A BETTER WAY to invest in employee health

Building Resilience in the Workplace:
An Introduction to a Psychologically Healthy Workplace

Case Studies for Dept of Veteran’s Affairs and American Express
Case Study: Department of Veteran Affairs

Leadership Trainings
✓ Monthly, for leaders at all levels, with follow-up
✓ Soft skill development: how to develop relationships, build trust and empower employees

Leadership Action
✓ Consistently reinforce importance of employee pride in mission
✓ Create formal ways to recognize staff for good work
✓ Develop & execute plans to address employee feedback (mandatory)
Case Study: American Express

✓ Expand & re-brand EAP: onsite, face-to-face counseling sessions

✓ Multi-year mental health awareness communication campaign: foster employee involvement & energy

✓ Physical & emotional health collaborative programming: e.g. occupational health & sleep class

✓ Leadership buy-in & support: present employee engagement & business outcomes together

https://americanhealthcareleader.com/2016/american-express-wayne-burton/