

Presentation Title	Place in Schedule
Applications of a Needs-Based Model of Healthy Workplaces to Field Settings	Concurrent Session 3.4 <i>Day 2 – Wednesday</i> <i>May 9<sup>th</sup>, 2018</i> <i>4:00 – 5:15pm</i>
Description of Presentation	Presenter Name(s) And Credentials
<p>This symposium examines the usefulness of a needs-based model of healthy workplaces in designing Total Worker Health™ programs. According to decades of research on needs, interventions that address workers’ basic human needs will be perceived as meaningful and relevant, thus increasing the importance of the intervention relative to other choices and consequently, encouraging behavior that results in greater health and well-being. Each study explores elements of this proposition in field settings.</p> <p>Human factors/ergonomics professionals need to know how to evaluate the effectiveness of their interventions whether they are tools, equipment, processes, training programs or procedures. A systematic study of criterion measures for this purpose revealed that by focusing on disability reduction, most effectiveness measures do not capture the larger, skill-related impact, an outcome tied directly to business value. By increasing worker capability, the organization benefits in multiple tangible and monetary ways.</p> <p>In order to create this benefit for organizations, HF/E professionals must understand how their interventions satisfy important needs (e.g., competence, achievement, personal and psychological safety) and in turn, enable the worker to work effectively and to experience greater health and well-being. This presentation discusses how HF/E interventions can be recast as human</p>	Cristina Banks, PhD <i>Interdisciplinary Center for Healthy Workplaces, University of California, Berkeley</i>
	Carolyn Winslow, PhD <i>Interdisciplinary Center for Healthy Workplaces, University of California, Berkeley</i>
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capability improvements and by doing so, connecting to business value.

Compared to large organizations, small to medium-sized organizations often lack the resources needed to identify and implement

a wellness strategy that meets their employees' basic needs. As such, this study sought to understand how to more effectively

implement and enhance participation in wellness programs within these organizations, specifically. We have conducted 20+ focus

groups with 165 employees from small and medium-sized organizations in order to better understand how organizations of this

size perceive wellness programs and which factors make a difference in wellness program adoption and employee participation.

Results reveal several challenges these organizations face, especially leadership support for such programs, knowledge of the

connection between wellness programs and employee health, well-being and productivity, and the degree of "fit" between

wellness program requirements and organizational resources. More importantly, we learned of the critical role that WIFM ("what's

in it for me") plays in enticing workers to participate in and commit to a behavior change program. We present study results and

preview an employer guide based on our findings.

Common workplace designs such as open offices have produced conditions that undermine knowledge workers' ability to do their

best work. Among the most serious conditions is a loss of acoustic privacy and a lack of connection to natural elements (biophilia),

both of which are tied to important human needs. An intervention was designed to counter these conditions: a sound system that

plays natural sounds at frequencies that mask noise and mounted displays of biophilic content which continuously refresh. We are

studying the effects of this intervention on worker cognitive performance, satisfaction, and general mood in open offices. We present the findings of the field study and discuss how changing environmental conditions improves need satisfaction and in turn, enables workers to perform more effectively.