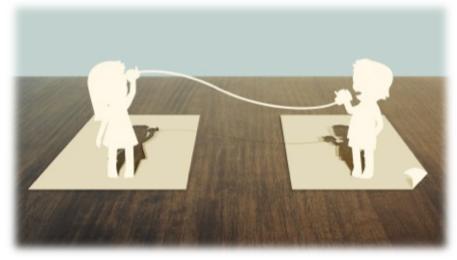


Communicate Well It's Not Just What You Say, It's How You Say It!



Amy Cohen
Inspired Perspectives LLC.





Objectives

- Where communication fits in a framework.
- What messages should do.
- How communications are interpreted.
- 7 Essentials.



Where Communication Fits

A Framework for Sustainable Engagement





Information vs. Inspiration

Key elements that are crucial before any real change can happen:

Information - If one is not informed, they don't know what to expect.

Motivation - If person is not motivated, they will not carry out a behavior even if they know they should.

Strategy - Giving the tools necessary to do what the person *knows* and *wants* to do.



Communications Should...

- Help raise awareness of heath risks and solutions.
- Provide the motivation and skills needed to reduce these risks.
- Affect or reinforce attitudes in shaping corporate culture.
- Generate interest so employees take action.
- Connect employees directly to the resources that are available to them in the right "teachable moment."





What Does Your Wellness Program Say to Employees?

All about health care costs?

For employee's happy life?







See the forest through the trees! Understanding the programs, incentives, benefits!



- Mandatory Preventive Health Evaluation (physical)
- Mandatory Personal Health Assessment (aka, "health risk assessment" through employee's health care plan administrator/network manager) and
- Choose any three of the following wellness goals:
 - √ Tobacco-Free Commitment
 - √ Physical Activity Participation
 - ✓ Weight Management
 - √ Life/Work Skills (EAP on-line seminars)

Active non-union employees
and their covered spouses
(if applicable)
certify that in
August, 2013 between
August 1, 2012 and July 31, 2013,
she/he each completed
the wellness requirements.

Information Motivating

Strategic

Meaningful















FREE PROGRAMS!

Easy, Convenient and FREE Lifestyle Management Programs

MANAGE YOUR HEALTH WITH THESE EASY-TO-USE PROGRAMS AT NO COST TO YOU. COACHING SUPPORT IS AVAILABLE TO:

MANAGE YOUR WEIGHT using a non-diet approach. Build confidence, become more active, eat healthier and change your habits.

GET AND STAY TOBACCO FREE by developing a personal guit plan that's right for you.

MANAGE STRESS and learn coping techniques to deal with stress on and off the job.

It's not too late to get your health coaching completed to save the maximum amount on your health insurance premiums. You must complete 3 calls by Oct 31st. Each call lasts about 15 minutes and needs to be scheduled 2 weeks in advance. Calls can be on weight management, smoking cessation, stress reduction, exercise, healthy living and more!

Call [1.855.246.1873] or go to myCigna.com to sign-up today.









Motivating













Vote

A. Employees who do not participate in a biometric health screening will lose a \$1200 contribution to their Health Savings Account.

B. Employees who get their biometric health screening will earn \$1200 for their Health Savings Account.

C. All employees will receive a \$1200 contribution into their Health Savings Acct.
KEEP the \$1200 by having your biometric screening done. Employees who do not participate will LOSE the \$1200 deposit.



7 Essentials #1 Name and Logo





Program Logo/Brand

Benefits to program and increases engagement

- Shows importance
- Easily recognized
- Part of culture shows here to stay





Logo Examples-Meaningful?















Bank

Hospital







Logo Examples











Bicycle Manufacturer









7 Essentials

#2 Simple and Concise







Simplify Your Message

Option A

Live Healthy Together



Option B



Bananas

1. Bananas are thought to have originated in Malaysia around 4,000 years ago. From there, they spread throughout the Philippines and India, where in 327 B.C. Alexander the Great's army recorded them being grown.

- Bananas were introduced to Africa by Arabian traders and discovered there in 1482
 A.D. by Portuguese explorers who took them to the Americas, the place where the majority of bananas are now produced.
- 3. There are approximately 1000 different bananas plants in the world.
- Over 100 billion bananas are consumed annually in the world which makes bananas the 4th largest agricultural product in the world.
- Americans consume bananas more than any other fruit. The average American
 consumes 26.2 pounds of bananas per year. Americans actually eat more bananas than
 apples and oranges combined.
- 6. Eating bananas can cheer you up! Bananas are the only fruit to contain tryptophan, an amino acid plus Vitamin B6 which work together to help the body produce serotonin, a natural chemical which alleviates mental depression
- 7. The phrase "going bananas" was first recorded in the Oxford English Dictionary and is linked to the fruit's comic connection with monkeys.
- 8. A cluster of bananas was formerly called a "hand" while a single bananas was called a "finger"
- 9. Nearly all commercial banana plants (Cavendish) are perfect clones of one another and



Roll Out

Implementation Letter. Is message:

- ✓ Positive?
- ♦ Builds morale, optimism, loyalty
- ✓ Meaningful/Relevant?
- Age, culture, interests, gender
- ✓ Supportive of objectives?
- No scare tactics, avoid defensive, focus on opportunity

http://www.cdc.gov/
nationalhealthyworksite/docs

Employees are #1 asset

Offer value to you

Improve quality of life

Implemented for you





7 Essentials

#3 Attractive/Impactful





GET AHEAD FINANCIALLY

Spend less than you earn. Cost cuttings can be small sacrifices that lead up to big savings.

Put away the plastic. Credit card debt is the number one obstacle to financial success.

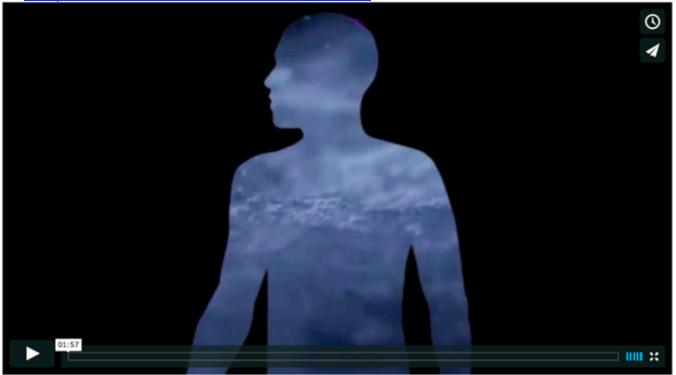
Pay yourself first. Auto deposit 5% -10% of your paycheck BEFORE you pay your bills.

Know where it goes. Plan a budget for realistic spending and saving goals.



Humor

https://vimeo.com/110425031





Which would you read?



Spring cleaning your life!

Spring cleaning is synonymous with an annual heavy duty cleaning or de-cluttering. While the efforts that go into this task are often tiring, the result of getting organized gives one a feeling of accomplishment. Cleaning doesn't seem like an obvious v way to reduce stress, but keeping your surroundings less cluttered and more organized is a standard time management tool.

Where did I put that document? Where are my keys? Which folder has the e-mail about the new policy? A little spring reorganization can make you more efficient and reduce frustration. Once you do the initial organization, the key is to use a system to keep things straight. Jim Kendall, Manager of Work/Life Connections offers the following suggestions:

- 1. Daily to-do lists and scheduling systems (day planners or electronic devices) are useful in keeping track of regularly scheduled appointments, tasks, projects, and deadlines. They also serve as a map for what you want to get accomplished today, this week, and this month. Review it first thing each day and when you end the day. David Allen's book Gesting Things Done: The art of stress-free productivity or Stephen Covey's First Things First, outline practical methods for organizing your life.
- 2. Handle papers and e-mails once. Try TRAF, which stands for Toss It; Refer It (Pass it along); Act on it; File it is based on the book Organize for Success by Stephanie Winston.
- 3. Set up decktop and e-mail folders and files for saving things you aren't ready to part with just yet. Clean out your e-mail inbox monthly.
- 4. Spend your energy on those tasks that yield a greater impact toward your goals. Take control of this resource and allocate it.
- 5. Don't forget to budget time for self-care and enjoying life's special moments. Make room in your schedule for exercise, sleep, quiet time, socializing, and hobbies. If you have trouble taking care of yourself, consider reading Self-Nurture: Learning to Care for Yourself as Effectively as you Care for Everyone Else by Alice D. Domar and Henry Dreher.
- 6. Throw things away that you haven't used in several years. Simplify. There will be a couple of things you wish you had kept, but most of it you will never miss

Pam Brown, Director of the Vanderbilt Organizational Effectiveness Team, suggests controlling TV time. "In the evening and on weekends, limit your television watching to programs that you truly enjoy. If possible, record shows and save them until you've completed other tasks." She also adds, " Reward yourself when you've completed a task - identify non-food rewards

Mark Your Calendar April 1 Start Chillege 2 Begins April 6 National Start Walking Day April 9-16 The Work of the Young

April 20 Presentation: Caring for a Level One With Alsheimer's Disease May 18 National Employee Health



Traci Nordberg Associate Fice Chance Chief Human Resource Officer

Leading by example

Vandobilt Loadon Making Wolfness a Priority

What is one of the things that helps you most in balancing work and raising 3 children under the age of 8?

Sleep! I try to make getting enough sleep a priority so that I can function at my best each day.

What is a tavortie activity for family

We enjoy being active outdoors, doing things such as riding bikes. Lately we have been having fun discovering parks in the Nashville area. My kids like to find new parks online, and we discover them together.

What was the last book you read? What the Dog Saw by Malcolm

How do you manage a healthy dinner for your family after a hard day?

Well, sometimes it is a challenge. One thing we do is plan three meals for the week and buy everything we need at the grocery store. Seared tofu is a favorite. We also occasionally like to eat breakfast for dinner.



GET UP AND GO!

April 2014 Digest

Physical activity is an important part of a healthy lifestyle for so many reasons - it boosts heart health, lowers blood pressure, helps beat stress, and may help reduce arxiety and depression, all factors that arguably matter more than the number on the scale.

The Get Up and Go Challenge is an 8 week physical activity competition which teams of coworkers compete with each other to get the most exercise points by tracking their steps on the RedBrick Health website!

Registration will take place April 14 - April 25. When you sign-up during this time frame you will get a free pedometer as well as exclusive Be Healthy mPerks offers throughout the challenge. You MUST sign up by April 25 to receive the pedometer and mPerks offers!

To sign-up: Visit www.redbrickhealth.com, log in, and follow the prompts for the challenge. AFTER you sign up, visit the Resources page and click on "Get Be Healthy mPerks Offers" and fill out the short form. You can also sign up by calling 855-824-6437.

The Challenge will begin May 5, just in time for spring! Everyone think warm thoughts until then!





Design Quality

Get to Know Live Well

INTRODUCTION TO YOUR Wellness & Optional Incentive Program

WHAT IS THE LIVE WELL PROGRAM?

"Live Well" is Crowley's branded wellness program that offers tools and resources tied to your Crowley Benefits to keep you and your family's health and well-being a priority."

The Live Well Goal is to promote the health and wellness of our people by creating a work environment that nurtures all dimensions of wellness while heightening engagement, reinforcing healthy behaviors, increasing performance and controlling health care expenditures.

What is the LIVE WELL INCENTIVE PROGRAM?

Just like safe drivers pay less for car insurance. Crowley offers health conscious employees who participate in wellness programs discounts on their health plan.

As insurance rates go up for everyone, Crowley is helping to take on more of the cost increases. Earn points for higher discounts and lower your contributions to your health care plan.

The optional incentive program is for full-time eligible employees covered under Crowley's self-insured health plans. The program is based on points and a tier system. There are several ways to accumulate points. See the "Live Well Incentive Program Overview" for details.

Crowley has selected Interactive Health (IH) as our wellness partner to ensure privacy, measure

INCLUDED IN THIS PACKET:

WELLNESS PROGRAM

- **✓** Dimensions of Live Well
- 8 Dimensions of Well-Being

 ✓ Live Well Calendar
- Review themes, challenges and webinars by auarter and month.
- ✓ Live Well Program Quick Reference Guide
 Quick reference of wellness benefits,

INCENTIVE PROGRAM

offerings and tools available to you.

- ✓ Live Well Incentive Program Overview

 Ways to accumulate points
- Descriptions of key components of the program
- ✓ 1st Year Participant Overview
- Explanation for new hires and first year participants
- ✓ Contribution Schedule-Example
 Review points and associated tiers to explain employee contribution discounts.
- ✓ Key Words and Descriptions
- Get familiar with the terms and components of the incentive program
- ✓ Health Evaluation FAQ's
- Frequently asked questions regarding the evaluations from Interactive Health (IH)
- ✓ Health Evaluation- Test at Lab Instructions
 Process to have your health evaluation at a Lab Corp facility
- ✓ Resource Directory
- Important websites and phone numbers to

coach on topics such healthy eating, physical activity and stress

Challenges

Participate in online challenges with your peers in teams to increase physical activity, eat better or lose weight.



Community Activity

Run a 5k, join a sports team or participate in a health promotion activity in your community



Weight Watchers Online

Online Weight Loss Program with meal support, peer group meetings tools and resources



Preventive Screenings

Annual Physical Flu Shot





7 Essentials

#4 Repetitive

"Guess What Day it is?"

https://vimeo.com/82106822





Strategy



- Frequency
- Budget
- Topics
- Media

Communication Plan:

What Information	Target Audience	When?	Method of Communication	Provider
Milestone report	Senior management and project manager	Bimonthly	E-mail and hardcopy	Project office
Project status reports & agendas	Staff and customer	Weekly	E-mail and hardcopy	Project manager
Team status reports	Project manager and project office	Weekly	E-mail	Team recorder
Issues report	Staff and customer	Weekly	E-mail	Team recorder
Escalation reports	Staff and customer	When needed	Meeting and hardcopy	Project manager
Outsourcing performance	Staff and customer	Bimonthly	Meeting	Project manager
Accepted change requests	Project office, senior mgmt., customer, staff, and project mgr.	Anytime	E-mail and hardcopy	Design department
Oversight gate decisions	Senior management and project manager	As required	E-mail meeting report	Oversight group or project office



Ongoing Communications

- Who is sending what and how often?
- ✓ Vendors (Wellness, EAP, Carrier, Consultants)
- ✓ Internal (HR/Benefits, Wellness Team)
- Frequency?
- ✓ Weekly-Tips,
- ✓ Monthly-Newsletters, Posters, Videos
- ✓ Quarterly-Flyers, Presentations/Webinars/Workshops
- ✓ Annually-Calendars, Self-Care





2015 CALENDAR at a glance



Intellectual • Physical • Social Emotional • Spiritual • Financial • Vocational Environmental

MAY JAN **FEB** MAR **APRIL** JUNE JULY AUG SEPT OCT NOV DEC

2015 Q1 **Healthy Heart**

January 19 - March 31 LOSE YER BOOTY

Heart Healthy Weight Challenge

WORKSHOPS

Time Management February 12, 2015

2015 Q2 **Diabetes**

April 27 - June 7 **EAT A RAINBOW**

Fruit & Veggie Challenge



WORKSHOPS

Understanding Food and Nutrition April 24, 2015

2015 Q3

Musculoskeletal

July 31 - August 23 **GET FIT ON ROUTE 66**

Physical Activity Challenge ** 66

WORKSHOPS

Understanding Health and Exercise July 24, 2015

2015 Q4

Metabolic Syndrome

September 14 - October 11 GOOD NIGHTS 122

> Sleep Challenge



WORKSHOPS

Avoid Burnout October 20, 2015

WEBINARS TO WATCH

EAP www.crowley-eap.com

HEALTH

www.myinteractivehealth.com



FINANCIAL

www.bettermonevhabits.com

GOAL SETTING FOR SUCCESS

WORK/LIFE BALANCE

FAMILY COMMUNICATION

BANISHING BULLYING

THE POWER OF SELF-TALK THREE NEVERS OF PARENTING PRACTICING GRATITUDE

FITTING FITNESS IN

AGING WELL

SLEEPING WELL

SMALL STEPS FACT OR FICTION TO A HEALTHIER

EATING ON THE RUN **BOOST YOUR** METABOLIC SYNDROME IMMUNITY ON WEIGHT LOSS WEIGHT

MANAGING MY **KEEPING CREDIT** PERSONAL BUDGET HEALTHY

UNDERSTANDING HOME REFINANCE

CREATE A SAFETY NET FOR LIFE'S UNEXPECTED **EVENTS**

STEPS TO HELP **GET OUT OF** DEBT

Visit the Live Well Site at www.MyWellSite.com/ip/Crowley



2015 Wellness Plan for Applied Information Services



Month	Challenge	Supportive / Internal Programs	Incentives
JAN	7 77 77 77		
	Around the World		
	Physical Activty		
FEB	TEAM Challenge		
LEB	Jan 26th- Mar 8th		
	Jan 26th- mar oth		
MARCH			
APRIL			
AT INIL	Eat the Rainbow		
	Fruit & Veggie		
MAY	Individual		
	Challenge	The state of the s	
	April 6-May 17th		
JUNE			
JUIL			
	### NA		
JULY	Summer Fun		
JULI	Individual		
	Challenge		
AUG	June 8th-July 19th		
	Walk on		
SEP	Wednesdays		1
J.	Challenge		
	Aug 10th-Spt 27th		
007	ring rour-opt artif		-
OCT			
	Healthy Holiday		
	Challenge		
NOV	Nov 9th- Dec 20th		
	1 2 2 2 2		-
DEC			





ICS - US East Jacksonville WELLNESS PROGRAM ACTIVITIES QUARTERS 3/4

Program Activity	Summary	Date/ Location	Reward
Lunch and Learn BE AWARE	A lunch time seminar engineered to educate you on self-defense and personal safety.	Wed 9/17 12:00 -1:30pm Training Room "be advised its is an active class, better to eat after.	Activity points for your prevention plan
Philanthropic Events	Participate in one of these events or support a non- profit organization to dem- onstrate your commitment to our community.	Watch for upcoming posts and G3 communications	Activity points for your prevention plan
Food & Fitness Fitbit Challenge HEALTHY BALANCE	12 week food and fitness challenge designed to improve your overall health	Kick Off: 9/2/14 End Date: 11/21/14 Look for upcoming communications.	Activity points for your prevention plan Purchase your littoit and receive full reimbursement
Health Awareness KNOW YOUR NUMBERS	Get a better understanding of your health status and the impact that out-of-line blometric standards can have on your health and wellbeing.	Awareness and education campaign	Earn a discount on your insurance premium
Gym Reimbursement	Fitness reimbursement program through United Health Care	On-going	•\$20/ month
Prevention Plan	Log your activities	On-going	Discounts on your health insurance premium.

For questions please contact the following team members:

Casey Rebman casey.rebman@icsfl.com. Philanthropy Coordinator

Jonathan Potter ionathan.potter@icsfl.com. Physical Activity Challenge Coordinator



7 Essentials #5 Emotional Appeal



Emotional and psychological appeals resonate more than feature or functions.



Features vs. Psychological Appeal?







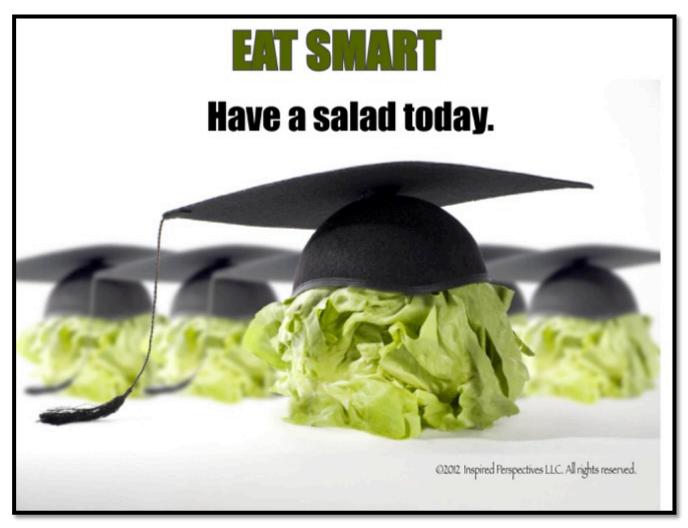
How does this make you feel?





7 Essentials

#6 Actionable







JUNE NEWS

NextEra Health & Well-Being's — Newest Wellness Platform is Here!

A website dedicated to you and your well-being! Sign-up today to access exclusive content such as Warrior of Wellness Materials, past Healthy Perspectives Digests, get fun health tips or send a motivational e-card to someone you care about. Check out the calendar for upcoming events, healthy recipes or communicate to friends. We are rolling out new programs constantly, so go on and check out how you can take charge of your health today!

Take the challenge to reach Skull Island today!

Take charge of your health today by going to
mywellsite.com/nextera and sign-up for Lose Yer Booty!

mywellsite.com/nextera and sign-up for Lose Yer Booty!





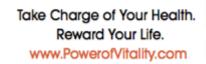
Drive to Resources

- Less than 1% of employees visit health plan wellness sites.
- * Dr. Bruce Sherman
- Direct to the resources you want them to use.













7 Essentials

#7 CREDIBLE

Statistics are good credibility, but lack human context.

STATISTIC	DIABETES STATISTIC	COMPARABLE STATISTIC
1 Out of Every 4	People with Diabetes in the U.S. don't know they have it	
1 Out of Every 11	People in the U.S. have Diabetes	
Two Times Higher	Medical costs for persons with Diabetes	
50% Higher	Risk of death for adults with Diabetes	

*American Psychological Association



- What makes people believe ideas?
 - Authorities?
 - Faith?
 - Experience?
- Concrete details or anecdotes.
- Human experience or intuition.

SUPERCHARGE Your Metabolism

Your metabolism converts the food you eat into fuel to power your

Fuel Your Fire. Just as adding small twigs can keep a fire dwindling down, eating small meals throughout the day your metabolism gradually burning.

Burn Hotter. Physical activity is the accelerant that is m effective in keeping our metabolic fire burning. The best metabolism-boosting exercises are weight lifting and cardiovascular training.



Any amount of physical activity you add to your routine will stimulate your body and build muscle, thus increasing your metabolism. Take a walk during your lunch breaks, or start using that gym membership to fit in a short, convenient workout.





Scan this code or visit http://ow.ly/snWWm for a slide show of 6 secrets to fire up your metabolism.

"Start where you are. Use what you have. Do what you can." – Arthur Ashe

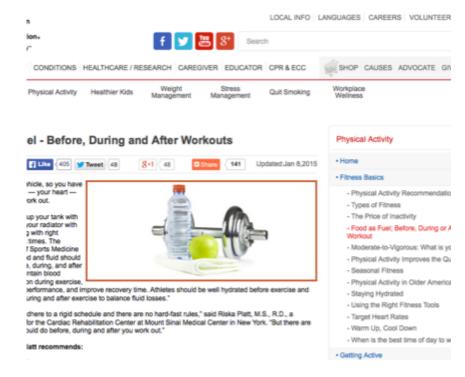


Copyright

Is it okay to:

- Use images from Google image?
- Pull recipes from the internet?
- Use articles or parts of articles from web and source them?





Getting Healthy | Conditions | Healthcare / Research | Caregiver | Educator | CPR & ECC | Shop | Causes | Advocate | Giving | News | Volunteer | Donate Privacy Policy | Copyright | Ethics Policy | Conflict of Interest Policy | Linking Policy | Diversity | Careers

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http://www.heart.org/HEARTORG/General/ Copyright-Permission-Guidelines UCM 300404 Article.jsp

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Wrong Way

- Copying media
 (especially images)
 from websites to paste
 into website or other
 media.
- Making a video from others' video footage or using copyrighted music as part of soundtrack

Right Way

- Purchase licenses to use graphics.
- Cite and Source
- Use copyrighted with permission and follow guidelines.
- Reputable partner.



Cite Sources

- Is what I am writing original or did I use information from another source?
- Even a paraphrased work would be sourced so the originator can be credited for efforts.
- Citing sources for an image is not license to use.



In-house vs. Outsource

DOES YOUR in-house NEWSLETTER COST MORE THAN YOU THINK?

INSPIRE TO MOVE: 5 Ways To WALK AT WORK 'Constitute units in a maintine way for to getting up from your contobation throughout the . Made before or after noting lunch. \$ Braingtons on a walking meeting. A break to refresh, energies and fight stress. A Schedule a 10-minute with overview at the same time It was speedus. A low sod and effective way to better health. 4. Note a comfortable pair of walking shore of your steal 5. Was a route, inside or subside, that is 10 minutes long with are you will feel be the Develophout and at the real of your day

*80 hours x \$20/hour

How much does your in-house wellness newsletter cost you?

DILEMMA: Companies want to have more control over the content of their wellness newsletter and save costs by having staff create newsletters.

CONSIDERATION: A quality newsletter takes approx. 80 hours of working payroll hours for:

- editorial planning, research and fact checking.
- -original and creative writing.
- -vetting reputable website for internet links resources.
- -3 layers of editorial review.
- graphic selection and licensed purchases of images.
- typesetting and graphic design time.

\$1600* /issue

IN-HOUSE COST vs. HEALTHY PERSPECTIVES DIGEST COST \$295/issue (on average)



Thank you!

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