meQ | RESILIENCE 2023

Managers in the Middle: Spotting the Risks, Creating Solutions



WEBINARS

FEATURING:

ALANNA FINCKE, Executive Director, Content and Learning, meQuilibrium (meQ)

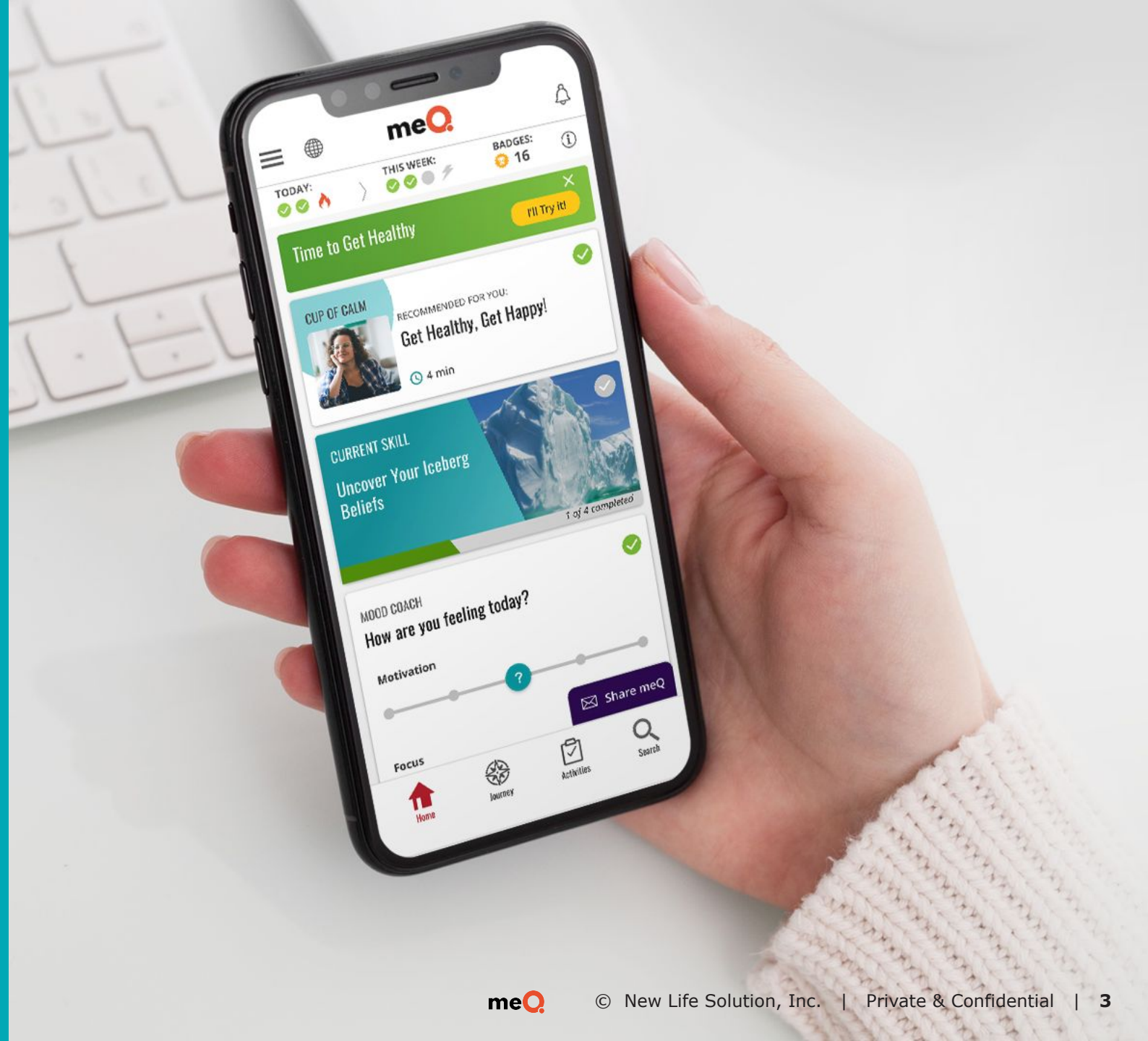


ALANNA FINCKE, NBC-HWC

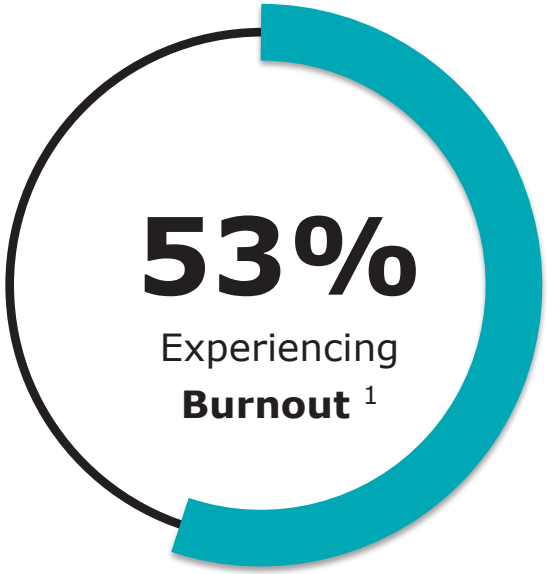
- Executive Director of Content & Learning, meQ
- Board-Certified Health Coach
- Resilience Expert
- Forbes Coaches Council
- Instagram @WellbeingwithAlanna

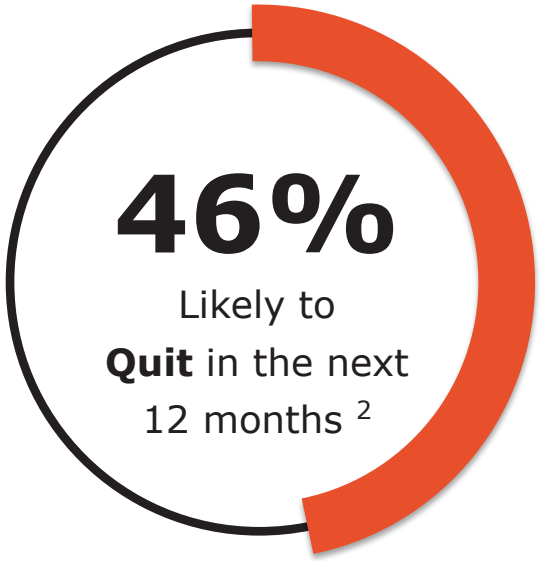
THE # 1 RESILIENCE BUILDING SYSTEM

- The #1 platform for building adaptive capacity and organizational agility
- 25+ years of research in and clinical application of the science of resilience
- Delivers the effectiveness of a coach with the scalability of a SaaS solution
- Sustainable improvements with quantifiable results



A Crisis Of Managers





And there's a trickle-down effect:

Managers have as much impact on people's mental health as their **spouse (69%)** —and even more of an impact than their **doctor (51%)** or **therapist (41%)**.[3]

[1] Microsoft's recent Work Trend Index
[2,3] UKG Mental Health at Work study

Managers in the Middle:

Managers are experiencing **STRESS & BURNOUT** at higher levels than individual employees

-10%

Managers are 10% less likely than individual contributors to feel their manager strongly supports their wellbeing

7x

Larger increase in somatic symptoms of stress among managers compared to individual contributors

18%

Higher risk of burnout among managers compared to individual contributors

Source: July 2022 meQuilibrium Self Check, N=1100 remote or hybrid employees

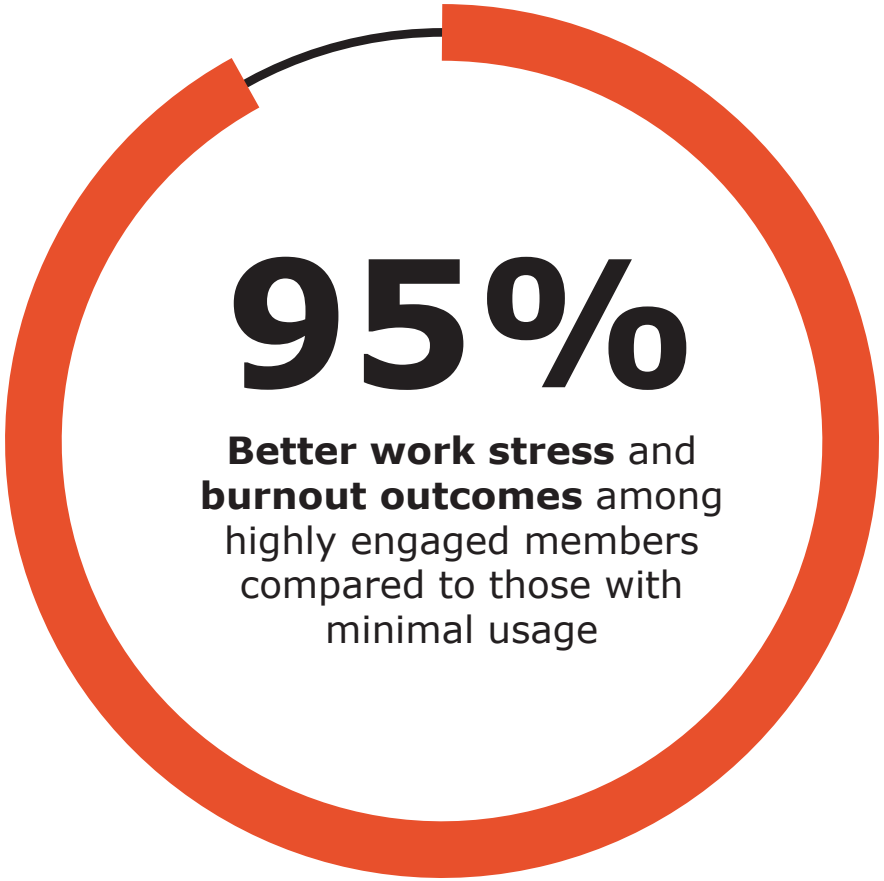
EMPLOYER SUPPORT MAKES A HUGE DIFFERENCE…



Less Well Supported	**33%** increase in work stress	**18%** increase in disordered sleep	**29%** increase in burnout
Strongly Supported	**3%** increase in work stress	**6%** increase in disordered sleep	**1%** increase in burnout

… and Resilience Training Has a Powerful Protective Effect

Members with the highest product usage were **inoculated** against worsening job stress, disordered sleep and burnout.



WHAT IS RESILIENCE

Resilience is the ability to manage stress, bounce back from adversity, and move forward and thrive.

RESILIENCE IS A STATE, NOT A TRAIT

RESILIENT PEOPLE ARE…

5x

As likely to have good health or excellent health

46%

Experiencing less perceived stress

1/2

As likely to have high financial stress

4x

More likely to have high job satisfaction

66%

More likely to have higher quality of live overall

OVERVIEW

What Will You Learn Today

1. Tools to Manage **Stress**
2. **Self Care** is Key
3. Boost the Ability **to Handle Change**
4. Help Connect to **Purpose**

1

TOOLS TO MANAGE STRESS

THOUGHTS DRIVE EMOTIONS AND BEHAVIOR



EMOTION CONTROL

TRAP IT, MAP IT, ZAP IT



1

TRAP IT

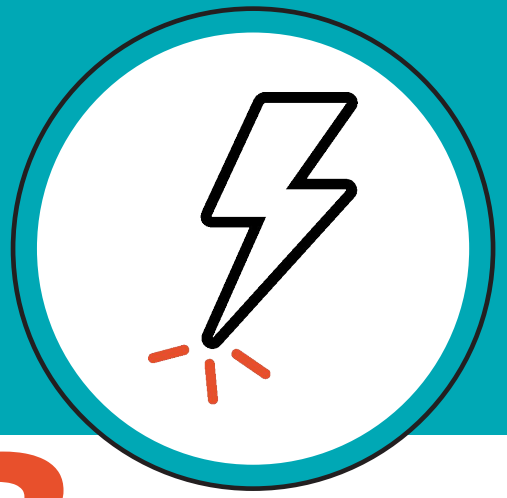
Pause for a moment.
What are you feeling?



2

MAP IT

What thought is causing this emotion?

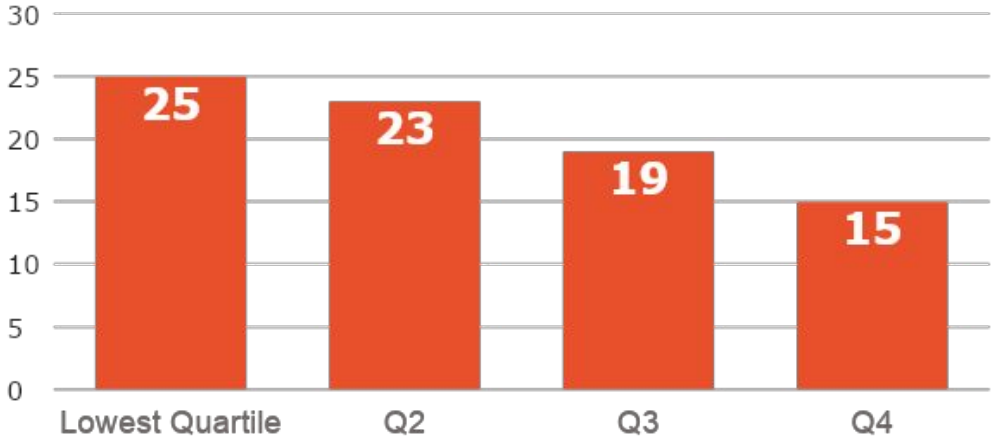


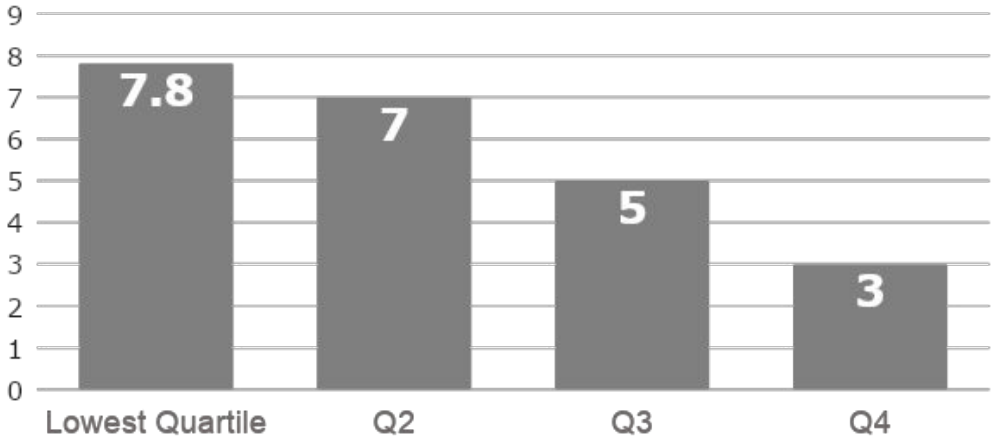
3

ZAP IT

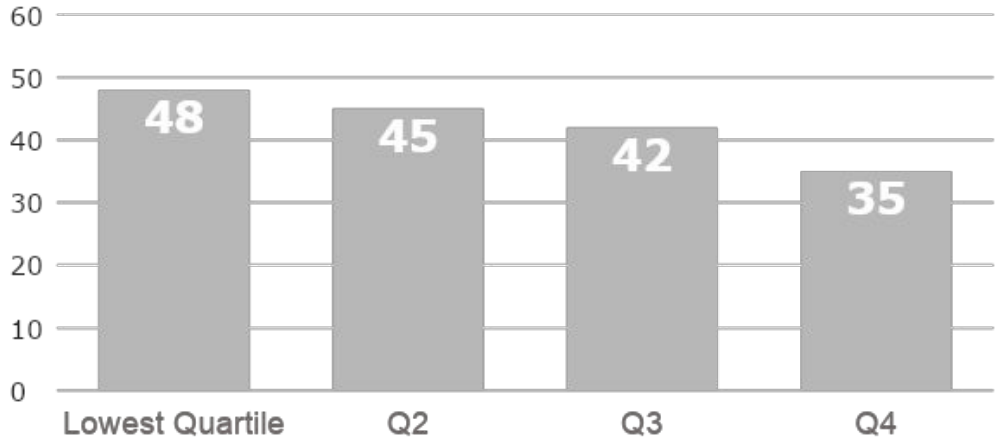
Check the accuracy and reframe it.

HOW EMOTION CONTROL HELPS YOU

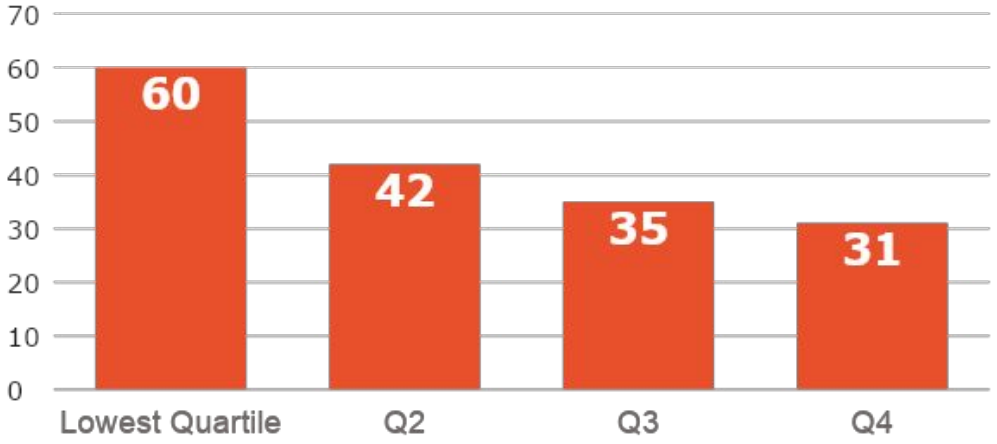


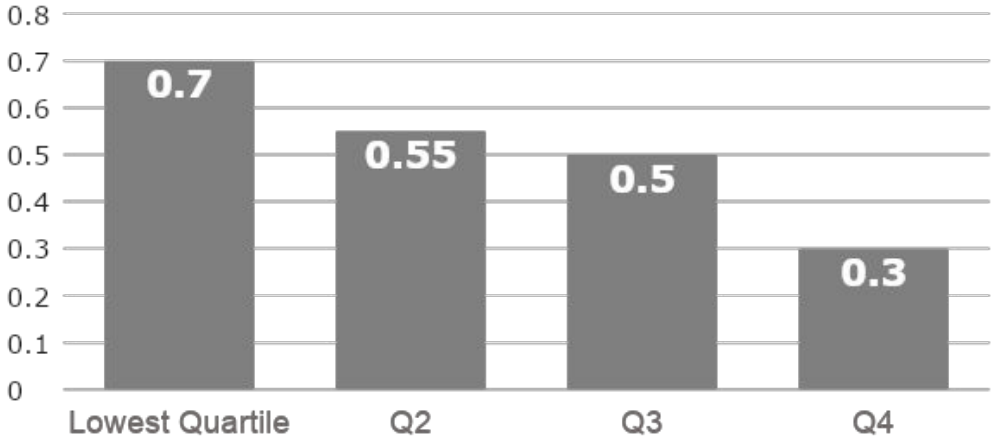




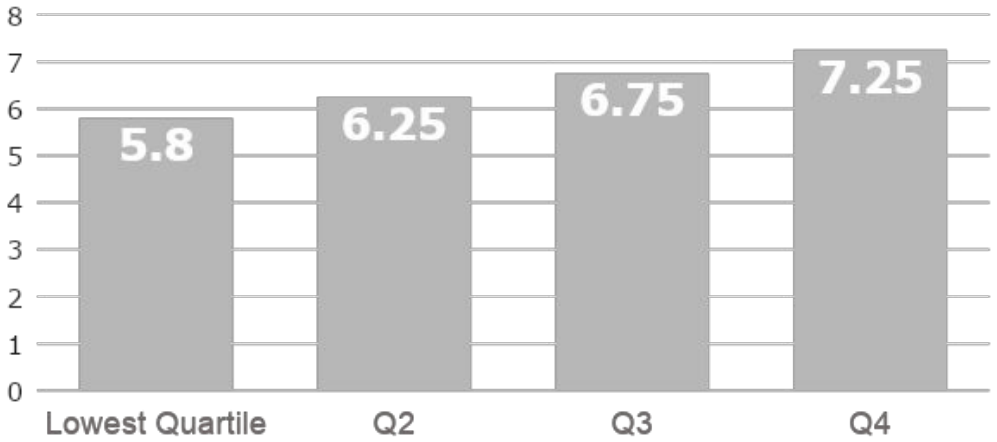


HOW EMOTION CONTROL HELPS YOU





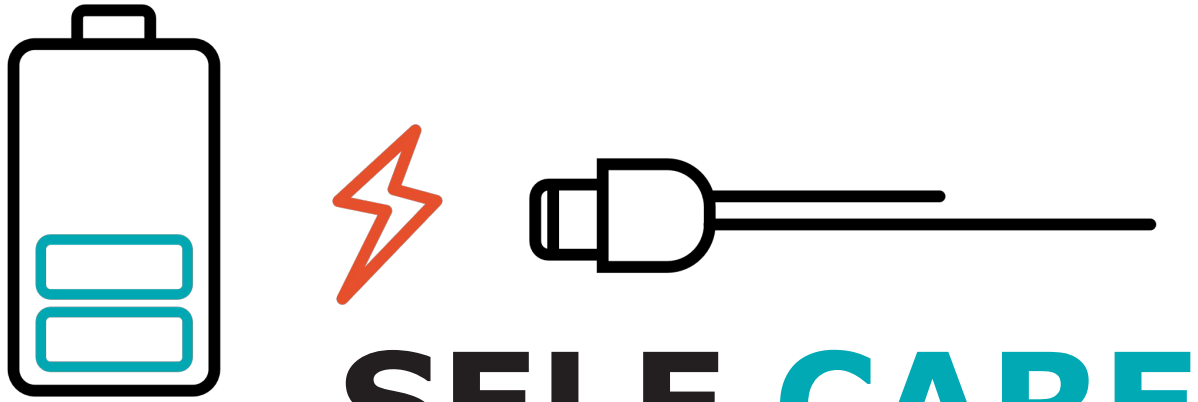




2

SELF CARE IS KEY

meQ



SELF CARE

CASE STUDY

Global Manufacturing Company Prioritizes and Protects the Well-being of its Workforce

Employees were seriously impacted by this tragic event. With mental health as a top priority, they decided to **take action**.

meQ's Workforce Intelligence reporting capabilities + **Weekly** employee polls = **The analysis indicated** that the company's call center employees in particular were struggling

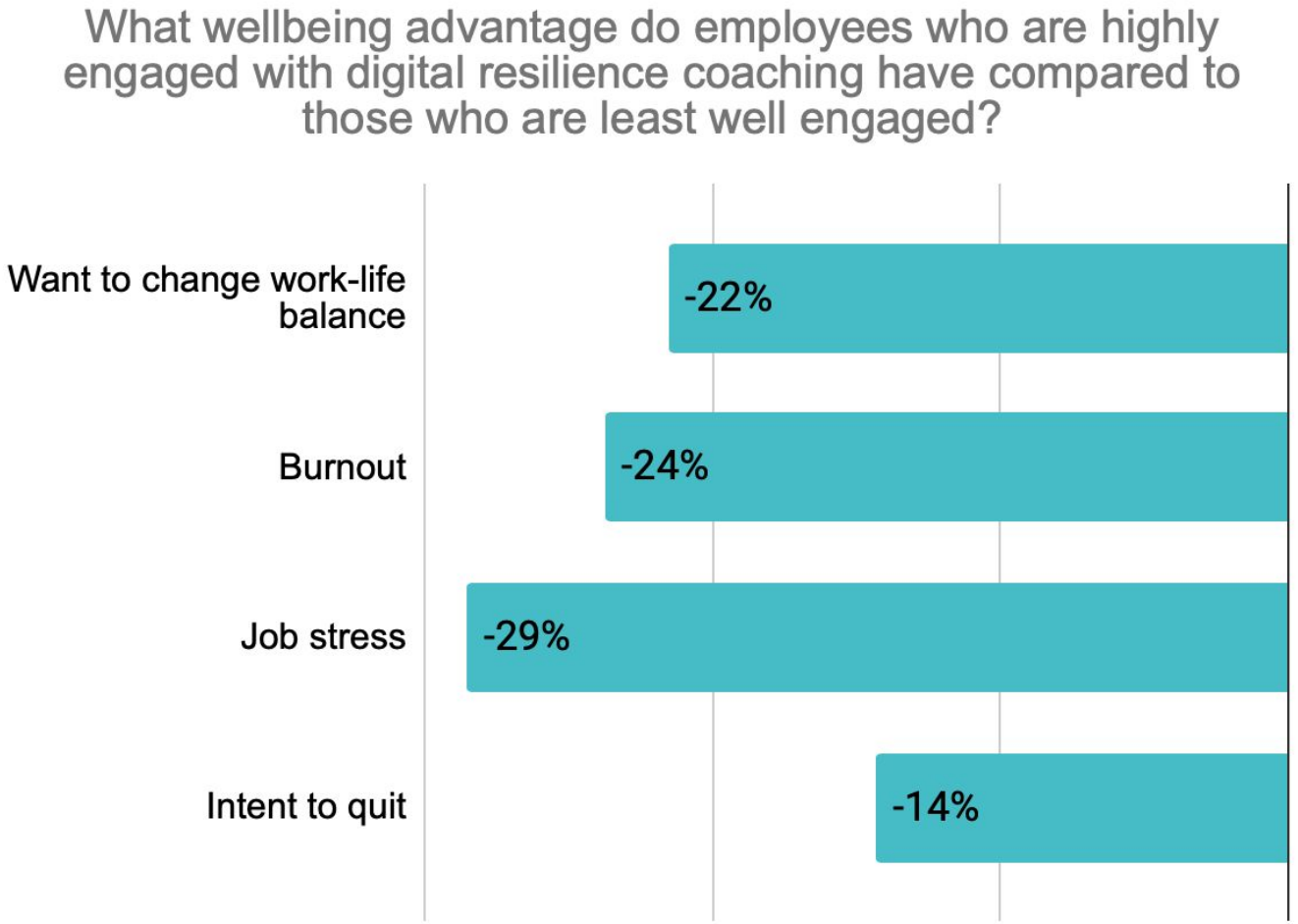
Blended learning campaign on self-care

- Live training
- Digital tools
- Employee video stories

meQ data showed meaningful change

- High employee engagement and satisfaction
- Increased use of the company's self-care resources
- Reduction in depression risk

meQ Self Check Data show that self care remains powerfully protective of well-being



meQ self-check data demonstrated the powerful protective effect of self care on individuals' well-being.

Even almost 2 years into the pandemic, employees who are have the highest engagement in self-care through meQuilibrium are notably better off than those who are least well engaged.

ABOUT ICEBERG BELIEFS



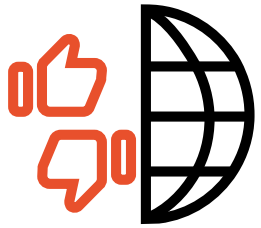
Only tip in conscious awareness



Most subconscious– under the water

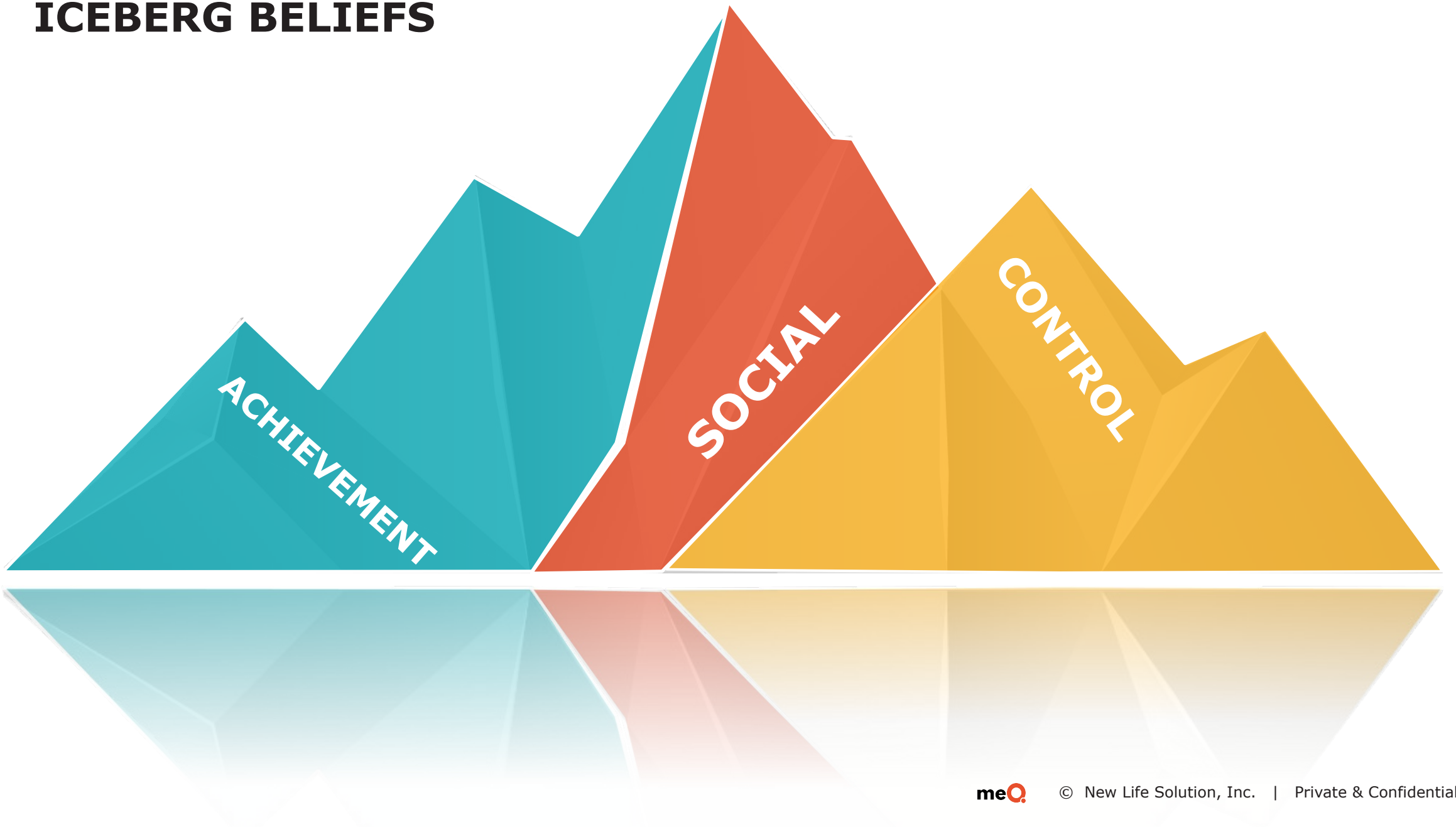


Fuel big emotions and big behavior



Should and Must beliefs– rules about the world

ICEBERG BELIEFS



ACHIEVEMENT ICEBERGS



"Being successful is what matters most."
"Failure is a sign of weakness."
"I must never give up."
"I should get everything right."

SOCIAL ICEBERGS



"I want people to always think the best of me."
"Avoid conflict at all costs."
"I should always be there for the people I love."
"Avoid embarrassment at all costs."
"I should be respected by everyone."

CONTROL ICEBERGS

"Only weak people can't solve their own problems."
"I must always be in charge."
"Life should be fair."
"If you want it done right, do it yourself."



MEQUILIBRIUM METHOD

Managing Icebergs



STEP 1

Identify Struggle



STEP 2

Create a Better Belief



STEP 3

Build an Action Plan

1 SMALL STEP



NOT JUST ABOUT GETTING TO ZERO

What are your energy **LIFTS**?



Breakfast



Taking a walk



Staying hydrated



Talking on the phone with a loved one

What are your energy **drags**?



Long meetings



Sitting for hours

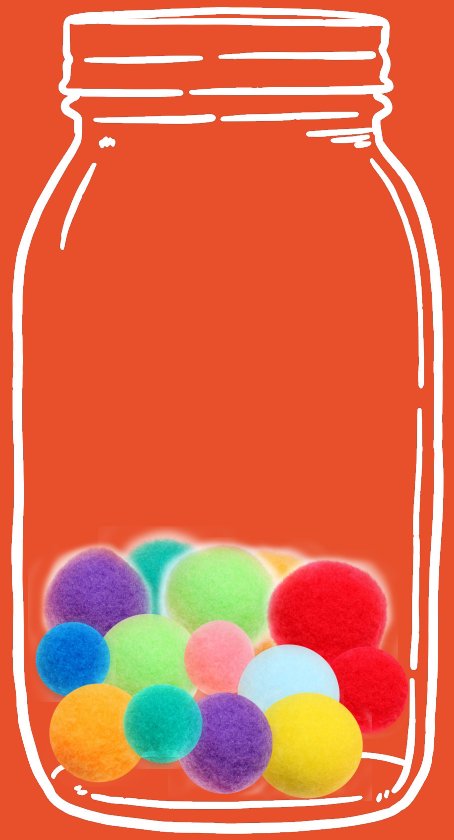


Dealing with a crisis



Constantly checking email

Bring Balance into Your Day



Energy OUT	Energy IN
Checked phone first thing in the morning	Ate healthy breakfast
Worked late to meet a deadline	Took short breaks between tasks
Sat and stood for multiple hours at a time	Delegated work
Skipped meal(s)	Shared positive feedback
Back to back calls or meetings	Ate healthy lunch
Handled spontaneous requests	Exercised
Gave a big presentation	Quality time with friends or family
Screen time right before bed	Put screens away 1 hr. before bed

1 SMALL STEP IDEAS

What could you do for **YOU**?

- Don’t check phone first thing in the am; instead think of 3 things you’re grateful for.
- Eat a healthy breakfast.
- Take a 5 min. walk outside sometimes during your workday; look around and enjoy it.
- Say no to plans and instead do something just for you.
- Pack a nutritious lunch.
- Workout.
- Put the phone away an hour before bed.
- Read a book.
- Meditate.
- Swap that 2nd or 3rd coffee for tea.
- Fruit instead of sugar at the 3pm lull.

3

BOOST THE ABILITY TO HANDLE CHANGE

CHANGE READINESS

Preparing for Change

Our brains will tend to process change as a danger to what is familiar and reliable, putting us into a threat state. To better handle change, we need to move from the threat state into a "**challenge state**." In this skill, we will show you how.

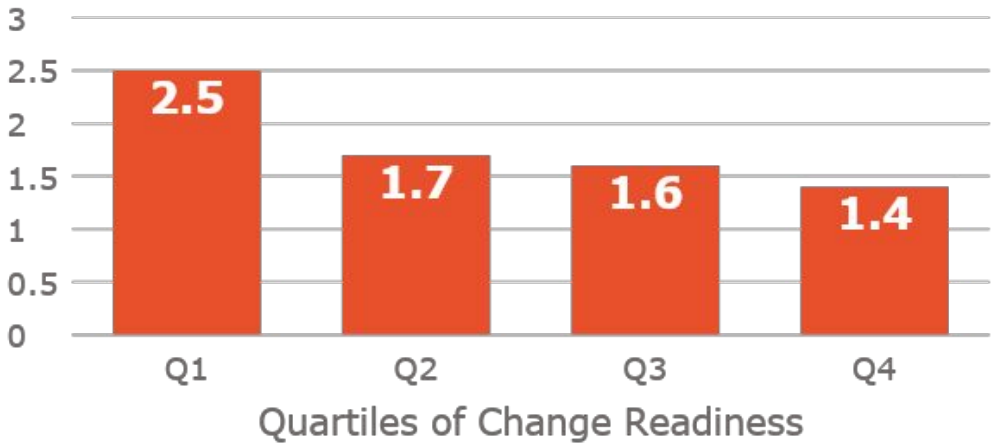
Threat State

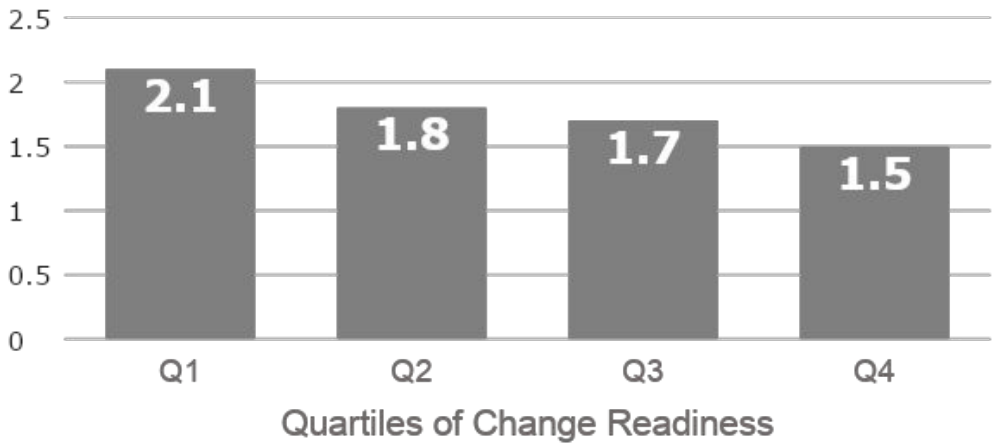
- Debilitated decision-making
- Decreased emotion control
- Focused on surviving, rather than thriving
- Feel anxious, restless, stressed
- Lack of confidence, worried about success

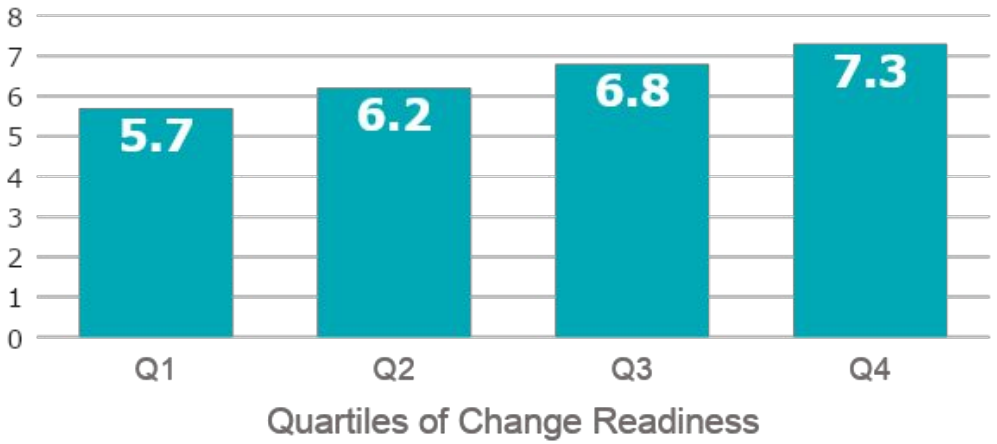
Challenge State

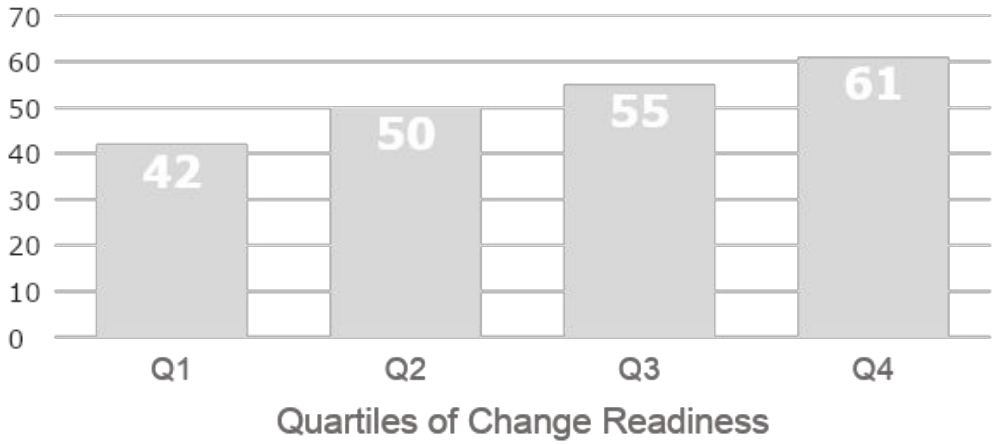
- "Smarter" decision-making
- Increased emotion control
- Feel calm and confident, "can-do"nattitude
- Creativity is activated, ready to explore possibilities

THE POWER OF CHANGE READINESS

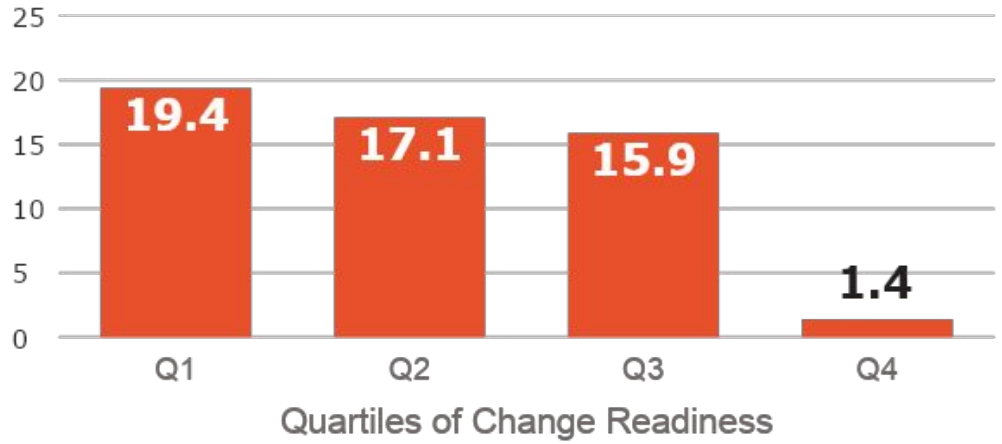


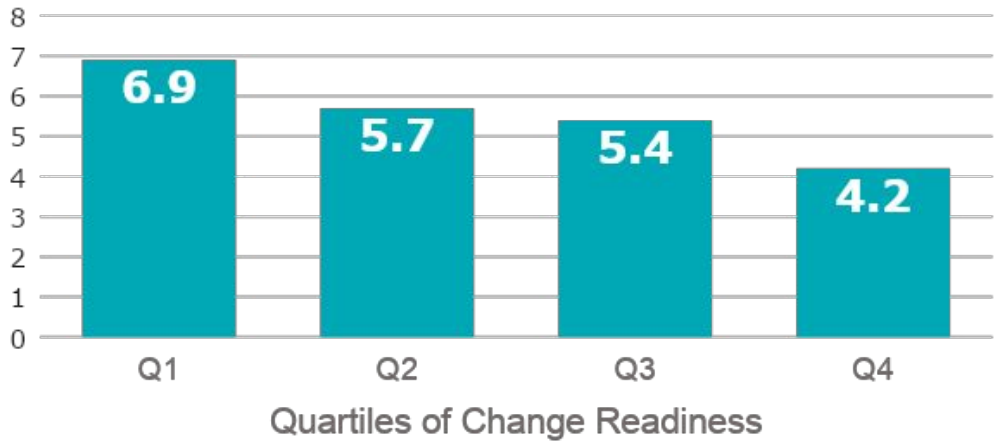






THE POWER OF CHANGE READINESS





IDENTIFY YOUR RESPONSE

"Change is challenging, but I can handle it."	"I will likely lose some of what I have, but I will also gain something, too."	"It might feel inconvenient now, but this change will be worth it in the long run."
"I can't control everything that happens, but I can control my response."	"I have what it takes to make it through this change. Discomfort helps me grow."	"I can power through this if I make it a priority."

REMEMBER: THERE IS RISK IN INACTION, TOO

OUR DEFAULT THINKING

Benefits of Inaction:

Risks of Action:

HOW TO FLEX YOUR THINKING

Benefits of Action:

Risks of Inaction:

Build Change Confidence

Boost your confidence in the face of unpredictability by building change-courage in a safe, controllable environment.

PROMPT:

Changes I made

Successes

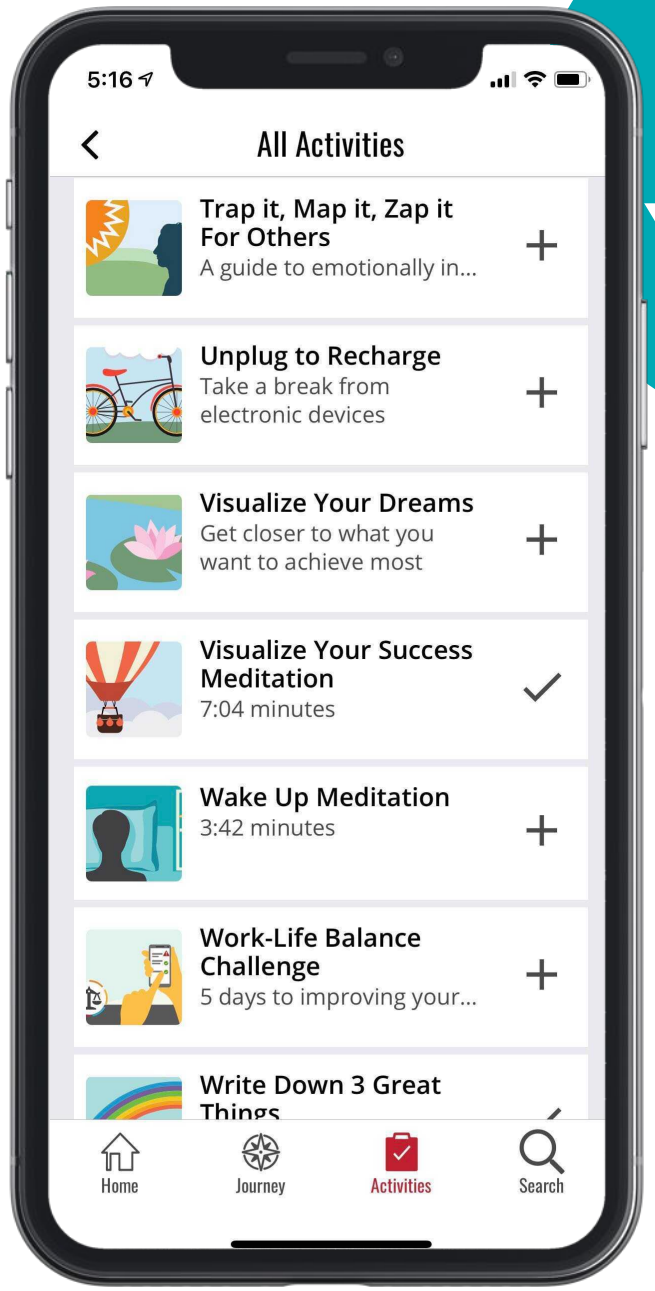
Setbacks

Lessons learned

HERE'S HOW

Visualize Your Success

You have recognized and countered your brain's default stress response and started to move into a change-ready, confident headspace. Now, let's activate this change-ready mindset using visualization. Studies show that when you envision the outcome you want, your brain and body start physically aligning to make it a reality.



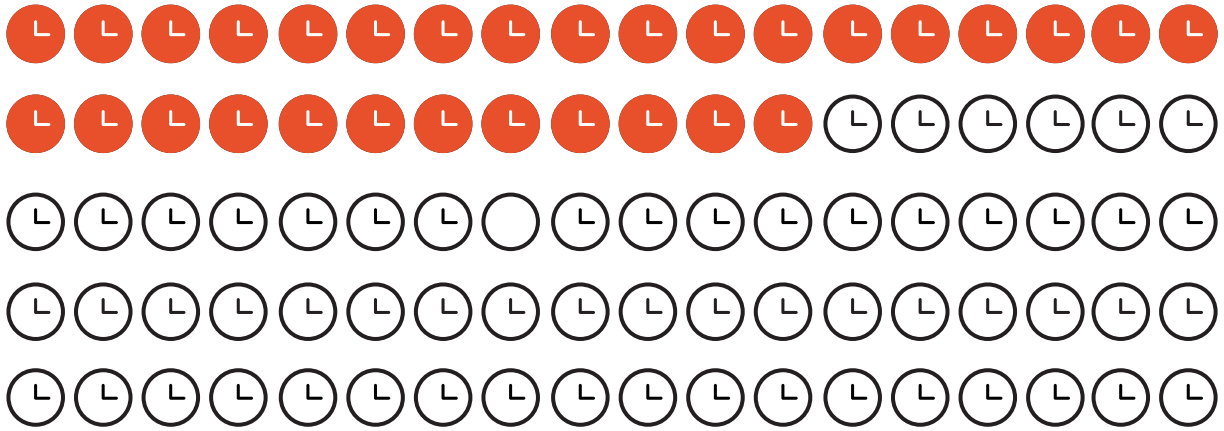
TRY IT YOURSELF!

Click the Activities button on the bottom of your meQ app

4

HELP CONNECT TO PURPOSE





We spend 90,000 hours of our lives at work – 1/3 of our lives

THE POWER OF PURPOSE

meQ members with the highest purpose scores have …



93% less risk of anxiety



92% lower risk of burnout



92% lower risk of productivity impairment



89% higher engagement



64% higher positivity



54% higher energy

LOSING THE SIGNAL

Employees

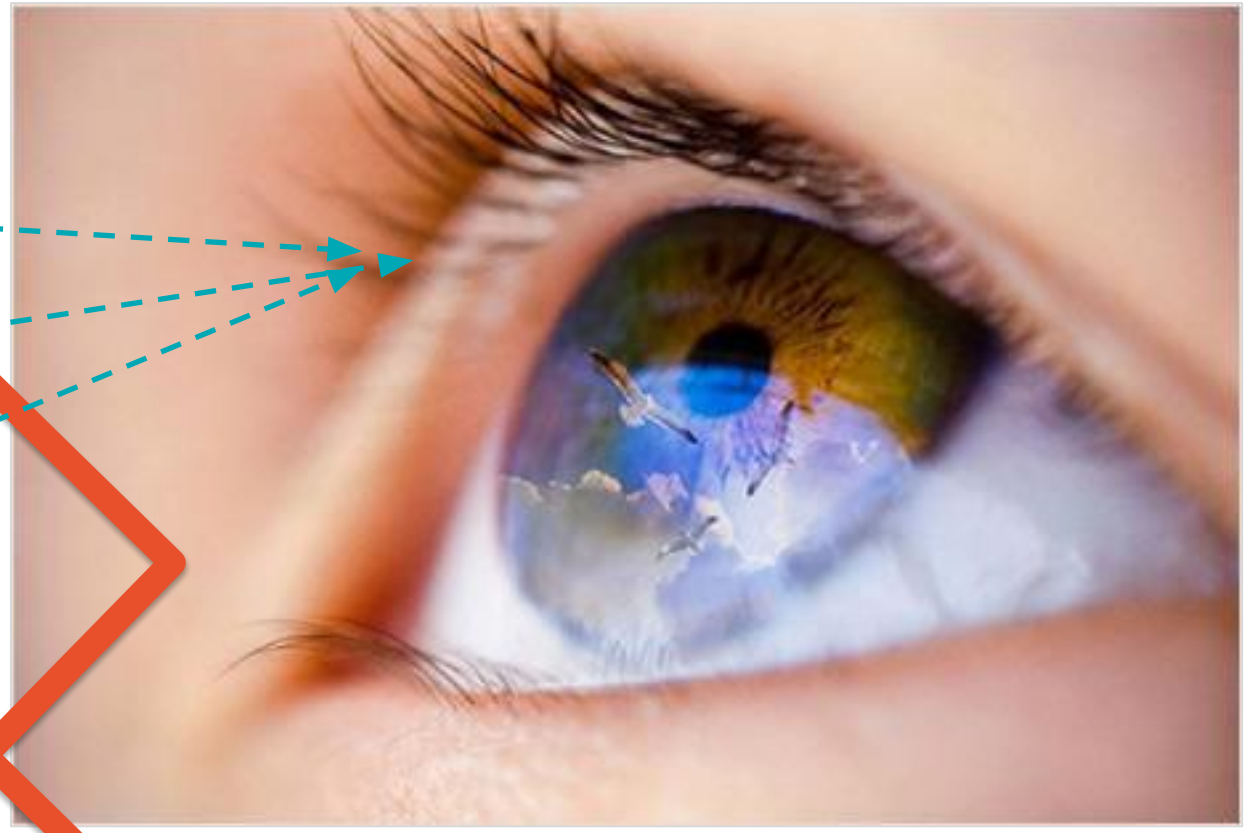
Few Reminders of Mission

Poor Transparency

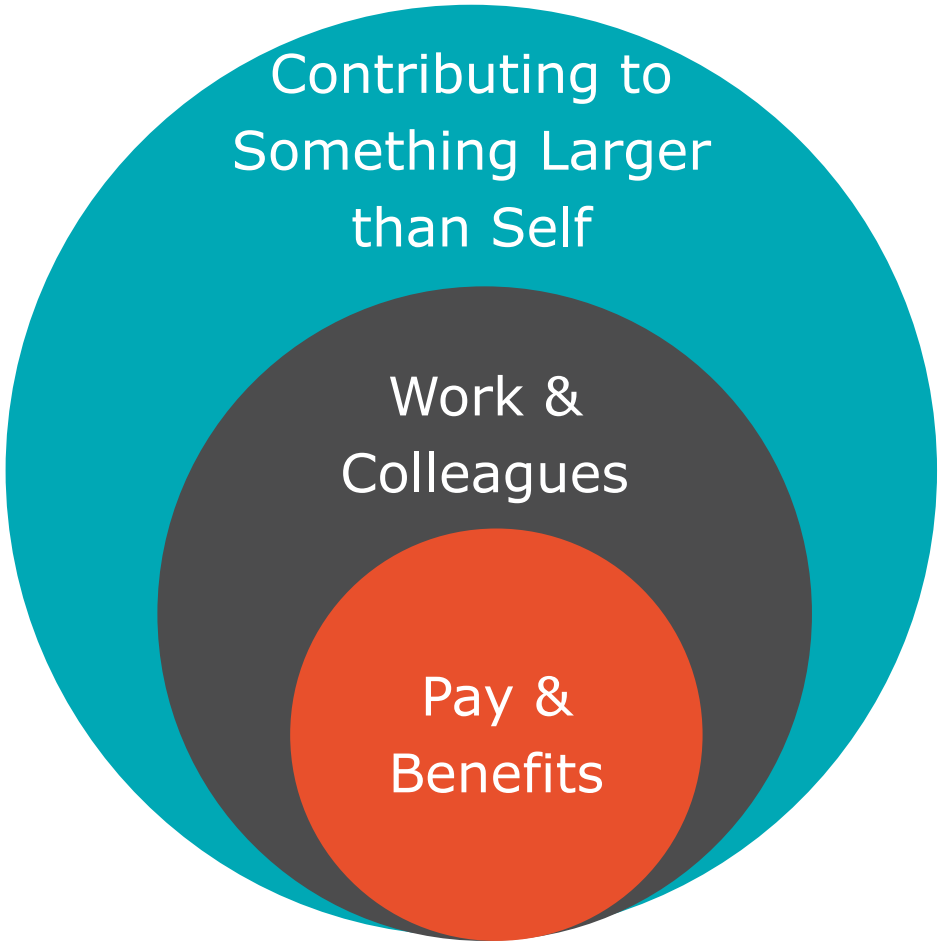
Other Urgent Work

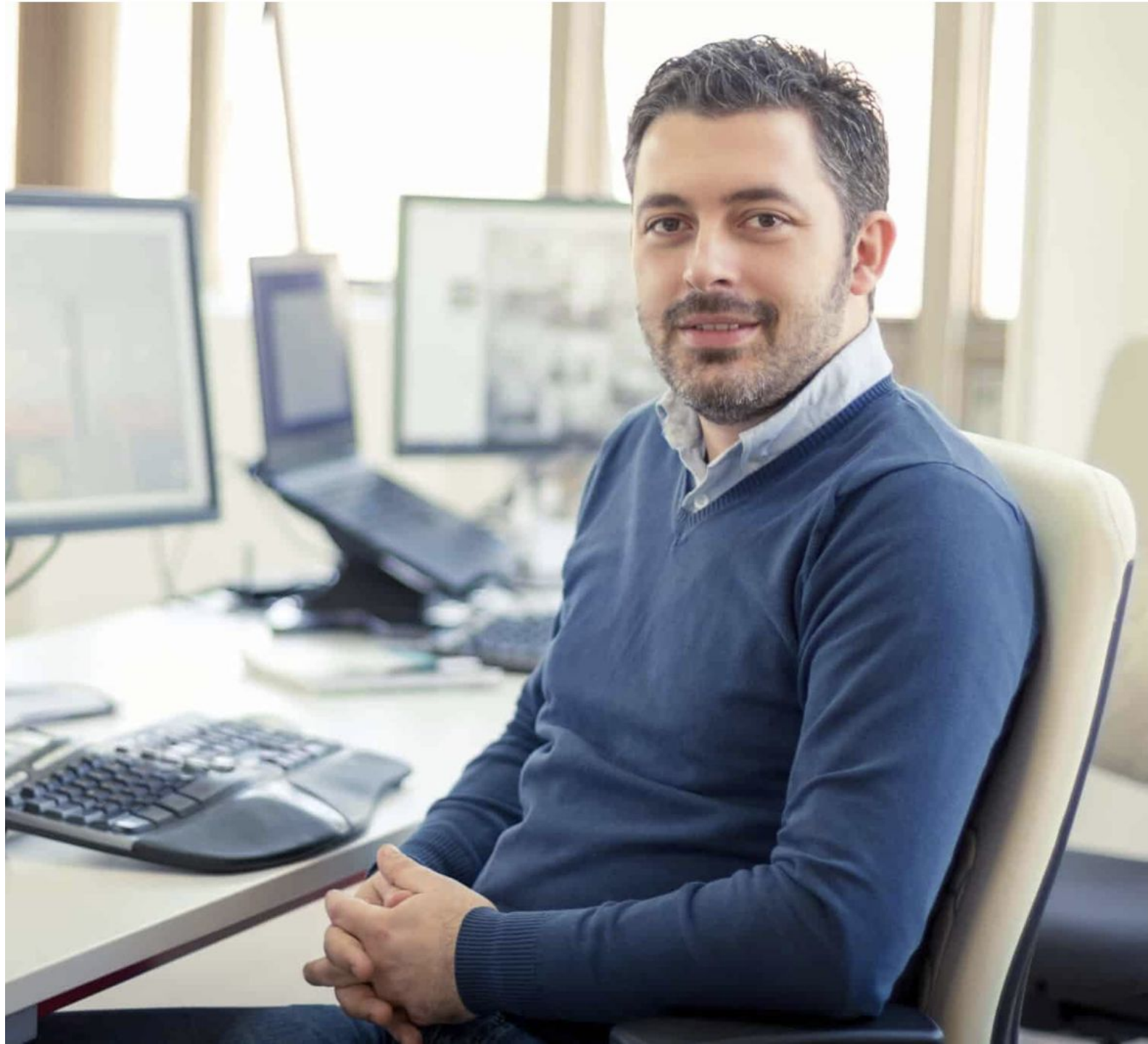
Distance from those they help

Meaning Mission & Purpose



MEANING, MISSION, AND PURPOSE





It fills my tank to…

_____

I’m here to…

_____

I make a difference by…

_____

REVIEW

What We Covered Today

1. Tools to Manage **Stress**
2. **Self Care** is Key
3. Boost the Ability **to Handle Change**
4. Help Connect to **Purpose**

About meQ

meQuilibrium

OUR MISSION

Make Every Workforce a Force for Growth






We make **RESILIENCE** **scalable** and engaging with an **evidence-based** SaaS coaching solution, for your entire workforce, that drives **measurable performance results**.

We prepare people for the challenges of work and life.

THE #

1 RESILIENCE BUILDING SYSTEM

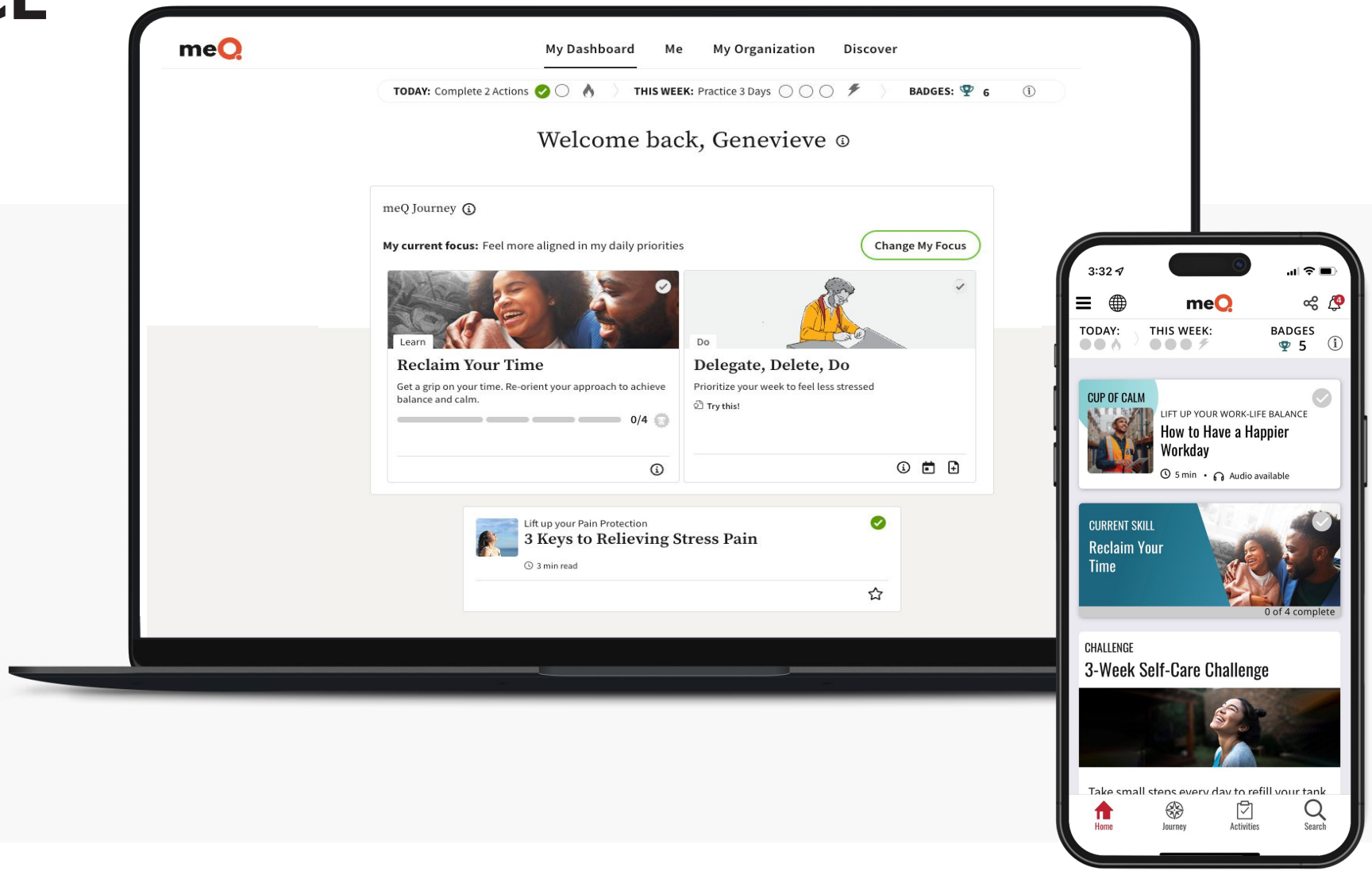
25+ years of research, data and proprietary science

Expert at addressing **100% of population;** across job roles

Focused on **prevention** by addressing root cause

Predictive and actionable **population insights**

Enterprise-grade, private and secure, globally scalable



FACTOR SCORES

Show: Baseline | Compared to: Book of Business | For: (All) (All) | Across Groups | All Filters

BASELINE FACTOR SCORES

Compared to Book of Business

			Primary Factors							Supporting Factors							Somatic Factors			
			Emotion Control	Emotional Intelligence	Empathy	Mindfulness	Positivity	Problem Solving	Self Confidence	Energy	Engagement	Focus	Purpose	Stress Management	Support System	Work-Life Balance	Eating Habits	Pain Protection	Physical Activity	Sleep
Department	Customer Service	n = 3,852	-9%	-6%	-2%	-7%	-6%	-4%	-5%	-9%	-8%	-7%	-6%	-9%	-7%	-14%	-7%	-9%	-6%	-11%
	Manufactur..	n = 3,655	-1%	-1%	0%	-1%	-3%	-1%	-2%	0%	-3%	-2%	-1%	2%	-1%	9%	-1%	-4%	-3%	-6%
	Marketing	n = 2,979	5%	1%	-1%	2%	1%	0%	0%	1%	0%	1%	0%	3%	0%	-2%	3%	4%	1%	7%
	Operations	n = 8,328	-1%	-3%	-2%	-2%	-3%	-3%	-3%	-1%	-3%	-3%	-2%	2%	-3%	4%	-1%	-3%	-3%	-5%
	Sales	n = 3,891	-1%	-2%	-1%	-2%	-2%	-1%	-2%	-2%	-3%	-2%	-2%	-2%	-2%	-3%	0%	-2%	-1%	-3%
Job Level	Hourly	n = 4,618	-15%	-7%	-1%	-11%	-10%	-4%	-6%	-15%	-13%	-10%	-10%	-18%	-9%	-19%	-10%	-17%	-9%	-22%
	Manager	n = 7,571	4%	-1%	-2%	1%	-1%	-2%	-2%	3%	0%	0%	1%	7%	0%	11%	2%	1%	-1%	0%

Baseline scores are calculated from the initial assessment only.

ABOUT FACTOR SCORES

Resilience factors are the 18 traits used by meQuilibrium to define resilience. Each score represents the relative strength and weaknesses of these traits within your assessed population.

In the case of factors, higher numbers are more desirable.

Weakness — Strength

-42% — 18%

Click on the heatmap to view details related to individual factors.

FACTOR SCORES

Show: Baseline | Compared to: Book of Business | For: (All) (All) | Across Groups | All Filters

BASELINE FACTOR SCORES

Compared to Book of Business

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Job Level	Hourly	n = 4,618	-15%	-7%	-1%	-11%	-10%	-4%	-6%	-15%	-13%	-10%	-10%	-18%	-9%	-19%	-10%	-17%	-9%	-22%
	Manager	n = 7,571	4%	-1%	-2%	1%	-1%	-2%	-2%	3%	0%	0%	1%	7%	0%	11%	2%	1%	-1%	0%
	Senior Executive	n = 5,396	11%	3%	0%	6%	5%	1%	2%	9%	5%	4%	5%	13%	4%	14%	8%	9%	5%	13%
	Supervisor	n = 5,107	-10%	-7%	-3%	-8%	-7%	-5%	-6%	-10%	-9%	-8%	-7%	-10%	-8%	-14%	-7%	-10%	-7%	-13%
Age Group	18-29	n = 2,079	-13%	-6%	0%	-10%	-8%	-5%	-5%	-9%	-12%	-9%	-10%	-14%	-5%	-6%	-2%	-10%	8%	-9%
	30-39	n = 5,299	-7%	-4%	1%	-6%	-6%	-3%	-3%	-6%	-8%	-6%	-7%	-7%	-2%	-7%	-4%	-7%	2%	-5%
	40-49	n = 5,505	-1%	-2%	0%	-2%	-2%	-1%	-2%	-3%	-3%	-3%	-2%	-1%	-3%	-4%	-3%	-4%	-3%	-4%

Baseline scores are calculated from the initial assessment only.

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WORKFORCE INTELLIGENCE PRO

BASELINE BURNOUT

Compared to Book of Business

			Components of Burnout					
			Overall	Low Motivation	Negative Outlook	Self-Doubt	Sleeping Poorly	Work Overload
Department	Customer Service	n = 3,852	16%	9%	20%	13%	17%	15%
	Manufacturing	n = 3,655	3%	2%	5%	-1%	9%	-6%
	Marketing	n = 2,979	-5%	-2%	-6%	-5%	-10%	-1%
	Operations	n = 8,328	3%	6%	4%	3%	7%	-3%
	Sales	n = 3,891	4%	2%	6%	3%	5%	2%
Job Level	Hourly	n = 4,618	29%	11%	36%	20%	34%	24%
	Manager	n = 7,571	-5%	3%	-4%	-3%	-1%	-11%
	Senior Executive	n = 5,396	-17%	-6%	-20%	-14%	-20%	-17%
	Supervisor	n = 5,107	18%	10%	22%	15%	21%	16%
Age Group	18-29	n = 2,079	14%	12%	27%	27%	13%	13%

Baseline scores are calculated from the initial assessment only.

Show: Baseline

Compared to: Book of Business

For: (All)

(All)

ABOUT BURNOUT

meQuilibrium's burnout score is based on predictive modeling and is validated against the Copenhagen Psychosocial Inventory (COPSOQ) burnout scale. In addition to an overall risk, scores include five factors which contribute to burnout.

In the case of burnout, higher numbers are less desirable.

Less Burnout — More Burnout

-28% — 65%

Press esc to exit full screen

WORKFORCE INTELLIGENCE PRO

BASELINE TURNOVER RISK

Compared to Book of Business

			Overall	Components of Turnover Risk: Emotional Unawareness	Helplessness	Worry
Department	Customer Service	n = 3,852	6%	9%	17%	11%
	Manufacturing	n = 3,655	-3%	2%	2%	-4%
	Marketing	n = 2,979	-2%	0%	-4%	-3%
	Operations	n = 8,328	-2%	6%	4%	-3%
	Sales	n = 3,891	0%	2%	5%	1%
Job Level	Hourly	n = 4,618	11%	9%	26%	19%
	Manager	n = 7,571	-6%	3%	-3%	-9%
	Senior Executive	n = 5,396	-10%	-4%	-15%	-15%
	Supervisor	n = 5,107	7%	10%	20%	11%
Age Group	18-29	n = 2,079	9%	10%	25%	14%

Baseline scores are calculated from the initial assessment only.

Show: Baseline

Compared to: Book of Business

For: (All)

(All)

ABOUT TURNOVER RISK

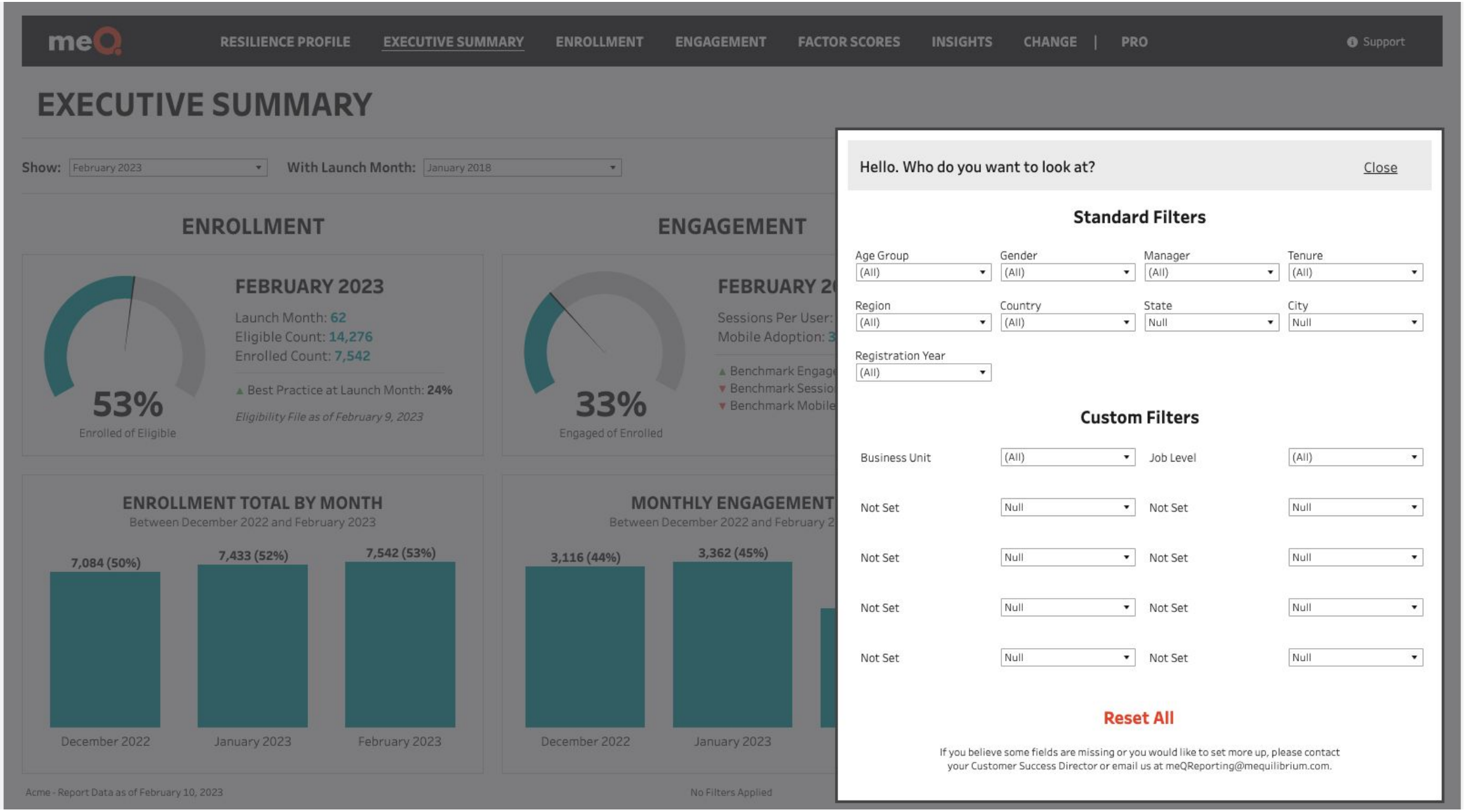
meQuilibrium's turnover risk score assesses the likelihood of an employee leaving the company. The predictions are generated using data on self-reported turnover intent from our validation studies. In addition to an overall risk, scores include three components which contribute to turnover.

In the case of turnover, higher numbers are less desirable.

Less Turnover Risk — More Turnover Risk

-20% — 48%

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RESILIENCE PROFILE
EXECUTIVE SUMMARY
ENROLLMENT
ENGAGEMENT
FACTOR SCORES
INSIGHTS
CHANGE
PRO
Support
EXECUTIVE SUMMARY
Show: February 2023
With Launch Month: January 2018
ENROLLMENT
ENGAGEMENT
FEBRUARY 2023
Launch Month: 62
Eligible Count: 14,276
Enrolled Count: 7,542
Best Practice at Launch Month: 24%
Eligibility File as of February 9, 2023
53%
Enrolled of Eligible
33%
Engaged of Enrolled
ENROLLMENT TOTAL BY MONTH
Between December 2022 and February 2023
7,084 (50%)
7,433 (52%)
7,542 (53%)
December 2022
January 2023
February 2023
MONTHLY ENGAGEMENT
3,116 (44%)
3,362 (45%)
December 2022
January 2023
Acme - Report Data as of February 10, 2023
No Filters Applied
Hello. Who do you want to look at?
Close
Standard Filters
Age Group
Gender
Manager
Tenure
Region
Country
State
City
Registration Year
Custom Filters
Business Unit
Job Level
Not Set
Reset All
If you believe some fields are missing or you would like to set more up, please contact your Customer Success Director or email us at meQReporting@mequilibrium.com.

MANAGE UNCERTAINTY

Help employees understand why uncertainty is so stressful, while giving them tools to get through changing situations. Knowing how to pivot and reroute their responses to ambiguity will help them build confidence and resilience.

SCHEDULE CAMPAIGN | PRINT THIS PAGE



Our Curriculum

Uncertainty is one of the top causes of stress and can lead people to feel threatened. People who manage change well have about half the levels of stress and are half as likely to quit their jobs. With tools to manage change, employees can become more resilient.



FOR ALL EMPLOYEES

Managing Uncertainty With Resilience

Length: 2-3 weeks

Helping employees see change as a challenge, instead of a threat, will improve their well-being and confidence. This mini-course gives employees the tools to understand and respond to uncertainty with resilience.

Highlights

- Video on navigating change
- Tips for becoming more confident
- Tools to ease stress and anxiety
- Add a live training!

Preview mini-course



FOR TEAM LEADERS

Leading Through Uncertainty

Length: 2-3 weeks

When managers know how to lead through change, they can help alleviate team anxiety. This mini-course provides managers with the tools they need to help their teams thrive when faced with uncertainty.

Highlights

- Video on leading through uncertainty
- Explanation of what fuels stress
- Tips for improving communication
- Add a live training!

Preview mini-course

RESILIENCE PROFILE

Show: Baseline Compared to: Book of Business All Filters

meQ SCORE

Population resilience level out of 100

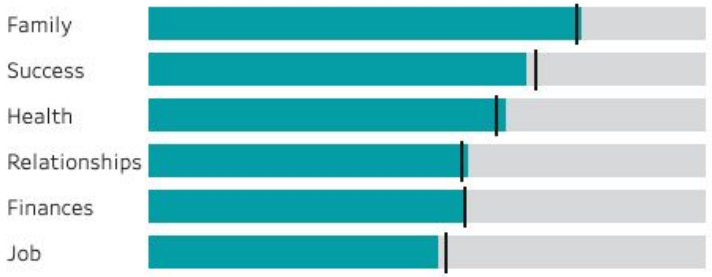


Norm: 63

2% **below** Book of Business

SOURCES OF STRESS

Leading stressors for your population



ANXIETY

18%

Total 1,191 people

Show high risk of anxiety

Norm: 15%

BURNOUT

12%

Total 823 people

Show evidence of burnout

Norm: 10%

DEPRESSION

19%

Total 1,267 people

Have symptoms of clinical depression

Norm: 17%

PRODUCTIVITY

12%

Total 840 people

Show signs of productivity impairment

Norm: 10%

PRIMARY FACTORS

Primary Factors address thinking styles and core skills for healthy, resilient thinking.

!	Empathy	-1.3%
!	Emotion Control	-1.3%
	Emotional Intelligence	-1.9%
	Positivity	-2.0%
	Problem Solving	-2.0%
	Mindfulness	-2.1%
	Self Confidence	-2.4%

SUPPORTING FACTORS

Supporting Factors measure thinking patterns which reflect and amplify core resilience levels.

!	Work-Life Balance	-0.4%
!	Stress Management	-0.6%
	Energy	-1.7%
	Purpose	-2.0%
	Focus	-2.1%
	Support System	-2.6%
!	Engagement	-3.6%

SOMATIC FACTORS

Somatic Factors are manifestations of resilience level in physical symptoms and health behaviors.

	Eating Habits	-1.3%
!	Pain Protection	-3.3%
!	Physical Activity	-3.4%
!	Sleep	-4.8%

Q&A

meQuilibrium



Join us for our next webinar!

Save the date

October 17

12:30-2:00pm