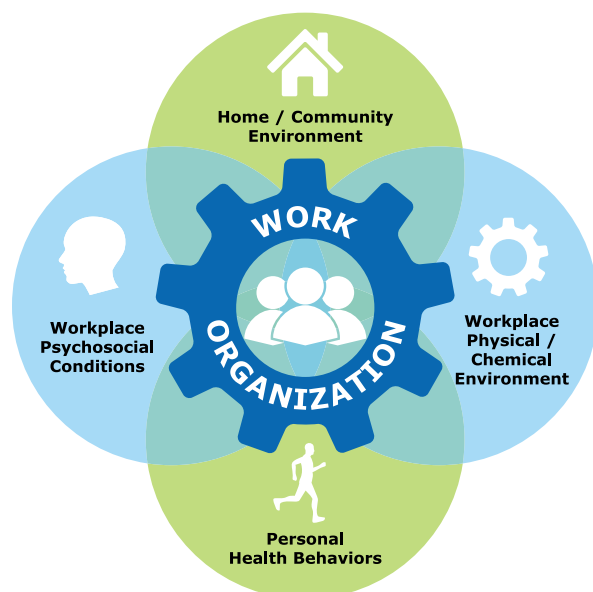


Figure 2 illustrates the overlapping influences of work, community and personal factors on health. A key concept is that work organization can influence each of these areas.

This is why Total Worker Health programs focus on making working conditions conducive to health, which can lead to health benefits on and off the job.

Fig 2. Total Worker Health model of worker well-being.

How is a Total Worker Health program different from what we have now?

Traditional workplace programs for safety and well-being usually are managed separately and do not recognize the interplay between health conditions, behavior, and the work environment.

Traditional Workplace Safety Program:

Aims to reduce exposures to hazards that contribute to work related injury and illness

Traditional Workplace Wellness Program:

Aims to improve personal health behavior, such as exercise, diet, smoking, overweight, etc. that contribute to poor health and chronic diseases.

Examples of an Integrated, Total Worker Health (TWH) Program Approach:

Example: Respiratory illnesses from poor workplace air quality can be more serious for workers who are smokers.

- **A TWH program deals with air quality AND smoking cessation.**

Example: Job stress increases the risk factors for heart disease such as high blood pressure and smoking and low physical activity. Job stress also contributes to anxiety/depression.

- **A TWH program reduces job stressors AND exercise, diet, stress management.**

Example: Physically demanding work can lead to feeling too fatigued to exercise after work or to prepare healthy meals.

- **A TWH program addresses equipment to reduce bodily forces AND work schedules that allow for rest and recovery.**



START-UP SESSION 1

Welcome to the HWPP

Facilitator Agenda

Meeting Intent:

To launch the Design Team as a cohesive working group.

Desired outcomes:

1. DT members understand the concept and purpose of a Healthy Workplace Participatory Program (HWPP)
2. DT members are clear about the roles and responsibilities of:
 - **The Design Team**
 - **The Steering Committee**
 - **The Facilitator**and how the different groups will communicate with each other
3. DT members create an agreement for how we want to operate as a team in terms of participation and attendance
4. DT members create an agreement for how we want to communicate with each other
5. DT members understand the general sequence and timeline of the HWPP program
6. DT members commit to completing the preparation for the next meeting



Facilitator Agenda

When	What	How
0:00 (5 min)	Arrival	Show up, sign in, find a seat, settle in
0:05 (5 min)	Check-in	<p>1. Facilitator welcomes the group</p> <p><i>Welcome the group warmly, introduce yourself if needed</i></p> <p><i>Suggested talking points:</i></p> <ul style="list-style-type: none"> • <i>Thank you all for committing to this Design Team. Each of you is here based on the knowledge and skills you will bring to the group.</i> • <i>This team has been created to help improve safety, health and well-being of the staff who work here. The leadership of this organization is ready to listen to your ideas for making this place a safer, healthier place to work.</i> • <i>We are going to be spending a lot of time talking and planning. The success of this group will depend on everyone participating.</i> • <i>We need to hear your voice. My job as facilitator is to help set the conditions for you to do that.</i> <p><i>Explain that the DT members will have an opportunity to introduce themselves next</i></p> <p><i>Explain what a round-robin is: we go around the room and each person gets to speak once. We will hold responses from the group until later to stay on time.</i></p> <p><i>The first time the group uses a round-robin process you may suggest that whoever is ready to speak may do so and then can invite the person seated next to them to check-in. Eventually you may move to a round-robin process that allows people to speak in any order they are ready.</i></p> <p>2. Round-robin: My name, my position, why am I here (< 30 sec, each)</p>

When	What	How
0:10 (5 min)	Review Meeting Plan	<p>1. Facilitator explains structure of Meeting Plan</p> <p><i>Suggested talking points:</i></p> <ul style="list-style-type: none"> • These meeting plans are specifically designed to create an environment in which everyone participates • The <u>meeting intent</u> allows DT members to know why they are gathering • The <u>desired outcomes</u> allow DT members to know what specifically will be accomplished by the end of a meeting • The agenda allows DT members to know <u>how</u> the meeting will flow and what to expect at <u>each moment</u> of the meeting <p>2. Review Intent and Desired Outcomes for the meeting</p> <p>3. Facilitator briefly reviews the agenda</p> <p><i>Review the when and what columns only</i></p> <p>Questions and comments after each step</p>
0:15 (20 min)	<p>1. Purpose of HWPP</p> <p>Handout: Well-being and Work</p>	<p>1. Facilitator introduces this next section</p> <p><i>Review the purpose of this section of the meeting agenda and the process steps</i></p> <p><i>Pause to see if anyone has any questions</i></p> <p>2. Each DT member - write down your thoughts to the prompts in the handout about workplace well-being. (2 min)</p> <ol style="list-style-type: none"> "What does well-being mean to you?" "How does this workplace support your well-being?" Are there aspects of well-being that could use more attention here? <p><i>Allowing people to write before speaking allows each person a moment to be thoughtful and collect their thoughts. This technique is especially critical for those who are introverted or need extra time to prepare before speaking</i></p>

When	What	How
		<p>3. Volunteers offer to share <i>Encourage people to share, but be mindful of time</i></p> <p>4. Facilitator presents the concept of a Total Worker Health program <i>You can read directly from the facilitator prep if you wish</i></p> <p>4. (Optional) View “What is Total Worker Health” video from University of Iowa</p> <p>5. Clarifying questions from team <i>Pause to ask the team if they have any questions</i></p>
0:35 (10 min)	<p>2. Roles and Responsibilities</p> <p>Handout: Roles of the DT, SC and Facilitator</p>	<p>1. Facilitator reviews roles of DT, SC, Facilitator <i>See notes in manual</i></p> <p>2. Clarifying questions from team, if needed</p>
0:45 (15 min)	3. Team Agreement: Participation/ Attendance	<p>1. Facilitator explains why we need a team agreement for participation and attendance <i>Emphasize why establishing a participation/attendance agreement is critical. See Video for more details</i></p> <p>2. Each person answers the following prompts:</p> <ul style="list-style-type: none"> • <i>What do I expect from myself in terms of participation & attendance?</i> • <i>What do I expect from the team in terms of participation & attendance?</i> <p><i>Write down what each person says.</i></p> <p><i>Initially, make sure each person has space to speak.</i></p> <p><i>If anyone is shy to speak, feel free to skip them and invite them after everyone else has had a turn. Encourage dialogue once everyone has had a turn.</i></p> <p><i>Direct the conversation to address anything that is missing or resolve anything that is contradictory. Continue the conversation until you feel the group is sufficiently “on the same page.”</i></p> <p><i>Your agreement should contain language that covers the following topics:</i></p> <ul style="list-style-type: none"> • <i>What behaviors and attitudes are expected on this team, and which are NOT acceptable</i> • <i>What preparation they plan to do</i> • <i>What each team member pledges to do if they miss a meeting or are delayed</i>

When	What	How
1:00 (15 min)	4. Team Agreement: Communication	<p>1. Facilitator explains why we need a team agreement for communication</p> <p><i>Emphasize why a communication agreement is important.</i></p> <p>2. Facilitator guides team to align on the following:</p> <ul style="list-style-type: none"> a. Meeting notices -- how and when b. Meeting location c. Meeting frequency d. Accessing team meeting notes and documents <p><i>Guide team to decide:</i></p> <ul style="list-style-type: none"> 1. <i>How (phone, text, email) and when (e.g. 1 week before meetings) the team should communicate about any meeting tasks</i> 2. <i>Where the team should meet</i> 3. <i>How often can this team meet</i> 4. <i>Where will all the DT meeting documents reside and how will team members access them</i>
1:15 (10 min)	5. HWPP Sequence <u>Handout:</u> Sequence of HWPP Activities	<p>1. Facilitator presents the HWPP program sequence</p> <p><i>See handout</i></p> <p>2. Facilitator briefly shows IDEAS wheel</p> <p><i>The IDEAS Tool will be covered in greater detail in Start-up Session 3</i></p> <p>3. Clarifying questions</p> <p><i>Pause to answer questions</i></p>

When	What	How
1:25 (3 min)	6. Next Steps	<ol style="list-style-type: none"> 1. Facilitator reviews preparation for next meeting 2. Facilitator asks each person to “opt-in” to preparation <i>“Opt-in” - to have each person confirm their agreement to a decision or action.</i> <i>Go around the table and ask each person whether they agree to complete the preparation for next time. Having each member say this out loud makes it more likely that they will honor the task</i> 3. Generate/review other next steps, as needed
1:28 (2 min)	Check-out	<p>Round-robin: One word to describe how you are leaving this meeting</p> <p><i>Don't skip this step. A check-out is essential for the participants to feel closure/completion to any meeting</i></p>
1:30	Adjourn	