



Webinar Chat Transcript: Design Thinking for Well-Being

10:01:42 - Julie:
Lincoln, NE

10:01:43 - Heidi:
Minnesota

10:01:45 - Stephanie:
Little Rock, AR

10:01:45 - Meredith:
New Hampshire

10:01:47 - Rachel:
Orlando, FL

10:01:48 - Carrie:
Chattanooga, TN

10:01:48 - Kay:
Mequon, WI

10:01:48 - Heather:
Denton, Texas

10:01:48 - Janet:
Michigan

10:01:48 - Adriana:
Albuquerque, NM

10:01:48 - Sara:
Phoenix, AZ

10:01:49 - Rachal:
Colorado

10:01:49 - Melissa:
North Carolina

10:01:49 - Ali:
Los Angeles area

10:01:49 - Marian:
Kentucky



10:01:49 - Michael:
Omaha, NE

10:01:49 - Haley:
Kansas City

10:01:50 - Lauren:
Youngstown, NY

10:01:50 - Stephanie:
Rapid City, SD

10:01:50 - Cynthia:
Rochester, ny

10:01:51 - Brandee:
Corvallis, Oregon

10:01:51 - Ann:
Chicago

10:01:51 - Wanda:
Middletown, PA

10:01:53 - Brittany:
Minneapolis, MN

10:01:53 - Burneline:
South Africa

10:01:56 - Joseph:
Mnemonic Orleans

10:01:58 - Darlene:
Washington State

10:02:01 - Angela:
Boise, ID

10:02:01 - Sandi:
Indianapolis

10:02:02 - Ashley:
Orlando, FL

10:02:03 - Jennifer:
South Carolina



10:02:04 - Audrey:
Richland, WA

10:02:05 - Alison:
Philadelphia

10:02:05 - Carrie:
Hello from Paducah KY!

10:02:06 - Joseph:
New Orleans

10:02:06 - Jeanette:
Dickinson College, Carlisle PA

10:02:08 - Sarah:
Lincoln, NE

10:02:09 - Angela:
Boise, ID

10:02:12 - chelsea:
Boise, ID! :)

10:02:21 - Pam:
OKC

10:02:22 - Kayla:
New Jersey

10:02:25 - Aarti:
Nashville, TN

10:04:26 Adam @WELCOA:
Follow along and take notes during this session by downloading the slide handouts.
<https://www.welcoa.org/wp/wp-content/uploads/2021/07/20210714-design-thinking.pdf>

10:06:15 - Alison:
Yes

10:06:17 - Lori:
Yes!

10:06:19 - Stephanie:
yup!

10:06:20 - chelsea:
Yes! :)



10:06:21 - Pam:

Yes

10:06:22 - Jazmine:

Yes!

10:06:24 - Jeanette:

We can see it

10:09:09 - Jessica:

I love the photos. :) Thank you for sharing.

10:10:20 - Jeanette:

Persistence

10:10:20 - Pam:

Generosity

10:10:20 - Julie:

I can tell exactly the size container I need for leftovers after cooking

10:10:21 - Darlene:

Sing well

10:10:21 - Adam:

I enjoy cooking!

10:10:21 - Nestor:

Jiu Jitsu Purple Belt

10:10:21 - Rachal:

I make great banana bread

10:10:21 - Heather:

Loading the dishwasher

10:10:21 - Heidi:

Archery

10:10:21 - Kristen:

I make a mean old fashioned.

10:10:21 - Melissa:

I make a mean chocolate cake

10:10:21 - Janet:

cake decorator hobby



10:10:21 - Ali:
Crazy talent for remembering birthdates and old phone numbers

10:10:21 - Julie:
puzzle guru

10:10:21 - Faye:
Party planner

10:10:21 - Carrie:
joke teller

10:10:21 - Wendy:
Acro yoga

10:10:21 - Marissa:
Putting together good outfits/fashion

10:10:21 - ann:
I'm talented at knitting basic stuff.

10:10:21 - Meredith:
cooking

10:10:22 - Angela:
I'm good at baking bread

10:10:22 - Anne:
empathetic

10:10:22 - Lori:
Strong empath

10:10:22 - Audrey:
Crafting!

10:10:22 - Jessica:
gardening

10:10:22 - Cynthia:
confident

10:10:23 - Adriana:
Extreme Sarcasim

10:10:23 - Jennifer:
wordsmithing



10:10:23 - Audrey:
Cooking

10:10:23 - Joseph:
Backing up a trailer

10:10:23 - Sarah:
Making really good desserts

10:10:23 - LaDonna:
great chef

10:10:23 - Lauren:
Party Planner

10:10:24 - Haley:
Hosting an awesome brunch get together

10:10:26 - Tammy:
Indy car racing

10:10:27 - Stephanie:
flexible

10:10:28 - Kay Goodwin:
Information seeking person

10:10:32 - Ashley:
Baker

10:10:32 - Burneline:
Musician

10:10:34 - Mary Alice:
I am good at modern hand lettering!

10:10:34 - Cynthia:
humorous

10:10:36 - Kelly:
cooking without a recipe

10:10:36 - Brandi:
Ballroom dancing

10:10:38 - Sara:
Adventurer



10:10:39 - Megan:

I can drink a beverage (beer/water) super fast!

10:10:40 - Jennifer:

Baking

10:10:41 - Anne:

cyclist

10:10:53 - Samantha:

Being hospitable/running air b&b's

10:18:41 - Ashley:

Engagement

10:18:41 - Melissa:

Work/life integration

10:18:43 - Jennifer:

physical inactivity

10:18:47 - Amy:

Engagement

10:18:47 - Ali:

anxieties about return to office

10:18:49 - Sarah:

Burnout (healthcare)

10:18:52 - Marian:

Engagement

10:18:53 - Rachal:

mental health

10:18:53 - Jennifer:

exhaustion

10:18:54 - Stephanie:

Agreed Ali

10:18:54 - Jeanette:

senior leadership modeling behaviors desired for employees

10:18:56 - Archana:

no money to spend on programming



10:18:59 - Brandi:

The doing in addition to the talking by leadership.

10:18:59 - Faye:

increasing engagement

10:19:02 - Stephanie:

burnout - too many hours with not enough staff

10:19:04 - Samantha:

Setting wellness up for success when introducing topic to internal stakeholders/leadership

10:19:04 - Janet:

how to get employees engaged in wellbeing program

10:19:05 - LaDonna:

leadership buy in

10:19:05 - Marissa:

Too busy to take care of themselves

10:19:06 - Pam:

lack of mgmt. support

10:19:07 - Alison:

low engagement in programs, mental health, design for hybrid environment

10:19:07 - Julie:

Burnout/compassion fatigue

10:19:07 - Stephanie:

mental health is a huge problem

10:19:09 - Casey:

Intrinsic motivation

10:19:11 - Nicole:

Engagement and senior leadership support

10:19:14 - Carrie:

truly understanding what the employees want

10:19:15 - Kayla:

Engagement in the program has dropped off over the past year

10:19:16 - Carrie:

accessibility for those who are hourly/front-line



10:19:18 - Audrey:

Work life balance, senior management support

10:19:18 - Lauren:

Pressure for employees to work at all times while they are at work...No opportunity to incorporate wellness

10:19:20 - Brittany:

mental health and resilience

10:19:28 - Haley:

How about living a thriving life, not surviving?

10:19:29 - Samantha:

integrating with business goals & objectives

10:19:29 - Rachel:

Changes in social/economics during COVID. Changes in family dynamics

10:19:33 - Heidi:

Resilience!

10:19:34 - Aarti:

mental health, emotional well-being, engagement, ROI/VOI

10:19:41 - Burneline:

Fatigue

10:19:41 - Kay:

Resistance to the thought of physical wellness

10:19:43 - Brandi:

Not offering paid time to engage in wellness.

10:19:43 - Cynthia:

lack of communication

10:20:03 - Heidi:

Balance

10:23:24 - Brandi:

What is the source of the anxiety/stress?

10:24:05 - Brandi:

What if we supported our workforce by providing an open space to discuss these challenges?

10:24:18 - Jeanette:

What has caused or created the stigmatization of anxiety/stress in our culture?



10:24:19 - Jennifer:

What is causing the stress?

10:24:20 - Audrey:

I wonder if senior management feels they have work life balance

10:24:24 - Stephanie:

Why is the cultural stigma so high?

10:24:24 - Jennifer:

Access

10:24:31 - Kelly:

How can we open dialogue in a culturally sensitive way that will help reduce stress and anxiety among staff?

10:24:39 - Samantha:

What are some of the issues that leadership and mid-level mgmt. are facing?

10:24:39 Marissa:

What social practices contribute to the stigma that inhibits employees from talking about their emotions?

10:24:40 - Kristen:

What would help ease your stress?

10:24:41 - Stephanie:

What if leaders would take time to ask their employees how they are doing today?

10:24:43 - Tammy:

What if we didn't allow evening email responses?

10:24:44 - Stephanie:

What is the anxiety/stress coming from?

10:24:46 - Lauren:

i wonder what support our employees are looking for to help ease stress

10:24:46 - Jeanette:

How can we remove the stigma or the cause of the stigma?

10:24:53 - Heather:

How do we perpetuate the stigma that inhibits dialog?

10:25:10 - Janet:

I wonder if staff feel the culture supports openness to discuss their feelings of anxiety and stress?



10:25:10 - Haley:

How can senior leaders begin to model healthy work-life integration and open dialog regarding mental health & mental wellness

10:25:12 - Jeanette:

What if we offered resources or programs to address the source of the stigma?

10:28:50 - Lori:

Framestorming and Empath Mapping - Brilliant techniques!

10:29:16 - Jennifer:

focus groups

10:29:19 - Ann:

Focused group discussion

10:29:23 - Jeanette:

surveys

10:29:25 - Stephanie:

talking to our employees and managers, getting their input

10:29:28 - Brandi:

Employee interest surveys and questionnaires

10:29:28 - Audrey:

Needs assessments

10:29:31 - Pam:

resource groups

10:29:36 - Stephanie:

Ask what a coworker did for fun yesterday.

10:29:50 - Burneline:

Ambassadors

10:29:51 - Audrey:

Live Question and answer

10:29:58 - Kristen:

Town Halls, Anonymous Submissions, Live Q&As

10:30:15 - Jeanette:

offer a brainstorming session over a FREE lunch. Food always opens the door to conversation.

10:37:14 - Audrey:

Tours. Art as visual therapy



10:37:22 - Brandi:

Utilize the restorative and stress relieving properties of art as a way to open the conversation.

10:37:24 - Sara:

wine and paint classes to express emotions

10:37:37 - Jeanette:

I love this approach. We have partnered with our on-campus museum to offer programs just like this!

10:37:37 - Audrey:

Love that!!

10:37:39 - Stephanie:

try a new activity-such as a class

10:37:54 - Marissa:

Our local art museum agrees to display our employees art as a special limited time display. Employees go and see their coworkers art as well as their own on display. Starts conversation

10:37:54 - Carrie:

associates submit their art for display

10:37:59 - Jennifer:

could we showcase employee's art or offer art classes

10:38:01 -Audrey:

Set up different mood spaces

10:38:12 - Sarah:

Using their gallery space for yoga and meditation classes

10:38:12 - Brandi:

Bring in artists to express how art heals them and helps their mental health

10:38:14 - Lori:

Use the pictures in the museum to tell a relevant story.

10:38:28 - Jeanette:

Ask the museum curator/staff to offer a walking tour program focused on artists that have created "stressful" paintings and ask for the participants to discuss what they see

10:38:31 - Carrie:

offer a virtual tour

10:38:49 - Heidi:

We did a canvas art project for our employees and displayed them at our covid testing center...



10:39:10 - Diane:

Get behind a few exhibits meaning. Who is the author, where did they originate from, what motivated them?

10:49:27 - Audrey:

Good call on the kitten picture! This has been a very fun and engaging talk this morning.

10:54:36 - Brandi:

Thank you for the call out on spending more time asking the RIGHT questions. It unfortunately, seems to be the norm in the industry that we try to solve instead of ask questions.

10:55:12 - Julie:

Thanks Stuart!

10:55:22 - Alison:

thank you!!

10:55:23 - Darlene:

Thanks Stuart!

10:55:23 - Carrie:

Thank you!! great info

10:55:24 - Rachal:

Thank you Stuart! Great session!

10:55:28 - Audrey:

Thank you!

10:55:29 - Ashley:

Thank you!

10:55:29 - Heidi:

Thank you!

10:55:30 - Jennifer:

Thank you!

10:55:30 - Sara:

thanks so much!

10:55:31 - Marissa:

Thank you!