

Get *More* of What you Want

(and *Less* of What you Don't):

Benefits of having an internal, informal Support Program



Exercise



**Make a list of what you *want*
(and *don't want*) from the
people in your organization...**



examples



improved communication

cooperation / teamwork

work satisfaction

maturity / judgment

resiliency

less conflict

less absenteeism

less turnover

less negativity

Research shows
compassion at work
gets you more...



Annual Review of Organizational Psychology, 2014

Compassion at Work

“Compassion fosters resiliency, builds commitment, strength and loyalty to provider of compassion and strengthens attachments within the organization in which compassion takes place.”

<https://www.annualreviews.org/doi/full/10.1146/annurev-orgpsych-031413-091221>

Harvard Business Review, 2014 Employees Who Feel **Love** Perform Better

“Employees who felt they worked in a loving, caring culture reported higher levels of **satisfaction** and **teamwork**. People who worked in a culture where they felt free to express caring, and compassion were **more satisfied** with their jobs, **committed to the organization**, and **accountable for their performance**.”

<https://hbr.org/2014/01/employees-who-feel-love-perform-better>



Wharton School of Business, 2014

Why Fostering a Culture of ‘Companionate Love’ in the Workplace Matters

- ✓ Reduces employees’ withdrawal from work
- ✓ Lower levels of absenteeism and employee burnout
- ✓ Higher levels of employee engagement
- ✓ Greater teamwork
- ✓ Greater employee satisfaction

<http://knowledge.wharton.upenn.edu/article/fostering-culture-compassion-workplace-matters/>



Journal of Biobehavioral Medicine, 2018 *How Does Helping People Affect Your Brain?*

“Humans thrive off social connections and benefit when they act in the service of others' well-being...study suggested that providing support -- not just receiving it -- may be an important contributor to the physical and mental health benefits of social support.”

<https://www.sciencedaily.com/releases/2018/08/180830125128.htm>



Psychology Today, 2014 The Need to Love

“One of the best kept secrets of **happiness** is to **love** and **care** for others... expressing love or compassion for others benefits not just the recipient of affection, but also the person who delivers it.”

<https://www.psychologytoday.com/us/blog/sapient-nature/201401/the-need-love>



SUMMARY

- More satisfied
- More productive
- Increased gratitude
- Increased resiliency, commitment, strength and loyalty
- Increased pride in people and organization

- Less retaliation / litigation
- Decreased anxiety
- Decreases healthcare costs and increased levels of engagement
- Lowered rates of absenteeism and turnover





We believe an **informal support program** is the best, most effective **vehicle** for delivering a “culture of care” to your organization.

What is a support program?

An informal, in-house program that utilizes its own *peers* to **provide care** and **offer hope** to those struggling with stress and overwhelmed by daily difficulties.

Trained peers know how to listen, assess and address anyone, at any time, dealing with any difficulty



Why an internal support program?



Peers are usually the first to identify distress and offer immediate support.

Because relationships are already established, peers tend to trust each other before accepting “outside” help. As such, peers are often able to successfully refer to next level care (if/when needed).

Trained peers provide confidential space

- ✓ Safe to vent without worry (no ridicule or retaliation)
- ✓ Reduce stress
- ✓ Increase clarity
- ✓ Empower healthy decision-making
- ✓ Refer (if/when needed)

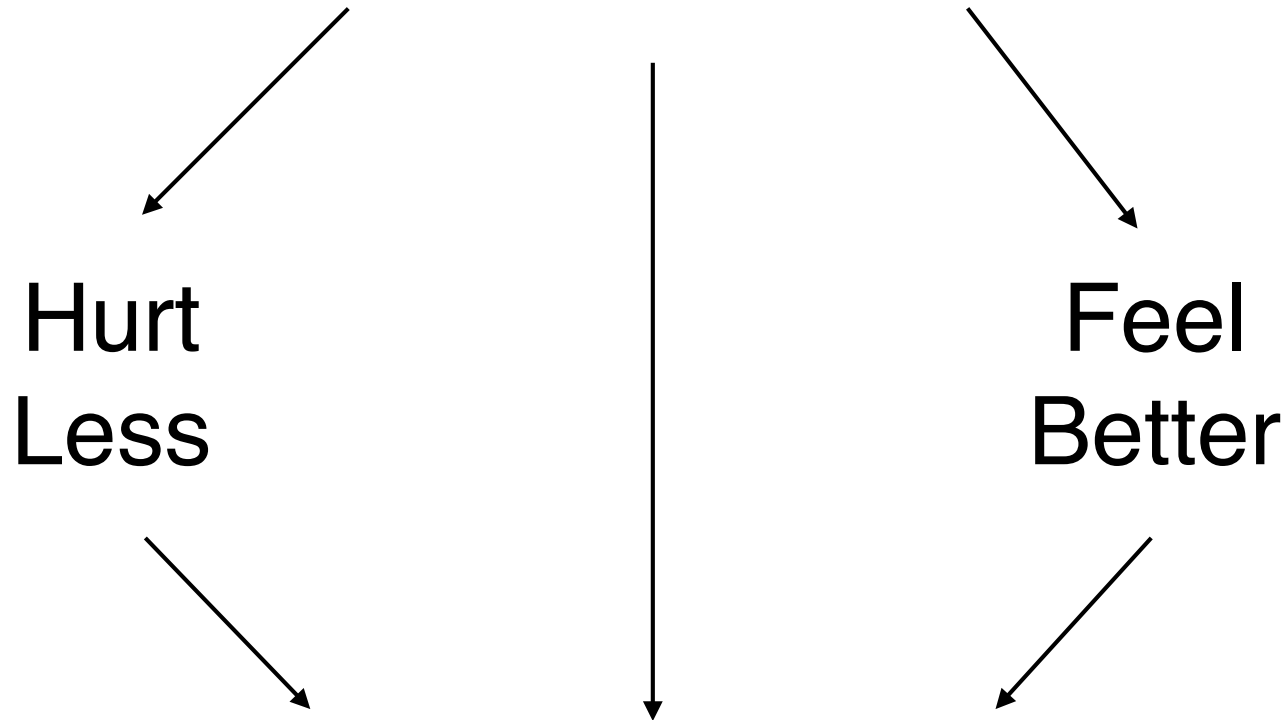




More of what you want...

- ✓ After venting, we usually feel catharsis.
- ✓ After identifying options, we usually feel clarity.
- ✓ After making a decision, we usually feel energized.

Peers help hurting personnel...



Which **improves** the organization / agency as a whole

Measurable

- ▶ Collecting statistical information (data only - no identifiable information)

- Utilization
- Improvement
- Peer Preparedness



Stress level when we first started talking...

Stress level now...

Lower liability and decrease risk with pro training

Providing Peer Support to Individuals Experiencing Distress



*Providing care and offering hope
to anyone, at any time, dealing with any difficulty*

GET MORE



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