Webinar

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Today’s Conversation

1. What's Happening
2. Canadian Happiness at Work Study
3. Happiness
4. Resilience
5. Tools & Strategies

What’s Happening

- 45 days (give or take)
- Not experiencing this in the same way
- Thrown off equilibrium
- Change
- Fear/Grief/Loss/Anxiety
- Well-being (mental, physical, and emotional)
The Canadian Happiness at Work Study

There's a gap. Respondents self-report as being happier than they actually are. They feel good, but not great.

What's causing stress at work?

- Less than half (44%) of respondents are generally happy and mentally healthy.
- 83% of respondents have experienced stress at least once a week, impacting their daily life.
- Poor communication, poor work environment, lack of work-life balance, high workload, lack of support, and feeling overwhelmed are major stressors.
- "Lack of time and resources" and "Frequent need to work overtime" are significant issues.

What's happening at work?

- Less than half of respondents feel:
  - A sense of belonging at work: 46.6%
  - Workload is manageable: 45.7%
  - Appreciated at work: 43.0%
- ...and there's often a problem with the Board of Directors.
  - 75.5% don't feel supported by their board.
  - 39.1% don't feel psychologically safe.

Communication is key.

- 33.1% report communication as a key issue.
- 24.9% report mental health services.

What can organizations do?

Respondents were loud and clear:
- Provide a positive workplace culture.
- Encourage work-life balance.
- Treat employees with respect and appreciation.
- Increase pay and benefits.
- Create a safe and healthy environment.
- Encourage team building.
- Support mental health.

Contact Dr. Rumeet Billan & Dr. Gillian Mandich at hello@happyandresilient.com. Visit happyandresilient.com for more information.

Source: The Canadian Happiness at Work Study, a joint research project between Dr. Rumeet Billan & Dr. Gillian Mandich in partnership with the Canadian Mental Health Association. More than 1,000 respondents completed the survey in January & February 2020.
Happiness Defined

“The experience of joy, contentment, or positive well-being, combined with a sense that one’s life is good, meaningful, and worthwhile.”

~Dr. Sonja Lyubomirsky

Happiness at Work Defined

“Feeling an overall sense of enjoyment at work; being able to gracefully handle setbacks; connecting amicably with colleagues, coworkers, clients, and customers; and knowing that your work matters to yourself, your organization, and beyond.”

~ Emiliana Simon-Thomas, PhD, Science Director of the Grater Good Science Center (UC Berkeley)
The Importance of Happiness

- The effect of happiness on longevity in healthy populations is remarkably strong.
- The effect size is comparable to that of smoking or not.
- Happy people are healthier.
- Happy people perform better at work.
- Happy people have happier and more fulfilled lives.

Can We Actually Change This?

- “I’m just not a very happy person.”
- 50% genetically determined; 10% life circumstances; and 40%: thoughts, actions & behaviours.
- Research shows that happiness and resilience skills can be taught and have positive implications for mental & physical well-being.
Resilience Defined

1. The capacity to recover quickly from difficulties; toughness.
2. The ability of a substance or object to spring back into shape; elasticity.

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The Importance of Resilience

- Life happens + changing landscape (jobs + challenges)
- Problem-solving ability
- Self-regulation
- Adaptability to stress
- Positive self-image

Self-Awareness & Self-Confidence

- It’s starts with self-awareness
  - Checking in with yourself
  - What’s working/what’s not working
  - Setting boundaries
  - How do you respond to challenges & setbacks?

- Self-confidence is knowing you can rely on your strengths, skills, and abilities to get through challenges.
Thoughts & Language

- “Can I do this?” versus “How can I do this?”
- Self-talk is how we make our emotions real.
- Inner critic: negative communication with self impacts ability to bounce back.

The Questions We Ask

“Nobody ever asks ‘How’s Waldo?’”
Reducing Patients’ Unmet Concerns in Primary Care: the Difference One Word Can Make

Intervention: Physicians were randomly assigned to solicit additional concerns by asking 1 of the following 2 questions after patients presented their chief concern: “Is there anything else you want to address in the visit today?” (ANY condition) and “Is there something else you want to address in the visit today?” (SOME condition).

Main Outcome Measures: Patients’ unmet concerns: concerns listed on previsit surveys but not addressed during visits, visit time, unanticipated concerns: concerns that were addressed during the visit but not listed on previsit surveys.

Results: The implemented SOME intervention eliminated 78% of unmet concerns. The ANY intervention could not be significantly distinguished from the control condition. Neither intervention affected visit length.

Conclusions: Patients’ unmet concerns can be dramatically reduced by a simple inquiry framed in the SOME form. Both the learning and implementation of the intervention require very little time.

Mind Your Mind

![Diagram showing a person sleeping, working at home, and working at work]

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News

- Our environment matters.
- What we watch matters.
- What we listen to matters.

"Individuals who watched 3 minutes of negative news in the morning had a 27% greater likelihood of reporting their day as unhappy 6-8 hours later" (Achor & Gielan, 2015)
Social Media

- Highlights versus Lowlights
- Feedback as "likes"
- Unrealistic expectations

Social Connection

- #1 predictor of long-term health + happiness. (Waldinger, 2015)
- Physical vs social distancing.
- You don’t have to be close to feel close.
- Get creative!
Gratitude: What Matters

- Be specific
- Write it down - the more detailed the better
- Mix it up
- Make it sensory
- Create a routine
- Use a gratitude tool

QUESTION

What is ONE benefit from your experience in the last 45 days?
Thank You & Be Well!

Learn more at:
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