WELCOME TO
Mindfulness and Well-Being at Work
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Mindfulness and Well-Being at Work

Richard Davidson, PhD
Founding Director, Center for Investigating Healthy Minds, University of Wisconsin, Madison
Mindfulness and Well-Being at Work
Why Bring Mindfulness to Work?
Mindfulness and Well-Being at Work

Rich Fernandez, PhD
Co-founder, Wisdom Labs
Mindfulness at Work?

Why, What, How

Rich Fernandez, Ph.D.

Wisdom Labs
People around the world are turning their attention to the benefits of mindfulness.
Why? In 5 seconds…

LATE FOR WORK
by 5secondfilms.com
what the hell is that?

oh, just my mind
“Always-on, multi-tasking work environments are killing productivity, dampening creativity and making us unhappy”
The spans of control and scope of leadership have increased by an order of magnitude.

<table>
<thead>
<tr>
<th>Fortune 500 Executive Trajectories</th>
<th>1990</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vertical promotions since entering the workforce(^1)</td>
<td>11.4</td>
<td>7.1</td>
</tr>
<tr>
<td>Years per “level”(^1)</td>
<td>3.6</td>
<td>4.4</td>
</tr>
<tr>
<td>Companies per Career(^2)</td>
<td>2.1</td>
<td>5.3</td>
</tr>
<tr>
<td>Revenue under management(^3)</td>
<td>$123mn</td>
<td>$1.3bn</td>
</tr>
<tr>
<td>CEOs promoted from within(^4)</td>
<td>62%</td>
<td>77%</td>
</tr>
<tr>
<td>Connections/relationships to manage(^5)</td>
<td>~20</td>
<td>~50-70</td>
</tr>
</tbody>
</table>

1.) Merryck & Co. data 1998-2012.
2.) WSJ July 6, 2010. Lublin, J.S. "CEO Tenure, stock gains often go hand in hand"
3.) Fortune 500 statistics
4.) Spencer Stuart, CEO Transitions 2010
5.) Booz & Company 2010 10-yr. CEO Successions Study Retrospective
EMPLOYEE STRESS COSTS

74% cite work stress as significant
(American Psychological Association)

1 in 5 miss work as a result
(American Psychological Association)

$300B / yr
(World Health Organization)

25 days absent per year
(US Bureau of Labor Statistics)

46% higher healthcare costs
(Goetzel et al.)

52% consider leaving their job
(American Psychological Association)
Current level of employee engagement is…

…Not good

Source: Gallup November 2015
Yet we know how to operationalize sustainable engagement

Source: Towers Watson, 2013
Sustainable engagement outcomes

One-year performance: Growth over prior year versus sector

- Earnings (EBIT):
  - Companies with low engagement: -13.3%
  - Companies with high engagement: 9.2%
  - Companies with high sustainable engagement: 18.3%

- Gross profit:
  - Companies with low engagement: 5.2%
  - Companies with high engagement: 1.9

- Total assets:
  - Companies with low engagement: 3.2%
  - Companies with high engagement: 7.0%

Source: Towers Watson, 2013
“Create the happiest, healthiest and most productive workforce on the planet.”

- Google
How can mindfulness help?
Useful mental skills that build capacity for:

- Focus
- Mental Clarity & Agility
- Collaboration
- Creativity / Innovation
- Emotional Intelligence
- Empathy & Compassion
- Resilience
- Happiness
- Overall Well Being
IS IT POSSIBLE?

Neuroscience suggests that mindfulness is a skill and we can train the brain to develop this skill.
Mechanism: Neuroplasticity

The lifelong capacity of the brain to create new connections and cells in response to our behaviors and environment.
Train Neural Attention Networks

MITIGATE MIND WANDERING:
The Default Attention Network

ENHANCE FOCUS:
The Direct Attention Network
Train Mental Regulation, Clarity & Agility

- **Stimulus**
- **Respond**
- **React**
- **Prefrontal Cortex (Thinking)**
- **Limbic System (Emotional)**
Train the brain for:

- Balance
- Focus
- Skillful Action
MINDFULNESS WORKS!

YEAH SCIENCE!
Organizational Benefits

Increase capacity to direct and orient attention in specific ways:

- Enhanced focus
- Regulation/balance
- Self and other awareness
- Mental clarity, insight and understanding
- Response flexibility and resilience
- Creative thinking and innovation
- Effective collaboration and co-creation
- Wise and compassionate leadership
“Compassion is not conditional.” – Jeff Weiner
A (Very) Few Metrics on ROI of Mindfulness

12,000+ employees in a mindfulness program (at Aetna) reported:
- **62 minutes average** increased productivity per week per employee
  - **= $3,000 per employee savings** to the company

Increasing mindfulness in the workplace (iOpener Institute) results in:
- 46% reduction in cost due to employee turnover
- 19% reduction in the cost of sick leave
- 12% increases in performance and productivity

100 leaders from cross-functional groups in a Fortune 10 manufacturing company (Wisdom Labs client):
- 98% said mindfulness tools were effective for managing stress
- 94% reported that mindfulness improved their overall well being
- 90% said mindfulness allowed them to work more effectively with colleagues in difficult situations
Mindfulness Myth Busting

- Not passive
- Not religious
- No incense required
“The main business case for (mindfulness) meditation is that if you are fully present on the job, you will be more effective as a leader, you will make better decisions and you will work better with other people.”

- Bill George
Mark Higbie
Senior Advisor, Ford Motor Company
“I believe that the mission of any company should be to make people’s lives better.”
We're surrounded by many people in our workplace.
98%
Mindfulness tools are effective for managing stress

94%
The content of this mindfulness program will help me experience more overall well being

90%
The mindfulness content can help me improve relationships with colleagues

90%
Recommend this mindfulness training to a colleague
Mindfulness and Well-Being at Work
The Challenges to Mindfulness at Work
Mindfulness and Well-Being at Work

Jacqueline Carter  
Partner & North American Director, The Potential Project

Rasmus Hougaard  
Founder & Managing Director, The Potential Project
CHALLENGES TO MINDFULNESS AT WORK

Rasmus Hougaard, Founder & Jacqueline Carter, NA Director
CHALLENGES

#1 Misconceptions
#2 Organizational
#3 Facilitators
#4 Content
#1: MISCONCEPTIONS

**Challenge**

- Mindfulness = woo woo
- Mindfulness is individual
- Mindfulness = slow

**Response**

- Scientific framework
- Mindfulness is necessary in organizational attention economy
- Mindfulness = mental speed
<table>
<thead>
<tr>
<th>Challenge</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>What’s the benefit?</td>
<td>Present a business case</td>
</tr>
<tr>
<td>Not having time</td>
<td>Short, sharp, during work</td>
</tr>
<tr>
<td>Organizational acceptance</td>
<td>Engage champions</td>
</tr>
</tbody>
</table>
#3: FACILITATORS

**Challenge**

- Lack of depth of practice
- Lack of business understanding

**Response**

- Depth of practice
- Business background
#4: CONTENT

**Challenge**

- Mindfulness for the sake of mindfulness
- Mindfulness is only a sitting practice
- Mindfulness is the same for any organization

**Response**

- Aligned with business objectives & strategy
- Applications to work-life
- Always customize to culture and industry
“One Second Ahead arrives at a critical time for executives and our modern workforce”
EXECUTIVE VP & CHIEF COMMERCIAL OFFICER, LEGO GROUP

“An extremely powerful toolset for any professional”
JOUNI TORUNEN, HR DIRECTOR, NOKIA

“Through the program behind this book, we have gradually become a mindful organization”
KENNETH EGELEUND SCHMIDT, FORMER CIO, CARLSBERG

“Brilliant in its clarity and simplicity”
MICHELE MILAN, CEO, EXECUTIVE PROGRAMS, ROTMAN BUSINESS SCHOOL

“Highly recommended”
MATTHIEU RICARD
Mindfulness and Well-Being at Work

Kyra Bobinet, MD, MPH
Founder & CEO, engagedIN
how to be a changemaker

kyra bobinet, MD MPH
the story
as experienced by moi
three lessons
be a good communicator

children’s books
listen
include
use evidence

compassionate

head + heart

drop the mic
don’t worry about credit

selflessness
focus
risk
go forth !!
HOLD SLIDE
Mindfulness and Well-Being at Work

Kelley McCabe Ruff, MBA
Founder & CEO, eMindful, Inc.
A View From the Front Lines

10 Lessons Learned
From 100+ Employer Mindfulness Implementations

Kelley McCabe Ruff
CEO
kelley@emindful.com
(772) 569-4540
Why is This Man Smiling?

At Aetna, a C.E.O.’s Management by Mantra

On a recent sunny afternoon, Mark T. Bertolini, the 50-year-old chief executive of Aetna, the health insurer, was sitting in his Hartford office wearing a dark suit and a crisp, white, French-cuffed shirt. But instead of a necktie, he wore a steep metal amulet engraved with the Sanskrit characters “ahimsa.”

Roughly translated, it means “I am not to harm,” and repeating the phrase is used to help control

Aetna"s administrative headquarters in Hartford, his health insurer, is home to thousands of employees and regular customers, and the bus is filled with a steady stream of people. The atmosphere is quiet, and the pace is slow.
He’s Leading a Healthier Business

"...we saw dramatic drops - 50% drops - in cortisol levels... we saw a $3,000 reduction in their healthcare costs for the next year."

- Mark Bertolini, CEO Aetna
Lesson 1: Leadership

Senior leadership commitment is absolutely crucial.
Mindfulness or any well-being initiative is not “bolted on.”

It’s “built in.”

A genuine commitment to employee well-being has to be at the heart of an organization’s culture for this to work.
Lesson 3: Geography & Quality

How to reach a distributed population with consistent quality?

The vast majority of companies we talk with view online delivery as the only viable option for reaching a geographically disbursed workforce.

And ensuring consistent quality in delivery across the country or around the world.
Lesson 4: On Whose Time?

- Improved sleep: 20%
- Reduced stress: 29%
- Stopped smoking: 40%
- Minutes gained in productivity per week: 47 mins
- Reversed metabolic syndrome: 55%

Are you committed enough to give employees an hour a week for this?
Middle managers’ support is critical.

Middle managers are the first to be encouraged to attend – then they get it and want their employees to attend.
Lesson 6: Keys to Getting Initial Adoption

1. Market and promote. Get creative
2. Show top leadership support
3. Encourage participation
4. Reward participation
5. Market the results of participation
6. Participation will drive more participation
Lesson 7: How Can You Maximize Sustained Engagement?

Maximize convenience

Present the training live, so it is a “scheduled event,” i.e. a commitment

Live creates more draw and pull, community

Make it as convenient as possible to access
Lesson 8: Making it Stick

What will you do to sustain long-term momentum?

Support ongoing engagement for those who want it.

“I think you should be able to join one of these meetings once a week all year.”
Lesson 9: Measuring Results

Create most direct linkage you can between your results and business value. Ask:

1. What will your organization require?
2. How can you define and demonstrate value?
3. What measurement tools can you deploy easily and affordably?
Lesson 10: Another Kind of Data

Listen to the data behind your numbers.

“This class...has been life-changing for me. I know I am a better mother. I know I’m a better wife. I know that I’m a better daughter because of this class. And my goals are to continue using the teachings that I have learned, even without the continued support of everyone else in the class...”
Questions

Kelley McCabe Ruff
CEO
kelley@emindful.com
(772) 569-4540
Carley Hauck
Founder & Senior Wellness Architect, Intuitive Wellness
Mindfulness and Well-Being at Work
Mindfulness and Well-Being at Work

Scott Kriens
Co-founder, 1440 Multiversity & 1440 Foundation
Faculty highlights

Join these and other esteemed faculty to bring the 1440 Multiversity to life.

Keith Mitchell  Richard Davidson  Janice Marturano  Julia Cameron

Otto Scharmer  Sharon Salzberg  Kristin Neff  Daniel Siegel
Stories of Success and Positive Impact
Mindfulness and Well-Being at Work

Marc Lesser, MBA
CEO, Search Inside Yourself
Leadership Institute
SEARCH
INSIDE
YOURSELF
Leadership Institute
SIY

Emotional Intelligence

Mindfulness

Neuroscience
- Self-Awareness
- Self-Regulation
- Motivation
- Empathy
- Social Skills
Stellar Performance
Outstanding Leadership
Happiness
1. Mindfulness is trainable

2. Mindfulness $\approx$ SA

3. SA is trainable!

4. SA foundation to EI...
EI is trainable!
Creating A Workplace Where People Thrive
Love The Work
Do The Work
Don’t Become An Expert
Feel Your Pain
Feel others' Pain
Depend on others
Keep Making It Simpler
Search Inside Yourself

Leadership Institute
Mindfulness and Well-Being at Work

Peter Bostelmann
Director, SAP Global Mindfulness Programs
SAP Global Mindfulness Practice – Lessons Learned

Peter Bostelmann
Director, SAP Global Mindfulness Practice

Mindfulness & Well-Being at Work
GGSC - UC Berkley
November 13, 2015
Berkeley, CA
You will learn today:

How to successfully implement a Mindfulness Practice in a global organization:

- Step by Step
- Measured Benefits
- Lessons Learned
Journey: From the beginning at SAP...

A few people dreaming of a more mindful culture at SAP...
... till today's SAP Global Mindfulness Practice*

- **15+ Local Mindfulness Communities**
- **46 SIY Trainings**
- **21 Locations / 14 Countries**
- **1600+ Attendees**
- **Rating: 4.6 of 5**

*Projected: End of 2015
Step #1: Find leader and start building a community

Leadership
- Leader that believes in, and embodies mindfulness
- Can sell it to executives and can engage employees
- Persistence & Courage
- Vision: Think Big

Mindful Team & Community
- Attract likeminded and passionate people as multiplier
- Deep experience in mindfulness and success in business is key
- Local support for global rollout

“If you want to walk fast walk alone, if you want to walk far, walk together” (African Proverb)
Step #2: Create a specific pitch for your organization

**Why bring mindfulness into your organization?**

- Listen!
- Link it to your organizations objectives
- Enhance potential vs. cure deficiencies
- Business Language!
Step #3: Select a strong Corporate Mindfulness Program

SAP's needs

- Strong brand
- Depth in teaching mindfulness and ethics
- Based on neuroscience and evidence
- Supports global rollout and teacher training
- Close to SAP's high performance culture

SAP's Partner:
Search Inside Yourself Leadership Institute
Step #4: Sponsorship

Sponsorship for cultural change:
- Grassroots initiative vs. executive sponsor → Ideally both

Initial approach at SAP:
- Create Events → First evidence of employee interest → Addressees for first mindfulness pilots

Mai 2013
Step #5: Demonstrate Evidence with selected Pilots

SIY-Pilot-Trainings

- Evidence with SAP employees
- First Pilots at SAP's "Pilot location" in Palo Alto / California
- Extended Pilots at SAP HQ Germany

Evidence: Collect data and testimonials
Overall Feedback of SIY Pilots at SAP

Overall-Rating of SIY Pilots

6.53 of 7.0
(1=poor / 7=excellent)

“...SIY may just literally change your life...”

VP SAP Sales Plays, Palo Alto
SIY Pilots at SAP – Business Impact Metrics

SAP internal survey results*: Participants graded the following elements on a 1-10 scale before the program, 4 weeks after and 6 months after the course.

* SIY Pilots Germany July 2014 with 187 attendees.
SIY Pilots at SAP – Analysis of Practice Level

**Analysis:** Strong correlation between indicated level of personal mindfulness practices and the average responses in the different measured capacities.

**Conclusion:** The higher a participant’s personal level of mindfulness practices was, the higher their self-perceived level in wellbeing, meaning, engagement, focus, creativity, relationships, communication, and collaboration as well as lower self-report of stress.

* SIY Pilots Germany July 2014 with 187 attendees.
Feedback Highlights – SIY Pilot’s

What did you enjoy most:

- SAP shows **willingness to be pioneers** and take up a whole new and hot topic. I find that very commendable and it should definitely be continued!
- After many years **felt the first time again respected as employee & training participant and that the company cares about me**
- The exchange with colleagues in an **open and trustful atmosphere**. The content covers exactly what I have been looking to **increase my own resilience and creativity**.
- I made use of the approach with my team and I **got great feedback** from them.

Most significant SIY course impact:

- Despite the troubled phase of an internal reorganization (with associated job cuts) I got **more peace in my professional life**. Thank you for that!
- SIY allowed me to **gain additional clarity and calm** which makes me more performant in the work I do.
- It made me realize how I **can change many things in my life myself**, i.e. not being subjected to outside influences but **things that I can have under control**.
Step #6: Gain momentum after first Pilots...

Marketing & Communication:
- Testimonials & Data
- Keep it special: Waitlists!
- Formal Role: ‘Director, Mindfulness Programs at SAP’
- SAP internal and external attention

Sustainability and Integration
- Self-Practice, Self-Study, Group-Practice
- Virtual Practice Support - Social media share (SAP JAM)
- Onsite Practice support - Local groups: Meditation, Mindful Lunch, Refresher, Best Practice Exchange, Mindful Coaching and more...
SAP Global Mindfulness Practice – Virtual Community (JAM)

1700+ Registered Members

22k Content Clicks (past 12 year)

3000+ Registered SIY Waitlists

What is Mindfulness?

What is it?
- Our attention is hijacked by our thoughts and emotions, by our concerns, by our worries for the future, and our regrets and memories of the past.
- Mindfulness is awareness of the present moment. It is about learning to pay attention, to the present moment, and without judgment.
- It can be trained like a muscle – training attention to be where you want it to be.
- Being aware of your life: mindfulness reduces your tendency to react on autopilot.
- It is about showing you how you respond.

Why care?
In a complex, fast moving environment it becomes more and more important to consciously navigate yourself and your teams. Mindfulness builds the core emotional intelligence skills needed to increase well-being and become an effective self-leader as well as a leader of others.

It's scientifically validated that practicing mindfulness has various beneficial effects on our well-being, e.g.

RESOURCES for Self Study and Self Practice

Scientific evidence shows it only takes a few minutes a day of mental practices to build greater focus, relaxation, and well-being, not to mention, measurable changes in the brain.

Below you can find a selection of introductions, materials, and practices that will support you in your personal cultivation of growth and wellbeing at work and beyond.

How to Get Started ABC Self Study Self Practice

Content Updates
- Kostenloses Feldenkrais Training (available only in German) - Noch wenige Plätze bei Feldenkrais Schnupperkurs "Body & Mind" [Join Note] [1 day ago]
- PA Plug-in, Lunch Meditation Sessions (Aug-Sept) [8 days ago]

Feature Content

What is Search Inside Yourself (SIY)?
Step #7: SAP Global Mindfulness Practice

SAP Global Mindfulness Practice

- Shift from grassroots Pilots to Global Mindfulness Practice
- Shift from employee driven offers to globally funded program by SAP Learning Center of Excellence
- Extended Global Community: Local Mindfulness Ambassadors and Mindfulness Volunteers
Outlook: SAP Global Mindfulness Practice*

- Extend sustainability measures
- Extend mindfulness community: Teacher, Ambassadors, Volunteers
- Extend business impact studies

* Projection: 2016+
SAP’s Global Mindfulness Practice in the press:

- Mercury News: Mindfulness at work - The body mind bottom-line-connection
- Huffington Post: 4 Steps to Making Mindfulness Work in Business
- CLOMagazine: SAP's sold on Self-Awareness
- Youtube - Peter Bostelmann: Do You Dream of Creating a More Mindful Company?
Thank you!

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Phone: +1-415-797-8414
Email: peter.bostelmann@sap.com
Mindfulness and Well-Being at Work

Emma Adolfsson
Former Head of Enterprise Architecture, Carlsberg Group

Adoway Consulting & Potential Project Trainer
The situation in Carlsberg

Growth through acquisitions

Over 500 brands and 46,000 employees

Time to leverage scale
180 people in Carlsberg IT were trained over four months.
The program consisted of work techniques and mental strategies.
What we experienced
The scientific results of the program
Pre-Post comparison

![Bar chart showing comparison between Time 1 and Time 2 for different categories: Internal Awareness, External Awareness, Focused Attention, Absentmindedness. The chart indicates a decrease in Absentmindedness from Time 1 to Time 2.]
The scientific results of the program
Pre-Post comparison

- Perceived Supervisor Support
- Continuance Commitment
- Emotional Exhaustion

Time 1
Time 2

Pre-Post comparison
Application of Mindfulness at Work and effect on Focused Attention
# Results from the internal survey

<table>
<thead>
<tr>
<th>Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: I have more mental peace</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8.0</td>
</tr>
<tr>
<td>2: I have more overview</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7.9</td>
</tr>
<tr>
<td>3: I have become more effective</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7.5</td>
</tr>
<tr>
<td>4: I have become better at focusing on a task</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>8.1</td>
</tr>
<tr>
<td>5: I feel I am less busy at work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6.6</td>
</tr>
<tr>
<td>6: I am more joyful</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7.8</td>
</tr>
<tr>
<td>7: I am more productive</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8.0</td>
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<tr>
<td>8: I have less conflicts with others</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>7.9</td>
</tr>
</tbody>
</table>
Reflections from the program and Keys to success

- Support from Top Management
- Management participation in program
- Roll out by department
- Space for practicing in the office
- Creating a community around mindfulness
- Sustainability, after the program has ended
- Champions during and after the program
- On a personal level
Maggie Randriamamonjy
Senior Manager,
Benefits, Wellness & Community Outreach, Pixar Animation Studios
Mindfulness and Well-Being at Work

PRESENTED BY

Greater Good Science Center
1440
Mindful
Berkeley UNIVERSITY OF CALIFORNIA
But What Do I Do on Monday?
Jeremy Hunter, PhD
Associate Professor of Practice, Peter F. Drucker Graduate School of Management
How to talk about mindfulness to the skeptical

Jeremy Hunter, PhD
Peter F. Drucker and Masatoshi Ito
Graduate School of Management
How to introduce mindfulness in a management context without arousing an immune response?
“I think therefore I am.”

Rene Descartes
“Descartes said: ‘I think therefore I am.’ We will have to say also: ‘I see therefore I am.’

Increasingly, we will balance the conceptual with the perceptual….the archetype of the educated person.”

Peter F. Drucker

Rule #1
QUIET PLEASE

Anthropologist

AT WORK
Ask questions and listen for what is important.
How can awareness practices support those values?
Respect the language of that world.
Not so helpful:
- Therapeutic Language
- Spiritual/New Age Language
- Religious Language
Beware W.A.S.

Weird Asian Stuff!
The Impartial Spectator:

Key to "Self-Government"

Adam Smith

Theory of Moral Sentiment, 1759
How can enhanced attention transform your results?
Useful Resource...
Offer a taste!
Have Fun!
Wendy Quan
Organizational Change Manager, Pacific Blue Cross
Workplace Meditation Instructor, The Calm Monkey
To share with you . . .

- Innovation at Pacific Blue Cross
- Business results that get attention
- 3 tips to become an effective workplace facilitator
• British Columbia’s largest provider of health and dental benefits for 75 years
• 1.5 million members in Western Canada
• 1,500 client organizations
• 730 employees
My personal story...
Innovation at Pacific Blue Cross
Classes at Pacific Blue Cross

• 2011: Started with 12 co-workers
• Developed ‘Learn to Meditate’ program
• By donation
• Weekly drop-in, 30 min, lunchtime
• Format: Talk/Teach, guided meditation

Grassroots success – word-of-mouth

190 participants today

26% of organization
# of Meditation Participants
(out of 730 employees)

- Start January 2011: 2%
- Year 1 2011: 8%
- Year 2 2012: 12%
- Year 3 2013: 23%
- Year 4 2014: 26%
- Year 5 2015: 26%
How would you rate your personal resiliency?

- Low
- Moderate
- High

BEFORE CLASS

AFTER CLASS
How much has meditation and/or mindfulness helped you through our big system implementation?

5 - Made a significant difference
4
3 - Moderately helped
2
1 - No influence

83% of respondents said meditation **moderately to significantly** helped them through a significant transition that affected business processes, systems and jobs.
Integral role of a Workplace Facilitator

- Catalysts
- Coordinators
- Creates a safe, meaningful experience
- May provide basic guidance, deliver live meditation or play a recording
- Not a meditation teacher

Do you feel ‘qualified’?
Tip #1: Onboard newcomers with an Introduction session

- Dispel myths
- What to expect when they come to class
- Demonstrate posture options
- Instill confidence that they can meditate

Make newcomers feel comfortable & build a relationship
Tip #2: Don’t underestimate the value of silence

When delivering a guided meditation,

- Pace – slower than you may think
- Enunciate
- Provide ample ‘space’ between instruction
- Provide ‘quiet’ time
Tip #3: Evaluate

- Seek anonymous feedback
  - Improve your program and skills
  - Show benefit to your organization

- Possible questions:
  - Suggestions for improvement?
  - Stress reduction?
  - Increased resiliency?
  - How does it benefit your work life?

Share the results!
Workplace Meditation Program

Part 1: Information Session
Dispelling the myths, what’s in it for you?

Part 2: ‘Learn to Meditate’ Course
Teaches the skills to meditate & practice mindfulness.

Part 3: ‘Train-the-Facilitator’
Workshop & Certification
A workshop and turn-key toolkit to start a self-sustaining workplace program. Optional certification to prove proficiency.
Thank you!

Be a Successful Facilitator

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Organizational Change Manager,
Pacific Blue Cross
GROWING WHOLE PEOPLE

COGNITIVE
what we think

EMOTIONAL
what we feel

SOMATIC
what we sense
3 CENTER CHECK IN

What am I thinking?
What am I aware of in my mind?
Thinking, planning, remembering?

What am I feeling?
What am I aware of in my heart?
Emotions, attitude, mood?

What am I sensing?
What sensations am I aware of in my body?
Energy, fatigue, heaviness, stillness?
WHO DO YOU ADMIRE?

WHAT did they accomplish (DOING)?

HOW did they accomplish it (BEING)?
WAY OF BEING = QUALITIES

KIND  patient  open
centered  CALM  appreciative
PLAYFUL  ethical
INSPIRED  relaxed  authentic
visionary  SUPPORTIVE
PRESENT  poised  RECEPTIVE
flexible  balanced  grounded
creative  JOYFUL
respectful  COURAGEOUS
Become fully alive
SELF-REFLECTION

• When did I do (my quality) well/not well?

• What was happening **externally**?

• What was happening **internally**:  
  **HEAD**: thoughts, assumptions, beliefs, judgments?  
  **HEART**: feelings, emotions, moods, attitude?  
  **BODY**: sensations, posture, energy?

• What was the impact?

• Based on this reflection...what insights?
Mindfulness and Well-Being at Work

Birju Pandya
RSF Social Finance
THANK YOU!